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DIVISION SUMMARY

The Chancellor's Office has worked diligently engaging stakeholders and legislators to support higher education. BPCC has collaborated with Grambling, LA Tech, LSUS, and University of Maryland on articulations and MOUs. BPCC and NWLTC signed a "Shared Use of Facilities" Agreement. The BPCC Foundation and Cavalier Athletic Foundation have embarked on new projects to engage faculty/staff/alumni and stakeholders in raising funds for both foundations.

ADVANCED DEGREES OR CERTIFICATIONS

Chancellor James B. Henderson, STEP/Emergenetics Certification, March 2011

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bossier Parish Community College received the "Community Partnership" Award from the Bossier Chamber of Commerce. Chancellor James B. Henderson, The Times Outstanding Leader Award, January 2011
## PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| James B. Henderson | Emergenetics "Executive Leadership Team" 9/10  
Regional Legislative Meeting with Dr. May on 2011 Policy Agenda, 2/16/11  
SB Steering Committee Meeting with Governor Jindal's Education Policy Advisor, 2/18/11  
Department of Education "Education Summit, Houston, TX 3/9/11  
Artistic Discovery with Congressman John Fleming, 4/19/11  
National Community Development Services Meeting, 4/28/11  
National Debate Celebration, 4/28/11  
Senator Vitter and Congressman Fleming Academic Appointments, 4/30/11  
BPCC Radio Interview, 5/9/11  
End-of-Year Meeting, 5/12/11  
Mayor's Breakfast, 5/24/11 | Cyber Innovation Center, Stephen Moret, 7/1/4/10  
GRAD Act Meeting, 7/15/10  
Harvard Grad School, 7/18-30/10  
GRAD Act and Performance Funding, University of Lafayette, 8/4/10  
Congressional Update with Schuler Marvin and City of Bossier, 8/9/10  
Occupational Forecast Meeting 8/16/10  
Governor Jindal at Shreveport Country Club, 8/18/10  
Foundations of Excellence Meeting, 8/18/10  
LA Economic Development Meeting with Stephen Moret, 8/20/10  
Higher Ed, Shreveport Chamber of Commerce, 8/31/10  
Governmental Affairs Meeting, Bossier Chamber of Commerce, 9/2/10  
Shreveport Bossier Higher Education Imperative, 1/6/11  
Education 20/20, 1/6/11  
United Way Board Meeting, 1/7/11  
Coordinating and Development Corp, Meeting, 1/13/11  
The Shreveport-Bossier Community Foundation Occupational Forecast Meeting, 1/20/11  
Shreveport Bossier Editorial Board Meeting, 1/26/11  
Driving Louisiana Forward, Bossier Chamber of Commerce, 1/27/11  
STEP/Emergenetics Certification Training, Denver, CO. 2/28/11 to 3/4/11  
Title III Meeting, 3/15/11  
Black Tie or Not Ball for the Rescue Mission, 3/19/11  
LABI Breakfast/Meeting, 4/6/11  
AACC Annual Meeting, New Orleans, 4/8-11/11  
LCTCS Meeting, 4/12-13/11  
Petrohawk Groundbreaking Ceremony, 4/14/11  
KTBS Panel Member "Impact of Budget Cuts on Higher Education", 4/18/11  
University of Phoenix Meeting, 4/19/11  
Community Foundation Meeting, 4/26/11  
Senator David Vitter and Congressman John Fleming Academy Appointments, 4/30/11  
United Way Meeting, 5/9/11  
LCTCS Meetings, 5/10-11/11  
Bossier Chamber of Commerce, 5/12/11  
Region XIV Presidents Meeting, Tyler Jr. College, 5/23/11  
Guest Speaker, Bossier City Lion's Club, 5/26/11  
Hitachi Meeting, Dallas, TX 6/1-2/11  
LCTCS Meetings, 6/7-8/11 |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Chancellor James B. Henderson:

Signing Ceremony with Bossier Parish School Board "College Life is Possible," 7/16/10
Chesapeake Check Presentation, 9/25/10
NBC 6 Promotional Commercial, 9/27/10
Grand Opening of Donna Service Gallery, 9/21/10
Ribbon Cutting of Cavalier Athletic Fields, 9/21/10
Leadership Louisiana Panel, 9/24/10
Foundation Pledge Drive, 9/27/10
Signing Ceremony with University of Maryland, 10/1/10
ABC Check Presentation, 10/4/10
Women's Philanthropy Committee Panel, 10/5/10
Future of Adult Education, 10/28/10
Guest Speaker in Marketing Class, 11/2/10
Signing Ceremony with LA Tech on Engineering Degree, 11/2/10
North Louisiana Economic Partnership Legislative Breakfast, 10/7/10
Northern and Central LA Interface, 10/7/10
Bossier Chamber Meeting with all 13 NW Delegations, 10/14/10
Scholarship Check Presentation of LA Association of Public Community and Adult Education, 10/15/10
Signing of MOUs with Barksdale AFB, 11/12/10
Middle College Graduation, 12/14/10
Press Conference with EnCana Oil and Gas to Award Scholarships, 1/18/11
Shreveport Rotary Club Meeting, 1/25/11
Interview on NBC 6, 2/1/11
Signing of Articulation with NWLTC for Shared Use of Facilities, 2/10/11
GAPPC Meeting with Representative Jane Smith, 2/14/11
**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>1. Amount of funds raised by the BPCC Foundation.</td>
<td>1. $82,000 was raised in unrestricted funds. $150,000 was raised in restricted funds for a total amount of $232,000.</td>
<td>No changes</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>2. Amount and number of Foundation scholarships awarded.</td>
<td>2. The BPCC Foundation awarded 58 scholarships totaling $40,775.</td>
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<tr>
<td></td>
<td>3. Amount funded by the BPCC Foundation for professional development activities.</td>
<td>3. $8,000 was budgeted by the BPCC Foundation for FY11 for faculty/staff professional development. As of 4/1/11, $5,384 has been spent on professional development activities.</td>
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<tr>
<td></td>
<td>4. Amount of funds raised by the Cavalier Athletic Foundation for enhancement of the BPCC Athletic Programs.</td>
<td>4. The Cavalier Athletic Foundation raised $29,505 for enhancement of the BPCC Athletic</td>
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</tbody>
</table>

SB Imperative, Southern University, 2/18/11
Grand Opening of TLCM News Set donated by KTAL, 2/22/11
Young Professional's Initiative of Shreveport-Bossier, 3/10/11
Loyola Career Day, 3/11/11
Chancellor's Forum, 3/14/11
Speaker, Ed099 class, 4/5/11
Programs.

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

Performance Indicators
1. 14th class day headcount enrollment for fall 2010.
2. Dual Enrollment headcount.
3. Fall to spring 2011 retention of first-time, full-time freshmen.

Assessment Results
1. The 14th class day headcount enrollment for fall 2010 is 6,473.
2. Dual Enrollment headcount for fall 2010 is 188.
3. Fall to spring 2011 retention of all first-time, full-time freshmen is 1,104 (76%).
   Fall to spring 2011 retention of degree seeking freshmen is 1,071 (76%).

Changes Based on Assessment Outcomes
No changes.

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

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. Number of stakeholder taskforce objectives enforced.
2. Stakeholder evaluations.

Assessment Results
1. Stakeholder taskforce objectives which included establishing a platform to increase collaborative partnerships; enhancing communications with external stakeholders, and increasing donor awareness of BPCC programs/services were all enforced.
2. Stakeholder

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.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Provide professional development training for staff.</td>
<td>Executive Leadership Workshop and Coaching through ERI Services, Inc.</td>
<td>In the fall of 2010, Emergenetics training and executive coaching was provided to select staff to demonstrate how thinking and behaviors affect participants personally and professionally as they lead, supervise, make decisions, communicate, learn, create, and work in teams. As a result of the training, there is improved effectiveness in collaborative relationships and communication.</td>
<td>No changes</td>
<td>Provide professional development training for staff.</td>
</tr>
</tbody>
</table>

Evaluations were not required.
and make career and personal decisions. The objectives of the training is to deepen their understanding of STEP/Emergenetics attributes; learn how to apply STEP concepts with students through orientation classes (099) and career/personal advising-counseling; develop skills for accelerating learning; be able to assemble Brain Trusts for learning, problem-solving, and decision-making, and be certified to present student profile results within the orientation classes.

**Department Measurable Strategy**

Acquire external funding to support new program development and existing program growth.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of grants funded.</td>
<td>1. Twenty-one proposals were submitted. Eighteen grants have been funded as of 4/8/11.</td>
</tr>
<tr>
<td>2. Amount of funding received.</td>
<td>2. As of 4/8/11, the 18 grants were approved for funding in the amount of $2,388,779.</td>
</tr>
</tbody>
</table>

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Acquire external funding to support new program development and existing program growth.
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Promote the Foundations of Excellence in the First Year and Transfer-Focus Project ©</td>
<td>1. Appointment of FOE Liaisons.</td>
<td>1. Liaisons were appointed for all dimension committees as follows:</td>
<td>No changes.</td>
<td>Implement Foundation of Excellence in the First Year and Transfer-Focus Project © Strategic Plan</td>
</tr>
<tr>
<td></td>
<td>2. Approval of FOE Strategic Action Plan</td>
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<td></td>
<td></td>
<td>All Students - Peggy Fuller, Stacey Black</td>
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<td>Campus Culture - Shelli Ulrich, Kerry McNamara</td>
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<td>Diversity - Kelly McDade, Mark Hux</td>
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<td>Improvement - Dee Dee Mitchell, Kathleen Gay</td>
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<td>Learning - Laura Jones, Jason Downey</td>
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<td>Organization - Pat Wyatt, Tracy McGill</td>
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<td>Philosophy - Cindy Darby, Kim Cox</td>
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<td></td>
<td>Roles &amp; Purposes - Peggy Byers, Beverly Wasner</td>
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<td></td>
<td>Transitions - Holly French-Hart, Crystal Corbin</td>
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</tbody>
</table>
2. Approval of FoE Strategic Action Plan: will be finalized in the summer 2011. Thus far, approximately 60% of the information that informs the Action Plan has been gathered by the FoE Taskforce.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The College has been successful in growth, productivity, cost effectiveness, program accreditations, GRAD Act performance, and partnerships. The impact of budget cuts has not affected the quality of college services nor enrollment growth. The College has continued to experience record enrollment over the past academic year with plans to surpass what has already been achieved.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Continue to develop and execute innovative growth strategies aligned with the regional economy.
2. Develop and implement improvements and enhancements related to Foundations of Excellence initiative.
3. Enhance Planning Council structure to improve effectiveness and organizational impact.
4. Increase income derived from market initiatives and philanthropy.
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 2010 - 2011 fiscal year, the Office of Alumni Affairs & Development executed plans as outlined in Strategies for Success. Initiatives, programs and activities were conducted and resulted in increased fundraising revenues; increased access to school for citizens; increased access to professional development opportunities for faculty and staff; and increased overall level of support to the school.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Recognition Award - Service as National Conference Committee Member, Council for Resource Development
Recognition Award - Service to Bossier Mayors Commission for Women, (LEAD Scholarship Award Co-Chair)

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
</table>
| Stephanie Rogers | 7/1/10- 6/30/11 Scholarship Committee  
7/1/10- 6/30/11 Foundations of Excellence Committee  
8/26/10 "Strategies for Success" Training  
9/10 "Leadership" - Staff Senate  
3/11 - Bossier Chamber Legislative Update  
4/11 - American Association for Community Colleges National Convention |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

2010-2011 Annual Drive Pledge Posters, Brochures, Pledge cards
Cavalier Courtyard (Brick Plaza) Brochure
Cavalier Fields (Tree Fundraiser) Brochure
2010-2011 Scholarship Push Cards
2nd Annual BPCC 100 Mini NASCAR Race
Annual Christmas Social (Donor Appreciation Event)
Annual Spring Scholarship Reception (Recipient/Donor Recognition Event)
BPCC Debate Team "National Champs" Celebration Reception
BPCC Foundation End-Of-Year Annual Meeting/Retreat
Cavalier Athletic Foundation End-Of-Year Annual Meeting/Retreat

SIGNIFICANT CONTRACTS OR GRANTS

BPCC Foundation Annual Drive:
$125K Restricted- EnCana OGPT Grant (Authored by Linda Sonnier)
$15K EnCana New Pledge (Scholarship fundraiser)
$10K Citizens Scholarships
$10K Capital One Scholarships
$12.5K Chesapeake ($7K- Chesapeake Scholarship Fund; $5K- BPCC 100 General Scholarship fund)
$5K Greater Bossier Economic Development Foundation Scholarship Support
$28.5K Additional contributions-Annual Drive
$22K BPCC 100 - BPCC Foundation Fundraiser
$11K - (Investment) Dividends
$100K - (Investments) Unrealized Gains
Other:
$6K - Phase1, CAF Fundraiser

Cavalier Athletic Foundation:
$20,000 Donation, John & Alta Franks Foundation
$5,000 Donation, Individual Donor
<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Implement new scholarship fundraiser, &quot;Cavalier Court&quot; Brick project.</td>
<td>Number of people who purchase bricks.</td>
<td>Organized a committee to research and implement fundraising plan</td>
<td>Revised plan to redesign courtyard to include a fountain. Adjustments ongoing.</td>
<td>Narrow focus to begin with installation of center plaza/fountain of the courtyard.</td>
</tr>
<tr>
<td>Monitor proceeds from second year event to assess feasibility of event.</td>
<td>Amount of money made from BPCC 100 over previous year's proceeds.</td>
<td>Increased income goal to $20K minimum.</td>
<td>Exceeded $20K income goal to raise over $22k in net revenue.</td>
<td>Increase income goal to $40,000</td>
</tr>
<tr>
<td>Create market segmentation giving campaign focused on Alumni program of study vs. a general campaign.</td>
<td>Number of alums who respond to new campaign.</td>
<td>Partnered with Academic Planning to distribute direct appeal brochures to fall 2010 graduates and spring 2011 graduates via graduation packets.</td>
<td>Increased professional development budget for Foundation staff by 100% (from $500 to $1,000) and increased respective Senates' budgets by 15%.</td>
<td>Monitor mail-in responses to brochures and make adjustments as needed</td>
</tr>
<tr>
<td>Increase opportunities for professional skills development for foundation staff and BPCC employees.</td>
<td>Number of professional development conferences and seminars attended.</td>
<td>Increased professional development budget for Foundation staff by 100% (from $500 to $1,000) and increased respective Senates' budgets by 15%.</td>
<td>Increased skills (fundraising) development opportunity for Foundation Director. Implemented &quot;lost trace&quot; search to find useable data on donors and identify accurate addresses</td>
<td>Implement direct mail campaign targeting alumni and business contacts from lost trace search.</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**
Implement online survey to solicit feedback designed at engaging alumni, external stakeholders and supporters

**Performance Indicators**
Number of people who complete the online survey.

**Assessment Results**
Retrieved 21 survey responses from fundraiser feedback online report.

**Changes Based on Assessment Outcomes**
Organized "Rules Committee/Task Force" to review recommendations and implement suggestions to enhance the overall experience for participating teams and Race attendees.

**Strategy(ies) for the Future**
Monitor effectiveness of changes and impact on teams participation and net revenue.

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

In addition to the accomplishments listed above, the Office of Alumni Affairs saw a 21% increase in the Annual Drive (from $170K to $206K) with $125K restricted program income. The Foundation expanded program support services to the school by managing and administering funds for the Telecom Dept.; Oil & Gas Production Technology Program; and the Music Department. We disbursed $49K in academic scholarships (one workforce). The Foundation provided $19K to purchase three new passenger vans to transport students to and from school; $8K for professional development of faculty and staff; and an additional $11K for special projects support. The office set up online donations capabilities for both Foundations and implemented a new fundraiser with Cavalier Athletic Foundation. Regarding CAF, the Foundation director and accounting supervisor put new procedures in place to enhance reporting and provide duplicity in accountability of accounts receivables/payables. We also established a draft operating budget for CAF for implementation FY2011-2012. The director implemented and managed the merging of program accounts to the Athletic Foundation. We established operating budgets for each program (Basketball; Softball and Baseball).

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Increase giving levels in Annual Drive; fundraisers and special projects
Implement improved Donor Recognition Program to include new recognition board in lobby of building A
Implement Chancellor's Advisory Board
Embark on Phase 1 of Targeted-Program Specific Capital Campaign
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 within compliance with operating policies and procedures. Where necessary, discrepancies noted were brought to the attention of management and corrective action was taken and recommendations implemented.

PROFESSIONAL DEVELOPMENT

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<tr>
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</thead>
<tbody>
<tr>
<td>Juanita Epps</td>
<td>Strategies for Success Training; 08/24/10 Lisa Wheeler.</td>
<td>The Mayor's Commission for Women of Bossier City Meeting/Luncheon - March 9, 2011</td>
</tr>
<tr>
<td></td>
<td>&quot;Leadership&quot;; 09/24/10 - Chancellor Henderson</td>
<td></td>
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<tr>
<td></td>
<td>Financial Forms Training; 11/03/10 - Vicki Morehead/Lynn Lyle.</td>
<td></td>
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<tr>
<td></td>
<td>&quot;Violence in the Workplace&quot;; 02/11/11 - Richard Pool - Staff Development.</td>
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<tr>
<td></td>
<td>Foundations of Excellence Project; 03/31/11 - Toya Tucker &amp; Lisa Wheeler.</td>
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<tr>
<td></td>
<td>BPCC Black History Program - 02/23/11.</td>
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</tr>
</tbody>
</table>

BPCC Executive Council Meetings
BPCC Planning Council Meetings
BPCC Campus Lions Club Meetings
Staff Senate Development Meetings
BPCC Safety Meetings
BPCC Staff Development

Memberships/Committee:
ACUA (Association of College & University Auditors)
LACUA (Louisiana Association of College & University Auditors)
ACFE (Association of Certified Fraud Examiners)
BPCC Lions Club, Treasurer FY10-11
BPCC Staff Senate
BPCC Financial Aid Appeals Committee FY10-11
Technology Fee Voting Verification
FOE Meetings - 01/13/11; 02/15/11

Service:
Staff Judge for Gospel Choir Auditions FY10-11
Summer, Fall & Spring Registration
"It's About You" Campaign Drive - Co-Chair FY10-11

**STRATEGIC PLANNING**

**Department Measurable Strategy**
- Apply for professional development in the area of internal audit.

**Performance Indicators**
- Attend at least one semi-annual LACUA conference during the fiscal year.

**Assessment Results**
- Conferences were not attended during FY2010-2011 due to travel restrictions and budget restraints.

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

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

**Department Measurable Strategy**
- Establish an annual Audit Plan in compliance with industry specific standards that fulfills the expectations and needs of the College.

**Performance Indicators**
- Audit Plan which includes an allocation of audit hours; project objectives and input secured from LCTCS Director of Internal Audit.

**Assessment Results**
- Annual Audit Plan was approved 07/2010 by the Chancellor for fiscal year 2011. The plan allocated 1,632 hours of planning; training; financial; compliance; and operational areas of the college along with quarterly follow-up procedures.

**Changes Based on Assessment Outcomes**
- No current changes warranted.

**Strategy(ies) for the Future**
- Where necessary, implement follow-up procedures of prior year Legislative Audit findings.

**Department Measurable Strategy**
- Implement the annual Audit Plan to fulfill the mission of the Internal

**Performance Indicators**
- Documentation of implementation of plan.

**Assessment Results**
- College assets are appropriately tagged,

**Changes Based on Assessment Outcomes**
- Recommendations were discussed with

**Strategy(ies) for the Future**
- Include sample testing and other audit procedures as
Audit Charter.

accounted for and properly safeguarded. Overall compliance exist with College policies and procedures; State, and Federal laws and regulations. The accounting, financial and reporting systems were considered adequate for the period covered. Internal controls are adequate, effective and functioning properly based on audit review.

management, and agreement reached as to corrective action required. considered necessary during quarterly follow-up.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Management was provided for an independent appraisal of the Colleges overall system of internal control for various functions and operating procedures for the fiscal year 2011. Areas audited included:
Financial Aid Department
Fleet Management
IT System Access
Outside Employment Survey
Payroll
Purchasing
Property Inventory
Quarterly Follow-up
Surprise Cash Counts
Technology Fees

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to provide the College an independent appraisal of the overall system of internal controls. Attend professional development in the areas of audit and compliance.
Division of Administration (Chancellor's Office)
Public Relations

EMPLOYEE LISTING

Professional, unclassified staff
Karen J. Musgrove, M.Ed., Director
Tracy McGill, B.A.
Assistant Director

Classified staff
Laney Boyd
Christy Moore, AAS

DIVISION SUMMARY

The Public Relations Office serves as the publication/media relations office for Bossier Parish Community College. In 2010-2011, the Office produced the following publications for the College: 2010-2011 General Catalog (online and print); all program/degree brochures; the general viewbook; the Application Packet; pushcards for academic and service programs; fall, spring, and summer Academic Bulletins and Schedule of Classes (online and print); three graduation programs; and recruitment postcards—a total of 57 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 968 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 quickly and efficiently. During the calendar year, the PR Office reduced the number of campus memos sent to BPCC employees by following stricter guidelines regarding content/purpose of memos.

Media relations plays a major role in the daily operations in the Public Relations Office. Each year, the Office submits releases to 26 different outlets, which include print, radio, Internet, and television within six different parishes (Bossier, Caddo, Claiborne, Lincoln, Red River, and Webster) and the System Office in Baton Rouge. The year, the Office issued 153 press releases to local media; this number reflects a change in the record-keeping process. In early May, the Office tallied the number of column inches of news coverage for the College. The total was 16,008 inches or 1/4 mile! The College (its programs, students, faculty, and staff) appeared in 833 newspaper articles and on the major television networks.
numerous times.

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 in Northwest Louisiana during the year. Members of the faculty and staff agreed to speak; eight made presentations. The number of speakers has dwindled significantly for this year. The PR Office will need to revisit the method of advertising the availability of speakers.

The Public Relations Office is charged with implementing the First Call Alert System when the campus requires immediate closure. This year, the director engaged the system 4 times for inclement weather.

For the first time, the Public Relations Office participated in the social media world by creating a college Facebook page. In ten months, the coordinator of the Facebook page posted 145 comments to advertise college events, congratulate student groups, announce college information, and, generally, communicate with the outside world. Office personnel have recognized the value of social media and will continue communicating in this fashion.

**ADVANCED DEGREES OR CERTIFICATIONS**

Tracy McGill  
Adobe InDesign CS5 certification, Advanced  
Adobe InDesign CS5 certification, Basic  
Adobe 9 certification  
Defensive Driver Training

Christy Moore  
Adobe 9 certification  
Adobe InDesign CS5 certification, Basic and Advanced

Laney Boyd  
Defensive Driving Course  
Adobe 9 certification

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Karen Musgrove  
Luminis Portal Core Leader for LCTCS  
BPCC 100 Steering Committee  
Foundations of Excellence Steering Committee
Tracy McGill  
Promotion in job – Project Coordinator to Assistant Director of Public Relations  
Foundations of Excellence – Organization Committee Chair  
BPCC Annual Drive Building Chairperson

Christy Moore  
Promotion in job/classification – new title: Media Coordinator  
Incoming Staff Senate President for 2011-2012

## PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10/8/2010 BPCC 100 Volunteer</td>
<td>9/29/2010 “Social Media” seminar - Cohabitate</td>
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<tr>
<td></td>
<td>4/20/2011 Crisis Intervention Team Seminar</td>
<td>10/20/2011 Shreveport/Bossier Higher Ed Imperative – Bossier Civic Center</td>
</tr>
<tr>
<td>Karen Musgrove</td>
<td>7/9/10 Demonstration of RAVE</td>
<td>1/3-1/6/2011 InDesign Boot Camp, Metairie, LA</td>
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<td></td>
<td>8/12/10 Safety Video</td>
<td>3/9/11 Mayor's Commission Luncheon</td>
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<tr>
<td></td>
<td>9/14/10 “Leadership” by Chancellor Jim Henderson</td>
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<tr>
<td></td>
<td>9/16/10 “Creativity” by Darrell Chitty</td>
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<tr>
<td></td>
<td>10/27/10 “All Hallow’s Eve” by Karen Guerin</td>
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<td></td>
<td>11/15/10 Grad Act with Lisa Wheeler</td>
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<tr>
<td></td>
<td>2/11/11 Violence in the Workplace</td>
<td></td>
</tr>
<tr>
<td>Christy Moore</td>
<td>9/14/2010 Leadership</td>
<td>7/8/10 KTBS Internet workshop at KTBS Channel 3</td>
</tr>
<tr>
<td></td>
<td>10/27/10 All Hallows Eve</td>
<td>7/28/10 IKON demonstration</td>
</tr>
<tr>
<td></td>
<td>10/06/10 – WK – Copy Center orientation</td>
<td>10/6/10 Demonstration of Ricoh 720 at Willis Knighton Health Center</td>
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<tr>
<td></td>
<td>3/9/11 Mayor's Commission Luncheon</td>
<td>10/20/2011 Shreveport/Bossier Higher Ed Imperative – Bossier Civic Center</td>
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<td></td>
<td></td>
<td>11/9/10 LSUS for SB Higher Education Imperative Communications Committee Meeting</td>
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<td>1/25-28/11 LCTCS Base Camp</td>
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<td></td>
<td>3/9/11 Mayor's Commission Luncheon</td>
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<tr>
<td></td>
<td></td>
<td>3/23-25/11 LCTCS Conference in Baton Rouge</td>
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<tr>
<td></td>
<td></td>
<td>4/19-20/11 Luminis Portal Training at LCTCS</td>
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<tr>
<td></td>
<td></td>
<td>4/28/11 Community Renewal seminar and tour</td>
</tr>
<tr>
<td>Laney Boyd</td>
<td>09/14/10 “Leadership”</td>
<td>10/6/10 Print press machine demo at Willis Knighton</td>
</tr>
<tr>
<td></td>
<td>10/27/10 “All Hallows Eve”</td>
<td>1/3-1/6 “InDesign” Boot Camp, Metairie, LA</td>
</tr>
<tr>
<td></td>
<td>02/11/11 “Violence in the Work Place”</td>
<td>3/9/11 Mayor's Commission Luncheon</td>
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<tr>
<td></td>
<td></td>
<td>3/23-25 LCTCS Conference, Baton Rouge, LA</td>
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<tr>
<td></td>
<td></td>
<td>10/06/10 – WK – Copy Center orientation</td>
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<tr>
<td></td>
<td></td>
<td>3/9/11 Mayor's Commission Luncheon</td>
</tr>
<tr>
<td></td>
<td></td>
<td>03/23/25, 2011 - LCTCS State Conference</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Karen Musgrove
Presentations
8/12/10  Maroon Jacket seminar presenter
9/1/10  North Highland’s Women’s Club
3/15/11  Young Leaders of Shreveport Chamber

Tracy McGill
Presentations
3/30/2011 CNA Graduation – BPCC representative speaker
4/22/2011 “This is BPCC” program guest – Promoted Camp Cavs and Summer Non-credit Courses – Workforce Development & Continuing Education
9/20/2011 Tour organizer & guide – Loyola College Prep Administration – visiting BPCC campus
7/27/2011 Guest Speaker – Southeast Shreveport Rotary Club – Workforce Development & Continuing Education

Publications (Laney Boyd, Karen Musgrove, Christy Moore)
Academic Bulletin-Fall
Academic Bulletin-Spring
Academic Bulletin-Summer
Annual Report
Application Packet
Brochures
  Behavioral and Social Sciences
  Business and Computer Science
  Construction Tech - Tri-fold
  Cyber Information Technology
  Electronic Learning
  Financial Aid
  Innovative Learning
  Liberal Arts
  Math and Technical Education
  Nursing
  Occupational Therapy Assistant
  Performing Arts
  Physical Therapist Assistant
  Science/Allied Health
Student Services – Traditional
Student Services – Non-Traditional
Telecommunications
Telecommunications
Tri-fold Brochure @ BPCC
Tri-fold Brochure @ NSU
General Catalog
Envelopes – PTA
Envelopes – Recruiting
Folders
Graduation Program
   Summer 2010
   Fall 2010
   Spring 2011
Postcard – Construction Tech
Posters
Pushcards
   Biotechnology
Building Bridges for Student Success
Building Bridges for Student Success
Career Services
Construction Management and Entrepreneurship
Credit By Exam
Customized Training
Educational Technology
Foundation
General Science – Allied Health
Healthcare Management
Middle College
NLU
Oil and Gas
Occupational Therapist Assistant
Placement Test
Prior Learning Assessment
Student Success
WIA
Workplace Literacy
Writing Support
Viewbook – Traditional
Viewbook – Non-Traditional

Publications (Christy Moore)
Academic Catalog
Pushcards
  Math Prep
  Engineering

Carl Perkins Publications
Brochures
  Nursing
  Occupational Therapy Assistant
  Physical Therapist Assistant
  Telecommunications
Brochures Tri-fold
  Construction Tech
Envelopes
  Physical Therapist Assistant
Postcards
  Construction Tech
Posters
  Construction Tech
Pushcards
  Oil & Gas
  Occupational Therapy Assistant

Laney Boyd
Publications
Summer Academic Bulletins 2010
Fall Academic Bulletin 2010
Spring Academic Bulletin 2011
Graduation Program (spring 2011, summer 2010, fall 2010)

Publications (Tracy McGill)
BPCC logo design
Graphic Standards Guidelines – Identity Program
Redesign of Cavalier mascot
Redesign of BPCC business card template
Design of 2011-2012 Academic Catalog
Fall 2010 Workforce Development & Continuing Education Non-credit Course Catalog
Spring 2011 Workforce Development & Continuing Education Non-credit Course Catalog
Summer 2011 Workforce Development & Continuing Education Non-credit Course Catalog
Monthly advertisements (print) – Bossier Business Monthly, S/B Magazine
Bi-Monthly advertisements (print) – Forum News
Advertisement (print) – The Shreveport Times Graduation tabloid
Advertisements (print) – Spring, Summer Registrations
Advertisements (print) – Camp Cavs
Advertisements (print) – Healthcare Management
Advertisements (print) – Engineering
Advertisements (print) – Shreveport Chamber of Commerce Membership Directory
Advertisements (print) – Bossier Chamber of Commerce Membership Directory
Advertisements (online) – KTBS.com – Workforce Development & Continuing Education
Advertisements (online) – Bossier Chamber of Commerce website
Advertisements (online) – Shreveporttimes.com – general BPCC ad
Advertisements (online) – Sbfamilies.com (Camp Cavs)
Billboards – Engineering, Healthcare Management, Camp Cavs
Brochure – Cavalier Connection – for Recruiting
Brochure – Cavalier Courtyard trifold – for BPCC Foundation
Program – Annual Middle School Expo – May 17 & 18, 2011
Basketball scorer’s table & player chairs – design work
Flyer – BPCC 100 – BPCC Foundation
FaceBook page coordinator – Workforce Development & Continuing Education

Productions
Development/redesign of BPCC Website
Script writing – BPCC Middle College 60-second spot for LCTCS Annual Convention
Script writing – BPCC “60 Seconds of Fame” – LCTCS Annual Convention
Advertisements/script writing/media buying (radio) – Spring, Summer Registrations
Advertisements/script writing/media buying (radio) – Workforce Development/Continuing Education
Advertisements/script writing/media buying (radio) – Engineering
Advertisement (web app) – KTBS.com
Coordination of SB Magazine Video show interview with Chancellor Henderson - Theatre
## Strategic Planning

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote BPCC through social networking site.</td>
<td>Number of Facebook postings</td>
<td>The PR Office developed and maintained the College Facebook page.</td>
<td>The successful use of Facebook as a communication tool reinforced the importance of social networking. Postings have become a daily/weekly routine.</td>
<td>PR personnel will continue to ramp-up the use of social networking.</td>
</tr>
<tr>
<td>Provide professional growth opportunities among office personnel.</td>
<td>Number of professional growth seminars (both on and off campus) attended by office personnel at no cost.</td>
<td>Office personnel attended a number of on campus and off campus workshops and seminars—as indicated by each individual submissions to the Annual Report.</td>
<td>By attending professional development events on campus, the PR personnel have maintained a close networking relationship with the BPCC faculty and staff. In addition, by attending the LCTCS Conference in Baton Rouge, the PR staff strengthened the office bond and benefited from networking with System-wide employees. Two employees attended a</td>
<td>As finances will allow, PR personnel will attend more workshops and seminars.</td>
</tr>
</tbody>
</table>

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25
<table>
<thead>
<tr>
<th><strong>Department Measurable Strategy</strong></th>
<th><strong>Performance Indicators</strong></th>
<th><strong>Assessment Results</strong></th>
<th><strong>Changes Based on Assessment Outcomes</strong></th>
<th><strong>Strategy(ies) for the Future</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Track the use of online college catalog and academic bulletin/schedule of classes.</td>
<td>Monthly data from website tracking system.</td>
<td>This strategy was not followed on a regular basis to provide any major feedback. Periodically, the director would check the tracking system during peak advertising campaigns. Numbers increased during those time slots.</td>
<td>By periodically checking the website tracking data, the director followed the marketing strategies. After sharing this information with IE, the director learned that 973 students answered an ACT Student Opinion survey with a rating score above the national average and responded thusly: &quot;Satisfaction with College catalog/admissions publications/Accuracy of college info prior to enrolling.&quot;</td>
<td>This strategy will be repeated for the next year.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Public Relations Office consists of a four-person team. Each member has specific and separate duties. In October, an assistant director was chosen and one employee's title was changed to media coordinator. The director and assistant director are currently developing the Graphic Standards Manuel that will help in coordinating all campus publications and documents.

Once again, the PR Office used Carl Perkins funding to pay for 14 academic publications. Each year, the PR Office will work with the Grants Office...
to secure funding for program-eligible publications.

The BPCC Report Card results for 2010-2011 are as follows: 83 respondents for an average score of 3.26 (up from 3.07 in 2009-2010). Office personnel will use the results to improve services for the upcoming year.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Completion and implementation of Graphic Standards-Identity Program.
Development and redesign of BPCC website.
Division of Administration (Chancellor's Office)
Student Success Initiatives

EMPLOYEE LISTING

Professional, unclassified staff
Toya Tucker, M.S.
Crystal Corbin, M.A., M.A., LPC

Classified staff
Petra Battlefield

DIVISION SUMMARY

The mission of the Office of Student Success Initiatives is to enhance the student experience through comprehensive evaluation of the student experience and implementation of evidence-based retention activities. The framework to meet this mission included a continued commitment to the BPCC/NSU Title III Cooperative Project and commencement of the Foundations of Excellence Project and Entering Student Success Short-Term Action Plan.

Title III had a positive impact on the Science, Nursing and Allied Health Division's commitment to improve academic quality and student services and outcomes. Title III supported faculty efforts in improving academic quality through the development of Anatomy Modules, which students may utilize to help understand barrier concepts presented in class. In addition, faculty were afforded the opportunity to attend the Lilly Conference on College and University Teaching.

The Title III Student Success Coordinator provided direct services to students requiring advising and support. She provided career and academic advising for students who were identified by faculty or who self-identified as requiring assistance.

The Foundations of Excellence Project and Entering Student Success Institute provided the necessary framework to identify areas that require improvement in order to enhance the new and transfer-bound student experience. This framework included activities that assisted faculty and staff in effectively assessing student success indicators, such as persistence rates, course failure rates, and student survey results, among many other data sets. In addition, faculty and staff were charged with creating a plan for institutional improvement in an effort to increase retention of first-year students.
Through activities such as Title III, the Foundations of Excellence Project, and the Entering Student Success Institute, the Office successfully supported the campus in evaluating the student experience and is implementing promising practices to increase student success.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Blackboard Orientation – November 8, 2010</td>
<td>SACSCOC Annual Meeting - December 7-10, 2010</td>
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<td></td>
<td>Emergenetics Workshops – November 10, 18, 19, December 2, 2010</td>
<td>Entering Student Success Institute – March 27-29, 2011</td>
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<td></td>
<td>GradesFirst Student Advising and Retention System Orientation (Web) – February 23, 2011</td>
<td>AACC Convention – April 8-12, 2011</td>
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<td></td>
<td>Managing Difficult Classroom Situations – March 21, 2011</td>
<td>USDOE Title III/V Project Directors’ Meeting – April 18-21, 2011</td>
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<td></td>
<td></td>
<td>Harvard University Management Development Program – June 5-17, 2011</td>
</tr>
<tr>
<td>Crystal Corbin</td>
<td>Student Learning Styles by Learning Rx- October 22, 2010</td>
<td>NACADA Summer Institute, St Louis, MO. – June 27-July 2, 2010</td>
</tr>
<tr>
<td></td>
<td>GradesFirst Student Advising and Retention System Orientation (Web) – February 23, 2011</td>
<td>Entering Student Success Institute, Santa Fe, NM. – March 27-29, 2011</td>
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<tr>
<td></td>
<td>Louisiana Transfer Degree Guarantee Advising Workshop – April 5, 2011</td>
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<tr>
<td></td>
<td>Emergenetics Facilitator Training - March 21-22, 2011</td>
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<td></td>
<td>Foundations of Excellence Presentation-August 18, 2010</td>
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<td>Strategies for Success Training-August 24, 2010</td>
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<td>Foundations of Excellence-“Dimension Committee Kick-Off” Meeting/Taskforce Workshop-October 20-22 , 2010</td>
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<td>Foundations of Excellence Roles &amp; Purposes Dimension Committee</td>
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<td>Financial Forms Training-November 3, 2010</td>
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<td></td>
<td>Foundations of Excellence Lunch ’n Learn/Taskforce Workshop-January 10, 2011</td>
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<tr>
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<td>Crisis Intervention Team Seminar-April 20, 2011</td>
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<td></td>
<td>State Travel Agency; SHORT’s training webinar-June 14, 2011</td>
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</tbody>
</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

- Director co-presented “Foundations of Excellence Presentation” at a campus-wide faculty/staff fall semester in-service – August 18, 2010
- Director hosted the “BPCC/NSU Title III Cooperative Project External Evaluator Site Visit” – September 14-15, 2010
- Director co-presented the “Foundations of Excellence – Dimension Committee Kick-off” at a FoE taskforce workshop – October 20-22, 2010
- Director presented the “Foundations of Excellence – Lunch and Learn” at a FoE taskforce workshop – January 10, 2011
- Director hosted the “BPCC/NSU Title III Cooperative Project External Evaluator Site Visit” – March 14-16, 2011
- SSC was guest speaker for the BPCC Campus Lions Club, Topic Holiday Stress, November, 2010
The Office continued to receive funding from the U.S. Department of Education totaling $831,510 through September 30, 2011.

### STRATEGIC PLANNING

#### Department Measurable Strategy

- **Launch the Foundations of Excellence in the First Year and Transfer-Focus Project® self-study.**

#### Performance Indicators

1. Logs of self-study Dimension Committees, consisting of faculty, staff, and students.
2. Completed faculty, staff, and student surveys related to the first-year and transfer experience.
3. Final strategic action plan document to increase first-year students' persistence and learning.

#### Assessment Results

1. Committee logs were secured.
2. 178 faculty and staff surveys and 342 student surveys were completed.
3. Committee reports were completed; however, the final strategic plan was not completed by close of the academic year.

#### Changes Based on Assessment Outcomes

Survey results will support the Committees' recommendations of maintaining and/or enhancing specific practices and or policies.

#### Strategy(ies) for the Future

The Office will continue to support the FoE Steering Committee with review of the Committee reports and subsequent development of the final strategic action plan.

#### Department Measurable Strategy

- **Coordinate professional development activities.**

#### Performance Indicators

1. Registration and attendance evidence that three allied health and science faculty attend instructional design/pedagogy conferences.
2. Agendas, sign-in logs, and evaluations from peer faculty.
3. Post-conference reports from Student Success Coordinator's attendance at advising and retention conferences.

#### Assessment Results

1. Three anatomy faculty attended the Lilly Conference on College and University Teaching.
2. Faculty shared conference content with peer faculty during Science, Nursing and Allied Health faculty workshop.

#### Changes Based on Assessment Outcomes

No changes.

#### Strategy(ies) for the Future

The Office will continue to support faculty efforts to attend professional development and share such content with peer colleagues upon return. The Office will identify ways to ascertain whether faculty incorporate promising practices into course design.

#### Department Measurable Strategy

- **Provide learning resources for**

#### Performance Indicators

1. Creation of learner-

#### Assessment Results

1. Five Anatomy

#### Changes Based on Assessment Outcomes

The Learning Center

#### Strategy(ies) for the Future

The Office will continue to
Allied Health and Science students.

centered electronic modules for allied health and science students.

2. Web-site to ensure modules’ accessibility and availability.

3. Logs of anatomical models in classrooms and The Learning Center.

Modules were created and available by March 2011.

2. Functional modules website at http://bpcc.edu/title3/#sciencemodules

3. 82 anatomical models are tagged, logged and made available for student use.

support faculty in the development of Chemistry Modules and, eventually, Physiology Modules. In addition, the Office will collaborate with faculty and the Dean of Science, Nursing and Allied Health to identify additional student learning resources that may be purchased for student use.

Department Measurable Strategy

Institute academic and career advising activities.

Performance Indicators

1. Dates, sign-in logs of Title III orientation sessions in first year Allied Health and Science courses.

2. Number of processed Title III Student Success Referral forms.

3. Linkage of SENSE survey results to Title III advising activities.

Assessment Results

1. Log-in forms reflect student support services were provided throughout the academic year.

2. 1,076 student sign-in signatures for student academic and/or career advising.

3. Fall 2010 SENSE student survey results were received. The Title III Evaluation Team will review results and make necessary adjustments to advising and orientation to the fall 2011 cohort of Title III students.

Changes Based on Assessment Outcomes

No changes.

Strategy(ies) for the Future

The Office will continue to secure documentation that student support services are provided. In addition, the Office will request that the Center for Community College Student Engagement share aggregated SENSE results rather than raw data results. In this manner, the Title III Evaluation Team will have ample time to review such results and make necessary recommendations.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Student Success Initiatives was effectively collaborated with faculty and staff representatives from each area of the College. The Title III Project embarked on a second year of grant activities and further integrated the Student Success Coordinator and her support services into the Science, Nursing and Allied Health Division. In addition, Title III afforded the opportunity for this Division’s students to provide feedback through Title III-generated and nationally-normed surveys. These results will aid Title III in developing activities that align with the needs of the student cohort.

The Foundations of Excellence Project had many successes, including, but not limited to, a broad representation of the campus discussing the student experience and committees developing recommendations based on specific data and their perception of the student experience. Moving forward, the Office will be more effective in continuously communicating the Project’s goals and supporting the faculty and staff in understanding specific ways they may support and provide feedback.

PRIORITIES FOR THE COMING ACADEMIC YEAR

For the 2011-2012 academic year, the Office will continue to: foster positive relationships that allow collaboration amongst the campus in assessing the student experience and implementing promising practices; administer Title III grant activities; align Title III-related assessment results with changes in Title III advising and retention activities; and, seek professional development for Title III staff and Science, Nursing and Allied Health faculty.
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 office of the Vice Chancellor for Academic Affairs experienced a productive 2010-11 academic year. The Office

* Facilitated the approval of nine new associate degrees, certificates, and technical competency areas;
* Oversaw the creating of the College’s Fifth-year Interim report Committee;
* Established BPCC @ Grambling State University;
* Created new articulation agreements and memoranda of understandings concerning transfer of credit to BPCC;
* Participated in conference calls with stakeholders to promote BPCC;
* Facilitated meetings with College personnel to improve services of academic affairs to internal constituents;
* Managed student and faculty concerns and challenges;
* Signed the BPCC @ LSU-S MOU.

During the 2010-11 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; managed 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.
**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Stan Wilkins - Member, Board of Trustees Commission on Colleges, SACS

**PROFESSIONAL DEVELOPMENT**

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Stan Wilkins</td>
<td>Member, Deans Council, Executive Council, and Planning Council</td>
<td>LCTCS Chief Academic Officers Meetings, Baton Rouge, LA.</td>
</tr>
<tr>
<td></td>
<td>Member, BPCC Foundation and Staff Senate</td>
<td>LCTCS Chief Articulation Officers Meetings, Baton Rouge, LA.</td>
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<tr>
<td></td>
<td>Degree and Certificate Advisory Committee Meetings</td>
<td>Board of Regents and Committee Meetings, Baton Rouge, LA.</td>
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<tr>
<td></td>
<td>Ex-Officio member of Standing and Adhoc College Committees</td>
<td>Cyber Innovation Center Meetings, Bossier City, LA.</td>
</tr>
<tr>
<td></td>
<td>Administrative Committee Member Title III initiative</td>
<td>Academic and Student Affairs Leaders Meetings, Baton Rouge, LA.</td>
</tr>
<tr>
<td></td>
<td>Division of Liberal Arts Theater Productions and Music Recitals</td>
<td>SACS-COC Annual Meeting, Atlanta, GA., 12/5/10 – 12/8/10</td>
</tr>
<tr>
<td></td>
<td>BPCC@GSU Meetings</td>
<td>Bossier Chamber Annual Banquet, Bossier City, LA., 1/25/11</td>
</tr>
<tr>
<td></td>
<td>WIN WIN Meetings</td>
<td>BPCC @ LSU-S Meetings, Shreveport, LA., 2/17/11; 3/7/11; 3/29/11; 4/26/11</td>
</tr>
<tr>
<td></td>
<td>SACS 5th Year Interim Report Committee</td>
<td>Respiratory Therapy Accreditation Exit Report, LSU Health Sciences Center, 3/25/11</td>
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<td></td>
<td>College Promotion Committee</td>
<td>NSU/BPCC Retreat, Northwestern State University, 4/6/11</td>
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<td></td>
<td>Foundations of Excellence Steering Committee</td>
<td>ATMAE Accreditation Dinner, Bossier City, LA. 4/2/11</td>
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<td>Promotion Committee</td>
<td>BizCamp, Bossier City, LA., 4/18/11</td>
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<td></td>
<td>Faculty/Staff Safety Meeting, 8/12/10</td>
<td>NWLA Police Academy, Benton, LA., 5/4/11</td>
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<td></td>
<td>Staff Development – “Leadership” Chancellor Jim Henderson, 9/14/10</td>
<td>SACS-COC Summer Meeting, Charlotte, NC., 6/21/11 – 6/23/11</td>
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<td></td>
<td>Google Doc Learning Outcomes, 10/6/10</td>
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<td>Staff Development – “All Hallows Eve” Karen Guerin, 10/27/10</td>
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<td>Staff Development – “Grad Act” Lisa Wheeler, 11/15/10</td>
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<td>Occupational Therapy Accreditation Exit Review, 2/16/11</td>
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<td>ROTC Meetings – Sergeant Gayle/Sergeant Bourgeois, 3/7/11; 3/31/11</td>
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<td>Grad Act Meetings, 3/14/11 – 3/15/11; 4/4/11</td>
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<td>Professional Workshops, 3/21/11</td>
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<td></td>
<td>Respiratory Therapy Accreditation Meeting, 3/24/11</td>
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<td>ATMAE Team Meeting, 4/4/11</td>
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<td>ATMAE Exit Interview, 4/5/11</td>
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<td>Degree Audit Meeting, 5/3/11</td>
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<td>Donna Branch</td>
<td>Faculty/Staff Safety Training, 8/12/10</td>
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<td>Foundations of Excellence, 8/18/10</td>
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<td>Strategies, 8/24/10</td>
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<td>Defensive Driving Certification, 9/3/10</td>
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<td>Staff Development - “Leadership” Chancellor Jim Henderson, 9/14/10</td>
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<td>Financial Forms Training, 11/3/10</td>
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<td>Staff Development - “Grad Act” Lisa Wheeler, 11/15/10</td>
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<td>Form Compliance Training, 5/25/11</td>
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</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Middle College Graduation Speaker - 5/10/11
MOU Signing Ceremony for Multiple Articulations in Cyber between BPCC and LSU-S - 4/7/11

ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2010-2011 academic year: (refer to the individual division reports for analysis and recommendations)

**Associate Degrees:**
- Legal Secretary
- Computer Information Systems
- Medical Assistant
- Physical Therapist Assistant
- Respiratory Therapy
- Pharmacy Technician
- Paramedic
- General Science
- Nursing
- Occupational Therapist Assistant

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

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**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve all academic goals of the LA GRAD Act.</td>
<td>Metrics showing compliance with the LA GRAD Act.</td>
<td>Metrics accomplished at 99.5%.</td>
<td>Changes not required.</td>
<td>Comply with GRAD Act 2.</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**
Facilitate year 2 of Title III Co-op Grant with Northwestern State University.

**Performance Indicators**
Achievement of performance metrics of the Title III Co-op Grant.

**Assessment Results**
Performance metrics achieved.

**Changes Based on Assessment Outcomes**
Additional learning resources were provided to students.

**Strategy(ies) for the Future**
Strategy completed.

**Department Measurable Strategy**
Increase number of specific BPCC-to-senior level institution articulation agreements.

**Performance Indicators**
Number of agreements.

**Assessment Results**
Articulated six BPCC associate degrees to senior institutions.

**Changes Based on Assessment Outcomes**
Students now engaged in seamless transfer.

**Strategy(ies) for the Future**
Articulate additional BPCC degrees to senior institutions.

**Department Measurable Strategy**
Explore additional dual enrollment opportunities with area schools.

**Performance Indicators**
Number of dual enrollment students.

**Assessment Results**
Four new schools were added. The number of eligible students went from 91 to 320, increasing 257%.

**Changes Based on Assessment Outcomes**
Additional classes were added to the dual enrollment schedules.

**Strategy(ies) for the Future**
Strategy completed.

**Department Measurable Strategy**
Document QEP successes.

**Performance Indicators**
Outcome metrics of the QEP.

**Assessment Results**
Alternate delivery modes enhanced student success.

**Changes Based on Assessment Outcomes**
Additional alternate delivery classes added.

**Strategy(ies) for the Future**
Strategy completed.

**Department Measurable Strategy**
Populate the following new academic programs:

**Associate Degrees:**
Oil and Gas Production Technology
Construction Management
Occupational Therapy Assistant Nursing

**TCA's:**
Construction Readiness

**Performance Indicators**
Number of enrolled students.

**Assessment Results**
95 students enrolled in Oil and Gas Production Technology.
25 students enrolled in Construction Management.
83 students enrolled in OTA.
882 students enrolled in Nursing.

**Changes Based on Assessment Outcomes**
New classes added.

**Strategy(ies) for the Future**
Continue to populate new programs.
**Department Measurable Strategy**

Create the following new academic programs:
1. Propose AAS degrees in Industrial Technology, Culinary Arts, Hospitality, Entrepreneurship, and Deaf Interpretation.
2. Initiate AALT and ASLT.
3. Explore “2+2” in engineering with Louisiana Tech University.

**Performance Indicators**

1. Proposals developed.
2. Establishment of the curricula.
3. Establishment of the agreement.

**Assessment Results**

1. AAS in Industrial Technology degree developed.
2. Degrees approved by Board of Regents.
3. Degree offered to students.

**Changes Based on Assessment Outcomes**

1. Degree approved.
2. Degrees approved.
3. Degrees populated.

**Strategy(ies) for the Future**

Develop additional programs as appropriate. (NOTE: Culinary Arts, Hospitality, Entrepreneurship, and Deaf Interpretation not feasible at this time)

---

**Department Measurable Strategy**

Enhance off campus initiatives by:
1. Expanding LCRP program offerings.
2. Exploring off campus opportunities in underserved areas of northwest Louisiana.

**Performance Indicators**

Number of programs and courses offered.

**Assessment Results**

Initiatives reevaluated.

**Changes Based on Assessment Outcomes**

Many Louisiana and Mansfield Louisiana identified.

**Strategy(ies) for the Future**

Strategies completed.

---

**Department Measurable Strategy**

Provide professional development opportunities for faculty and staff.

**Performance Indicators**

Number of opportunities.

**Assessment Results**

Professional development opportunities offered.

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Strategy completed.

---

**Department Measurable Strategy**

Review academic programs in accordance with the cyclical rotation.

**Performance Indicators**

Production of program review summary document.

**Assessment Results**

Summary document produced.

**Changes Based on Assessment Outcomes**

See individual program review, outcomes, and improvements.

**Strategy(ies) for the Future**

See individual program review, outcomes, and improvements.

---

**Department Measurable Strategy**

1. Appoint SACS “5th Year Interim Report” committee.

**Performance Indicators**

1. Appointment of the committee.

**Assessment Results**

1. Committee was appointed.

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**

Strategies completed.
2. Work toward necessary programmatic accreditations.
   1. Had organizational meeting on March 31, 2011.
   2. Programs listed as accredited.

Department Measurable Strategy: Modify course offerings:
1. Change CIS 105 to a developmental course (if appropriate).
2. Adjust course offerings to address new enrollment changes and challenges.
3. Expand student access to academic classes and programs via afternoon and alternate session class offerings.

Performance Indicators:
- 1. Re-designate course.
- 2. Number of courses.
- 3. Number of new classes.

Assessment Results:
- 1. Course content was modified.
- 2. Courses courses needed.
- 3. Courses added in the afternoon and alternate sessions.

Changes Based on Assessment Outcomes:
1. Course remains non-developmental.
2. Additional courses were added to the academic schedules.
3. Additional afternoon and alternate session class offerings added.

Strategy(ies) for the Future:
Strategies completed.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The following continuous activities sustained services to the College community: management of student and faculty concerns and challenges; management of 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 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, Foundations...
of Excellence Meetings, Faculty/Staff Meetings, Music/drama events, and college academic advisory committees.

PRIORITIES FOR THE COMING ACADEMIC YEAR

* Accreditation – continue meetings of SACS Fifth Year Report Committee

* Successful completers – increase numbers of graduates in associate degree and certificate programs

* Programmatic/Curricular
  Work toward necessary programmatic accreditations

* Articulation – increase number of specific BPCC-to senior level institution articulation agreements

* Quality Enhancement Plan
  Facilitate QEP and Google Docs presentations at COC/SACS annual meeting

* Populate new programs
  AAS in Oil and Gas Production Technology
  AAS in Construction Management
  AAS in Engineering
  Technical Diploma in Medical Assistant
  Certificate of Technical Studies in Paramedic
  Associate of Arts in Performing Arts
  AAS in Industrial Technology
  CTS in Accounting
  CTS in Information Systems Security Professionals
  CTS in Senior Systems Managers
DIVISION SUMMARY

The focus of the Office of the Associate Vice Chancellor for Academic Affairs (AVC for AA) was changed during 2010-2011. Responsibilities now include coordination of strategic planning and institutional evaluation to support the mission and goals of the College and facilitation of program development and review. The office also develops, coordinates, and supports quality professional development opportunities for faculty and staff and monitors institutional compliance with accreditation criteria.

The Associate Vice Chancellor for Academic Affairs was appointed to Chair the SACS Fifth-Year Interim Report by Dr. Wilkins. After investigating which Core Requirements, Comprehensive Standards, and Federal Requirements would be addressed in the Fifth-Year Interim Report, members were appointed to a committee to be in responsible for each element. Jonnie Young created a website using materials from Bossier Parish Community College’s Compliance Audit, Focused Report, and Response to the Visiting Committee Report that led to reaffirmation of the College in 2008. These materials will be used and updated by the committee when drafting the Fifth-Year Interim Report which is due September 2013.

The AVC for AA collaborated on the creation of several new degree programs during this year. Dr. Poole worked with Lesa Taylor-Dupree in creating the Associate of Arts Louisiana Transfer and the Associate of Science Louisiana Transfer for BPCC. Originally tracks in Humanities and Social Studies for the AA-LT and Biological Sciences for the AS-LT were established. Since then tracks for an AA-LT Fine Arts and an AS-LT Physical Sciences have been created. Dr. Poole worked with Mathematics and Technical Education personnel and representatives from Louisiana Tech University on the AS in Engineering. All of these programs have been approved by LCTCS and the Board of Regents. A proposal for an AS in Industrial Technology has been prepared and submitted for approval.

The Office of the AVC for AA hosted three “Working with Disruptive Student Behaviors” workshops for faculty and staff. The workshops were
attended by over 60 faculty and staff and were funded by Carl Perkins. The workshops were very interactive and Dr. Van Brunt used real classroom situations as examples. Evaluations of the workshop were extremely positive.

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. Working with Louisiana Tech University, BPCC created a new AS in Engineering that will allow students to complete the AS at BPCC and transfer to Louisiana Tech as juniors. BPCC is also working closely with Northwestern State University to map all associate degree programs at BPCC to baccalaureate degrees at NSU.

The AVC for AA created and published final exam schedules for all semesters. Dr. Poole worked with Donna Womack, Dr. Paul Weaver, Frank Viviano, and Laura Goadrich to establish the dates for Sessions B, C, D, E, F, and G for upcoming semesters. This office assisted with placement testing and with the administration of the ETS Proficiency Profile. The office hosted presentations by Education2020 for faculty and staff.

Dr. Poole coordinated the submission of proposals from Cyber Information Technology; Oil and Gas Production Technology, Construction Technology and Management, and Construction Readiness; and Lean and Six Sigma Certification Training to the Rapid Response Fund. The Cyber Information Technology was funded for $97,680 and $162,320 was awarded for the Oil and Gas Production Technology, Construction Technology and Management, and Construction Readiness proposal.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Christina Hughes - Staff Senate Secretary

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Poole</td>
<td>Leadership September 14, 2010</td>
<td>Southeastern Association for Community College Research Savannah, GA July 18-20, 2010</td>
</tr>
<tr>
<td></td>
<td>Constitution Day September 17, 2010</td>
<td>Foundations of Excellence Launch Meeting Asheville, NC August 2-3, 2010</td>
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<td></td>
<td>All Hallows Eve October 27, 2010</td>
<td>Southern Association for Institutional Research New Orleans, LA September 25-28</td>
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<td></td>
<td>Financial Planning Seminar March 30, 2011</td>
<td>Seminar &quot;Dealing with Difficult People&quot;</td>
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<tr>
<td>Christina Hughes</td>
<td>Foundation of Excellence Webinar, August 2010</td>
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</table>
STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist divisions in proposals for</td>
<td>Names of new programs</td>
<td>Associate of Arts</td>
<td>Strategy(ies) for the Future</td>
</tr>
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</table>

Additional choices

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<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinate articulation for the College.</td>
<td>1. Update Board of Regents Articulation Matrix. 2. List of new articulation agreements.</td>
<td>1. Submitted BPCC changes for Board of Regents Articulation Matrix 2. BPCC@Grambling</td>
<td>1. Utilize new BoR Articulation Matrix when advising students 2. More opportunities for students to enter college and to continue their education</td>
<td>Seek articulation opportunities</td>
</tr>
</tbody>
</table>

- Louisiana Transfer – approved for educational opportunities for students
- Associate of Science Louisiana Transfer - approved
- AS in Engineering - approved
- AAS in Industrial Technology – submitted and approved by LCTCS
- BPCC-LaTech Engineering 2+2
- BPCC-University of Maryland Cyber agreement
- BPCC-LSUS review of Business Administration 2+2 agreements
- BPCC-NSU mapping of degree programs
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize professional development activities for faculty.</td>
<td>Names of professional development activities offered to faculty.</td>
<td>Managing Difficult Classroom Situations by Dr. Brian Van Brunt – March 21, 2011</td>
<td>Utilize expertise of faculty to offer more professional development opportunities next year</td>
<td>Coordinate professional development</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
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<tr>
<td>Monitor College's compliance with SACS.</td>
<td>Submission of required reports.</td>
<td>Assisted Dr. Wilkins with April letter to Dr. Wheelan about engineering program</td>
<td>Selected individuals to serve on SACS Fifth-Year Interim Report Committee</td>
<td>Guide SACS Fifth-Year Interim Report preparation</td>
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<td>Selected to chair SACS Fifth-Year Interim Report preparation</td>
<td>Created a website of resource materials from Bossier Parish Community College’s Compliance Audit, Focused Report, and Response to the Visiting Committee Report that led to reaffirmation of the College in 2008 to use in preparing SACS Fifth-Year Interim Report</td>
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<td>Held inaugural meeting of SACS Fifth-Year Interim Report Committee</td>
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OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Associate Vice Chancellor for Academic Affairs helped facilitate four new associate degrees for BPCC and coordinated articulation of courses through the Board of Regents and programs with Louisiana Tech, Louisiana State University Shreveport, Louisiana State University Health Sciences Center Shreveport, and Northwestern State University. The office hosted three professional development workshops on Managing Difficult Classroom Situations, a topic most requested by faculty, with an attendance of over 60 faculty and staff. Academic calendars for future years, session calendars, and final exam schedules were developed with input from faculty and staff across the campus.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Coordinate professional development
Seek articulation opportunities
Guide SACS Fifth-Year Interim Report preparation
DIVISION SUMMARY

The Academic Advising Center moved on November 19, 2010 to a centralized location in building F. This location is more prominent and conducive to the students’ needs since all student services are located in this building. To better serve the students, the Center is located in the same area as Disabilities and Career Services. There has been two (2) full time advisors added to the Center along with using seven (7) current full time faculty and staff members to assist during the peak times of each semester.

The Center was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2010-2011 fiscal year. The Center advised 639 students during the summer 2010 semester, which was a decrease of eleven percent (11%) over the last summer semester. The Center advised 882 students during the fall 2010 semester, which was a decrease of twenty-three (23%) over the last fall semester, and 1,502 students during the spring 2011 semester, which was an increase of one percent (1.15%) over the last spring semester. The number of students advised for the 2010-2011 fiscal year was 3023, a decrease of five (5%) over the previous year. During the month of May, the Center (2 advisors) with the help of additional faculty advisors, saw 510 students which set a record for the number of students served in a one month period.

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 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’s academic/counselors, Richard Robins and Jennifer McMullen, attended a training session through the Carl Perkins Basic grant program. This grant allowed the Center’s staff to travel to local and national conferences for professional development to enhance the Center’s services. In March 2011, they attended the Region 7 NACADA (National Academic Advising Association) conference in Oklahoma City, Oklahoma. By means of the travel budget, Mr. Robins attended the Win-Win conference at Washington D.C. in November, 2010, and the LSU Transfer Advisor Workshop held at Baton Rouge, Louisiana in February 2011. Miss McMullen attended the Statewide Articulation meeting held at Baton Rouge, Louisiana in March 2011. In addition, the Center’s advisors attended the LCTCS (Louisiana Community and Technical College System) 2011 Annual conference at Baton Rouge, Louisiana in March 2011.

One of the missions of the Center is to help students be successful at Bossier Parish Community College by earning a credential to continue their education or to enter the workforce. To that end, we pride ourselves in working one on one with individuals.

At the conclusion of the fall 2010 semester, the Center contacted 733 students who were either on academic probation, suspended one semester, or suspended two semesters.

During the Spring 2011 semester, the Center contacted 687 students who were either on academic probation, suspended one semester, or suspended two semesters. Of these 687 students, 37 contacted the Center to have a plan created to assist them in returning to college and being successful. Of these 37 students, seven (7) signed up for classes.

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, donations of toys to Operation Santa Claus; Life Share Blood Drives, BPCC Lee National Denim Day, donations to United Way, and participating in the American Cancer Society Relay for Life.

**PROFESSIONAL DEVELOPMENT**

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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<tr>
<td>Peggy Fuller</td>
<td>Planning Council Meetings&lt;br&gt;August 2010-May 2011&lt;br&gt;BPCC Foundation of Excellence Steering Committee&lt;br&gt;August 2010-May 2011&lt;br&gt;BPCC Staff Member</td>
<td>Louisiana Transfer Advising Meeting&lt;br&gt;Baton Rouge, Louisiana&lt;br&gt;June 3-4, 2010&lt;br&gt;NACADA 34th Annual Conference&lt;br&gt;Orlando, Florida&lt;br&gt;October 3-6, 2010</td>
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</tbody>
</table>
August 2010-May 2011

BPCC Foundation Member
August 2010-May 2011

Disciplinary Hearing Committee
August 2010-May 2011

Student Success Initiatives
June 10, 2010

BPCC @ Grambling Initiative
July 13, 2010

BPCC and Bossier School Signing Ceremony
College Life is Possible (CLIP) Program
July 16, 2010

BPCC Summer 2010 Commencement
July 30, 2010

"Reframing Organizations"
Foundation of Excellence
August 18, 2010

Google Doc Learning Outcomes Training
August 25, 2010

BPCC Foundation Scholarship Fund Presentation
Chespeake Energy Corporation
August 25, 2010

Chancellor's "Leadership" Presentation
Staff Development
September 14, 2010

"Creative Genius Lecture"
Darryl Chitty-Telecommunications
September 16, 2010

Donna Service Gallery Dedication
September 21, 2010

Athletic Fields Ribbon Cutting
September 22, 2010

Commitment to Student Success
Foundation of Excellence
October 2010

Memorandum of Understanding Signing Ceremony
BPCC and GSU
Grambling, Louisiana
October 20, 2010

Shreveport-Bossier Higher Education Imperative
Bossier City, Louisiana
October 20, 2010

Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
November 18, 2010

Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
March 14, 2011

2011 Entering Student Success Institute
Santa Fe, New Mexico
March 27-29, 2011

BPCC and NSU Articulation Day
Natchitoches, Louisiana
April 6, 2011

Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
April 14, 2011
Signing Ceremony with University of Maryland
October 1, 2010

Course 360 from Course Technology
October 7, 2010

University of Louisiana Monroe
Articulation Presentation
October 22, 2010

"All Hallows Eve" Staff Development
October 27, 2010

Financial Forms Training
November 3, 2010

BPCC Leadership Meeting (ERI)
November 10, 2010

BPCC Leadership Meeting (ERI)
November 17, 2010

BPCC Leadership Meeting (ERI)
November 18, 2010

"Course 360 Presentation"
Cengage Learning
November 29, 2010

"A Cajun Christmas"
A Cavalier Players Production
December 1-2, 2010

BPCC Leadership Meeting (ERI)
December 2, 2010

BPCC Leadership Meeting (ERI)
December 7, 2010

BPCC Leadership Meeting (ERI)
December 9, 2010

BPCC Fall 2010 Commencement
December 15, 2010

Foundation Holiday Reception
December 15, 2010

Blackboard Version 9 Online Training
January 9, 2011
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<th>Event Description</th>
<th>Date</th>
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<tr>
<td>Encana Student Scholarship Presentation</td>
<td>January 18, 2011</td>
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<td>Ice Carving Seminar</td>
<td>March 18, 2011</td>
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<td>Emergenetics Facilitator Training</td>
<td>March 21-22, 2011</td>
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<td>Foundations of Excellence Project</td>
<td>March 31, 2011</td>
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<td>ATMAE Accreditation Meeting</td>
<td>April 4, 2011</td>
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<tr>
<td>Louisiana Transfer Degree Guarantee Advising Workshop</td>
<td>April 5, 2011</td>
</tr>
<tr>
<td>BPCC and LSU-S Cyber Information Technology Signing Ceremony</td>
<td>April 7, 2011</td>
</tr>
<tr>
<td>Emergenetics Facilitator Training Follow Up</td>
<td>April 28, 2011</td>
</tr>
<tr>
<td>BPCC Debate Team Celebration Reception</td>
<td>April 28, 2011</td>
</tr>
<tr>
<td>BPCC Spring 2011 Commencement</td>
<td>May 13, 2011</td>
</tr>
<tr>
<td><strong>Richard Robins</strong></td>
<td></td>
</tr>
<tr>
<td>Degree Audit Software (Flight Path)-ULM</td>
<td>February 22, 2011</td>
</tr>
<tr>
<td>Emergenetics Facilitator training</td>
<td>March 21-22, 2011</td>
</tr>
<tr>
<td>Advisor Transfer Meeting</td>
<td>April 5, 2011</td>
</tr>
<tr>
<td>Emergenetics Facilitator Training Follow-Up</td>
<td>April 21, 2011</td>
</tr>
<tr>
<td><strong>Jennifer McMullen</strong></td>
<td></td>
</tr>
<tr>
<td>Scholarship Committee member</td>
<td>July-June 2011</td>
</tr>
<tr>
<td>&quot;Violence in the Workplace&quot; Staff Development</td>
<td>February 11, 2011</td>
</tr>
<tr>
<td>Emergenetics Facilitator training</td>
<td></td>
</tr>
</tbody>
</table>
March 21-22, 2011
Foundations of Excellence Project
March 31, 2011

LCTCS Annual Conference
Baton Rouge, Louisiana
March 23-25, 2011

LA Transfer Degree Guarantee Advising
April 5, 2011

Emergenetics Facilitator Training Follow-Up
April 21, 2011

Toni Brown

Welcome Back/Safety Meeting-August 12, 2010

Strategies for Success Training-August 26, 2010

Adobe Acrobat Pro 9-September 13, 2010

"Leadership" Staff Senate presentation-September 14, 2010

"All Hallows Eve" Staff Senate presentation-October 27, 2010

Financial Forms Training-November 3, 2010

"Grad Act" Staff Development-November 15, 2010

Welcome Back/Safety Meeting-January 10, 2011

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

"Online versus Campus"
Nurturing the Family Presentation
Shiloh Missionary Baptist Church
Mooringsport, Louisiana
April 30, 2011

STRATEGIC PLANNING

Department Measurable Strategy
Create an online process to track the number of students being served by the Advising Center.

Performance Indicators
Implementation of online process.

Assessment Results
Continue to search for online process to track the number of students being served by the Advising Center.

Changes Based on Assessment Outcomes
No changes were made at this time.

Strategy(ies) for the Future
Purchase software that can be used to track the students visits made to the Academic Advising Center.
**Department Measurable Strategy**
Create a survey to be administered to students each semester.

**Performance Indicators**
Examine advisor survey and compose additional questions.

**Assessment Results**
This did not work for the Academic Advising Center.

**Changes Based on Assessment Outcomes**
The Academic Advising Center will change this to something different next year.

**Strategy(ies) for the Future**
The Academic Advising Center will now administer the advisor survey at the end of registration.

---

**Department Measurable Strategy**
Create online training modules for the faculty and staff to enhance services for students.

**Performance Indicators**
develop and provide workshop modules for new and currently employed faculty/staff on advising techniques.

**Assessment Results**
Because of the workload in the Academic Advising Center and the loss of one full time staff member, the online training module is still being created.

**Changes Based on Assessment Outcomes**
No changes were made at this time.

**Strategy(ies) for the Future**
Complete the online workshop modules for the new and current faculty/staff on advising techniques.

---

**Department Measurable Strategy**
Create a survey to be administered to students each semester.

**Performance Indicators**
Examine advisor survey and compose additional questions.

**Assessment Results**
This did not work for the Academic Advising Center.

**Changes Based on Assessment Outcomes**
The Academic Advising Center will change this to something different next year.

**Strategy(ies) for the Future**
The Academic Advising Center will now administer the advisor survey at the end of registration.

---

**Department Measurable Strategy**
Create a GPA calculator on the Academic Advising Center web page.

**Performance Indicators**
Implementation of GPA calculator for the Academic Advising Center's web page by spring 2011.

**Assessment Results**
This strategy was just completed for the summer 2011 semester.

**Changes Based on Assessment Outcomes**
No changes were made at this time.

**Strategy(ies) for the Future**
Continue to use the GPA calculator to help students become successful after being on academic probation and suspension.

---

**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 687 students contacted, thirty-seven (37) students reenrolled. Eighteen percent (18%) of the students reenrolled and successfully completed sequential semesters.

**Changes Based on Assessment Outcomes**
Find a new innovative way to contact students on academic suspension.

**Strategy(ies) for the Future**
Continue to contact all students that are on academic probation and suspension from the college.

---

**Department Measurable Strategy**
Create online training modules for the faculty and staff to enhance services for students.

**Performance Indicators**
develop and provide workshop modules for new and currently employed faculty/staff on advising techniques.

**Assessment Results**
Because of the workload in the Academic Advising Center and the loss of one full time staff member, the online training module is still being created.

**Changes Based on Assessment Outcomes**
No changes were made at this time.

**Strategy(ies) for the Future**
Complete the online workshop modules for the new and current faculty/staff on advising techniques.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Academic Advising Survey</td>
<td>Survey Results</td>
<td>From 33 students surveyed, the results were as follows: 51% were strongly satisfied with the advisor's knowledge of school policy, course information, and college resources, as well as the advisor's treatment of the advisee and the services offered by the Academic Advising Center. 30% of students were satisfied with the aforementioned elements of the survey. Overall combined results indicate that 81% of student surveyed were either satisfied or strongly satisfied.</td>
<td>Administer the surveys at the end of each semester.</td>
<td>Create a new innovative way to administer the survey.</td>
</tr>
</tbody>
</table>

**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 adding two (2) full time advisors and utilizing current faculty to work in the Center during peak times of the day.

The Center had a busy and successful year: the employees advised and helped 3,023 students during the 2010-2011 year. The Center looks forward to building on accomplishments to achieve expanded goals in 2011-2012.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Create and establish a face book page for the Academic Advising Center. Utilize the current faculty advisors to enhance services in the Academic Advising Center. Monitor the effectiveness of existing services.
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 2010, one in fall 2010 and two in spring 2011. The number of graduates conferred for the 2010-2011 academic year was 726, an increase of nineteen percent (19%) over the previous year. The College awarded 1,128 associate degrees, certificates, and technical competency areas to the 726 graduates, which was an increase of twenty-nine percent (29%) over the previous year in the number of credentials awarded.

The Office of the Executive Dean of Instruction was responsible for many activities this academic year. The Office provided 346 regularly scheduled and on demand placement testing opportunities, which was an increase of twenty-three percent (23%) over the last academic year. During the 2010-2011 academic year, 7,456 placement tests were administered, which was an increase of twenty-three percent (23%) over the last academic year, and 324 Ability-to Benefit tests were administered, which was an increase of seventy percent (70%) 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 2011 graduating class. The information concerning general education competencies gathered from this standardized testing of seventy-one (71) 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 2010-2011 academic year, 214 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 (88 students in the fall semester and 119 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 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, computer competency, GRAD Act, Google Docs training, leadership, and Emergenetics. She served as the leader of the Planning Council and was a LCTCS representative on the Statewide General Education Committee as a part of the Statewide Articulation Transfer Council. Mrs. Taylor-Dupree served on many committees, councils, and teams including the Planning Council, the Deans Council, the Executive Council, the SACS Fifth Year Report Team, the Foundations of Excellence Steering Committee, interview committees for hiring college staff, and several committees regarding student learning outcomes, general education core competencies for certificates and degrees, and the Louisiana Transfer Degree Guarantee. 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 academic program advisory committee meetings and meetings of the General Education Assessment and Curriculum Committee, the Christmas Committee, and the Graduation Committee. Mrs. Taylor-Dupree gave several presentations for faculty and staff regarding academic advising, general education competencies, and the Louisiana Transfer Degree Guarantee. Mrs. Peggy Spilker, the academic planning coordinator, attended meetings focusing on computer competency, student orientation, leadership, Foundations of Excellence, GRAD Act, and safety. Additionally, Mrs. Spilker was a member of the Graduation committee, Financial Aid Appeals committee, and Academic Misconduct Appeals committee. Mrs. Laura Fowler, the administrative assistant for the Office of the Executive Dean of Instruction, attended meetings focusing on Strategies for Success, Google Docs Learning Outcomes, leadership, Foundations of Excellence, financial forms, GRAD Act, and safety. Mrs. Fowler was also a member of the Graduation committee.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lesa Taylor-Dupree
Statewide General Education Committee
As a part of the Statewide Articulation Transfer Council
LCTCS Representative
July 2010 – June 2011
# PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesa Taylor-Dupree</td>
<td>Executive Council Meetings&lt;br&gt;August 2010 – May 2011</td>
<td>Louisiana Transfer Advising Meeting&lt;br&gt;Baton Rouge, Louisiana&lt;br&gt;June 10, 2010</td>
</tr>
<tr>
<td></td>
<td>Planning Council Meetings&lt;br&gt;August 2010 – May 2011</td>
<td>Cyber Innovation Center Presentation&lt;br&gt;Bossier City, Louisiana&lt;br&gt;June 16, 2010</td>
</tr>
<tr>
<td></td>
<td>Deans Council&lt;br&gt;June 2010 – May 2011</td>
<td>Respiratory Care Advising Committee Meeting&lt;br&gt;LSU Medical Center&lt;br&gt;Shreveport, Louisiana&lt;br&gt;July 14, 2010</td>
</tr>
<tr>
<td></td>
<td>BPCC Foundations of Excellence Steering Committee&lt;br&gt;August 2010 – May 2011</td>
<td>Statewide Articulation Transfer&lt;br&gt;Council Meeting&lt;br&gt;Baton Rouge, Louisiana&lt;br&gt;September 16, 2010</td>
</tr>
<tr>
<td></td>
<td>SACS Fifth-Year Interim Report Committee&lt;br&gt;July 2010 – May 2011</td>
<td>NACADA 34th Annual Conference on Academic Advising&lt;br&gt;Orlando, Florida&lt;br&gt;October 3-6, 2010</td>
</tr>
<tr>
<td></td>
<td>Graduation Committee&lt;br&gt;June 2010 – May 2011</td>
<td>“Working with Faculty Advisors: Realizing the Potential”&lt;br&gt;NACADA Annual Conference&lt;br&gt;Orlando, Florida&lt;br&gt;October 3, 2010</td>
</tr>
<tr>
<td></td>
<td>Ex-officio member</td>
<td>“Appreciative Advising Overview”&lt;br&gt;NACADA Annual Conference&lt;br&gt;Orlando, Florida&lt;br&gt;October 4, 2010</td>
</tr>
<tr>
<td></td>
<td>BPCC Staff Senate Member&lt;br&gt;August 2010 – May 2011</td>
<td>“Stressors College Student, and Advisors”&lt;br&gt;NACADA Annual Conference&lt;br&gt;Orlando, Florida&lt;br&gt;October 4, 2010</td>
</tr>
<tr>
<td></td>
<td>BPCC Foundation Member&lt;br&gt;August 2010 – May 2011</td>
<td>“Building Collaborative Relationships Across Campus”&lt;br&gt;NACADA Annual Conference&lt;br&gt;Orlando, Florida&lt;br&gt;October 4, 2010</td>
</tr>
<tr>
<td></td>
<td>General Education Assessment and Curriculum Committee&lt;br&gt;August 2010 – May 2011</td>
<td>“Advisors as Key to Systematic Retention Efforts:</td>
</tr>
<tr>
<td></td>
<td>Ex-officio member</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Christmas Committee&lt;br&gt;August 2010 – May 2011</td>
<td></td>
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<tr>
<td></td>
<td>Ex-officio member</td>
<td></td>
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<tr>
<td></td>
<td>Student Success Initiatives&lt;br&gt;June 7, 2010</td>
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<tr>
<td></td>
<td>Career Pathways Workshop&lt;br&gt;June 10, 2010</td>
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<tr>
<td></td>
<td>Student Success Core Team Initiative&lt;br&gt;June 15, 2010</td>
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<tr>
<td></td>
<td>Student Conversion Analysis Meeting</td>
<td></td>
</tr>
</tbody>
</table>
June 30, 2010
Nursing Advisory Board Meeting
July 23, 2010
Associate of Science in Teaching Advisory Board Meeting
July 30, 2010
“Reframing Organizations” Foundations of Excellence
August 18, 2010
Pearson Learning Solutions
August 30, 2010
Defensive Driving Training Certification
September 3, 2010
Louisiana Tech Articulation Presentation
September 8, 2010
Google Doc Learning Outcomes Training
September 9, 2010
“Leadership” Chancellor Jim Henderson
Staff Senate Meeting
September 14, 2010
University of Louisiana Monroe Articulation Presentation
October 22, 2010
“All Hallows Eve”
Karen Guerin
Staff Senate Meeting
October 27, 2010
Pharmacy Tech Advisory Committee Meeting
November 12, 2010
National Fund for Workforce Solutions
Grant Presentation
November 15, 2010
“Course 360 Presentation” Congage Learning
November 29, 2010
Criminal Justice Advisory Board Meeting
Two Alternative Models”
NACADA Annual Conference
Orlando, Florida
October 4, 2010
“Advising First Year Students”
NACADA Annual Conference
Orlando, Florida
October 4, 2010
“Faculty Advising: Connecting Students to their Programs One Conversation at a Time”
NACADA Annual Conference
Orlando, Florida
October 5, 2010
“Advisor as Encourager: Why, When, and How to Provide Powerful Encouragement for Student Success”
NACADA Annual Conference
Orlando, Florida
October 4, 2010
“First Generation College Students”
NACADA Annual Conference
Orlando, Florida
October 4, 2010
Shreveport-Bossier Higher Education Imperative
Bossier City, Louisiana
October 20, 2010
Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
November 18, 2010
Board of Regents Statewide Articulation Meeting of Chief Articulation Officers
Baton Rouge, Louisiana
November 18, 2010
SACS – COC Annual Meeting
Louisville, Kentucky
December 4-7, 2010
“Engaging Faculty in the Assessment of Higher-Order Student Learning Outcomes”
SACS – COC Annual Meeting
Louisville, Kentucky
December 5, 2010
December 2, 2010
Physical Therapy Assistant Program
Fall Advisory Committee Meeting
December 9, 2010
Oil and Gas Production Technology
Advisory Committee Meeting
January 31, 2011
Promotion Evaluation Workshop
February 7, 2011
ULM Flight Plan Presentation
February 22, 2011
Surgical Technology Advisory Board Meeting
March 18, 2011
SACS Fifth Year Report Meeting
March 31, 2011
ATMAE Accreditation Meetings
April 3-4, 2011
Education 2020 Presentation
April 12, 2011
Registered Nursing Advisory Board Meeting
April 29, 2011
Care and Development of Young Children
Advisory Board Meeting
May 5, 2011
“Fifth-Year Interim Report”
SACS – COC Annual Meeting
Louisville, Kentucky
December 5, 2010
Louisiana State Meeting
SACS – COC Annual Meeting
Louisville, Kentucky
December 5, 2010
“The Race for Quality: Pathways to Innovation
In the Decades to Come”
SACS – COC Annual Meeting
Louisville, Kentucky
December 5, 2010
“An Optimist’s Education Agenda:
Help More Students Succeed on the Road Ahead”
SACS – COC Annual Meeting
Louisville, Kentucky
December 6, 2010
“Developing and Documenting College Level Competencies:
Strategies to Avoid Disaster in 3.5.1”
SACS – COC Annual Meeting
Louisville, Kentucky
December 6, 2010
“A Run for the Roses: Winning at Assessing
Student Learning Outcomes in Academic Programs”
SACS – COC Annual Meeting
Louisville, Kentucky
December 6, 2010
“On Your Mark: Developing an Outcomes –
Based General Education Curriculum”
SACS – COC Annual Meeting
Louisville, Kentucky
December 6, 2010
“The Fifth Year Interim Report With
No Monitoring – You Can Do It!”
SACS – COC Annual Meeting
Louisville, Kentucky
December 6, 2010
“Fifth Year Interim Report”
SACS – COC Annual Meeting
Louisville, Kentucky
December 7, 2010
“Promoting Diversity in the 21st Century Through Mentoring”
SACS – COC Annual Meeting
Louisville, Kentucky
December 7, 2010

Louisiana Transfer Degree
Statewide Mass Communication Meeting
Video Conference
Baton Rouge, LA
December 10, 2010

Louisiana Transfer Degree
Statewide Mass Communication Meeting
Video Conference
Baton Rouge, LA
December 13, 2010

Louisiana Transfer Degree
Statewide Mass Communication Meeting
Video Conference
Baton Rouge, LA
January 25, 2011

Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 6-8, 2011

Keynote Speaker Presentation
Dr. Kevin Kloesel
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 6, 2011

“Collaborative Programs Between 4 Year Universities and Junior Colleges – The Forecast Looks Bright”
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 7, 2011

“Bringing the Advising Community Together with a Unified Advising System”
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 7, 2011

Keynote Speaker Presentation
Dr. Vince Orza
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 7, 2011

“Creating the Foundation for a Smooth Transfer, Not Tropical Storm”
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 7, 2011

Louisiana State Meeting
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 7, 2011

“Ready, Set, Take Action! Preparing to Weather Life…”
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 8, 2011

“Motivation Easily Understood, Considered, and Engaged”
Region 7 2011 NACADA Conference
Oklahoma City, Oklahoma
March 8, 2011

Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
March 14, 2011

Louisiana Transfer Degree Statewide Mass Communication Meeting
Alexandria, Louisiana
March 16, 2011

LCTCS 2011 Annual Conference
Baton Rouge, Louisiana
March 23-25, 2011

Keynote Speaker Presentation
Jay Dardenne
LCTCS 2011 Annual Conference
Baton Rouge, Louisiana
March 23, 2011

“Rebuilding the Remedial Education Bridge”
LCTCS 2011 Annual Conference
Baton Rouge, Louisiana
March 24, 2011
Peggy Spilker

Graduation Committee
June 2010 – May 2011

BPCC Staff Senate Member
August 2010 – May 2011

BPCC Foundation Member
August 2010 – May 2011

Financial Aid Appeals Committee
August 2010 – May 2011

Academic Misconduct Appeals Committee
August 2010 – May 2011
Computer Competency Meeting  
July 27, 2010

Student Orientation Meeting  
July 28, 2010

Defensive Driving Training Certification  
September 3, 2010

“Leadership”  
Chancellor Jim Henderson  
Staff Senate Meeting  
September 14, 2010

Foundations of Excellence  
Dimension Committee Meeting  
October 21, 2010

“GRAD Act”  
Lisa Wheeler  
Staff Senate Meeting  
November 15, 2010

Foundations of Excellence  
Dimension Committee Meeting  
February 23, 2011

GRAD Act Meeting  
March 15, 2011

“Suggested Safety Rules”  
Cyber Safety Meeting  
March 21, 2011

Laura Fowler

Graduation Committee  
June 2010 – May 2011

BPCC Staff Senate Member  
August 2010 – May 2011

BPCC Foundation Member  
August 2010 – May 2011

Financial Aid Appeals Committee  
August 2010 – May 2011

Strategies for Success Training  
August 24, 2010
Defensive Driving Training Certification
September 3, 2010

Google Doc Learning Outcomes
September 9, 2010

“Leadership”
Chancellor Jim Henderson
Staff Senate Meeting
September 14, 2010

Foundations of Excellence
Dimension Committee Meeting
October 21, 2010

Fall Safety Meeting
“Put Your Hands Together”
October 21, 2010

“All Hallows Eve”
Karen Guerin
Staff Senate Meeting
October 27, 2010

Financial Forms Training
Vicki Morehead
November 3, 2010

“GRAD Act”
Lisa Wheeler
Staff Senate Meeting
November 15, 2010

Foundations of Excellence
Dimension Committee Meeting
February 23, 2011

“Suggested Safety Rules”
Cyber Safety Meeting
March 21, 2011

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

“BPCC General Education Assessment”
Presenter
BPCC
August 12, 2010
“BPCC Advising and Placement Testing”
Presenter
BPCC
August 13, 2010

“Louisiana Transfer Degree”
Presenter
BPCC
August 13, 2010

“Ardademic Advisor Training for Student Services and Student Life”
Presenter
BPCC
October 27, 2010

“Placement Testing Scores and Developmental English”
Presenter
BPCC
December 3, 2010

“General Education – Documenting Oral Communication Competencies”
Presenter
BPCC
March 2, 2011

“General Education – Documenting Computer Literacy Competencies”
Presenter
BPCC
March 30, 2011

Louisiana Transfer Degree Advising Workshop
Presenter
BPCC
April 5, 2011
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in professional development opportunities.</td>
<td>Number of professional development opportunities in which the individuals in the Academic Planning Division participate.</td>
<td>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 sixty-seven (67) professional development opportunities.</td>
<td>No changes are needed.</td>
<td>The Executive Dean of Instruction and staff within the Academic Planning Division will participate in professional development opportunities for the next academic year.</td>
</tr>
<tr>
<td>Monitor general education core competency assessments for candidates for graduation.</td>
<td>1. Administration of the Educational Testing Service Proficiency Profile to associate degree candidates. 2. Review of general education competencies for candidates for graduation. 3. Number of candidates for graduation completing the Bossier Parish Community College Graduation Survey each semester.</td>
<td>1. The College administered the Education Testing Service Proficiency Profile to seventy-one (71) associate degree candidates for graduation in the spring 2011 graduating class. 2. The information gathered concerning the general education competencies from the Education Testing Service Proficiency Profile is being reviewed by 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.</td>
<td>The Education Testing Service Proficiency Profile and the BPCC Graduation Survey will be administered to candidates for graduation for the next academic year. Plans are being made to administer the Education Testing Service Proficiency Profile during each semester during the 2011-2012 academic year.</td>
<td></td>
</tr>
</tbody>
</table>
3. The BPCC Graduation Survey was administered to two hundred fourteen (214) candidates for graduation during the 2010-2011 academic year.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide educational opportunities for prospective students not otherwise eligible for admission into the College.</td>
<td>Number of Ability-to-Benefit tests administered.</td>
<td>The Office of the Executive Dean of Instruction provided 324 Ability-to-Benefit tests during the academic year, an increase of seventy percent (70%) over the last academic year.</td>
<td>No changes are needed. This year, a record number of Ability-of-Benefit tests were administered.</td>
<td>The Office of the Executive Dean of Instruction will administer all Ability-to-Benefit tests for the next academic year.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversee the Planning Council.</td>
<td>Planning Council meeting minutes.</td>
<td>The Planning Council had four (4) regularly scheduled meetings. The subcommittees met as necessary throughout the academic year.</td>
<td>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 for success by the Planning Council subcommittees, a review of the charges</td>
<td>For the 2011-2012, the Planning Council will be restructured to improve the effectiveness and organizational impact of the College.</td>
</tr>
</tbody>
</table>
## 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 25-29, 2010, and March 28-April 1, 2011.

## Changes Based on Assessment Outcomes

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

## 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 2010-2011 academic year.

## Assessment Results

The Office of the Executive Dean of Instruction provided 346 opportunities for students to take placement tests, a record number of testing opportunities were provided, and a

## Changes Based on Assessment Outcomes

No changes are needed. This year, a record number of testing opportunities were provided, and a

## 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.
twenty-three (23%) increase from the previous year. Also, the Office Executive Dean of Instruction administered 7,456 placement tests, a twenty-three percent (23%) increase from the previous year.

**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 (September 20-30, 2010 and November 1-11, 2010) during the fall semester for eighty-eight (88) students and twice (February 22-March 3, 2011 and April 8-19, 2011) during the spring semester for one hundred nineteen (119) 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 Measureable

Strategy

Performance Indicators

Assessment Results

Changes Based on

Assessment Outcomes

Students' knowledge of computer literacy will be measured in various ways depending upon the specific requirement within the specific academic associate degree. The documentation will be by one of the following means: successful completion of the learning outcomes within an approved computer science class or successful completion of the competency examination for computer literacy through the Office of the Executive Dean of Instruction.

1. The College administered fourteen (14) computer literacy examinations. Seven (7) of the fourteen (14) students demonstrated computer literacy based on the defined passing rate.

2. The Office of the Executive Dean of Instruction revised and updated placement testing information on the College website eleven (11) times during the academic year.

3. The Office of the Executive Dean of Instruction revised and updated graduation information on the College website six (6) times during the academic year.

Information and Placement Testing

1. Number of updates of graduation information on the College website.

2. Number of updates of placement testing information on the College website.

3. Number of updates of graduation and placement testing information on the College website.

Blackboard website and the College website to post and disseminate 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 726 graduates during the 2010-2011 academic year. The 726 graduates are a nineteen percent (19%) increase in the number of graduates from the previous year. The 726 graduates were awarded 1,128 associate degrees, certificates and technical competency areas, an increase of twenty-nine percent (29%) over the previous year in the number of credentials awarded. The Division offered 346 placement testing opportunities for the academic year, a twenty-three percent (23%) increase of offerings from the previous year. The total number of tests administered was 7,456 placement tests, an increase of twenty-three percent (23%) over the last academic year and 324 Ability-to-Benefit tests, a seventy percent (70%) increase from the previous year.

This year, this Division actively participated in many projects which directly affected College policy to enhance student success. The staff members in this Division were involved in many professional development opportunities and responsibilities. This Office engaged in the following responsibilities: monitored all aspects of the graduation process; monitored the Planning Council and scheduled all meetings of the Planning Council; assigned every student an advisor, reassigned students to appropriate advisors as students changed matriculations, and conducted student/advisor audits; coordinated the student evaluations of faculty each fall and spring semester and provided student evaluation statistics to Administration, Division Deans, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants (88 students in the fall semester and 119 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 2011 graduation class. The information concerning general education competencies gathered from this standardized testing of seventy-one (71) 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 2010-2011 academic year, 214 candidates for graduation completed the BPCC Graduation Survey. The primary focus for this Division for 2010-2011 was to serve students, faculty, staff and Administration and to enhance student success.
PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Provide scheduled and on demand placement testing opportunities.
2. Align the College with the new federal government requirements regarding the administration of the ATB.
3. Provide faculty with information regarding advising policies and procedures, placement testing, and general education competencies.
4. Update the Blackboard site for the Planning Council and update the Placement Test site and the Candidates for Graduation site on the BPCC website each semester.
5. Monitor general education core competencies within academic programs.
6. Document the number of candidates for graduation completing the BPCC Graduation survey each semester.
7. Restructure the Planning Council.
8. Participate in professional development opportunities.
Division of Academic Affairs  
BPCC @ NSU  

EMPLOYEE LISTING  

Professional, unclassified staff  
Connie McConathy, B. S  

Classified staff  
R. Leigh Rush  

DIVISION SUMMARY  
The bpcc@NSU Division has had a successful 2010-2011 academic year as reflected in the expansion 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 2005-2006 to 300 students 2010-2011. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Leigh Rush</td>
<td>Fall Safety Meeting - October 21, 2010</td>
<td>EMS Training (Event Management Software) - October 14, 2010</td>
</tr>
<tr>
<td></td>
<td>Finance Training - November 3, 2010</td>
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<tr>
<td>Connie McConathy</td>
<td></td>
<td>Service Learning Conference - September 23, 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Strategies for Success Training - August 26, 2010</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Develop sequences of BPCC course offerings on Northwestern campuses that allow student preparation for transfer.</td>
<td>1. Number of course offerings. 2. Catalog of course selections.</td>
<td>A variety of courses have been added to the schedule of classes.</td>
</tr>
<tr>
<td>Provide academic and student support services to students enrolled in BPCC@NSU.</td>
<td>Log of student services rendered, reflecting time, date, and services provided.</td>
<td>Ninety-five per cent of students have utilized services from our office.</td>
</tr>
<tr>
<td>Hire credentialed faculty.</td>
<td>Number of credentialed faculty hired.</td>
<td>100% of faculty hired at bpcc@NSU are credentialed.</td>
</tr>
<tr>
<td>Provide professional development opportunities to BPCC@NSU faculty and staff.</td>
<td>Documentation of number, date, and attendance at professional opportunities provided.</td>
<td>Staff utilized professional development opportunities.</td>
</tr>
<tr>
<td>Coordinate with secondary schools to recruit potential students.</td>
<td>1. Travel log of coordinating meetings with secondary schools. 2. Number of inquiries resulting from coordinating meetings.</td>
<td>An increase in number of schools that were contacted and the number of students who attended presentation of bpcc@NSU who then made application.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
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<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Assess academic effectiveness of BPCC@NSU.</td>
<td>1. Successful Completers List. 2. Results of student surveys.</td>
<td>65 students were successful completers in 2010-2011</td>
</tr>
</tbody>
</table>

**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. The enrollment numbers for bpcc@NSU and bpcc@NSU/Leesville indicate the importance of the presence of Bossier Parish Community College in central Louisiana. The number of successful completers of the bpcc@NSU who are eligible to attend a university has grown. The use of NSU services such as the academic center and the disabilities office has grown. 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 are 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.

Advise and counsel students during their tenure as bpcc@NSU students effectively.

Observe and evaluate instructors in bpcc@NSU program.

Operate within the planned program budget for 2011-2012;
Division of Academic Affairs  
Division of Behavioral and Social Sciences  

EMPLOYEE LISTING  

Professional, unclassified staff  
Dean  
Dee Dee Mitchell, M.A., LPC, NCC  
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  
Kay Boston, M.A.  
Dan Cain, M.A.  
Barbara James, M.S.  
Dr. Dawn Young, Ed.D.  

Associate Professor  
Richard Pool, M.A.  
Brookie Walker, M.A.  

Assistant Professor  
John Agan, M.A.  
Ashley Grisham, M.A.  
Gail Hendrix, M.Ed.
DIVISION SUMMARY

During the 2010-2011 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.

To meet the demands of the area childcare workforce and the Quality Rating System (QRS), established in 2008 by the Department of Social Services, the Division offered the Care and Development of Young Children (CDYC) Associate Applied Science (AAS) degree beginning summer 2009. Since that time, program enrollment has increased from 17 students to 135. Five students received the AAS in CDYC in fall 2010 and spring 2011 which, incidentally, points to the fact that this first class of graduates earned the degree one year after the program’s inception. These graduates completed general education coursework, allowing them to take required CDYC courses during the remaining two semesters. The program will have its first traditional graduates fall of 2011. Currently, 17 three credit hour CDYC courses have been developed; all are offered at night for the approximately 100+ non-traditional students in northern Louisiana. Many of the courses are also offered online, providing an opportunity for the program to expand state-wide and nationally. Partnerships with childcare employees continue to grow in order to offer CDYC students practicum sites at quality area childcare facilities in local parishes.

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 and further expand access to our students. The Criminal Justice Program awarded 36 degrees, and has provided education opportunities for peace officers completing the Louisiana POST (Police Officers Standards and Training) Council. Fifteen (15) hours of credit will be given in criminal justice courses at BPCC. The courses are as follows: Introduction to Criminal Justice...
(CJUS 101), Criminal Investigation (CJUS 202), Police Procedures (CJUS 250), Criminal Evidence and Procedure (CJUS 291), and Police-Community Relations (CJUS 292). All Louisiana POST Council Academies were notified of this opportunity by telephone, mail, and email correspondence.

The division also seeks to increase the number of highly qualified and effective teachers in Louisiana's classrooms. The AST program was created in 2007 with an initial enrollment of 5 students, and there has been tremendous growth within the program over the past four years. For the current academic year, 134 students declared AST as a major, with 12 students graduating from the program. To date, all but one of the AST graduates have transferred into teaching programs at four year institutions and are continuing work towards their teaching certificate. Five AST graduates earned full teacher certification and are currently teaching. Another three AST graduates will earn teacher certification in February 2011. While these numbers may seem small, it is important to note that in a traditional 2+2 agreement, spring 2009 graduates would not be expected to enter their own classrooms until fall 2011. These students have completed two years at BPCC, and are entering the workforce approximately 17 months after their departure from the AST program.

**ADVANCED DEGREES OR CERTIFICATIONS**

Angie Bales has completed the core requirements for the Ed.D in Education Leadership and passed preliminary exams in May 2010. She continued working on coursework, and began residency during fall 2010.

Dee Dee Mitchell was approved as a Licensed Professional Counselor (LPC) through Louisiana Professional Counselors Board of Examiners on July 16, 2010. Also approved as a National Board Certified Counselor (NCC) on August 17, 2010.

Linda Scott was approved as a Licensed Professional Counselor (LPC) was through Louisiana Professional Counselors Board of Examiners on May 2010.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Barbara James received the NISOD Excellence in Teaching award on January 28, 2011.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td></td>
<td>Master of Ceremonies at the Friends of Germantown Colony Museum - July 8, 2010</td>
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</tr>
</tbody>
</table>
Presentation - Minden Lions Club - August 12, 2010 "A Picture is Worth More than a Thousand Words"

Presentation - Minden High Class of 1960 -October 16, 2010, Dorcheat Historical Association Museum

Presentation - Minden Chapter United Daughters of the Confederacy - November 13, 2010 "Echoes of Our Past: The Civil War Years in Minden"

Presentation - Kappa Kappa Iota Teacher's Sorority - February 1, 2011 "A Picture is Worth More Than a Thousand Words"

Presentation - North LA. Historical Association - February 13, 2011 "Echoes of our Past: The Civil War Years in Minden"

Presentation - 8th grade Louisiana History class at Cope Middle School - April 6, 2011, "Louisiana in the War of 1812"

Grant Presentation - Webster Parish Convention and Visitors Commission at the Friends of Germantown Colony Museum - April 19, 2011

Master of Ceremonis - Chesapeake Energy Grant Presentation - April 19, 2011 at the Friends of Germantown Colony Museum

Presentation - History of the Women's Department Club at the Minden Women's Department Club - May 11, 2011

Member of the Heritage Committee - First Baptist Church of Minden

Historian - Board of Directors Dorcheat Historical Association and Museum

President - Secretary of State's Advisory Board Germantown Colony Museum

Member of Mayor Bill Robertson's re-election campaign committee

Member of David Melville's campaign committee for election to Congress

Director - Friends of the Germantown Colony Museum Committee

Member of the Minden Cemetery Association Committee

Member on the Advisory Board for the Cultural Crossroads of Minden.

Kay Boston
Managing Difficult Classroom Situations Workshop
Life and Loss - October 6, 2010
<table>
<thead>
<tr>
<th>Name</th>
<th>Event</th>
<th>Date/Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dan Cain</strong></td>
<td>Financial Planning Seminar</td>
<td>2020 Demo for Blackboard - April 13, 2011</td>
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<tr>
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<td>Appointment to BPCC Crisis Intervention Team</td>
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<td></td>
<td>Trauma for Deployed Veterans</td>
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<tr>
<td></td>
<td>Licensure Renewal: LMFT</td>
<td>December 31, 2010</td>
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<tr>
<td></td>
<td>Licensure Renewal: LPC</td>
<td>June 30, 2011</td>
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<tr>
<td><strong>Ashley Grisham</strong></td>
<td>Foundation of Excellence Project</td>
<td>October 2010</td>
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<tr>
<td></td>
<td>Directed Activities for College Life Is Possible (CLIP) Program</td>
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<td></td>
<td>Outstanding Performance in Student Services</td>
<td>Summer 2010</td>
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<tr>
<td><strong>Gail Hendrix</strong></td>
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<td><strong>Barbara F. James</strong></td>
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<td>October 2010</td>
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<td>Academic Integrity Awareness for Online Instructors</td>
<td>August 13, 2011</td>
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<td>Windows 7 Training</td>
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<td>Sexual Harassment Committee Member</td>
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<tr>
<td><strong>Jeff Lynn</strong></td>
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<td>Sexual Harassment Committee Member</td>
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</tr>
<tr>
<td><strong>Social Studies Fair Judge</strong></td>
<td>Presentation - &quot;Violence in the Workplace&quot; - BPCC Staff Senate</td>
<td>March 16, 2011</td>
</tr>
<tr>
<td><strong>Division Promotion Committee Chair</strong></td>
<td>Academic Misconduct Appeals Committee Member</td>
<td>August 13, 2011</td>
</tr>
</tbody>
</table>
Kathy Porter  
- Crisis Intervention Team Seminar - April 20, 2011  
- Foundations of Excellence Project - March 31, 2011  
- CDYC Annual Advisory Committee Meeting/Brunch - May 5, 2011  

Linda H. Scott  
- Emergenetics Facilitator Training - March 21-22, 2011  
- Blackboard 9 Online Training - January 7, 2011  
- Academic Integrity Awareness for Online Instructors - August 17, 2010  
- Windows 7 Training - August 17, 2010  
- Pedagogy & Online Instruction: Introducing the ADDIE Model for Course Design Workshop - March 25, 2011  

Library Committee Member  
Planning Council Member  
Faculty Senate Member  
Advising Committee Member

Dee Dee Mitchell  
- Google Docs for Learning Outcomes - August 10, 2010  
- Strategies for Success Training - August 24, 2010  
- Staff Senate Membership - 2010 - 2011  
- Executive Development Initiative/Personal Coaching - September 14, 2011 - December 31, 2011  
- Constitution Day Presentation - September 17, 2010  

Foundations of Excellence Project - October 2010  
Veterans Day Celebration - November 11, 2010  
Staff Development "GRAD ACT" - November 15, 2011  
Blackboard 9 Online Training - November 23, 2010  
Promotion Committee Workshop - February 7, 2011  
Signing Ceremony for BPCC & Northwest Louisiana Technical College - February 10, 2011  

NAEYC Institute for Professional Development - Providence Rhode Island - June 10-15, 2011  
Psychological and Neurophysiological Effects of Anxiety Disorders Workshop - March 15, 2011  

Board of Directors for Mental Health Solutions - Member - 2010 - 2011  
"Ethical Pitfalls: Avoiding Professional Hazards (Seminar) - November 5, 2010  
Understanding and Treating Traumatized Children: An Integrated Evidence-Based Approach (Seminar) - November 10, 2010  
Emotional Manipulation: Understanding Manipulators & Helping Their Victims (Seminar) - January 25, 2011  
Psychological & Neurophysiological Effects of Anxiety Disorders: Research, Diagnosis and Treatment (Seminar) - March 15, 2011  
Entering Student Success Institute (ESSI) in Santa Fe - March 27 - 29, 2011  
Motivational Interviewing: Overcoming Client Resistance To Change - May 18, 2011
John Sells

Defensive Driver Training - September 1, 2010
Blackboard 9 Training - January 12, 2011
Disciplinary Hearing Committee, Member

Sandra Todaro

BPCC Library Committee - Member
Appointment to the BPCC Crisis Intervention Team.
Foundations of Excellence Project

"Gender" (publication) McGraw-Hill Member Review Committee
Mental Health Solutions Board - President
Academic Advisory Board - McGraw-Hill Publishing: Taking Sides: Clashing Views in Special Education
Understanding Personality Disorders (seminar) - October 15, 2010.

John Unger

Outstanding Performance in Student Services - Summer 2010
Foundations of Excellence Project - March 31, 2011
Blackboard 9 Online Training - October 5, 2010
Athletic Council Committee - Member
Faculty Handbook Committee - Member

Aaron Vorachek

Foundations of Excellence Project - August 18, 2010
Athletic Council - Member

Brookie Walker

Managing Difficult Classroom Situations Workshop - March 21, 2011
Defensive Driving Training - September 1, 2010
Faculty Senate College Promotion Committee - Member
Division Promotion Committee - Member
College Promotion Committee - Member
Foundations of Excellence: Learning Dimensions Committee

Karen Ward

A.S.T. Advisory Committee Meeting - July 30, 2010
Google Docs for Learning Outcomes Training - August 10, 2010
Safety Seminar - August 12, 2010
Staff Senate Membership Drive - August 27, 2010
Leadership Workshop Staff Development - September 14, 2010
Constitution Day Presentation - September 17, 2010
"See You At The Pole" - September 22, 2010
Annual Fields Ribbon Cutting - September 22, 2010
Foundations of Excellence Project: Improvement Dimension Committee
BPCC Foundation Annual Employee Drive Blitz - October 19, 2010
Fall Safety Online Training - October 21, 2010
Criminal Justice Advisory Committee Meeting - December 2, 2010
1st Quarter Online Safety Training - March 31, 2011
Crisis Intervention Workshop - April 20, 2011
CDYC Annual Advisory Committee Meeting - May 5, 2011
Purchasing / Receiving Training - June 20, 2011
Financial Aid Appeals Committee - Member
Retention Committee - Member
Scholarship Committee - Member
Staff Senate - Member
<table>
<thead>
<tr>
<th>Event Description</th>
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<tr>
<td>Safety Seminar</td>
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<td>Defensive Driver Training</td>
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<tr>
<td>&quot;Creative Genius Starts With Me&quot; Seminar</td>
<td>September 16, 2010</td>
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<tr>
<td>Community Gardens Workshop</td>
<td>October 1, 2010</td>
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<td>BPCC 100 Mini Nascar Race</td>
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<tr>
<td>BPCC Foundation Annual Employee Drive Blitz</td>
<td>October 19, 2010</td>
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<tr>
<td>&quot;A Funny Thing Happened on the Way to the Forum&quot; Play</td>
<td>October 30, 2010</td>
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<tr>
<td>Blackboard 9 Training</td>
<td>December 1, 2010</td>
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<tr>
<td>Demo of Remote Proctor for In-Class and Online Testing Workshop</td>
<td>January 13, 2011</td>
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<tr>
<td>Strategies for Online Discussion</td>
<td>February 11, 2011</td>
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<td>&quot;Hansel and Gretel: A Creole Tale&quot; Play</td>
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<td>&quot;The Time of your Life&quot; BPCC Play</td>
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<td>Emergensetics Follow-Up Meeting</td>
<td>April 28, 2011</td>
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<td>Faculty Senate Executive Council - Corresponding Secretary</td>
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<td>Faculty/Staff Development Committee - Member</td>
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<tr>
<td>Foundations of Excellence Project: Transitions Dimension Committee - Member</td>
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<td>Committee on Committees - Member</td>
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</table>

Brenda Woods

Red River Revel Volunteer - October 2, 2010
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
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</thead>
<tbody>
<tr>
<td>Provide professional development workshops to faculty.</td>
<td>Documentation of number and attendance at professional development workshops.</td>
<td>Division attendance was taken for professional development workshops during the fall and spring semesters.</td>
<td>No change</td>
<td>Offer professional development workshops for upcoming academic year.</td>
</tr>
<tr>
<td>Document student success as measured by course learning outcome assessments.</td>
<td>CLO assessments administered during the fall and spring semester.</td>
<td>Faculty documented methods of assessing course learning outcomes during fall and spring semester.</td>
<td>Strategies for Improvement were included in the submission during the fall and spring semester.</td>
<td>Strategy ongoing</td>
</tr>
<tr>
<td>Design Adaptive HLPE course.</td>
<td>New course submitted to Curriculum Committee.</td>
<td>Course was not submitted to Curriculum Committee.</td>
<td>No change</td>
<td>Review feasibility for the course.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Apply for NAEYCE accreditation for Care and Development of Young Children program.
Performance Indicators
Application submitted to NAEYCE.
Assessment Results
Not enough information on program to submit application to NAEYCE.
Changes Based on Assessment Outcomes
Gather more information.
Strategy(ies) for the Future
Submit application to NAEYCE.

Department Measurable Strategy
Develop articulation agreements with all POST Academies for AAS in Criminal Justice.
Performance Indicators
Number of articulation agreements signed.
Assessment Results
Two articulation agreements signed with LA POST Academies.
Changes Based on Assessment Outcomes
No change
Strategy(ies) for the Future
Recruit peace officers from LA POST Academies to enroll in the CJUS Program at BPCC.

Department Measurable Strategy
Create a proposal for an Associate of Science in Education.
Performance Indicators
Proposal submitted to curriculum committee.
Assessment Results
Proposal is in the final stage.
Changes Based on Assessment Outcomes
The proposal will be sent to Curriculum Committee during 2011-2012 academic year.
Strategy(ies) for the Future
Gain approval for proposal by the Curriculum Committee.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

2010-2011 has been an eventful and productive year for the Division of Behavioral and Social Sciences. Community outreach continues to be the primary goal of the division, and has resulted in partnerships that will expand access to our division programs.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1- Put the Criminal Justice Program totally online
2- Commence recruiting efforts at local Louisiana POST Council Academies
3- Hire a full-time faculty member for the CDYC Program
4- Work in partnership with local professional teaching programs
5- Collaborate with Workforce Development on community projects
Division of Academic Affairs
Division of Business

EMPLOYEE LISTING

Professional, unclassified staff

Peggy H. Fuller, B.S., MBA.,
Interim Dean of Business

Classified staff

Lisa L. Fincher
Administrative Assistant III

FACULTY LISTING

Professor

Patricia Wyatt

Associate Professor

Raymond Gaines, M.B.A., J.D.
Michelle Grant, M.B.A., CPA

Assistant Professor

Steven Fess, M.B.A.
Leonard Osborne, M.A.

Instructor

Stacey Crawford, MBA
Elizabeth Dickson, B.S.
Mechelle Harris, M.B.A.
Scott Middleton, B.B.A.
John Salmon
Turbeville, B.A., M.B.A.
Elisabeth Wicker, M.B.A.
DIVISION SUMMARY

During the 2010-2011 academic year, the Division of Business was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community. The Division of Business and Computer Science was split in the fall 2010 semester into separate divisions. The Division of Business had 1,043 students declaring the Associate of Applied Science in Business in 2010-2011. The Division of Business had a total of 130 graduates in the Associate of Applied Science in Business, Associate of Science in Health Care Management, Certificates in Culinary Arts, and Legal Secretary, and TCA's in Basic Management and Business Communications. During the 2010-2011 academic year, the faculty and staff contributed to the continued success and mission of Bossier Parish Community College through institutional and community services. The Division of Business added the Associate of Science in Health Care Management during the fall 2010 school year. The Division of Business offered a total of 202 sections face-to-face and 85 sections online in the disciplines of Accounting, Business, Culinary Arts, Health Care Management, and Legal Secretary for the academic year of 2010-2011.

Additionally, the faculty and staff in the Division of Business participated in many professional development activities and served on several committees. All faculty and staff participated in the training for Blackboard 9. The Culinary Arts Department had multiple articles in the Shreveport Times and other publications. Peggy Fuller, Interim Dean of Business, attended several conferences and professional development seminars relating to the College, Academic Advising, Google Doc Training for learning outcomes, statewide articulation transfer meetings, 2011 Entering Student Success Institute, Foundation of Excellence, ATMAE Accreditation meeting, Emergenetics Facilitator Training and Ice Carving Seminar for the Culinary Art students. Ms. Mechelle Harris submitted a proposal for a CTS in Accounting Technology, and a TCA in General Accounting which was approved by the LCTCS Board May 2011. Scott Middleton judged the Skills USA Competition. Chef Elizabeth Dickson demonstrated cake sculpting in Opelousas, Louisiana and presented to the Southern Literary Association information about Bossier Parish Community College’s Culinary Arts program.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Chef Elizabeth Dickson received an award from the National Institute Staff and Organizational Development (NISOD) for teaching excellence during fall 2010. She also received the 2010 Women of Excellence award for teaching excellence in Culinary Art during Summer 2010. In October of 2010 Chef Liz received the Bronze medal, Mansions and Monasteries Cake in Tulsa, Oklahoma for excellence in teaching in Culinary Arts. She was inducted into the 2010 Louisiana Restaurant Association Northwest Hall of Fame for her teaching excellence in Spring 2011.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peggy Fuller</td>
<td>Planning Council Meetings</td>
<td>Louisiana Transfer Advising Meeting</td>
</tr>
</tbody>
</table>
August 2010-May 2011
BPCC Foundation of Excellence Steering Committee
August 2010-May 2011
BPCC Staff Member
August 2010-May 2011
BPCC Foundation Member
August 2010-May 2011
Disciplinary Hearing Committee
August 2010-May 2011
Student Success Initiatives
June 10, 2010
BPCC @ Grambling Initiative
July 13, 2010
BPCC and Bossier School Signing Ceremony
College Life is Possible (CLIP) Program
July 16, 2010
BPCC Summer 2010 Commencement
July 30, 2010
"Reframing Organizations"
Foundation of Excellence
August 18, 2010
Google Doc Learning Outcomes Training
August 25, 2010
BPCC Foundation Scholarship Fund Presentation
Chesapeake Energy Corporation
August 25, 2010
Chancellor's "Leadership" Presentation
Staff Development
September 14, 2010
"Creative Genius Lecture"
Darryl Chitty-Telecommunications
September 16, 2010
Donna Service Gallery Dedication
September 21, 2010
Athletic Fields Ribbon Cutting

Baton Rouge, Louisiana
June 3-4, 2010
NACADA 34th Annual Conference
Orlando, Florida
October 3-6, 2010
Memorandum of Understanding Signing Ceremony
BPCC and GSU
Grambling, Louisiana
October 20, 2010
Shreveport-Bossier Higher Education Imperative
Bossier City, Louisiana
October 20, 2010
Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
November 18, 2010
Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
March 14, 2011
2011 Entering Student Success Institute
Santa Fe, New Mexico
March 27-29, 2011
BPCC and NSU Articulation Day
Natchitoches, Louisiana
April 6, 2011
Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
April 14, 2011
September 22, 2010
Commitment to Student Success
Foundation of Excellence
October 2010

Signing Ceremony with University of Maryland
October 1, 2010

Course 360 from Course Technology
October 7, 2010

University of Louisiana Monroe
Articulation Presentation
October 22, 2010

"All Hallows Eve" Staff Development
October 27, 2010

Financial Forms Training
November 3, 2010

BPCC Leadership Meeting (ERI)
November 10, 2010

BPCC Leadership Meeting (ERI)
November 17, 2010

BPCC Leadership Meeting (ERI)
November 18, 2010

"Course 360 Presentation"
Cengage Learning
November 29, 2010

"A Cajun Christmas"
A Cavalier Players Production
December 1-2, 2010

BPCC Leadership Meeting (ERI)
December 2, 2010

BPCC Leadership Meeting (ERI)
December 7, 2010

BPCC Leadership Meeting (ERI)
December 9, 2010

BPCC Fall 2010 Commencement
December 15, 2010
Foundation Holiday Reception  
December 15, 2010

Blackboard Version 9 Online Training  
January 9, 2011

Encana Student Scholarship Presentation  
January 18, 2011

Ice Carving Seminar  
March 18, 2011

Emergenetics Facilitator Training  
March 21-22, 2011

Foundations of Excellence Project  
March 31, 2011

ATMAE Accreditation Meeting  
April 4, 2011

Louisiana Transfer Degree Guarantee Advising Workshop  
April 5, 2011

BPCC and LSU-S Cyber Information Technology Signing Ceremony  
April 7, 2011

Emergenetics Facilitator Training Follow Up  
April 28, 2011

BPCC Debate Team Celebration Reception  
April 28, 2011

BPCC Spring 2011 Commencement  
May 13, 2011

Lisa Fincher  
Mock Interviews for Networking and Network Security Interns  
April 2010

Financial Forms Training  
May 2010

Safety Training  
June 2010

Welcome Back/Safety Meeting  
August 2010

Student Success of the Foundations of Excellence Project Meeting
<table>
<thead>
<tr>
<th>Event Type</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2010</td>
<td>Mock Interview for CIT MOC Student Interns</td>
</tr>
<tr>
<td>October 2010</td>
<td>Financial Aid Committee</td>
</tr>
<tr>
<td>January 2011</td>
<td>Safety Meeting</td>
</tr>
<tr>
<td>March 2011</td>
<td>FOE Project Meeting</td>
</tr>
<tr>
<td>March 2011</td>
<td>Cyber Mock Interview</td>
</tr>
<tr>
<td>April 2011</td>
<td>Online Discussions</td>
</tr>
<tr>
<td>February 2011</td>
<td>Quality Matters Training</td>
</tr>
<tr>
<td>March 2011</td>
<td>Cengage Homework Solutions Training</td>
</tr>
<tr>
<td>April 2011</td>
<td>CALL Webinar - Accelerated Course Delivery Models</td>
</tr>
<tr>
<td>March 2011</td>
<td>Introducing Softchalk</td>
</tr>
<tr>
<td>March 2011</td>
<td>Faculty Voice in Online Education: Enhancing Relationships Between Faculty and Students for Learning Success</td>
</tr>
<tr>
<td>April 2011</td>
<td>Instructional Design for Live, Online Learning</td>
</tr>
<tr>
<td>April 2011</td>
<td>&quot;Secrets&quot; of High-Quality Interactive Lesson Content</td>
</tr>
<tr>
<td>September 2010</td>
<td>Driver safety refresher course</td>
</tr>
<tr>
<td>December 2010</td>
<td>Blackboard version 9 online training</td>
</tr>
<tr>
<td>January 2011</td>
<td>Secure exam- remote procto</td>
</tr>
<tr>
<td>May 2010</td>
<td>Did I Mention That It Is Free?</td>
</tr>
<tr>
<td>May 2010</td>
<td>Ready or not, here I Am</td>
</tr>
</tbody>
</table>
Passport to the Compass Test
NISOD, Austin, TX
May 2010

Making Connections: Moving Beyond Traditional Educational Experiences
NISOD, Austin, TX
May 2010

I’m not crazy, I am Just not you
NISOD, Austin, TX
May 2010

Don’t look at me in that tone of voice! Nonverbal Impact on the Learning Environment
NISOD, Austin, TX
May 2010

Enabling mobile learning, ebooks, readers and other mobile devices
NISOD, Austin, TX
May 2010

Please excuse my dear aunt sally, what makes a 40 year old afraid of grade school level math?
NISOD, Austin, TX
May 2010

Student retention strategies at Technical colleges, Austin, TX
May 2010

Digitally divided: the debate over new media
NISOD, Austin, TX
May 2010

Community Garden project: promoting service learning on campus
NISOD, Austin, TX
May 2010

Active Learning Technology tools
NISOD, Austin, TX
May 2010

Our ongoing Love affair with online teaching and learning
NISOD, Austin, TX
May 2010

Insurance 101
Computer Doodling—digital concept sketching
Lexington, KY
April 2011

Safety compliance and your business
Lexington, KY
April 2011

How to carve an Eagles Head
Lexington, KY
April 2011

Easy Ice Freeze ins
Lexington, KY
April 2011

The importance of deliveries and set ups
Lexington, KY
April 2011

How to write a press release
Lexington, KY
April 2011

The steps to carve a sphere
Lexington, KY
April 2011

Liquor Luges
Lexington, KY
April 2011

Human anatomy
Lexington, KY
April 2011

Ice carving clubs for schools
Lexington, KY
April 2011

CNC machines
Lexington, KY
April 2011

Chocolate hands on class
ACF, New Orleans
April 2011
Composing Flavors
ACF, New Orleans
April 2011

Flavors of the world with a New Orleans Twist
ACF, New Orleans
April 2011

Taste, flavor and the power of Umami
ACF, New Orleans
April 2011

Louisiana Heritage Cuisine
ACF, New Orleans
April 2011

Louisiana swamp floor pantry
ACF, New Orleans
April 2011

Plating and presentation techniques
ACF, New Orleans
April 2011

A blend of modern and classical technique
ACF, New Orleans
April 2011

The Gulf coast a year later
ACF, New Orleans
April 2011

World tour with Garlic
ACF, New Orleans
April 2011

Cake sculpting class from Bronwen Weber at Art Space
Shreveport, LA
April 2011

Course 360 from Course Technology
October 2010

"Google Docs" Training
November 2010

"Secure Exam-Remote Proctor" Webinar
January 2011

Promotion Evaluation Workshop
February 2011

"Managing Difficult Classroom Situations
March 2011

Raymond Gaines

Windows 7 Training - presented by the Division of Cyber Information Technology
August 2010

Google Docs Training - presented by the Division of Cyber Information Technology
October 2010

Course 360 Workshop - presented by Cengage Learning
October 2010

Blackboard Version 9 Online Training - presented by Div. of Educational Technology
December 2010

Michelle Grant

Windows 7 Training - presented by the Division of Cyber Information Technology
August 2010

Google Docs Training - presented by the Division of Cyber Information Technology
October 2010

Course 360 Workshop - presented by Cengage Learning
October 2010

Blackboard Version 9 Online Training - presented by Div. of Educational Technology
December 2010

Mechelle Harris

Google Docs Training
November 2010

McGraw Hill Symposium - Accounting Best Practices
Scottsdale, Arizona
February 2011

98
Academic Awareness for Online Instructors
August 2010

Course 360 Training
October 2011

Blackboard 9 Online Training

Chef Scott Middleton
Preparing a Garden Bed
October 2010

Starting Seeds and Planting Seeds
October 2010

Defensive Driver Training
March 2011

American Culinary Federation test for Certification as an Executive Chef
Pulaski Technical College
Little Rock, AR
August 2010

Judged Skills USA Competition
Caddo Career Center
Shreveport, LA
April 2011

Chef John Salmon
Preparing a Garden Bed
October 2010

Starting and Planting Seeds
October 2010

Secure Exam-Remote Proctor Webinar
January 2011

Defensive Driver Training
March 2011

Passed ACF written test for Certified Executive Chef
Pulaski Technical College
Little Rock, AR
August 2010

Judge Skills USA
Caddo Career Center
Shreveport, LA
April 2011

Elisabeth Wicker
Blackboard 9 Training
December 2010

The Next Big Thing in Digital Education: Blackboard/McGraw Hill Partnership
Campus Technology Webinar Series
February 2011

Accelerated Course Delivery Models
CALL Webinar
March 2011

Introducing SoftChalk
Webinar
March 2011
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Chef Elizabeth Dickson demonstrated cake sculpting and judged a cake show in Opelousas, La April 16, 2011. She also displayed a decorated cake in the Artspace window advertising BPCC Culinary Arts in the month of April and May 2011. November 2010, Chef Liz participated in a show on how to paint on Fondant in Houston, TX. In October 2010, Chef Liz presented a presentation to the Southern Literary Association about Culinary Arts at BPCC. While in San Diego, CA from August 2010 for a week she taught a hands on gum paste orchid class. July 2010, Chef Liz demonstrated free hand and brush embroidery class using icing. In 2010-2011, Chef Liz and the Culinary Arts department had multiple articles in Shreveport Times and other publications. Mechelle Harris submitted a proposal for CTS in Accounting Technology and a TCA in General Accounting. These proposals were awarded May 2011. Patricia Wyatt presented a statewide CALL webinar titled "Accelerated Course Delivery Models" March 2011. She also reviewed BCOM 3rd edition textbook by Lehman and Defrene for the Cengage publishers.

STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor student success with regard to improvements in learning outcomes.</td>
<td>Tabulate statistics for each course taught in the division.</td>
<td>No changes made at this time.</td>
<td>To tabulate statistics for each course taught in the division.</td>
<td>The Division will use Google Docs to evaluate learning outcomes and make improvements where appropriate.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
</tr>
<tr>
<td>--------------------------------</td>
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<td>-------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Update existing technology throughout the Division.</td>
<td>Replacement of outdated equipment in the Division of Business.</td>
<td>Continue to update all technology and equipment to make sure that students are prepared for the workforce.</td>
<td>The Division will submit proposals to update all equipment and technology.</td>
<td>The Division of Business will utilize recommendations from faculty and staff to ensure that we are meeting the needs of the workforce.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
<td><strong>Performance Indicators</strong></td>
<td><strong>Assessment Results</strong></td>
<td><strong>Changes Based on Assessment Outcomes</strong></td>
<td><strong>Strategy(ies) for the Future</strong></td>
</tr>
<tr>
<td>1. Review, update, and expand the Division web pages throughout the year. 2. Faculty member will include the Division web page as a link on Blackboard resources.</td>
<td>1. Number of reviews, updates, and expansions of the Division web pages. 2. Inclusion of the Division web page link as a course resource on Blackboard.</td>
<td>No reviews or updates have been completed at this time. 2. Inclusion of all faculty members linked their courses in the resource link on Blackboard.</td>
<td>1. No changes at this time. 2. No changes at this time.</td>
<td>To review this departmental strategy and make changes when appropriate.</td>
</tr>
<tr>
<td>Revise and implement the Division's academic recruitment plan.</td>
<td>Increased enrollment in the Division of Business.</td>
<td>The Division of Business had an increase in enrollment of 231 students in 2010-2011 from 2009-2010.</td>
<td>The Business Division will change this to something different next year.</td>
<td>Create a new innovative way for recruitment for the Business Division.</td>
</tr>
<tr>
<td>Offer professional development opportunities for the Division of Business.</td>
<td>Documentation of attendance for professional development.</td>
<td>No professional developments were offered for 2010-2011.</td>
<td>The Division of Business will reevaluate this strategy and make changes where appropriate.</td>
<td>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.</td>
</tr>
<tr>
<td>Simplify and electronically distribute the Division graduate</td>
<td>Division graduate survey results.</td>
<td>To simplify the current division graduate</td>
<td>The Division of</td>
<td>Continue to set-up the division survey so that each</td>
</tr>
</tbody>
</table>
survey. Business will begin to administer the graduate survey through Survey Monkey from the Institutional Research Office. The graduate would be able to take the survey electronically.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2010-2011 academic year, has been a year full of changes for the Division of Business. During the academic year the division had 1,043 students enrolled in the Division of Business. The division graduated 130 students in the Associate of Applied Science in Business Administration, Associate of Science in Healthcare Management, and the certificate in Culinary Arts and Legal Secretary Programs, and Technical Competency Areas.

PRIORITIES FOR THE COMING ACADEMIC YEAR

The Division of Business will submit a proposal for an Associate Degree in Accounting during 2011-2012 academic school year, maintain all professional members, and to maintain the ACF Accreditation for Culinary Arts Certificate. To re-establish the Advisory Board for Business and create an Advisory Board for the Health Care Management.
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, Administrative Assistant III
Patti Swart, Administrative Coordinator III

FACULTY LISTING

Professor
Achla Agarwal, M.A.
Paul Weaver, Ph.D.

Associate Professor
Jack Raley, Ph.D.
Chris Rondeau, M. Ed.

Assistant Professor
Pam Milstead, M.S.
Annette Shows, MBA

Instructor
Jason Cooper, M.S.
Dalia Gumeel, M.I.S.
Eddie Horton, M.Ed.
Tom Hopkins, M.A.
Lili Kassae, M.S.
Richard Robins, M.Ed.
Chris Shaw, M.Ed.
DIVISION SUMMARY

During the 2010-2011 academic year, the division made many contributions toward the continued success and growth of the Bossier Parish Community College Community. During fall 2010, the Division of Cyber Information Technology added the Associate of Applied Science in Computer Information Systems, Technical Competency Area in Software Applications and Technical Competency Area in Web Design. During spring 2011, the Division of Cyber Information Technology added the Associate of Science in Engineering.

The Division completed a follow-up report 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 applied for and received accreditation by the Association of Technology, Management, and Applied Engineering. The Division also applied for and received the Committee on National Security Standards certifications for 4011 and 4012.

The Division hired two new faculty members in Fall 2010: Tom Hopkins, for the area of Information Network Specialist and Lili Kassaee, for the area of Programming. To assist in managing the increasing number of grants and financial resources, the division hired an Administrative Coordinator, Patricia Swart.

The Division received articulation agreements with four-year intuitions including the University Maryland University College (for all six degree programs), Louisiana State University- Shreveport (for all six degree programs), Barksdale Air Force Base (to offer certification based courses and expand the campus Testing Center), and also facilitated an agreement with Northwestern State University and Bossier Parish Community College's Associate of Applied Science in Computer Information Systems degree program. The Associate of Science in Engineering received in spring 2011 transfers to Louisiana Technical University in their department of Engineering.

The Division became a Cisco Academy in summer 2010 and began teaching the Cisco Exploration curriculum in spring 2011. In working with the Division of Innovative Learning, three Division faculty (Jason Cooper, Lili Kassaee, Chris Rondeau) offered classes to high school students off campus in the areas of programming, computer forensics and networking.

Overall, the Division was able to secure $238,009.47 in 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 programs. In addition to improving campus classroom facilities, these grants allowed us to offer training classes in cyber disciplines to area institution instructors.
ADVANCED DEGREES OR CERTIFICATIONS

Tom Hopkins
*CNSS 4011 Certification, May 18, 2011

Chris Rondeau
*CompTia Security +, December 7, 2010

Chris Shaw
*CSEC Instructor Certificate, October 8, 2010

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Laura Goadrich
*Louisiana community and Technical College System Leadership Development Instituted Class of 2010

Pam Milstead
*Award for 5 years of Service at BPCC

Richard Robins
*Faculty Senate Vice President, August - December 2010

Chris Rondeau
*Promotion to Associate Professor, June 18, 2010
*Foundations of Excellence Project, March 21, 2011
*ATMAE Accreditation Binders, May 6, 2011

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura Goadrich</td>
<td>Career Pathways, June 10, 2010</td>
<td>Cyber Innovation Center Monthly Member Luncheon, May 19, 2010, Harrah’s Louisiana Downs</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Training, August 17, 2010</td>
<td>National Institute for Staff and Organizational Development (NISOD) Conference, May 30-June 2, 2010, Austin Convention Center in Austin, TX</td>
</tr>
<tr>
<td></td>
<td>CIS 105 and SAM overview, August 18, 2010</td>
<td>The Colloquium 2010, June 7-9, 2010, Baltimore, Maryland</td>
</tr>
<tr>
<td></td>
<td>Strategies for Success Training, August 24, 2010</td>
<td></td>
</tr>
<tr>
<td></td>
<td>National IA Education and Training Center of Excellence Designation for 2 year</td>
<td></td>
</tr>
</tbody>
</table>
Institutions, CAE2Y, September 9, 2010

Academic Center of Excellence application process and NSF Scholarships Webinar with CSEC, September 9, 2010

ERI Consulting/Executive Leadership Workshop, September 15, 2010

Get Started with SAM 2010, September 16, 2010

ERI meeting with Chris Weaver, September 30, 2010

Course 360 from Course Technology, October 7, 2010

Fall Financial Forms Training, November 3, 2010

Vision Software Demo Webinar, November 11, 2010

National Fund for Workforce Solutions, November 15, 2010

Cengage Learning Presentation for Course 360, November 29, 2010

CIT Programming Advisory Board Subcommittee, December 13, 2010

Review CISCO coursework/plans for spring and beyond, December 20, 2010

SkillSet demo online, December 20, 2010

SkillSoft conference call, December 21, 2010

Foundations of Excellence Dimension Committee Welcome Back Lunch and Learn, January 13, 2011

Secure Exam - Remote Proctor, January 13, 2011

Starfish Retension Demo, January 25, 2011

TAACCCT Grant Program Writing Team Conference Call, January 31, 2011

SNAP assessment tool, February 10, 2011

SAM 2010 Challenge, February 15, 2011

CIT Administration Advisory Board Subcommittee, February 25, 2011

Managing Difficult Classroom Situations, March 21, 2011

Simtronics training, May 3, 2011

Association for Computer Machinery (ACM) Committee, 2010-2011

TechX20 demo event, June 15, 2010, CoHabitat, Louisiana

Using Mobile Devices and Social Media in the Classroom, July 12-16, 2010, Collin College, Texas

2010 Working Connections IT Faculty Development Institute, July 16, 2010, Collin College, TX

National Science Foundation, July 19-20, 2010, Cyber Innovation Center

NSF grant expansion to Hinds County Community College, September 13, 2010 at Hinds County Community College in Mississippi

NSF grant expansion to South Arkansas Community College, September 14, 2010 at South Arkansas Community College in El Dorado, Arkansas

Barksdale Air Force Base Education office with Jim Merryman and the BPCC testing center, September 30, 2010

CSEC Instructor Training Control Systems Security, September 27-October 1, 2010, Bossier Instructional Center

LSUS Industry Meeting with ABET, October 11, 2010, LSU-Shreveport

Cyber Innovation Center Monthly Member Luncheon, October 20, 2010, Harrah’s Louisiana Downs

ATMAE 2010 Conference, October 27-30, 2010, Panama City Beach, Florida

John Sener, September 15, 2010, Cyber Innovation Center

NSF grant update, September 21, 2010, Cyber Innovation Center

Meeting with NSU representatives, September 22, 2010, NSU

Coalition for Advancing Cybersecurity Education, November 5, 2010, Largo, Maryland

Air Force Global Strike Command Technology and Innovation Symposium, November 16-17, 2010, Shreveport Civic Center

Cisco Academy for Bossier Technical School, Monday December 20, 2010, Bossier Technical School

Cyber Innovation Center Member Luncheon, January 19, 2011, Harrah’s Louisiana Downs
Armed Forces Communications and Electronics Association (AFCEA) International Committee, 2010-2011

The Association of Technology, Management, and Applied Engineering (ATMAE) Committee, 2010-2011

Texas Educator TEA certificate Committee, 2010-2011

BPCC Transitions Dimension Committee for Foundations of Excellence, 2010-2011

BPCC Planning Council Committee, 2010-2011

Cyber Innovation Center Monthly Member Luncheon, February 16, 2011, Harrah’s Louisiana Downs

Meeting with LaTech representatives for articulation, February 17, 2011, La Tech

Special Interest Group for Computer Science Education, March 9-12, 2011, Dallas Texas

Cyber Innovation Center Monthly Member Luncheon, March 16, 2011, Harrah’s Louisiana Downs

LCTCS 2011 Annual Conference, March 23-25, 2011, Baton Rouge River Center

BPCC/NSU retreat, April 6, 2011, NSU

Articulation meeting for Industrial Technology, April 7, 2011, NSU

Tour of Industrial Course facilities, April 12, 2011, La Delta

Articulation meeting for Oil and Gas Technology, April 12, 2011, University of Monroe

Architecture articulation meeting, April 12, 2011, Louisiana Tech University

Encana Crawfish Boil, April 13, 2011, Coushatta

AFCEA Scholarship Ceremony, April 21, 2011, Sams Town

Hitachi, May 3, 2011, Cyber Innovation Center

ABC Crawfish Boil, May 10, 2011, Chevy Land, Shreveport

Recruiting for CIT Programs, February 25, 2011, Caddo Career & Technology Center, Shreveport, LA

ATMAE Dinner, April 3, 2011, Bossier City, LA

Jennifer Parish

Staff Development - Chancellor Jim Henderson - Leadership, September 14, 2010

BPCC 100 Mini Nascar Event, Volunteer, October 8-9, 2010

CIT Mock Interviews, October 21, 2010

ATMAE Exit Meeting, April 5, 2011

Cyber Information Technology Advisory Board Meeting, May 6, 2011

Hospitality Committee, 2010-2011
Achla Agarwal

- Financial Aid Appeals Committee, 2010-2011
- Google Overview Presentation, August 13, 2010
- Webinar - Maraki, August 17, 2010
- Windows 7 training, August 17, 2010
- Genius is within you, September 16, 2010
- Completed Blackboard version 9.0 online training, September 23, 2010
- Webinar SAM 2010, October 7, 2010
- Vision 6 Demo, November 11, 2010
- Defensive Driving Training, Fall 2010
- Blood Borne Pathogens Training, Fall 2010
- Enrolled in CWD 170, March 16-May 5, 2011
- Webinar - Migrating from Power Point, February 17, 2011

Jason Cooper

- CCNA Exploration: Accessing the WAN, May 2010
- Certified Ethical Hacker Training, May 24-28, 2010
- CSEC: Control Systems Security Training, September 27-October 1, 2010
- CSEC: Network Security Training, November 9-12, 2010
- Completion of Certified CSEC Instructor Training, November 12, 2010
- Blackboard Version 9 Online Training, December 10, 2010
- Security+ Certification, December 31, 2010
- Work on CNSS 4013 Application, February 21, 2011
- Electronic Learning Committee, 2010-2011

Dalia Gumeel

- CCNA Exploration: Accessing the WAN, May 20, 2010
- Certified Ethical Hacker, May 24-28, 2010
- Academic Integrity Awareness for online Instructor, August 13, 2010
- Google Overview, August 13, 2010

NISOD Conference, May 30-June 2, 2010, Austin, TX
CISSE Conference, June 7-9, 2010, Baltimore, MD
Working Connections, July 12-16, 2010, Collin College, Frisco, TX
ATMAE Conference/Board Meeting, October 27-30, 2010, Panama City, FL
Southeast Collegiate Cyber Defense Competition, March 8-10, 2011, Kennesaw State University, Kennesaw, GA
NISOD, May 30-June 2, 2010, Austin, TX
Work on CNSS 4013, February 21, 2011
CIT Administration Advisory Board, February 25, 2011
End of Year Committee Report Committee, 2010-2011

Tom Hopkins
Quality Matters Online Training, May 18, 2010
Academic Integrity Awareness for Online Instructors, August 13, 2010
Defensive Driver Training, August 31, 2010
Blood Borne Pathogens Training, August 31, 2010
Promoting Outcomes-Based Assessment through Curriculum Mapping, September 21, 2010
Control Systems Security - Instructor Training Workshop, September 27-October 1, 2010
CSEC Network Security - Instructor Training Workshop, November 9-12, 2010
Work on CNSS 4013 Application, Feb 21, 2011
Planning Council Meeting, Mar 7, 2011
CSEC Secure Electronic Commerce - Instructor Training Workshop, March 29 - April 1, 2011
Strategies for Online Discussions Workshop, April 8, 2011
CCDC Comp - College Service, April 30, 2011
Foundations of Excellence Committee, 2010-2011

Eddie Horton
Security + Training, April 26-30, 2010
CCNA3, May 1, 2010
Exam Force WebEx Conference, May 4, 2010
CCNA4, May 20, 2010
Certified Ethical Hacker Training, May 24-28, 2010
Google Overview Presentation, August 13, 2010
Windows 7 Training, August 17, 2010
Blackboard Version 9 Online Training, September 20, 2010

CSEC Principles of Information Assurance - Instructor Training Workshop, October 5-8, 2010
LaTech CIS 424 - Computer Forensics, November 30, 2010 - Feb 24, 2011
LaTech CIS 550C - Cryptography, March 2 - May 18, 2011
BPCC and La Tech transfer exploration, Feb 17, 2011
Cyber Storm @ LATech, May 7, 2010, Ruston, LA
BlackHat USA 2010, July 28-29, 2010, Las Vegas, NV
DefCon 2010, July 29 - August 1, 2010, Las Vegas, NV
CSEC SCADA Training, September 27 - October 1, 2010, Bossier Instructional Center
Leading Advisory Board, December 10, 2010
Work on CNSS 4013, February 21, 2011
Foundations of Excellence, March 31, 2011
Student Life Committee, 2010-2011

Lili Kassaee
CSEC Enterprise Security Management Instructor Training Workshop, February 9-12, 2010
CSEC Digital Forensics Instructor Training Workshop, June 7-11, 2010
Quality Matters Online Training, July 29, 2010
Google Overview Presentation, August 13, 2010
Academic Integrity Awareness for Online Instructors, August 13, 2010
Blood Borne Pathogens Training, August 31, 2010
Defensive Driver Training, August 31, 2010
Promoting Outcomes-Based Assessment through Curriculum Mapping, September 21, 2010
Control Systems Security Instructor Training Workshop, September 27-October 1, 2010
CSEC Network Security Instructor Training Workshop, November 9-12, 2010
Blackboard Version 9 Online Training, December 16, 2010
CSC Secure Electronic Commerce Instructor Training Workshop, March 29 - April 1, 2011

Pam Milstead
Google Overview Presentation, August 13, 2010
Webinar: Latest Advancements to Avoid Metadata in Office Documents, August 19, 2010
Webinar: Create an Online Learning Environment that Ensures Academic Quality and Integrity, August 25, 2010
Moodle Online Training, May - June, 2010
Webinar: Global Technology Watch, October 1, 2010
Course 360 from Course Technology, October 7, 2010

Course Technology Conference, March 16-18, 2011, Orlando, FL
Blackboard Version 9 Training, October 27, 2010
Vision 6 Demo, November 11, 2010
Promotion Evaluation Workshop, February 2, 2011
SNAP Assessment Tool Workshop, February 10, 2011
SAM 2010 Challenge, February 15, 2011
Safety Committee, 2010-2011
Division Promotion Committee, 2010-2011
College Promotion Committee, 2010-2011

Jack Raley
Google Overview Presentation, August 13, 2010
Course 360 from Course Technology, October 7, 2010
Blackboard Version 9 Training, October 27, 2010
Vision 6 Demo, November 11, 2010
Promotion Evaluation Workshop, February 2, 2011
SNAP Assessment Tool Workshop, February 10, 2011
SAM 2010 Challenge, February 15, 2011

Richard Robins
Google Overview Presentation, August 13, 2010
Windows 7 Training, August 17, 2010

Chris Rondeau
Web Ex-Exam Force Conference, April 26, 2010
CompTia Security+ Training, April 26-30, 2010
CCNA Exploration: LAN Switching and Wireless, May 1, 2010
CCNA Exploration: Accessing the WAN, May 20, 2010
Certified Ethical Hacker Training, May 24-28, 2010
Google Overview Presentation, August 13, 2010

NACADA National Conference, October 3-6, 2010
Project Win-Win Grant Workshop, November 5-6, 2010
NISOD, May 30 - June 2, 2010, Austin, TX
BlackHat USA 2010, July 26-30, 2010, Las Vegas, NV
DefCon 2010, July 30 - August 1, 2010, Las Vegas, NV
CSEC Control Systems Security Training, September 27 - October 1, 2010, Bossier Instructional Center
NSF/ATE Conference, October 26-29, 2010, Washington DC

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Course 360 Presentation, November 29, 2010
CAE2Y Web Conference, Online, February 15, 2011
Student Life Committee, 2010-2011

Chris Shaw
CSEC Digital Forensics Training, June 7-11, 2010
CSEC Principles of Information Assurance Training, October 5-8, 2010
SNAP Assessment Tool Workshop, February 10, 2011

Annette Shows
Google Overview Presentation, August 13, 2010
Webinar: Latest Advancements to Avoid Metadata in Office Documents, August 19, 2010
Webinar: Create an Online Learning Environment that Ensures Academic Quality and Integrity, August 25, 2010
Moodle Online Training, May - June, 2010
Course 360 from Course Technology, October 7, 2010
Blackboard Version 9 Training, October 27, 2010
Vision 6 Demo, November 11, 2010
Promotion Evaluation Workshop, February 2, 2011
SNAP Assessment Tool Workshop, February 10, 2011
SAM 2010 Challenge, February 15, 2011
Faculty Handbook Committee, 2010-2011

Paul Weaver
Google Overview Presentation, August 13, 2010
Academic Integrity Awareness for Online Instructors, August 17, 2010
Windows 7 Training, August 17, 2010
Attendance at the Promotion Evaluation Workshop, February 3, 2011
SNAP Assessment Tool Workshop, February 10, 2011
Promotion Committee, 2010-2011
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Laura Goadrich
*“Learning Outcomes on Google Docs” for BPCC faculty and staff, July 22, 2010, 1 hour, July 23, 1 hour, August 10, 22, 25, October 6, 1 hour, September 9, 1 hour, October 25, 1 hour, November 11, 12, 1 hour, November 30, 1 hour, December 3, 1 hour, March 4, 1 hour at BPCC
*"Working with Computers" for Continuing Education, July 28, 2010 and August 13, 2010 at BPCC
*“Google Applications”, August 13, 2010 at BPCC
*Articulation Agreement between University Maryland University College and BPCC CIT division, October 1, 2010 at BPCC
*"This is BPCC", October 12, 2010 at BPCC
*“Community Colleges/Associate Degree and Certificate Programs”, NICE Track 2 Coalition Task Group Panel, November 5, 2010 at Prince George’s Community College, Largo Maryland
*Loyola College Prep campus tour, September 20, 2010 at BPCC
*Cyber Information Technology Annual Advisory Board, May 6, 2011 at BPCC

Jason Cooper
*Lead the Network Specialist Advisory Board Subcommittee Meeting, December 10, 2010 at BPCC

Eddie Horton
*Lead the Network Security Specialist Advisory Board Subcommittee Meeting, December 10, 2010 at BPCC

Dalia Gumeel
*Lead the Administration Advisory Board Subcommittee Meeting, December 10, 2010 at BPCC
*Lead the Programming Advisory Board Subcommittee Meeting, December 13, 2010 at BPCC

Pam Milstead
*Windows 7 Training, August 18, 2011 at BPCC

Chris Rondeau
*Lead the Web Analyst Advisory Board Subcommittee Meeting, June 21, 2010 at BPCC
*Cyber Innovation Center, Louisiana Economic Development Presentation, July 14, 2010 at CIC
*Introducing FRED Presentation, March 2, 2011 at BPCC
*Bossier High School Career Fair Presentation, March 23, 2011 at Bossier High School

Annette Shows
*Windows 7 Training, August 18, 2011 at BPCC
Paul Weaver

**Lead the CIS Advisory Board Subcommittee Meeting, February 20, 2011 @ BPCC**

**SIGNIFICANT CONTRACTS OR GRANTS**

Cyber Security Educational Consortium grant, September 1, 2010-August 31, 2011, $62,200 (third year grant receipt)
CIC grant via NSF, August 1, 2009-January 31, 2011
BPCC Perkins Grant received
Eddie Horton, AirPcap, $698
Achla Agarwal, Attending SIGCSE conference, $1,273.92
Eddie Horton, CISSP Certification Boot Camp, $2,995
Laura Goadrich, Tech fee, Classroom Hardware Improvements, $29,619
Eddie Horton, IPODs for use in teaching programming and security, $15,728.99
Chris Rondeau, Laptops for Security Training, $26,217.55
Eddie Horton, Tech Fee Proposal,
Chris Rondeau, Transport/Storage Cases for Security Laptops, $472.50
Tom Hopkins, Network Cable and Connection Tools and Supplies, $1,124.51
Workforce Rapid Response Grant, shared with Oil and Gas Technology program for $260,000. Cyber Information Technology received $97,680.

**ACADEMIC PROGRAM REVIEW**

An academic program review was conducted on the Associate of Applied Science in Computer Information Systems. Items reported during the review include program statistics, resource availability, graduate and employer input, and student mastery of learning outcomes. The report outcome improvement strategies include

(1) Strengthen and grow the program advisory board.
(2) Upgrade the computer lab equipment.
(3) Explore strategies to maintain contact with graduates.

**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase and update courses mapped with national certifications.</td>
<td>Number of courses mapped with national certifications.</td>
<td>During the 2010-2011 Academic year we mapped the following certifications: CIS 114: Microsoft</td>
<td>Successful</td>
<td>Continue to offer classes mapped to certifications</td>
</tr>
</tbody>
</table>
Windows 7
Configuration (72-680), Microsoft
CIS 205: Microsoft Office Word 2007 (77-601), Microsoft
CIS 207: Microsoft Office Excel 2007 (77-602), Microsoft
CIS 209: Microsoft Office Access 2007 (77-605), Microsoft
CIS 210 Microsoft Office PowerPoint 2007 (77-603), Microsoft
CIT 101: Network+, CompTia
CIT 112: A+, CompTia
CIT 122: ICND1, Cisco
CIT 151: SCJA Java, Sun Microsystems
CIT 170: Microsoft Server 2008 (70-642), Microsoft
CIT 172: Linux+, CompTia
CIT 222: ICND2 or CCNA, Cisco
CIT 225: Security+, CompTia
CIT 270: Microsoft SQL Server 2008, Microsoft
CIT 280: Computer
<table>
<thead>
<tr>
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<th>Assessment Results</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply for the Association of Technology, Management and Applied Engineering (ATMAE) accreditation.</td>
<td>Application to ATMAE.</td>
<td>The ATMAE accreditation visiting team arrived in spring 2011 to review the AAS in Computer Information Systems, AAS in Information Network Specialist, AAS in Information Network Security Specialist, AAS in Programmer Analyst, and AAS in Web Analyst Programmer. The visiting team will recommend compliance for all reviewed programs in the fall 2011 ATMAE board meeting.</td>
<td>Successful</td>
<td>Address the recommendations made by the ATMAE visiting team.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply for Committee on National Security Systems (CNSS) accreditations.</td>
<td>Number of applications to the Committee on National Security Systems.</td>
<td>During the fall 2010, the division applied for CNSS 4011 and 4012. During the spring 2011, the division received approval to offer the standards.</td>
<td>Successful</td>
<td>Apply for the Center for Academic Excellency for 2 Year colleges. Apply for two additional Committee on National Security Systems (CNSS) accreditations.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Support and expand dual enrollment offerings in coordination with Innovative Learning Division for Cisco Academy and programming courses.</td>
<td>Number of dual enrollment offerings that Cyber Information Technology instructors assist.</td>
<td>Received designation as a Cisco Academic Academy during summer 2010.</td>
<td>Successful</td>
<td>Maintain Cisco certified and trained faculty to retain the academy status.</td>
</tr>
<tr>
<td>Encourage Division of Cyber Information Technology faculty and staff to pursue course-related certifications.</td>
<td>Number of certifications Division of Cyber Information Technology faculty and staff attempt and receive.</td>
<td>Three certifications were received by faculty: (1) Tom Hopkins received CNSS 4011 Certification, May 18, 2011 (2) Chris Rondeau received CompTIA Security+, December 7, 2010 (3) Chris Shaw received CSEC Instructor Certificate, October 8, 2010</td>
<td>Successful</td>
<td>Continue to encourage all faculty and staff in the division to pursue discipline related certifications.</td>
</tr>
<tr>
<td>Evaluate, develop and offer a computer literacy competency exam.</td>
<td>Creation of computer literacy competency exam.</td>
<td>Computer literacy competency exam was created and implemented during fall 2010 and spring 2011 semesters.</td>
<td>Successful</td>
<td>Assist in integrating computer literacy concepts into approved courses and assessing learning outcome results in the integrated courses.</td>
</tr>
<tr>
<td>Update advisory boards for degree programs in the Division of Cyber Information Technology.</td>
<td>Number of meetings with the advisory boards.</td>
<td>All division programs created subcommittees in the division advisory</td>
<td>Successful</td>
<td>Continue to develop the program subcommittee to address unique program</td>
</tr>
</tbody>
</table>
board that met during the 2010-2011 academic year to address concerns specific to each program. These subcommittees were led by division instructors and the committee results were reported back to the annual advisory board meeting for review. There were six subcommittee meetings and one advisory board meeting during the 2010-2011 academic year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2010-2011 academic year has been successful and productive for the Division of Cyber Information Technology. Program enhancement based on industry expertise and achieving successful student certifications continues to be the focus of our division to ensure successful partnerships and student success during and after their academic work at Bossier Parish Community College.

PRIORITIES FOR THE COMING ACADEMIC YEAR

* Create a new division web page to integrate new program areas.
* Address recommendations from ATMAE team visiting committee.
* Develop new programs and courses to be offered by the Division of Cyber Information Technology
* Update and increase the courses mapped with National Certifications.
* Apply for Center for Academic Excellency for 2 Year colleges.
* Apply for two Committee on National Security Systems (CNSS) accreditation.
* Encourage faculty and staff to pursue related certifications.
Division of Academic Affairs
Division of Innovative Learning

EMPLOYEE LISTING

Professional, unclassified staff
Donna Womack, Dean
Renee Sears, Director of Academic Outreach
Kathy Vercher, Program Coordinator
Susan Stakes, Program Coordinator
Brenda Williams, Project Coordinator

Classified staff
Linda N. Lofton,
Administrative Assistant
Mary Ann Heim,
Administrative Assistant

DIVISION SUMMARY

The Division of Innovative Learning was created 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 in the Center for Adult Learning in Louisiana (CALL), which is sponsored by the Louisiana Board of Regents.

The mission of the Division of 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, which increase access to educational opportunities in accelerated formats on campus and online, are convenient, flexible, and highly-personalized. The Division provides a structure for the academic success and credential attainment of adult learners leading to preparation for advancement into high-skill positions. The Division also encompasses the Early Start Program for high school students, Off-Campus Studies, and Veteran Education Services. The Division of Innovative Learning advocates the creation and implementation of adult-friendly institutional policies and student support services.

As a member of the Center for Adult Learning in Louisiana (CALL), Bossier Parish Community College offers six fast-track, accelerate associate degree programs and one certificate of technical studies program. The programs include: Associate of Applied Science in Business Administration, Associate of Applied Science in Computer Information Systems, Associate of General Studies, Associate of Science in Healthcare Management, Associate of Applied Science in Information Network Security Specialist, Associate of Applied Science in Telecommunications and Certificate of Technical Studies in Help Desk Support. These online programs allow working adults to work on courses at convenient, flexible times and locations.

The Division of Innovative Learning offers students currently enrolled in a public or private Louisiana high school or an approved Louisiana State Department of Education home school program the opportunity to earn high school Carnegie units and BPCC college credits through the High School Early Start Program. Students must have permission from their high school to participate, must be at least 15 years of age and currently enrolled in the 11th or 12th grade and must provide an ACT or PLAN score report and a current, official high school transcript. Students are required to meet all other course prerequisites as published in the BPCC catalog.

Off-campus studies offers students who live or work in surrounding areas, a convenient way to attend BPCC academic courses without coming to the Bossier City location. Academic classes are offered at the Northwest Louisiana Technical College-Minden and Willis Knighton North.

In fall of 2010, the Division of Innovative Learning gained the duties of veteran education services. The Division of Innovative Learning offers students receiving veteran benefits a central location to certify their college enrollment to the Department of Veterans Affairs.

The Division of Innovative Learning worked with the Career Compass team to promote enrollment at Bossier Parish Community College. As a result of this endeavor, over 850 BPCC enrollment applications were received through the efforts of the Career Compass team.

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donna Womack</td>
<td>Louisiana Transfer Degree Guarantee Workshop</td>
<td>NACADA</td>
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<tr>
<td></td>
<td>Google Docs Learning Outcomes</td>
<td>Orlando, FL</td>
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<tr>
<td></td>
<td>September 2010</td>
<td>October 2010</td>
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<tr>
<td></td>
<td>Cap Retention Seminar</td>
<td>SACSCOC</td>
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<tr>
<td></td>
<td></td>
<td>Louisville, KY</td>
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<tr>
<td>Event</td>
<td>Location</td>
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<tr>
<td>Adult Learners - The Remaining Market Webinar</td>
<td>Perkins Special Population Training</td>
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<tr>
<td>January 2011</td>
<td>Alexandria, LA</td>
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<tr>
<td>Accelerated Course Delivery Models at LA Universities Webinar</td>
<td>NACADA</td>
<td></td>
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<tr>
<td>March 2011</td>
<td>Orlando, FL</td>
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<tr>
<td>Creative Commons in Higher Education Webinar</td>
<td>October 2010</td>
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<tr>
<td>From Inquiry to Enrolled/Converting the Potential Adult Learner Webinar</td>
<td>2010 NACADA</td>
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<tr>
<td>Renee Sears</td>
<td>February 2011</td>
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<tr>
<td>Perkins IV Legislative Training</td>
<td>Department of Veteran Affairs</td>
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<tr>
<td>Baton Rouge, LA</td>
<td>March 2011</td>
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<tr>
<td>Perkins Data Collection Training</td>
<td>Department of Veteran Affairs LA School Certifying Official Conference</td>
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<tr>
<td>Linda Lofton</td>
<td>October 2010</td>
<td></td>
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<tr>
<td>Leadership</td>
<td>NACADA</td>
<td></td>
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<tr>
<td>September 2010</td>
<td>Orlando, FL</td>
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<tr>
<td>Financial Forms Training</td>
<td>November 2010</td>
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<tr>
<td>GRAD Act Training</td>
<td>NACADA</td>
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<tr>
<td>November 2010</td>
<td>Orlando, FL</td>
<td></td>
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<tr>
<td>Kathy Vercher</td>
<td>October 2010</td>
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<td>NACADA</td>
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<td>Creative Commons in Higher Education Webinar</td>
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<tr>
<td>Susan Stakes</td>
<td>NACADA</td>
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<td>Google Docs Learning Outcomes</td>
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<td>September 2010</td>
<td>2010 NACADA</td>
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<tr>
<td>GRAD Act</td>
<td>Orlando, FL</td>
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<tr>
<td>November 2010</td>
<td>Department of Veteran Affairs</td>
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<tr>
<td>Violence in the Workplace</td>
<td>March 2011</td>
<td></td>
</tr>
<tr>
<td>February 2011</td>
<td>Department of Veteran Affairs LA School Certifying Official Conference</td>
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<td></td>
<td>May 2011</td>
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</tr>
</tbody>
</table>
STRATEGIC PLANNING

**Department Measurable Strategy**

Maximize marketing and enrollment services.

**Performance Indicators**

1. Number of Veteran applicants generated.
2. Number of Dual Enrollment applicants generated.
3. Number of Off Campus applicants generated.

**Assessment Results**

The number of Veteran applicants increased by 15%.
The number of Dual Enrollment applicants increased by 27%.
The number of Off Campus applicants increased by 3%.

**Changes Based on Assessment Outcomes**

Non

**Strategy(ies) for the Future**

To continue to increase number of Veteran, Dual Enrollment, and Off Campus applicants.

**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 2010-2011 Annual Report. Six staff members participated in various conferences and workshops throughout the academic year to promote emerging

**Assessment Results**

None

**Strategy(ies) for the Future**

To continue to support staff professional development.
issues in accelerated learning, academic advising and veteran education services.

**Department Measurable Strategy**

Strengthen quality of Academic Advising and Retention.

**Performance Indicators**

1. Course Retention Statistics.
2. Course Success Statistics.

**Assessment Results**

Due to the restructure of the division, these statistics are not available.

**Changes Based on Assessment Outcomes**

None

**Strategy(ies) for the Future**

Complete

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**Department Measurable Strategy**

Expand accelerated educational product lines.

**Performance Indicators**

1. Number of accelerated programs in existing disciplines.
2. Number of new accelerated degree programs.

**Assessment Results**

Healthcare Management was added as an accelerated program.

All academic accelerated degrees returned to the academic discipline to be expanded and made available to all students.

**Changes Based on Assessment Outcomes**

None

**Strategy(ies) for the Future**

Complete

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**Department Measurable Strategy**

Strengthen the Innovative Learning Divisions internal strategic plan.

**Performance Indicators**

External evaluation report.

**Assessment Results**

External evaluation that was to be conducted by New Ventures was cancelled due to restructuring of the division.

**Changes Based on Assessment Outcomes**

None

**Strategy(ies) for the Future**

Complete

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Division of Innovative Learning continually works toward providing potential BPCC students, BPCC students, faculty and staff the best service possible. During the course of the 2010-2011 year, Innovative Learning assisted over 2,500 current and potential students through the CALL program, the Early Start Program (Dual Enrollment), off-campus studies and students receiving veteran benefits.
PRIORITIES FOR THE COMING ACADEMIC YEAR

The Division of Innovative Learning will continue to provide services and programs that will increase BPCC enrollment. We will remain committed to increasing student enrollment by offering additional sites and courses for off-campus studies while focusing on finding the most qualified and experienced instructors available. The interest in the Early Start program 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 continue forming alliances with local area businesses to increase awareness of BPCC's program offerings, including the CALL program, to working adults. The Division will focus on working with other divisions within the college to increase the number of online and hybrid courses. Finally, the Division will continue to supply support to the divisions and faculty through the student retention model.
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
Patrick Jolley, B. A.
Laura Jones, M.A.
Kim Nugent, M. A.

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

FACULTY LISTING

Professor
Brenda Brantley, M.L.S.

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

DIVISION SUMMARY

The 2010-2011 academic year continued to bring changes to the Division of Learning Resources. Kim Nugent was appointed to the position of Learning Resources Manager during late summer, sharing her duties between the Library and the Learning Center. Kristi Lobrano, Systems Librarian, moved to another state. Judy Spears, Library Technician, retired with almost 30 years of service to Bossier Parish Community College.
Brenda Brantley continued as the editor of the “BPCC Library News,” and Pat Jolley edited “Tutor Talk,” the monthly TLC newsletter. Ginger Bryan continued as Chair of the Louisiana Library Association’s Membership Committee. Ginger also attended the LALINC Deans and Directors meetings in Monroe and Alexandria. Kristi Lobrano received the rank of Associate Professor and a 10 year service pin from the state. Kristi also attended LOUIS systems administration meetings, along with Kim Nugent, and the LOUIS Users Conference in Baton Rouge. Laura Jones spoke at a local Lions Club meeting. All Learning Resources personnel engaged in a number of professional activities.

College activities included faculty and staff involvement in College standing committees, the Faculty Senate, the Staff Senate, and Planning Council. Recruitment and marketing activities included a series of “Writing across the Curriculum” workshops given by Laura Jones, the celebration of National Library Week, and an orientation for eighth grade classes from Youree Drive Middle School. Campus wide emails, Student Life Blackboard, promotional flyers, the division’s website, Facebook, the Cavalier Connection’s C3, and the College’s PEG channel were all employed to promote learning resources services. The Library published a fall newsletter, “BPCC Library News,” and the Learning Center published “Tutor Talk” monthly. Displays included those for Constitution Week, Banned Books Week, Black History Month, and Women’s History Month.

All Learning Resources faculty and staff volunteered for various community service activities. During the Thanksgiving-Christmas season the Division organized its annual “Food for the Holidays” food donation drive under Stephanie Cox’s guidance and collected almost 2600 pounds of nonperishable food items for the Northwest Louisiana Food Bank. The College’s Library Committee collected more than 500 books to support of the area’s Books for the Troops drive. Brenda Brantley served on the Bossier Parish Student of the Year Committee, and Ginger Bryan was elected as secretary to the Friends of the Bossier Parish Library. Librarians and staff continued their community service project of reading to kindergarten students at Kerr Elementary this year. The Division’s faculty and staff were very involved in the BPCC Foundation’s BPCC100 race held in October. Ginger Bryan, Brenda Brantley, and Kristi Lobrano were chairs and co-chairs of three of the event’s committees and subcommittees. All total, the Division put in over 140 hours of volunteer work.

The Division continues in its quest to help students. The Library gave 161 orientations (520.4 hours) to 4969 BPCC students, answered almost 4100 reference questions, and circulated 13,054 items. Study rooms were used 949 times. Student usage of the Library’s laptops increased by fifty-three percent. By the end of the spring semester students visited the Library 106,759 times in one capacity or another during the academic year. Total student usage of the Technology Resource Center was 50,557. The Learning Center was visited 34,922 times by students, gave 97 tours and had over 2,150 Plato users. The Learning Center’s lab was reconfigured so that students would have easier access to its 46 computers and three printers. TLC’s Writing Support Specialists commented on 1,150 drafts for the academic year. All Learning Center tutors participated in at least five tutor trainings throughout the year, and its tutoring program has maintained its certification through the National Tutoring Association. Student surveys for 2010-2011 gave the Library a 100 percent satisfactory or above rating for “friendly and helpful staff.” Ninety-eight percent of students agreed that the Learning Center staff was “courteous and friendly,” and 100 percent agreed that the Technology Resource Center staff was “friendly and helpful.” The Division was awarded $22,500 in student technology fee grants and $47,233 in Board of Regents grants during the academic year.
<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brenda Brantley</td>
<td>Library Staff Reference Interview Workshop, August 20, 2010.</td>
<td>LALINC Directors Fall Membership meeting. University of Louisiana at Monroe, November 4-5, 2010.</td>
</tr>
<tr>
<td>Stephanie Cox</td>
<td>Library Staff Reference Interview Workshop, August 20, 2010.</td>
<td></td>
</tr>
<tr>
<td>Roxie Johnson</td>
<td>Library Staff Reference Interview workshop, August 20, 2010.</td>
<td></td>
</tr>
</tbody>
</table>
Laura Jones

Library Staff Reference Interview Workshop, August 20, 2010.


Online Teaching Seminar, March 25, 2011.


Kristie Lobrano

Windows 7 Training, August 17, 2010.

Library Staff Reference Workshop, August 20, 2010.

Education 2020 Workshop, April 12, 2011.

LOUIS System Administrators Meeting, Louisiana State University, August 6, 2010.

Cloud computing webinar, October 14, 2010.


Diderot Goes Digital webinar, March 1, 2011.

Multimedia in the Library webinar, April 19, 2011.

Susie McDowell

Library Staff Reference Interview Workshop, August 20, 2010.


Faculty/Staff Professional Development: Preparing a Garden Bed, October 15, 2010.


Kim Nugent

Library Staff Reference Interview Workshop, August 20, 2010.


SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Brenda Brantley
"BPCC Library News" newsletter. Bossier Parish Community College Library, Fall 2010.

Ginger Bryan

Roxie Johnson
“African Americans and the Civil War” exhibit, Bossier Parish Community College Library, February 1-28, 2011.

Pat Jolley
TutorTalk-Monthly TLC newsletter.
Class Tours- (Over 60 tours in both fall and spring semester)
Mobile TLC- Oct. 4-8, 11-15, 18 & 19.
Mobile TLC- March 28-April 1, 4-8j, 18 &19.

Laura Jones
Tutor Training- “It is in the Details: Customer Service” August 18, 2010.
Guest speaker at Lions Club, September 16, 2010.
National Tutoring Week- October 4, 2010-October 8, 2010.
WAC Workshop series:
□ “Building a Sentence: One Block at a Time” January 25, 2011.
□ “APA Workshop” February 24, 2011.

Kristi Lobrano
“Library Orientation for Youree Drive Middle School classes.” Bossier Parish Community College Library, April 20, 2011.

Susie McDowell
Kim Nugent  
"Women's History Month" exhibit. Bossier Parish Community College Library, March 1-31, 2011.

**SIGNIFICANT CONTRACTS OR GRANTS**

Laura Jones  
Bossier Parish Community College Student Technology Fund, September 2010, $14,000. 
Board of Regents Grant, May, 2011, $47,233.

Kristi Lobrano  
Bossier Parish Community College Student Technology Fund, November 2010, $1,299.90  
Bossier Parish Community College Student Technology Fund, November 2010, $7,148.49

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### STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
</table>
| Execute Learning Resources training for BPCC full-time and part-time employees. | 1. Presentation of Library workshop for English adjunct faculty.  
2. Presentation of Library workshop for Learning Resources staff.  
3. Presentation of tutor workshop for The Learning Center tutors. | 1. Presentations were made, but attendance was low.  
2. Presentations made in August on "Reference Interview".  
2. Staff familiar with procedures of a Reference Interview.  
3. Tutors aware of duties and responsibilities. | Continue Learning Resources training for BPCC full time and part-time employee. |

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</table>
| Revise guidelines for the evaluation of Library and Learning Center resources for relevancy. | 1. Copy of revised guidelines for collection development.  
2. Number of Learning Resources holdings reviewed. | 1. Guidelines were revised.  
2. Library reviewed books in the 000s, and 300s. The Learning Center replaced textbooks over two years old. | 1. Guidelines electronically available to all staff.  
2. Shelf space is available for additional new titles. All Learning Center materials added to | Revise guidelines for the evaluation of Library and Learning Center resources for relevancy. |
### Department Measurable Strategy

**Expand Learning Resources instruction programs.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td>1. Number of small group instructional sessions offered.</td>
<td>1. Learning Center presented three Writing workshops.</td>
</tr>
<tr>
<td>2. Number of newly designed supplemental instructional offerings to programs and courses that traditionally do not receive library instruction.</td>
<td>2. Library presented orientations designed for Sociology and Psychology courses.</td>
</tr>
</tbody>
</table>

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<tr>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
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<tbody>
<tr>
<td>1. Increase in use of facilities.</td>
<td>Expand Learning Resources instruction programs.</td>
</tr>
</tbody>
</table>

### Department Measurable Strategy

**Expand student use of Library equipment.**

<table>
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<tr>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td>1. Percentage of increase in use of laptop holdings.</td>
<td>1. Usage increased 53 percent.</td>
</tr>
<tr>
<td>2. Number of external hard drives checked out by students.</td>
<td>2. Demand for usage was low due to limitations of software licensing.</td>
</tr>
</tbody>
</table>

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<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
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<tbody>
<tr>
<td>1. Extended check-out.</td>
<td>Monitor use and condition of existing equipment.</td>
</tr>
<tr>
<td>2. Update software and add number of licenses.</td>
<td></td>
</tr>
</tbody>
</table>

### Department Measurable Strategy

**Enhance Library's collection by focusing on new College programs.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td>Amount of materials purchased for new Allied Health and Technical Education programs.</td>
<td>Library purchased materials for Nursing, Occupational Therapy Assistant, Oil and Gas, and Construction. The Learning Center purchase titles for APA and Writing Reference for the Sciences.</td>
</tr>
</tbody>
</table>

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<th>Changes Based on Assessment Outcomes</th>
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<tbody>
<tr>
<td>Access to wider range of material in subject area.</td>
<td>Market available new materials.</td>
</tr>
</tbody>
</table>

### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division aspires to provide the students, faculty and staff of Bossier Parish Community College the very best of resources and services. Customer usage increases each year, confirming that Learning Resources is an important part of student learning and faculty teaching.

The spring 2010 Graduation Exit Survey disclosed that 95.39 percent of students answering the survey strongly agreed or agreed that “There were library books and/or resources related to my degree program,” with 4.6 percent disagreeing or strongly disagreeing. When surveyed that “I used and
improved my library skills while at BPCC,” 85.78 percent strongly agreed or agreed, while 14.22 percent disagreed or strongly disagreed.  Asked if, “I utilized the Technology Resources Center in the Library,” 88.31 percent of graduates strongly agreed or agreed and 11.68 percent disagreed or strongly disagreed.  Inquired as to whether they utilized the Learning Center, 83.81 percent strongly agreed or agreed that they did so, while 16.10 percent disagreed or strongly disagreed.  Graduate Exit Surveys from summer 2010 reported that 95.9 percent of those answering the survey strongly agreed or agreed that “There were library books and/or resources related to my degree program.”  Four percent did not agree with that statement.  When asked if, “I used and improved my library skills while at BPCC,” 89.36 percent strongly agreed or agreed that they had done so, while 10.63 percent disagreed or strongly disagreed with the statement.  Graduate Exit Surveys from fall 2010 revealed that 94.49 percent of those surveyed strongly agreed or agreed the “There were library books and/or resources related to my degree program,” while 5.5 percent disagreed or strongly disagreed. This survey also recorded that 85.05 percent of graduates strongly agreed or agreed that they “used or improved my library skills while at BPCC,” and 14.95 percent disagreed or strongly disagreed with the statement.  When asked if they “utilized the Technology Resources Center in the Library,” 86.4 percent of graduates strongly agreed or agreed that they did while 13.6 percent disagreed or strongly disagreed with the statement.  Evaluations for the Learning Center showed that 78.13 percent strongly agreed or agreed that they had “utilized the Learning Center,” and 21.87 percent disagreed or strongly disagreed with the statement.

The BPCC Report Card for 2010-2011 reported that the Library received a 3.55 out of a 4.0 rating for “Overall quality of service provided” and an overall average score of 3.5. The Learning Center received a 3.46 out of a 4.0 rating for “Overall quality of service provided” and an overall score of 3.45.

The 2011 ACT Student Opinion Survey Comparison Report rated the “Library/Learning Resources Center Facilities & Services” as 4.47, compared with a national average of 4.25. “College-Sponsored Tutorial Services” were rated 4.38, compared with a national average of 4.14. Both the Library and the Learning Center were rated in the “Top 5 for Your Institution,” Library/Learning Resources as number two and Tutorial Services as number five.

BPCC student surveys gave the Library an overall average of 96.1 percent of satisfactory or better, including a 97.3 percent average for “friendly and helpful staff.” Student surveys gave the Technology Resource Center an overall average of 92.3 percent of satisfactory or better. Of those students who surveyed the Learning Center, 97.43 percent found the “staff, courteous and friendly,” and 97.56 percent “would recommend the Learning Center to other students.”

The Learning Resources Division’s greatest resource is in the strength of its faculty and staff.  Their commitment to service and their dedication to render results has made the Division an effective portion of Bossier Parish Community College’s success.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Based on Assessment Results from the Learning Resources Strategic Planning of 2010-2011, the Division will execute Learning Resources training for BPCC full-time and part-time employees; evaluate existing Learning Resources materials to ensure relevancy; monitor use and condition of
existing Learning Resources equipment; and market Learning Resources materials and services.
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, 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.
Jessica Cobbs, M.A.
Yolanda Cooper, M.Ed.
Candice Gibson, M.A.
Jennifer McMullen, M.Ed.

Instructor
Cieltia Adams, M.A.
Bob Alexander, M.A.
DIVISION SUMMARY

Under the guidance and supervision of the Vice Chancellor for Academic Affairs, the Division of Liberal Arts had a very successful and productive year. In summer 2010, fall 2010, and spring 2011, 180 graduates received the Associate of General Studies degree. Additionally, 151 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, were published 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 and a high school speech tournament. Additionally, the BPCC Debate Team placed first among community colleges at the national championship tournament. In Fall 2010, the Donna Service Gallery was inaugurated in honor of former art instructor Donna Service. During the academic year, the gallery hosted several exhibits, including exhibits of BPCC art students, the 30th Annual Congressional Art Competition, and An Exhibition of Louisiana Tech University Sculpture & Architecture Students. Furthermore, we hosted a Summer Writer's Workshop for the community in conjunction with the local writers organization.

In our efforts to increase student success in the classroom, the Liberal Arts Division also added a second developmental English class to the curriculum. English faculty worked diligently to design a course to focus on developmental composition in order to better prepare students for ENGL101, and ENGL099 Fundamentals of Composition was added to the course curriculum beginning Fall 2011. Additionally, the Associate of Arts - Louisiana Transfer degree with concentrations in Humanities, Fine Arts, and Social Sciences was added to the program offerings within the Liberal Arts Division. The implementation of these programs and courses will promote student success, guarantee transferability of coursework for students, and assist the College in meeting the educational and vocational needs of its community and its students.

ADVANCED DEGREES OR CERTIFICATIONS

On May, 16, 2011, Holly French-Hart began graduate studies in the Doctor of Management in Community College Policy and Administration Program at the University of Maryland University Park.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Cietlia Adams
Voted Treasurer for the Louisiana Council of Teachers for English (2010-2012).
Judge, PTSA State of Louisiana Newsletter

Bob Alexander
Coached BPCC Debate Team to 1st place Community College Team Sweepstakes at the 2011 IPDA National Championship Tournament on April 20, 2011 and was recognized as the 2011 International Public Debate Association Community College National Champions.

Dr. Frances Conley
Judge, PTSA State of Louisiana Newsletter

Kathryn Defatta-Barattini
Received 2011 NISOD Excellence Award in 2011 for Liberal Arts Teaching

Holly French-Hart
Served on the statewide Associate of Arts - Louisiana Transfer Mass Communication Degree Committee
Judge, Miss Holiday-in-Dixie, Miss Bossier City, Miss Louisiana Jazzland, and Miss Caddo Parish on February 13, 2011

Karen Guerin
Judge, PTSA State of Louisiana Newsletter

Gayle Labor
Recognized in Who's Who in the South and Southwest for spring 2011.

Rona Leber
Received the Outstanding Faculty Award with LCTCS and Bossier Parish Community College in March 2011.

Jennifer McMullen
Promoted to Assistant Professor of English in August 2010.

Candice Gibson
Promoted to Assistant Professor of English in August 2010

Jessica Cobbs
Promoted to Assistant Professor of English in August 2010
<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Alexander</td>
<td>Academic Integrity for Online Instructors on August 17, 2010; Google Doc Learning Outcomes on August 25, 2010; Blackboard Version 9 Training on September 15, 2010 and Commitment to Student Success &amp; the Foundations of Excellence Project on October 2010.</td>
<td>Southern States Communication Association Conference in Memphis, TN on March 24, 2011 and Joint meeting of the IPDA Executive Committee and Governing Board at Stephen F. Austin State University on April 8, 2011.</td>
</tr>
<tr>
<td>Kathryn Defatta-Barattini</td>
<td>Google Docs Learning Outcomes on August 25, 2010; Foundations of Excellence in October 2010; Foundations of Excellence on March 31, 2011; Defensive Driving Training on September 2, 2010; Academic Integrity for Online Instructors on August 17, 2010 and Blackboard Version 9 Online Training on November 19, 2010.</td>
<td></td>
</tr>
<tr>
<td>Anna Dickson</td>
<td>The Memory Technologies Institute on January 19th &amp; 20th in Dallas, Texas and the LCTCS 2011 Annual Conference from March 23 - 25, 2011 in Baton Rouge, LA.</td>
<td></td>
</tr>
<tr>
<td>Linda Fomby</td>
<td>Eddy Shell Invitational Speech and Debate Tournament from October 1 - 2, 2010; BPCC 100 on October 29, 2010; Blackboard Version 9 Online Training on October 13, 2010; Staff Development - &quot;All Hallows Eve&quot; by Karen Guerin on October 27, 2010; Financial Forms Training on November 3, 2010; Learning Google Docs on November 12, 2010 and &quot;Managing Difficult Classroom Situations&quot; on March 21, 2011.</td>
<td>&quot;What is Workplace Violence?&quot; by Lt. Bill Davis at the Petroleum Tower at the Pelican Chapter on November 18, 2010.</td>
</tr>
<tr>
<td>Holly French-Hart</td>
<td>CPTP Training: Strategies for Supervisory Success on June 23, 2010; Workshop: Learning Outcomes on Google Docs on July 22, 2010; Bossier Parish Community College Leadership and Coaching Project in Fall 2010; Strategies for Success Training on August 24, 2010; &quot;Leadership&quot; Staff Senate Presentation by Chancellor Jim Henderson on September 14, 2010; Workshop: Course 360 from Course Technology on October 7, 2010; &quot;All Hallow's Eve&quot; Staff Senate Presentation by Karen Guerin on October 27, 2010; Blackboard Training on December 16, 2010; Workshop: &quot;Managing Difficult Classroom Situations&quot; on March 21, 2011 and Louisiana Transfer Degree Guarantee Advising Workshop on April 5, 2011; BPCC Lions Club Board Member for fall 2010; Christmas Show Committee 2010-2011; Chair, Transition (Transfer)</td>
<td>Reviewer, the Alliance for Education Mini-Grant in February 2011; BPCC Team for Northwest LA Special Olympics on November 6, 2010.</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Cielta Adams

Bob Alexander
Presented "Becoming a more effective advocate through reasoned argumentation speech" to the American Society for Training & Development North Louisiana Chapter on March 14, 2011; "Integration of Technology in the Future of Academic Debate" panel presentation at the Southern States Communication Association Conference on March 24, 2011 and "Help! They've cut my Budget. . . Again!" panel presentation at the Southern States Communication Association Conference.

Served as the tabulation room director for the Henderson State University Debate Tournament from September 25-26, 2010; the Mississippi College Debate Tournament from December 3-4, 2010 and the Henderson State University Debate Tournament from February 26-27, 2011.
Served as the tabulation room co-director for the International Public Debate Association National Championship Tournament from April 8-10, 2011.


Ellen Boose

Presented the radio production An Inspector Finder Mystery in fall 2010.

Kathryn Defatta-Barattini
Wrote "The Time of Your Life: A Review" for the Forum, the Kaleidoscope and Bossier Banner in 2011.

Anna Dickson
Wrote the following articles for the BPCC newspaper Kaleidoscope, "This Year is our Year" in February 2010; "Trends and Traditions: Tips for Spring fashion" in April 2010; "Seeking: New Boutiques in the Shreveport Bossier area Simply Chic" in October 2010 and "Seeking: New Boutiques in the Shreveport Bossier area Chez Rivage" in December 2010.

Linda Fomby
Attended Piggie Pie on June 11, 2010; The Star Spangled Girl from July 23 - August 1, 2010; A Funny Thing Happened on the Way to the Forum from October 21 - October 31, 2010; A Cajun Christmas on December 1 & 2, 2010; Faculty Christmas Concert on December 7, 2010; Hansel and Gretel from February 18-27, 2011 and The Time of Your Life from April 7-17, 2011.

Holly French-Hart
Dedicated the Donna Service Gallery on September 21, 2010.

Hosted BPCC Invitational Speech and Debate Tournament from October 1 - 2, 2010; Eddy Shell Invitational Debate Tournament at BPCC from February 18 - 20, 2011; 30th Annual Congressional Art Competition on April 19, 2011 and Art & Architecture: An Exhibition of Louisiana Tech University Sculpture & Architecture Students on May 12, 2011.

Candice Gibson
Published 2 Savoir Faire magazines showcasing BPCC art and writings in fall 2010 and spring 2011 and 6 Kaleidoscope newspaper issues in fall 2010 and spring 2011.

Karen Guerin
"Halloween Folklore" presentation to Staff Senate

Rona Leber


Kelly McDade
Presented "Jean Michael Basquiat: The Radiant Child Introduction & Q/A Session" prior to and post feature length film at the Robinson Film Center on September 26, 2010 and Spring Arts Festival Professional Artist Workshop in Minden, LA from April 28 - 29, 2011.

Served as a Juror at the 30th Annual Congressional Student Art Award on April 12, 2011 and selection committee member at the SB Convention & Tourism Bureau, LA Welcome Center Projects on November 10, 2010.


ACADEMIC PROGRAM REVIEW

A program review of the Associate of General Studies degree was completed July 30, 2010. By May 2010, a total of 1,181 Associate of General Studies degrees had been awarded, and eight program learning outcomes had been established along with assessment indicators. Currently, the Liberal Arts Division is considering expanding the program learning outcomes to include the areas of science and social/behavioral science. More detailed information can be found in the Associate of General Studies program review submitted to the Vice Chancellor for Academic Affairs.

STRATEGIC PLANNING

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<tr>
<td>Incorporate the new Associate of Arts - Louisiana Transfer degree program as part of the Liberal Arts Division academic program offerings.</td>
<td>1. Curriculum sheet designed for the Associate of Arts - Louisiana Transfer degree. 2. Unofficial Student Checklist designed for the Associate of Arts - Louisiana Transfer degree.</td>
<td>The Liberal Arts Division now houses three Associate of Arts - Louisiana Transfer degrees concentrating in the areas of Humanities,</td>
<td>Two Liberal Arts faculty members were assigned as advisors for the new programs and participated in a workshop about the</td>
<td>The division will continually look for other areas of concentration to align with the AALT as well as increase the number of graduates of the program.</td>
</tr>
</tbody>
</table>
3. Inclusion in BPCC catalog. Social Sciences, and Fine Arts. Curriculum sheets and unofficial checklists were created for the degrees, and curricular information regarding the AALT degree was included in the online catalog and the printed version.

<table>
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<tr>
<td>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.</td>
<td>1. Academic Degree Program Proposal for an Associate of Applied Science in Sign Language Interpretation and a Certificate in Basic American Sign Language. 2. Agenda for Board of Regents indicating consideration of the degree program.</td>
<td>This strategy was not feasible due to Board of Regents mandates regarding the limitation of programs based upon completers over the past few years. Budget cuts resulted in the elimination or merging of existing programs, and the climate was not conducive to proposing a new one.</td>
<td>None - this goal may be revisited in the future.</td>
<td>A study will be done to determine the validity of a TCA in Sign Language in the field.</td>
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<tr>
<td>Encourage attendance at professional development workshops, both on and off campus.</td>
<td>Attendance sign-in sheets or certificates awarded for workshops and seminars.</td>
<td>Faculty and staff attended professional development workshops and conferences throughout the year through non-BPCC funding, including conferences in Washington, D.C.,</td>
<td>None</td>
<td>Locate other funding sources for professional development 2011-2012.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
</tr>
<tr>
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</tr>
<tr>
<td>Increase recruiting efforts by hosting a high school speech tournament on campus.</td>
<td>Applications of schools who compete in the tournament and data accumulated regarding the number of students participating as well as the number of high schools competing.</td>
<td>The Liberal Arts Division hosted a high school speech tournament on October 1-2, 2010. Ten high schools and approximately 150 students participated.</td>
<td>The division will plan on hosting another high school speech tournament in the 2011-2012 academic year.</td>
<td>Schedule a date for the tournament for 2011-2012 and publicize it to garner more schools and students.</td>
</tr>
<tr>
<td>Realign the Associate of General Studies program learning outcomes with curricular requirements for completion of the program.</td>
<td>Revised program learning outcomes for the Associate of General Studies degree.</td>
<td>The Liberal Arts Division is currently reviewing the Associate of General Studies program learning outcomes for expansion to align closely with the Board of Regents requirements and General Education requirements of the curriculum.</td>
<td>Outcomes being considered will include the subjects of science and social/behavioral science to align with course requirements in the program. Changes suggested by the Liberal Arts faculty will be reflected in the General catalog and online catalog in Fall 2011.</td>
<td>Monitor curriculum changes and align them with program learning outcomes.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The 2010-2011 academic year was a very successful year for the Liberal Arts Division in promoting the College's mission of student access and success. In achieving academic goals, the division continues to develop its programs through quality instruction and enhancing existing programs. In efforts to increase student success, the developmental English course offerings were modified to divide focus into two courses: Fundamentals of Grammar and Fundamentals of Composition. Faculty in the division collaborated in designing the course and created learning outcomes to align with skills students would need to be successful in their sequential composition courses. Despite budgetary restrictions, the faculty also participated...
in several professional development opportunities to improve instruction. Furthermore, the Liberal Arts Division increased its graduation rates for
the Associate of General Studies degree by twenty-five percent compared to the previous year as well as increased its graduation rates for the
Certificate of General Studies by twenty percent. Moreover, the addition of the new Associate of Arts - Louisiana Transfer degree for BPCC
students affords the Liberal Arts Division more opportunities to promote student success and completion in the future.

In the pursuit of providing opportunities beyond the academic realm of the College, the Liberal Arts Division organized several events that gave
BPCC students the experience of displaying their artistic creations, publishing their creative written works, and participating in debate competitions.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To inaugurate the new developmental English course (ENGL099 Fundamentals of Composition) in the Fall 2011 schedule and monitor student
   progress and achievement of learning outcomes.
2. To promote the new Associate of Arts - Louisiana Transfer degree program and look for additional concentrations to be added.
3. To provide opportunities for BPCC students and the community to showcase their works in the Donna Service Gallery.
4. To provide professional development opportunities for Liberal Arts faculty and staff.
5. To improve recruiting efforts by hosting a high school debate tournament on campus.
Division of Academic Affairs
Division of Mathematics and Technical Education

EMPLOYEE LISTING

Professional, unclassified staff

Dean
Frank Viviano, M.S.
Math Coordinator
William Jason Downey, B.S.

Classified staff

Administrative Assistant
Cynthia McCreary, A.D.

FACULTY LISTING

Professor
Donna Densmore, M.Ed.

Associate Professor
Virginia Eaves, M.Ed.
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.
Carrie Salinas, M.S.
James Scott, M.S.
Linda Sonnier, B. Arch.
DIVISION SUMMARY

Mathematics
Upon the conclusion of the fall 2010 semester, the Mathematics Coordinator, in conjunction with the Division of Mathematics and Technical Education and the Division of Institutional Research and Assessment, conducted a mid-point assessment to determine the effectiveness of the Quality Enhancement Plan, Enhancing Student Learning and Engagement in High-Risk Mathematics. By design, the aggregate components of the QEP contribute to one unified and overarching goal—an increase in the number of students who successfully complete College Algebra, a requisite for receiving any associate degree from the College.

Per the mid-point evaluation, data indicated that the number of students who successfully complete College Algebra after first having completed the appropriate remedial math courses had increased dramatically. The rate at which students who began in Basic Mathematics successfully completed College Algebra had increased from the 2006 baseline of 12% to 25%. Likewise, the comparable rates for Beginning Algebra I and II increased from 21% to 25%, and 36% to 50%, respectively. Further data analyses indicated that Basic Mathematics and Beginning Algebra II represented greater challenges than Beginning Algebra I—a phenomenon that is currently being investigated through the examination of pre-and-post test data.

In spring 2011, the Mathematics Coordinator and the Division of Mathematics and Technical Education drafted and submitted a prospectus, which highlighted the successes of the QEP at BPCC, to the Southern Association of Colleges and Schools, Commission on Colleges for the consideration of being included on its Annual Meeting agenda. In April 2011, SACS confirmed its acceptance as a round-table discussion topic, led by the Mathematics Coordinator, Jason Downey, at the SACS-COC Annual Meeting in Orlando, FL in December 2011.

The Associate of Science in Engineering was approved by the LCTCS on December 8, 2010 and approved by the BoR on February 24, 2011. The mathematics department is now teaching four calculus courses because of the new Associate of Science in Engineering degree.

Construction Programs
The new AAS in Construction Technology and Management kicked off in fall 2010 with substantial enrollment totaling forty-four students and a full offering of courses. Enrollment was slightly lower than anticipated with the advent of more stringent math requirements and pre-requisites. Student success was remarkably improved, however, so that the total percentage of probable graduates is approximately doubled from the previous CTS offering. Two new Technical Competency Areas, Construction Readiness and Construction Entrepreneurship, were approved by the LCTCS as part of an overall plan to address construction employment on all levels where skilled workers are needed. The TCA in Construction Entrepreneurship was funded by an Associated Builders and Contractors grant to provide a capstone course for these groups are completing the
degree program, or who are experienced in the industry and wish to open successful businesses. Eleven scholarship students were selected for the rigorous TCA in Construction Entrepreneurship program which began meeting in January 2011 and will complete in December 2011. Of that number, eight students have proven to be successful in this endeavor and should complete to graduation. Two students graduated with the AAS in Construction Technology and Management in spring 2011, a full year ahead of the predicted first graduates. Both of these students were females, which is also a remarkable achievement for the program. An additional student has applied to graduate in summer 2011. Over the spring and summer of 2011, the Math and Tech Education division together with the Workforce/Continuing Education division established a program where students could take noncredit construction craft training courses developed by the National Council on Construction Education and Research, and use the earned Industry Recognized Credentials to be awarded corresponding college credit hours. Scheduled to begin in the 2011-2012 academic year, this program will provide a student with a national certification which he can use to establish his job readiness in three selected areas. Although no students selected the major of Construction Readiness, students who wish to pursue trades training through the NCCER courses being offered will be offered the TCA in Construction Readiness as an additional component of their job skill training. Students will also be offered a revamped Certificate of Technical Studies in Construction Technology which uses the Construction core curriculum along with craft training and specialty courses from construction, technical education, and industrial technology to make a specialized degree depending upon the student's areas of interest. The delivery of high quality construction curriculum could not have been possible without a highly qualified pool of adjunct instructors who worked together to keep each student progressing at his best level.

Temporary lab facilities are being set up in J-101 for the construction programs.

Oil and Gas Programs
The program began in fall 2010, and registration required a daily adding of sections for all courses until the needs of 67 initial program students taking an average of 12.8 credit hours was met. Initially, one full-time faculty member and three adjuncts along with major support from other technical program instructors was needed to meet the faculty needs. In early October, an Industry Panel was convened to substantially rewrite the AAS in Oil and Gas Production Technology curriculum to more closely adhere to job preparation requirements at a Technologist level. In the process of that rewrite, the Panel recommended the removal of a Certificate option from the program offerings, and that advice was implemented by BPCC in spring 2011. The Industry Committee provided technical leadership in preparing course descriptions, selecting textbooks, and devising learning outcomes. This committee further became an additional resource for the program in working on programmatic issues such as internship placement. In November, a student chapter of Louisiana Oil and Gas Association was planned to begin serving students at BPCC in spring, 2011. The first such chapter in the state, the Student Oil and Gas Organization (SOGO) plans and directs a scholarly speaker series, supports the industry at meetings and events, and serves as ambassadors for the OGPT program in the Community. Don Briggs, president of LOGA, spoke on the BPCC campus in January, 2011. Following that the students logged over 150 hours of service to the industry and the community. For spring semester, students declaring OGPT majors swelled to 101, with 21 sections of OGPT courses offered. New students were enrolled under the revised curriculum, and a matrix of corresponding classes was offered to students who began under the old catalog offering from fall 2010. Thirteen students were awarded academic scholarships based upon their work the previous semester. The adjunct faculty grew to include five industry professionals, joining our new full-time instructor, Carrie Salinas. By the end of January, when the Advisory Panel met again, $390,000 had been promised or received in grants and gifts to the program. A typical student profile had been established finding that most are hard working, serious students with some college credits or are working in the industry. These students may not have the correct educational background, notably math skills lacking. Most receive some sort of funds to cover
tuition cost. Learning outcomes were revisited in the spring, and additional technical math was added to the curriculum for fall 2011. A gift of software allowed our students to practice drilling simulation situations in a summer 2011 course offering. The first graduate will complete coursework in summer 2011. Eight additional students have registered for classes making them eligible to graduate in fall 2011. Fall section offerings include many more flexible times including Saturdays.

Computer Assisted Drafting and Design and Industrial Control Systems
Ed Chopin wrote and revised degree proposal for an AAS. In Industrial Technology, with two Concentrations (Automation and Controls and Engineering Graphics) to be presented to LCTCS Boards and BoR for approval. Linda Sonnier and Allan Pratt worked with Ed Chopin and industry representatives to secure input for the degree requirements and support for the programs. Frank Viviano, Ed Chopin, Allan Pratt and Linda Sonnier met with representatives of Northwestern State University to establish an articulation agreement in advance of the submission of the program to the LCTCS and the BoR.

ADVANCED DEGREES OR CERTIFICATIONS

Linda Sonnier
LEED Green Associate Designation, June 2011

William Jason Downey
Candidate for receiving Master of Art in Adult Education from NSU in August 2011

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Linda Sonnier
Selected as Program Director for Associate of Applied Science - Oil and Gas Production Technology, July 2010
Selected as BPCC Planning Council ad hoc member, July 2010
Selected to present “Building Meaningful Industry-Driven Academic Programs” at Annual NISOD Conference, June 1, 2011.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stacey Black</td>
<td>Windows 7 Workshop, August 17, 2010</td>
<td>28th Annual LADE Conference, Monroe, LA, October 29, 2010</td>
</tr>
</tbody>
</table>
<pre><code>              | Baekboard 9 Training, January 11, 2011                                |                                                      |
              | Secure Exam Remote Proctor, January 13, 2010                          |                                                      |
</code></pre>
Ed Chopin
Member of The American Technical Education Association

Donna Densmore
Secure Exam - Remote Proctor, January 13, 2011
Blackboard 9 Training, December 12, 2010
Defensive Driver, September 1, 2010
Mathapalooza Conference, Dallas, TX, October 29, 2010
EXCEL Training Online, September 2010
AMATYC, November 10 - 13, 2010
High School Readiness, February 22, 2011
High School Readiness Training
ICTCM Conference
LCTCS Conference
NISOD

William Downey
Foundations of Excellence Seminar, March 31, 2011
Google Docs Learning Outcomes, October 6, 2010
QEP Committee (QEP Coordinator)
SACS Five-Year Report Committee (QEP Representative)
Co-Chair of the Foundations of Excellence Learning Committee
Co-authored proposal for newly approved (during BOR spring 2011 session)
Associate of Engineering program and 2 + 2 initiative with Louisiana Tech
Provided R &D for 2 + 2 Engineering Program with NSU during Fall 2010
Completed Master of Art in Adult Education program at NSU during spring 2011
Authored and submitted a proposal to SACSCOC to be considered for presentation during the Annual Meeting, to be held in Orlando, Fl. In December 2011 (Status: accepted for round-table session)
Prepared and distributed mid-point Evaluation for the QEP during Fall 2010
Coordinated pre-and-post test program fall 2010 and spring 2011

Virginia Eaves
Academic Integrity Awareness for Instructors, August 2010
Mathapaloza Conference, Dallas, TX, October 29, 2011
Foundations of Excellence in the First College Year and Transfer Focus, August 17, 2010
LCTCS Conference, March 23 - 25, 2011
Blackboard 9 Training, January 11, 2011
Deanna Hardy
- Windows 7 Workshop, August 17, 2010
- Blackboard 9 Training, January 11, 2011
- Secure Exam Remote Proctor, January 13, 2010
- Successfully completed 2 American Sign Language courses; Fall 2010 & Spring 2011

Miles Hitchcock
- Managing Difficult Classroom Situations, March 3, 2011
- Secure Exam - Remote Proctor, January 13, 2011
- Blackboard 9 Training, December 15, 2010

Cynthia McCreary
- Library Committee 2010-2011
- Google Doc Learning Outcomes, October 6, 2010
- Strategies for Success Training, August 26, 2010
- Defensive Driver Training, September 3, 2010
- Staff Development- "Leadership", September 14, 2010
- Financial Aid Appeals Committee, 2010-2011
- Oil & Gas Production Technology Advisory Committee, October 4, 2010
- OGPT Advisory Committee, January 31, 2011
- Industry Advisory Committee for Oil & Gas Programs, May 2, 2011
- Industry Advisory Committee for Construction Programs, May 9, 2011

Allan Pratt
- Windows 7 Workshop, August 17, 2010
- "LEED Goal Setting Meeting" Workshop

Carrie Salinas
- LOGA/SOGO Faculty Sponsor
- Member of Industry Advisory Board for Oil and Gas Production Technology
- OGPT Advisory Committee - Co-Chair of Intern Committee
- Established Internship program for Oil and Gas Production Technology and served as Coordinator

Regional Science Fair, BPCC Sponsored event
Member of Shreveport Geological Society
Attend Shreveport Geological Society meetings
GCPTA Instructional Skills Workshop, May 18 - 20, 2011 (Scholarship recipient)
James Scott
Managing Difficult Classroom Situations, March 3, 2011
"Retention in Degree Programs in Community Colleges" Workshop

Linda Sonnier
Member of Student Affairs Committee
Member of Planning Council
Participated in Foundations of Excellence program development committee
Served as faculty advisor for the student AGC organization.
Plato Training Seminar, August 4, 2010
Windows 7 Training, August 7, 2010
Simtronics Training, May 3, 2011
Shorts Travel Training Seminar, June 14, 2011
Purchasing and Receiving Seminar, June 20, 2011
Visit to Process Technology Program at Mississippi Gulf Coast Community College, July 2010
University of Florida, Graduate Certificate Sustainable Construction, August, 2010 (continuing)
LEED New Facility Conferences, Fall, 2010, Shreveport, LA
Center for the Advancement of Process Technology Annual Conference, October 13 – 15, 2010, Galveston, TX
Attended and Presented at NISOD Conference, "Industry Driven Academic Programs," Austin, TX, May 28 - June 1, 2011
Attended Center for Advancement of Process Technology conference in Galveston, TX, October 2010
Established the Student Oil and Gas Organization in December, 2010.
Attended Gulf Coast Process Technology Alliance quarterly meetings, Lake Charles, November, 2010 and April, 2011
Visited the Oil and Gas Production and Processing program at Sowela Technical Community College in November, 2010.
Visited the Oil and Gas Production and Processing program at McNeese State University in November, 2010.
Visited the Process Technology program at Louisiana Delta Community College in April, 2011
Visited the Construction Management program at University of Louisiana at Monroe in April, 2011.
Visited the Architecture program at Louisiana Tech in April, 2011.
Visited the NCCER Construction program at Baton Rouge Community College in April, 2011.
Visited the Associated Builders and Contractors training facility in Baton Rouge, LA in April, 2011.
Visited the Process Technology program at Baton Rouge Community College in April, 2011.

Pam Stogsdill
Academic Integrity Awareness og Online Instructors, August 2010
Mathapaloza Conference, Dallas, TX, October 29, 2011
<table>
<thead>
<tr>
<th>Event Description</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure Exam - Remote Proctor</td>
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<tr>
<td>Administration of SENSE Survey</td>
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<tr>
<td><strong>Ed Thomas</strong></td>
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<tr>
<td>Completed TEED 102 and TEED 102L (Semiconductor Electronics Lecture &amp; Lab) fall 2010</td>
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<tr>
<td><strong>Frank Viviano</strong></td>
<td></td>
</tr>
<tr>
<td>AST Advisory Committee Meeting, July 13, 2010</td>
<td>Statewide Transfer Curriculum, February 25, 2011</td>
</tr>
<tr>
<td>BPPC and Bossier Schools Sign Agreement, July 16, 2010</td>
<td>BPCC/NSU Retreat</td>
</tr>
<tr>
<td>Blood Borne Pathogens Training, August 12, 2010</td>
<td>Mathapalooza, October 29, 2010</td>
</tr>
<tr>
<td>Strategies for Success Training, August 24, 2010</td>
<td></td>
</tr>
<tr>
<td>Chesapeake Energy Corporation Scholarship Program, August 25, 2010</td>
<td></td>
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<tr>
<td>BPCC – AGC Student Chapter “Green Construction”, September 8, 2010</td>
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<tr>
<td>BPCC Staff Senate “Leadership”, September 14, 2010</td>
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<tr>
<td>Ribbon Cutting for Athletic Fields, September 22, 2010</td>
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<tr>
<td>BPCC and University of Maryland to Sign Cyber Agreement, October 1, 2010</td>
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<tr>
<td>Google Doc Learning Outcomes, October 6, 2010</td>
<td></td>
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<tr>
<td>2nd Annual BPCC 100, October 8 and 9, 2010</td>
<td></td>
</tr>
<tr>
<td>Administration of SENSE – Survey of Entering Student Engagement to students in selected class Math102-51, October 10, 2010</td>
<td></td>
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<tr>
<td>BPCC @ Grambling Signing Ceremony, October 20, 2010</td>
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<tr>
<td>BPCC Staff Senate “All Hallows Eve”, October 27, 2010</td>
<td></td>
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<tr>
<td>Blackboard Version 9 Online Training, December 21, 2010</td>
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</tr>
<tr>
<td>Foundations of Excellence Dimension Committee for a Welcome Back- Lunch &amp; Learn, January 13, 2011</td>
<td></td>
</tr>
<tr>
<td>BPCC and Northwest Louisiana Technical College sign Memorandum of Understanding, February 10, 2011</td>
<td></td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Linda Sonnier
Established Technical Competency Area in Construction Readiness

Established Technical Competency Area in Construction Entrepreneurship

Redesigned Associate of Applied Science in Oil and Gas Production Technology to meet Industry requirements for graduates

Solicited and hired professional adjunct faculty for Oil and Gas Production Technology program and Construction Entrepreneurship program

Designed and presented first annual Adjunct Orientation – Oil and Gas Production Technology and Construction programs, August 16, 2010

Agreement for first year course delivery at BPCC for Louisiana Tech University Architecture and Interior Design, June, 2011

Agreement for continued work towards 2+2 MOU with University of Louisiana at Monroe Construction Management program contingent on Learning Outcome review and ACCE accreditation

Established cooperative course delivery agreement with BPCC Workforce Development for NCCER craft training in a non-credit/credit by
Established and outfitted temporary lab facilities for Oil and Gas Production Technology and Construction programs including NCCER

Contributed to the preparation of an Associate of Applied Science in Industrial Technology degree proposal for job readiness preparation for specific positions in the Oil and Gas industry

Helped to define and write a TAACCCT grant for a consortium of six colleges in the amount of $18.5M with BPCC as the lead institution on the grant. The Energy Tech grant calls for open access curriculum, online course delivery, and substantial equipment investments for the member colleges.

Carrie Salinas
Working on proposal for new A. A. S. Environmental Health & Safety program/degree.

Donna Densmore presented E-courses at Pearson NSM. Technology Toys - Oklahoma Course Redesign. MML -Beyond the Basics - ICTCM. "Are you tired? - ICTCM. Structure on Steroids - LCTCS. MML at McAllen, TX. Structure on Steroids - NISOD.

Linda Sonnier is working to establish a credit/non-credit offering of National Center for Construction Education and Research (NCCER) program offering beginning in the fall of 2011 which allows students to convert Industry Recognized Credentials (IRC's) to credit and combine them with other specific courses to earn a Certificate of Technical Studies in Construction Technology.

Temporary laboratory facilities were established for Construction and Oil and Gas. These labs were modified as required and laboratory equipment was installed in June, 2011.

Linda Sonnier lead the effort to plan for a proposed new facility to house Construction, Energy, Engineering and Manufacturing programs. The facility was planned to meet Leadership in Energy and Environmental Design (LEED) guidelines, to be a producer of its own energy needs, and to be a teaching tool for the programs housed in the facility. Conceptual design is underway, and a capital campaign is in the planning stages.

Two IRC's were added to the Oil and Gas Production Technology program: SafeLand/SafeGulf Certification and OSHA Hazwoper 40 certification, so that all graduates of the program will hold these credentials.

**SIGNIFICANT CONTRACTS OR GRANTS**

Donna Densmore
A non-credit math prep program was established to meet the needs of students to quickly cover preparatory math courses to prepare for College Algebra.

Linda Sonnier
Awarded $162,000 in LCTCS Rapid Response Funding for Oil and Gas Production Technology program start up costs

Awarded $14,800 from Associated Builders and Contractors to establish a Construction Entrepreneurship capstone program for females and minorities

Awarded $50,000 from EnCana Corporation for new Technical Education facility design and start-up costs

Awarded $75,000 from EnCana Corporation for new Technical Education facility Capital Campaign fund

Awarded $52,999 from Carl Perkins funding to purchase Oil and Gas programs training equipment.

Awarded $52,000 from Carl Perkins funding to purchase training Construction programs training equipment

Awarded $15,000 worth of software and training to the Oil and Gas program from SPT Group.

Awarded reduced pricing for Industry Recognized Credentials for the Oil and Gas students from an anonymous donor.

Ed Thomas
Awarded a Student Technology Fee grant for $26,137.

A consortium of Community Colleges which offer Energy programs, with BPCC as the Lead Institution, produced a grant proposal in the amount of $18,500,000 for the TAA-CCCT 2011 grant offering.

ACADEMIC PROGRAM REVIEW

Program review by Industry Advisory Committee resulted in the removal of the Certificate of Technical Studies in Oil and Gas Production Technology degree offerings

Program review by Industry Advisory Committee resulted in the recommendation that the Certificate of Technical Studies in Construction Technology be revised to include credit for credential electives from the NCCER course offerings.

STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct an Oil and Gas Production</td>
<td>Minutes of the Oil and Gas</td>
<td>The Oil and Gas</td>
<td>Oil and Gas</td>
<td>Continue to monitor the</td>
</tr>
</tbody>
</table>
Technology advisory committee meeting and a Construction Technology and Management advisory committee meeting.

Production Technology advisory committee meeting and minutes of the Construction Technology and Management advisory committee meeting.

Production Technology advisory committee meetings were held on October 4, 2010; January 31, 2011; and May 2, 2011. The Construction advisory committee meeting was held on May 9, 2011.

Production Technology will continue to have three advisory committee meetings per academic year. Construction Technology will conduct an advisory committee meeting.

Department Measurable Strategy
Enlist a speaker to conduct a workshop for the Mathematics and Technical Education Division faculty on preparatory mathematics.

Performance Indicators
Sign-in sheet at the preparatory mathematics workshop.

Assessment Results
Candidate speaker was not available.

Changes Based on Assessment Outcomes
Currently coordinating efforts with Pearson Publishing to book alternative speaker.

Strategy(ies) for the Future
Research candidate speakers more proactively.

Department Measurable Strategy
Initiate development of a proposal for an Associate of Applied Science in Industrial Technology.

Performance Indicators
The proposal for the Associate of Applied Science in Industrial Technology sent to the LCTCS and the Board of Regents for approval.

Assessment Results
The AAS in Industrial Technology was approved by the LCTCS on 5/11/11. The proposal will be reviewed by the Board of Regents in June 2011.

Changes Based on Assessment Outcomes
No changes based on assessment outcomes.

Strategy(ies) for the Future
Monitor enrollment in AAS in Industrial Technology if the degree is approved.

Department Measurable Strategy
Assess the results of the Pre-test and Post-test in the preparatory mathematics classes and college algebra.

Performance Indicators
Documents and spreadsheets that show the results of Pre-test and Post-test.

Assessment Results
The Pre-tests and Post-tests were compiled into a spreadsheet to compare results. The spreadsheet show the results for Pre-test and Post-test for each learning outcome.

Changes Based on Assessment Outcomes
Faculty must make the Post-test a grade for the student.

Strategy(ies) for the Future
Continue to monitor the results of Pre-test and Post-test.

Department Measurable Strategy
Initiate development of a proposal for an Associate of Applied Science in Industrial Technology.

Performance Indicators
The proposal for the Associate of Applied Science in Industrial Technology sent to the LCTCS and the Board of Regents for approval.

Assessment Results
The AAS in Industrial Technology was approved by the LCTCS on 5/11/11. The proposal will be reviewed by the Board of Regents in June 2011.

Changes Based on Assessment Outcomes
No changes based on assessment outcomes.

Strategy(ies) for the Future
Monitor enrollment in AAS in Industrial Technology if the degree is approved.

Department Measurable Strategy
Assess the results of the Pre-test and Post-test in the preparatory mathematics classes and college algebra.

Performance Indicators
Documents and spreadsheets that show the results of Pre-test and Post-test.

Assessment Results
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Changes Based on Assessment Outcomes
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Strategy(ies) for the Future
Continue to monitor the results of Pre-test and Post-test.

Department Measurable Strategy
Initiate development of a proposal for an Associate of Applied Science in Industrial Technology.

Performance Indicators
The proposal for the Associate of Applied Science in Industrial Technology sent to the LCTCS and the Board of Regents for approval.

Assessment Results
The AAS in Industrial Technology was approved by the LCTCS on 5/11/11. The proposal will be reviewed by the Board of Regents in June 2011.

Changes Based on Assessment Outcomes
No changes based on assessment outcomes.

Strategy(ies) for the Future
Monitor enrollment in AAS in Industrial Technology if the degree is approved.

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</thead>
<tbody>
<tr>
<td>Enhance courses and program evaluation with emphasis on assessment of student learning.</td>
<td>Student success on identified Learning Outcome indicators.</td>
<td>Each instructor completed the Validation of Learning Outcomes form.</td>
<td>Review the results of the learning outcomes and make changes needed to improve results.</td>
<td>Update the learning outcomes and validation of learning outcomes as needed.</td>
</tr>
<tr>
<td>Submit a Rapid Response grant proposal to the LCTCS and Workforce Development.</td>
<td>Submission of grant proposal to LCTCS.</td>
<td>A grant proposal was submitted and partial funding was received in the amount of $162,000.</td>
<td>Because of the funding amount, the decision to use the funds for a simulator software purchase which could benefit each student and every course was prudent. The balance of the funds are in reserve for other worthy uses.</td>
<td>Make a more compelling plan for the fund requests indicating the scope of the effect of the funding and the value of each project proposed to be funded.</td>
</tr>
<tr>
<td>Design and construct a shop facility for Oil and Gas Production Technology and Construction Technology and Management.</td>
<td>Construction of the building.</td>
<td>The original building proposal has been changed to a larger facility serving four programs - Engineering, Oil and Gas, Construction, and Advanced Manufacturing. Program development and schematic design are complete.</td>
<td>The original idea of a campus of technical buildings is clearly illustrated in the facility revision. The financial impact of the change in strategy is significant and will require a deliberate fund raising effort to accomplish the facility construction within the next 18 months.</td>
<td>The limited scope of the initial idea did not represent the highest and best use of the space or the funds. The enlarged and improved design demonstrates the need for adequate review before beginning a project of this magnitude.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy

Initiate development of a proposal for an Associate of Applied Science in Industrial Safety.

Performance Indicators

The proposal for the Associate of Applied Science in Industrial Safety sent to the LCTCS and Board of Regents for approval.

Assessment Results

This program proposal was delayed because of the need to further study the appropriateness of a two-year degree and the potential employment opportunities for graduates. After study and on recommendation of both the construction and oil and gas advisory boards, the degree program will be written and submitted in summer, 2011.

Changes Based on Assessment Outcomes

The committees advised that many smaller companies can certainly employ and would employ Associate Degree holders in Health, Safety and Environmental. The degree proposal was revised to include all three areas.

Strategy(ies) for the Future

The impact of the committee recommendations was critical to the right choice for this degree path.

Department Measurable Strategy

Initiate development of a proposal for a TCA in Construction Trades using the NCCER course series.

Performance Indicators

The proposal for the TCA in Construction Trades sent to the LCTCS for approval.

Assessment Results

The proposal name was changed to Construction Readiness, a 12 hour TCA, and was approved by the LCTCS for implementation in the fall 2010.

Changes Based on Assessment Outcomes

This program drew no applicants because it was not associated with craft training and was never advertised. Those points coupled with a general downturn in construction employment nationwide have delayed the implementation of the degree.

Strategy(ies) for the Future

The TCA will be offered as part of an offering of non-credit NCCER craft training courses and will form the foundation for successful craft training outcomes.
Department Measurable Strategy
Initiate development of a proposal for a 9 hour TCA in Construction Management and Entrepreneurship.

Performance Indicators
The proposal for a TCA in Construction Management and Entrepreneurship sent to the LCTCS for approval.

Assessment Results
The TCA in Construction Readiness was approved by the LCTCS on 8/11/10.

Changes Based on Assessment Outcomes
This TCA should be offered at least semiannually to reach students in the demographic who wish to become entrepreneurs in construction businesses. Focused selection of the candidates would result in the best outcomes.

Strategy(ies) for the Future
Offer the TCA at least semiannually with a targeted selection process based upon traits of students who succeeded this year and the recommendation of an interview committee.

Department Measurable Strategy
Evaluate and revise learning outcomes and course descriptions for the AAS and the CTS in Oil and Gas Production Technology.

Performance Indicators
Updated learning outcomes and course descriptions sent to the curriculum committee for approval.

Assessment Results
The program director, Dean and the technical advisory committee chairperson updated the course descriptions. The instructors worked together to produce updated the learning outcomes.

Changes Based on Assessment Outcomes
Review the results of the learning outcome changes. Develop a more thorough relationship matrix between outcomes and objectives from the course level through the program level.

Strategy(ies) for the Future
Rely on the input from the industry advisory committee as to the appropriateness of all outcomes and objectives for the courses and programs. Rely on the input from the faculty as to the division of the outcomes between the courses and the steps of progression through the difficulty levels in the material.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
The 2010-2011 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, and oil and gas production technology.

The Division proposed and received approval for a new Associate of Science in Engineering. Students will begin enrolling in classes fall 2011.

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 Oil and Gas Association Chapter was established for the engagement of students in the oil and gas industry.

The following number associated degrees, certificates and TCAs were awarded from the Division of Mathematics and Technical Education:
- AAS Industrial Control Systems - 12
- AAS Construction Technology and Management - 2
- CTS Computer Aided Drafting - 4
- TCA Computer Drafting and Design - 2

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

- Oil and Gas course and program outcome and objective alignment.
- Construction course and program outcome and objective alignment.
- Prepare for ACCE accreditation for AAS in Construction Technology and Management
- Sign MOU for 2+2 with ULM and other 4 year schools of construction
- Sign MOU with Louisiana Tech Architecture for teaching first year architecture courses and special "Summer in Shreveport" program
- Support faculty advanced degree achievement
- Work with other Energy programs to develop more appropriate teaching materials
Division of Academic Affairs
Division of Science, Nursing, 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
Bob Boykin, M.S.
Ty Bryan, M.S.
Elaine Cox, Ph.D.

Associate Professor
Laura Bryant, M.Ed.
Kim Cox, M.Ed.
Rick Jones, M.Ed.
Vernon Leggett, Jr., D.D.S.
Charles Reed, M.S.
Al Smith, M.Ed.
Pam Tully, M.S.
Constance Winter, M.P.H.

Assistant Professor
Judith Coston, M.S.
Cammie Emory, M.S.
During the 10-11 academic year, the faculty and staff of the Division of Science, Nursing, and Allied Health contributed to the continued growth and success of Bossier Parish Community College.

**Instructor**

Jeff Anderson, B. S.
Kelly Brandon, B.S.
Tara Breeland, M.S.
Tom Carson, M.Ed.
Barbara Custer, B.S.
Michelle Dillon, A.A.S.
Ashley Dulle, B.S.
Carole Jorstad, M.S.N.
Amy Knighton, B.S.N.
Paul Lowe, B. S.
Wendy McGee, B.S.N.
Kerry McNamara, M.S.
Terri Mundy, B.S.
Stephanie Nix, D.V.M
Melanie Petchak, M.S.N.
Katie Salley, M.S.N.
Sharon Turley, M.S.N.
Charlotte Ware, B.S.
Amy Williams, M.S.N.
The Division offered 543 course sections in the disciplines of allied health, biology, chemistry, emergency medicine, medical office specialist, microbiology, nursing, occupational therapy assisting, physical therapist assistant, pharmacy technician, physical science, physics, and surgical technology. The Division experienced a record course enrollment of 12,254 (30.5% increase) and program enrollment of 2342 (50% increase). Two hundred seventy-one students (19% increase) earned associate degrees and/or certificates in programs offered by the Division.

Katie Salley joined the Division as an instructor in the nursing program. At the end of the spring semester, Dr. Paula Rhoades and Rick Jones retired.

The Division achieved significant academic milestones. The Occupational Therapy Program received initial (5 year) accreditation by the Accrediting Council for Occupational Therapy Education. The Nursing Program submitted an application for candidacy for accreditation to the National League of Nursing and continues to prepare the application for accreditation. The Respiratory Therapy Program submitted a self study and underwent a site visit review. The Commission on Accreditation of Respiratory Care will vote on continued accreditation in July 2011. The LCTCS, with approval by the Board of Regents, gave BPCC permission to grant the certificate of technical studies in Paramedic and the technical diploma in Medical Assistant. The OTA program admitted the first cohort of program students in the summer 2010 with expected graduation in December 2011. The Nursing program admitted the first cohort of program students in the fall 2010 with expected graduation in December 2011. It was decided that due to continued low completers the Associate of Applied Science in Medical Assistant program will be phased out.

The faculty and staff were actively involved in community and institutional service. The Division sponsored the M.A.S.H. (AHEC) program which allowed 12 students the opportunity to earn college credit and participate in college laboratory experiences. The Division also offered AHEC day, providing 125 area high school students with information on program offered at BPCC and the opportunity to participate in science lab activities. The faculty mentored numerous student with development of science fair projects, participated in activities in support of local charities and service organization, volunteered at the BPCC 500, judged local science fairs and participated in numerous other community service events.

The faculty competed over 1000 hours of professional development activities.

The Region I Science and Engineering Fair was held on March 3-4, 2011, at the Bossier Civic Center. Five hundred student 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 the Intel International Science and Engineering Fair in Los Angeles, California.

ADVANCED DEGREES OR CERTIFICATIONS

Al Smith- Certified Surgical Technician
Terri Mundy- National Sterile Products Certification
Michelle Dillon - STAT Compounding Certification
### SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bob Boykin  
BPCC Faculty Senate President

Ty Bryan  
Promoted to Professor

Dr. Paula Rhoades  
Promoted to Associate Professor

Tara Breeland  
2011 National Institute for Staff and Organizational Development (NISOD) Teaching Excellence Award

Terri Mundy  
ASHP National SAG Committee

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Jeffery Anderson | Managing Difficult Classroom Situations (March 23, 2011)  
                    Blood borne Pathogens (February 22, 2011)  
                    Blackboard training version 9 (fall 2010)                                                          | Pediatric Trauma- LSUHSC, Shreveport (March 22,2011)  
                                                                       Advanced Trauma Life Support- LSUHSC, Shreveport (February 19-20, 2011)  
                                                                       Comprehensive Care of the Injured Patient- LSUHSC, Shreveport (September 18, 2010) |
| Rachel Basco    | Strategies for Online Discussion (February 11, 2011)  
                    Cells and Tissues Module (August 13, 2010)  
                    Academic Integrity Awareness for Online Instructors (August 17, 2010)  
                    Learning Rx (October 22, 2010)  
                    Blackboard Version 9 training (fall 2010)  
                    Community Gardening (October 1, 2010)  
                    Preparing a Garden Bed (October 15, 2010)  
                    Lily Conference and NSTA Conference Update (January 13, 2011)  
                                                                       Migrating from PowerPoint- online (September 22, 2010) |
| Bob Boykin      | Promotion Evaluation workshop (February 7, 2011)  
                    Managing Difficult Classroom Students (March 21, 2011)  
                    Academic Integrity Awareness for Online Instructors (August 17, 2010)  
                    Star Institute: Collaborative Learning (August 17, 2010)                                              | Connect Plus for Biology Majors- online (November 3, 2010)  
                                                                       Migrating from PowerPoint- online (September 22, 2010) |
Tara Breeland
- Blood borne Pathogen training (February 22, 2011)
- Update on Lilly Conference and NSTA conference (January 13, 2011)
- STAR Institute: Collaborative Learning (August 17, 2011)
- Cells and Tissues Modules (August 13, 2010)
- Managing Difficult Classroom Situations (March 21, 2011)

Ty Bryan
- Louisiana Transfer Degree Guarantee workshop (April 5, 2011)
- Managing Difficult Classroom Situations (March 21, 2011)
- Blackboard Version 9 training (Fall 2010)
- Update on Lilly Conference and NSTA conference (January 13, 2011)
- Cells and Tissues Modules (August 13, 2010)
- The Lilly Conference on College and University Teaching - Traverse City, Michigan (September 22-26, 2010)
- National Association of Biology Teachers - Minneapolis, MN (November 3-7, 2010)
- NISOD Conference- Austin, TX (May 28-31, 2011)

Laura Bryant
- Managing Difficult Classroom Situations (March 21, 2011)
- Blackboard Vision 9 training (Fall 2010)
- Windows 7 (August 17, 2010)
- Blood borne Pathogen training (February 22, 2011)
- American Physical Therapy Association Self-Study workshop- New Orleans (February 8-9, 2011)
- Cerebral Palsy Functional Hip and Gait Management (October 25, 2010)
- Neurological Rehabilitation- Louisiana Physical Therapy Association- Baton Rouge, LA (September 24-26, 2010)

Judith Coston
- Managing Difficult Classroom Situations (March 21, 2011)
- Windows 7 (August 17, 2010)
- Learning Rx (October 22, 2010)
- Secure Exam Remote Proctor (January 13, 2011)
- Blood borne Pathogen training (February 22, 2011)
- Infectious Disease Alert (December 14, 2010)
- The Lilly Conference on College and University Teaching- Traverse City, Michigan (September 22-26, 2010)
- Infectious Disease Alert (July 2010)

Elaine Cox
- Managing Difficult Classroom Situations (March 21, 2011)
- Update on Lilly Conference and NSTA conference (January 13, 2011)
- Blackboard Version 9 (Fall 2010)
- Community Gardening (October 1, 2010)
- Preparing a Garden Bed (October 15, 2010)
- Starting Seeds and Planting Seeds (October 22, 2010)
- QBC Diagnostic Equipment training (December 1, 2010)
- Windows 7 (August 17, 2010)
- Cells and Tissues Modules (August 13, 2010)
- STAR Institute: Collaborative Learning (August 17, 2010)
- Blood borne Pathogen training (February 22, 2011)
- CAPTE Self-Study Workshop- New Orleans (February 8-9, 2011)

Kim Cox
- Learning Rx (October 22, 2010)
- Blackboard (Fall 2010)
- Blood borne Pathogen training (February 22, 2010)

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Promotion Evaluation Workshop (February 3, 2011)
The PTA CPI Web- online (June 17, 2010)
Cerebral Palsy Functional Hip and Gait Management- Baton Rouge, LA (October 25, 2010)
Neurological Rehabilitation- LPTA Conference, Baton Rouge, LA (September 24-26, 2010)

Michelle Dillon
Learning Rx (October 22, 2010)
Managing Difficult Classroom Situations (March 21, 2011)
Blackboard Version 9 (Fall 2010)
Compounding Certification course- Houston, TX (May 2010)

Cammie Emory
Cells and Tissues Modules (August 13, 2010)
Blackboard Version 9 (Fall 2010)
Managing Difficult Classroom Situations (March 21, 2011)
Blood borne Pathogen training (February 22, 2011)
Update on Lilly Conference and NSTA conference (January 13, 2011)
Secure Exam Remote Proctor (January 13, 2011)
Commitment to Student Success and the Foundations of Excellence Project (October 13, 2010)
Creative Genius (September 16, 2010)
Windows 7 (August 17, 2010)
Diabetes (December 10, 2010)
Cancer Pain (December 10, 2010)
Cerebral Palsy and Functional Hip and Gait Management (October 25, 2010)

Ken Franks
Community Gardening (October 1, 2010)
Preparing a Garden Bed (October 15, 2010)
Organic Gardening (October 29, 2010)
Academic Integrity Awareness for Online Instructors (August 17, 2010)
Managing Difficult Classroom Situations (March 21, 2011)
Secure Exam Remote Proctor (January 13, 2011)
Windows 7 (August 13, 2010)
OWL for Organic Chemistry- online (March 8, 2011)
Getting a Jump Start- online (October 13, 2010)

Danny Hoston
STAR Institute: Collaborative Learning (August 17, 2010)
Learning Rx (October 22, 2010)
Black Board Version 9 (Fall 2010)
Managing Difficult Classroom Situations (March 21, 2011)
The Lilly Conference on College and University Teaching - Traverse City, Michigan (September 23-25, 2010)

Roishene Johnson
STAR Institute: Collaborative Learning (August 17, 2010)
Cells and Tissues Modules (August 13, 2010)
Academic Integrity Awareness for Online Instructors (August 17, 2010)
Blackboard Version 9 (Fall 2010)
Community Gardening (October 1, 2010)
Organic Gardening (October 29, 2010)
Update on Lilly Conference and NSTA conference (January 13, 2011)
Managing Difficult Classroom Situations (March 21, 2011)

Rick Jones
Promotion Evaluation Workshop (February 2, 2011)
Academic Integrity Awareness for Online Instructors (August 17, 2010)
Camtasia (December 19, 2010)
Blackboard Version 9 (Fall 2010)

Carole Jorstad
Blood borne Pathogen (February 22, 2011)
Managing Difficult Classroom Situations (March 21, 2011)
Writing Questions to Prepare Students for NLN certification- webinar (November 5, 2010)
Blackboard Version 9 (Fall 2010)
Vital Sim Equipment (November 12, 2010)
STAR Institute: Collaborative Learning (August 17, 2010)
METI-MAN PNCI (October 15, 2010)

Amy Knighton
Managing Difficult Classroom Situations (March 21, 2011)
STAR Institute: Collaborative Learning (August 17, 2010)
Blood borne Pathogen training (February 22, 2011)
Learning Rx (October 22, 2010)
Financial Forms (May 17, 2010)
Blackboard Version 9 (Fall 2010)

Vernon Leggett
Update on Lilly and NSTA conference (January 13, 2011)
STAR Institute: Collaborative Learning (August 17, 2010)
Cells and Tissues Modules (August 13, 2010)
Creative Genius (September 16, 2010)
Managing Difficult Classroom Situations (March 21, 2011)

Wendy McGee
Education 2020 (April 12, 2011)
Blood borne Pathogen training (February 22, 2011)
Academic Integrity Awareness for Online Instructors (August 17, 2010)
Windows 7 (August 17, 2010)
Blackboard Version 9 (fall 2010)
Managing Difficult Classroom Situations (March 21, 2011)

Kerry McNamara
Managing Difficult Classroom Situations (March 21, 2011)
Soft chalk Version 6 (November 11, 2010)
Blackboard Version 6 (fall 2010)

Terri Mundy
Blackboard Version 9 (fall 2010)
Learning Rx (October 22, 2010)
Preparing a Garden Bed (October 15, 2010)
Blood Borne Pathogen training (February 22, 2011)
Managing Difficult Classroom Situations (March 21, 2011)

Stephenie Nix
Managing Difficult Classroom Students (March 21, 2011)
Blood Borne Pathogen training (February 22, 2011)
STAR Institute: Collaborative Learning (August 17, 2010)
QBC Diagnostic Equipment (December 1, 2010)
Black Board Version 9 (Fall 2010)
Update on Lilly and NSTA Conference (January 13, 2011)

Melanie Petchak
Blood Borne Pathogen training (February 22, 2011)
STAR Institute: Collaborative Learning (August 17, 2010)
Black Board training (summer 2010)
Black Board Version 9 (fall 2010)
Metti-Man PNCI training (October 15, 2010)
Vital Sim train (November 12, 2010)

NLN Nurse Educator Summit- Las Vegas, Nevada (September 30-
October 2, 2010)

Pediatric Trauma - LSUHSC Shreveport (March 22, 2011)
American Heart Association Core Instructor Course- Shreveport, LA
(April 22, 2010)

AHA Guidelines for CPR and ECG BLS Instructor Update (January 25,
2011)
AHA Guidelines for CPR and ECG ACLS Instructor Update (January
25, 2011)
Treatment of Elevated Intracranial Pressure- online (Fall 2010)
Use of Complimentary and Alternative Medicine - online (Fall 2010)

Louisiana Society of Health System Pharmacists 2010 Mid-Year
meeting (October 9, 2010)
Ulcerative Colitis (December 2010)
Prescription Errors (December 2010)
Preclinical Neuroprotection (December 2010)
Prebiotics (December 2010)
Sterile Products National Certification course (summer 2010)

Louisiana Veterinary Practice continuing education (September 12,
2010)

Maintaining Safety on Inpatient Units (April 22, 2010)
Pediatric Nursing 26th Annual Conference- Philadelphia (July 16-18,
2010)
American Psychiatric Association Clinical Psychopharmacology
Institute - Reston, Virginia (June 25-27, 2010)
Writing Test Questions to Prepare Nursing Students for Licensure-
Charles Reed
Managing Difficult Classroom Situations (March 21, 2011)
STAR Institute: Collaborative Learning (August 17, 2010)
Creative Genius (September 16, 2010)
Commitment to Student Success and Foundations of Excellence (October 10, 2010)
Promotion: The Application Process (August 27, 2010)
Black Board Version 9 (fall 2010)

Paula Rhoades
Commitment to Student Success and Foundations of Excellence (October 20, 2010)
Black Board Version 9 (Fall 2010)
Academic Integrity Awareness for Online Instructors (August 17, 2010)
Windows 7 (August 17, 2010)
Community Gardening (October 1, 2010)
Preparing a Garden Bed (October 15, 2010)
Starting Seeds and Planting Seeds (October 22, 2010)
Organic Gardening (October 29, 2010)
STAR Institute: Collaborative Learning
Secure Exam Proctor Remote (January 13, 2011)

Katie Salley
Managing Difficult Classroom Situations (March 21, 2010)
Blood Borne Pathogen training (February 22, 2011)

Al Smith
Promotion Evaluation workshop (February 3, 2011)
Blood Borne Pathogen training (February 22, 2011)
Managing Difficult Classroom Situations (March 21, 2011)

Pam Tully
Crisis Intervention Team (April 20, 2011)
Education 2020 (April 12, 2011)
Eating on the Run Wellness Seminar (May 13, 2011)
Managing Difficult Classroom Situations (March 21, 2011)
Introducing ADDIE Model of Course Design (March 25, 2011)
Black Board Version 9 (Fall 2010)
Community Gardening (October 1, 2010)
Preparing a Garden Bed (October 15, 2010)
Starting Seeds and Planting Seeds (October 2010)
Organic Gardening (October 29, 2010)
Academic Awareness for Online Instructors (August 17, 2010)
Creative Genius (September 16, 2010)
Windows 7 (August 17, 2010)
STAR Institute: Collaborative Learning (August 17, 2010)

Teaching and Learning in the 21st Century webinar (September 22, 2010)
Healthcare Reform Update from Capital Hill webinar (August 24, 2010)
Feed for Speed- Sports Nutrition for Peak Performance- LSU Health Science Center, Shreveport (November 10, 2010)
Shreveport Dietetic Association Update- LSU Health Science Center- Shreveport (February 8, 2011)

AST National Conference- Grapevine, Texas (May 25-29, 2010)
10 credit hour program sponsored by Houston Community College (Fall 2010)
116th Annual Meeting of the Association of Military Surgeons, San Antonio, TX (November 1-5, 2010)

LSUHSC Fall 2010 Conference- LSU Health Science Center Shreveport, LA (October 6, 2010)
Completed 12 hours of professional development while attending the Louisiana Society for Clinical Laboratory Science annual meeting- Shreveport, LA (April 13-15, 2011)
Secure Exam Remote Proctor (January 13, 2011)
Blood Borne Pathogen training (February 22, 2011)

Sandra Vickers
- STAR Institute: Collaborative Learning (August 17, 2010)
- Blood Borne Pathogen training (February 22, 2011)
- QBC Diagnostic Equipment (December 1, 2010)
- Academic Integrity Awareness for Online Instructors (August 17, 2010)
- Windows 7 (August 17, 2010)
- Learning Rx (October 22, 2010)
- Black Board Version 9 (fall 2010)
- Managing Difficult Classroom Situations (March 21, 2011)
- Making Healthy Choices: Eating on the Run (April 13, 2011)

LSUHSC Fall 2010 Conference- Shreveport, LA (October 6, 2010)

Charlotte Ware
- Managing Difficult Classroom Situations (March 21, 2011)
- Black Board Training Version 9 (Fall 2010)
- Windows 7 (August 17, 2010)
- Learning Rx (October 22, 2010)

LHIMA Annual Conference- Alexandria, LA (April 13-16, 2011)
New ICD-9-CM for 2011- AAPC (September 14, 2010)
Coding Jeopardy - AAPC (November 9, 2010)
ICD-9-CM 2011 sponsored by Northwest Louisiana Health Information Management Association (Fall 2010)
ICD-10 sponsored by the Northwest Louisiana Health Information Management Association (August 26, 2010)
Why Me Says the DRG sponsored by LHIMA (December 9, 2010)
New ICD-10 Chapter presentation (October 12, 2010)

Amy Williams
- STAR Institute: Collaborative Learning (August 17, 2010)
- METI Man PNCI (October 15, 2010)
- Vital Sim (November 12, 2010)
- Managing Difficult Classroom Situations (March 21, 2011)

26th Annual Conference for Pediatric Nursing- Philadelphia, PA (July 16-18, 2010)
National League of Nursing NLNAC Self-Study Forum- Orlando, Florida (September 20-23, 2010)
Writing Test Questions to Prepare Students for Certification-webinar (November 5, 2010)
Teaching Pharmacology- Chicago, Illinois (August 3-6, 2010)

Constance Winter
- Academic Integrity Awareness for Online Instructors (August 17, 2010)
- Community Gardening (October 1, 2010)
- Preparing a Garden Bed (October 15, 2010)
- Starting Seeds and Planting Seeds (October 22, 2010)
- Organic Gardening (October 29, 2010)
- Managing Difficult Classroom Situations (March 21, 2011)
- Academic Integrity Awareness for Online Instructors (August 17, 2010)
- Blood Borne Pathogen training (February 22, 2011)
- Secure Exam Remote Proctor (January 13, 2011)
- Creative Genius Lecture (September 16, 2010)
- Education 2020 (April 13, 2011)

2010 AHA Guidelines for CPR and ECG BLS Instructor Update-Shreveport< LA (January 26, 2011)

Sharon Turley
- Managing Difficult Classroom Situations (March 21, 2011)
- Meti-Man PNCI training (October 15, 2010)
- Black Board Version 9 (Fall 2010)
- STAR Institute: Collaborative Learning (August 17, 2010)

Writing Test Questions in Preparation for Certification webinar (November 5, 2010)
NLN Nurse Educator Summit- Las Vegas, Nevada (October 1-3, 2010)
Louisiana State Board of Nursing - Baton Rouge, LA (May 11, 2011)
LACANE meeting- Monroe, LA (April 6, 2011)
LSNA 2010 Summit on Nursing Educators, Nursing Employers and Nursing Educators- Baton Rouge, LA (June 10, 2010)
Barbara Custer  
- Blood Borne Pathogen training (February 22, 2011)  
- STAR Institute: Collaborative Learning (August 17, 2011)  
- Learning Rx (October 22, 2010)  
- Black Board Version 9 training (Fall 2010)  
- Managing Difficult Classroom Situations (March 21, 2011)

Sandra Partain  
- Leadership (September 14, 2010)  
- Louisiana Transfer Degree Guarantee Advising Workshop (April 5, 2011)  
- All Hallows Eve (October 27, 2010)  
- Commitment to Student Success and the Foundations of Excellence Project (October 10, 2010)  
- Black Board Version 9 (fall 2010)  
- Creative Genius (September 16, 2010)  
- GRAD Act (November 15, 2010)  
- Course 360 (November 29, 2010)  
- Managing Difficult Classroom Situations (March 21, 2011)

Marilyn Persley  
- Managing Difficult Classroom Situations (March 21, 2011)  
- Starting Seeds and Planting Seeds (October 22, 2010)  
- Organic Gardening (October 29, 2010)  
- QBC Diagnostic Equipment (December 1, 2010)  
- Blood Borne Pathogen training (February 22, 2010)  
- Leadership (September 14, 2010)  
- Commitment to Student Success and the Foundations of Excellence Project (October 10, 2010)  
- All Hallows Eve (October 27, 2010)  
- GRAD Act (November 15, 2010)

Wanda Buckley- Coody  
- Commitment to Student Success and the Foundations of Excellence Project (October 10, 2010)  
- All Hallows Eve (October 27, 2010)  
- Leadership (September 14, 2010)

Linda Stark  
- Making Cents and Taking Charge of Your Finances (March 30, 2011)  
- GRAD Act (November 15, 2010)  
- Starting Seeds and Planting Seeds (October 22, 2010)

Carolyn Burroughs  
- Louisiana Transfer Degree Guarantee Advising Workshop (April 5, 2011)  
- Managing Difficult Classroom Situations (March 21, 2011)  
- Career Pathways: The Roadmap to Successful Transitions (June 10-11, 2010)  
- Black Board Version 9 (January 7, 2011)  
- Learning Rx (October 22, 2010)  
- Foundations of Excellence (October 10, 2010)  
- Strategies for Success Training (August 26, 2010)  
- Transfer Advising Council- Baton Rouge, LA (June 4, 2010)  
- Advisor Trac- webinar (June 7, 2010)
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Tara Breeland- Active Learning Strategies, LCTCS Annual Conference (Baton Rouge)

Jeff Anderson- EMS Refresher, Ouachita Parish Fire Department (Ruston, LA)

Laura Bryant, Kim Cox- Scope of Practice of the PTA, LSUHSC (Shreveport, LA)

Laura Bryant- Body Mechanics, Pelican Chapter of IAAP (Shreveport, LA)

Kim Cox- LAPT Board Rule Changes and Supervision of the PTA, Shreveport District LPTA meeting (Shreveport, LA)

Amy Knighton- Careers in Nursing, Green Acres Middle School (Bossier City, LA)

Jeff Anderson- Trauma Update- Ouachita Parish Fire Department (Ruston, LA)

Bob Boykin- Fall 2010 BPCC Commencement address

SIGNIFICANT CONTRACTS OR GRANTS

Active Learning Strategies for Anatomy Classes at BPCC; Board of Regents; Principle Investigators- Carolyn Burroughs, Tara Breeland; $86,368

Validation and Calibration in Chemistry and Biotechnology Programs at Bossier Parish Community College; Board of Regents; Principle Investigator Elaine Cox; $60,000

Enhancing the Physical Therapy Program at Bossier Parish Community College; Board of Regents; Principle Investigator Laura Bryant; $15,764

BPCC Student Technology Proposals:
  Phlebotomy Laboratory Equipment; Pam Tully: $702
  DNA Teaching Models; Dr. Paula Rhoades; $2529
  Certification Preparation Practice Tests; Kim Cox; $3965
  Ice Maker and Lab Equipment; Judith Coston; $3284

ACADEMIC PROGRAM REVIEW

ACADEMIC PROGRAM REVIEW
Programs offered by the Division of Science, Nursing, 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 2011-12 academic year.

EMT Paramedic

Outcomes for 2010-11 Strategies: (1) Pursue authorization and implementation of a Certificate of Technical Studies in Paramedic. In March 2011, the LCTCS granted BPCC permission to offer the Certificate in Paramedic. The first students to earn the credential graduated in May 2011. (2) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. The Paramedic program participated in a pilot program with the National Registry relating to practical skill instruction and testing. The students have not yet competed the NREMT practical exam so it is unclear if this program will result in improved exam scores.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Improve written scores by requiring the students to produce a set of course notes prior to attempting the summative written assessment.

Medical Assistant

Outcomes for 2010-11 Strategies: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. Since communication with all healthcare team members is vital in the assessment, treatment, and evaluation of patient, beginning fall 2010 the skill will be addressed with the use of a case study in ALHT 201 in which students will identify concepts of effective communication. The students received three case studies to practice documenting the patients’ subjective and objective medical problems, the treatment/plan for the problems, and the assessment of the problems and treatment. In addition, the students used role play to identify the patients’ chief complaints (medical problems). Each took turns simulating medical assistants and patients. The students role playing the patients presented three chief complaints to the students role playing the medical assistants. All students completed the assignments with a 90% or above. (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. Completed the revised annual report to maintain
CAAHEP accreditation. Continued revision of the policy for student records retention. A data base has been developed to contain all the student records required for retention by the MAERB for maintaining accreditation. Continuing the process of inputting the data to include all the requirements listed within the CAAHEP Standards and Guidelines, the MAERB Policies & Procedures, and the Educational Competencies for the Medical Assistant. Initiated the process to add the award granting option of a Technical Diploma in Medical Assistant. The Louisiana Community and Technical College System approved the addition in April, 2011. Information was received in May, 2011 from the MAERB regarding the process to received accreditation from CAAHEP. (3) Investigate feasibility of changing course sequencing to improve student retention and offering a certificate program in the Medical Assistant curriculum to increase clinical capacity. Course sequencing may change with the implementation of the Technical Diploma in Medical Assistant. (3) Implement strategies to increase student success on AAMA Certification Exam. The students took practice exams online through Northstar Learning. The students took 4 tests in the general section, 7 tests in the administrative section, and 10 tests in the clinical section. In addition, the students took a 200 question full length test. The practice exams online were in addition to the review text previously used by past students. The students reported that the textbook review was different from the online review in the content of the questions. Eleven of the thirteen May 2011 graduates will take the certification exam in May and June of 2011. Results will be reported in the 2011-2012 program report.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) To remain compliant with accreditation pass rate threshold, communicate to students the importance of using different methods of learning such as instructor provided information, research/resource information, and student critical thinking. (3) Successfully complete the accreditation process for the additional award granting option of a Technical Diploma in medical assistant through the self-study completion.

Medical Office Specialist

Outcomes for 2010-11 Strategies: (1) Monitor updates and adjust plan 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. An ICD-10 coding activity was added to the material for MOS 110 and additional information on ICD-10 was included in the MOS 110 lecture. A Board of Regents grant was submitted and funded which will allow for the Program Director to attend educational programs on the new ICD-10 coding system, allow the program to acquire resources necessary for the conversion to ICD-10 and increase access to the
program through the development of online and/or hybrid courses. (2) Increase awareness of new TCA program for medical transcription in attempt to increase enrollment. Information about the TCA was placed on the C3 system to spread the information campus wide and information was shared with students during MOS student advising. The new TCA option was also shared with the MOS Advisory Committee. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. Strategy #1: The faculty will emphasize the coding for radiology (MOS 110, MOS 111) Lecture material included additional discussion on component and global procedure coding, Radiology Supervision and Interpretation, use of contrast media, and the format for listing codes in the code book. Strategy #2: The coding instructor and medical transcription instructors will monitor any difficulties with medical terminology and anatomical areas and report the difficulties to the medical terminology instructors (MOS 110, MOS111, MOS 106, MOS 216). Instructors evaluated students’ work documents to assess any difficulties with medical terminology and anatomy. Noted difficulties are reported to appropriate instructors. Strategy #3: The medical transcription instructor will include information about the changing role of the medical transcriptionist as related to voice recognition systems and electronic health records (MOS 106, 216). The transcription instructor included information in lecture content on the changing role of medical transcription for the future as related to voice recognition systems and electronic medical records. Strategy #4: To improve student preparation for entering the job market, students will be required to develop a cover letter and up-to-date resume as a course requirement for MOS 114 and MOS 116. Preparation of a cover letter and resume was added to the syllabi for MOS 114 and MOS 116 as requirements for these courses. Personnel in BPCC’s Job Placement Office evaluated the students’ submitted documents and made suggestions for improvement.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Continue transition of coding course content from ICD-9 to ICD-10 by providing increased educational opportunities for the program director and acquiring classroom and library resources for ICD-10. (3) Investigate ways to increase certification pass rates (4) Increase access to coding courses through the development of online and hybrid course offerings.

Pharmacy Technician

Outcomes for 2010-11 Strategies: (1) Implement national certification level training in PHAR 110 sterile products course. The NPTA National Certification in Sterile Products was implemented in the fall 2010 semester all 15 students successfully completing the modules and written work. The subsequent spring 2011 semester saw 7 out of 8 successfully complete the certification. (2) Update
evaluation and tracking tools, including more effective tracking of graduates and PTCE exam scores, as required for ASHP Standards. PTEC program has started a grid form of tracking the student data in the “B” drive so if any PTEC instructor gets information, they can enter the information as needed. It will be expanded to include last known personal email addresses and phone numbers. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. Strategy #1: Utilize computers to complete the 10 modules for the National Certification in Sterile products (PHAR 110). Successful implementation of the “Modules” for NPTA was accomplished in both the fall 2010 and spring 2011. Twenty-two of twenty-three students (95.7%) of the students completed the computer modules successfully. Strategy #2: The faculty will continue to review and administer the math competency exam to improve the quality of the exam and establish reliability. The math competency test continues to be used in both PHAR 110 lecture and PHAR 120. Of students taking the PHAR 120 competency math test, 22 out of 23 passed and completed the course successfully. Of students taking the PHAR 110 math competency test, 100% of the students passed the test. The test continues to be a valuable tool to access workforce and certification test (PTCE) readiness.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Improve the lab facilities to increase student learning experiences and increased ease of workflow in the lab and classroom. (3) Investigate new pharmacy operations software or seek training for existing pharmacy software to be integrated into new and/or updated PHAR 102 labs. (4) Develop mechanism for informing graduates about job openings presented to BPCC Pharmacy Technician program instructors.

Phlebotomy

Outcomes for 2010-11 Strategies: (1) Increase pediatric experience in phlebotomy by opening sites that provide more opportunities for pediatric phlebotomy. Two new pediatric sites were opened providing more opportunities for pediatric phlebotomy experience. (2) Review clinical procedures and the application process to identify strategies to increase efficiency and possibly increase clinical enrollment. The application process was reviewed and three strategies were implemented: The clinical application was put online. Detailed instructions were created for the application process. Student information was no longer entered into a database system because of the short turn-around time for the program resulting in a much faster response time for providing application updates. These strategies resulted in increased efficiency. Students completed the applications faster and more efficiently and the program director received updates more quickly. Clinical enrollment remained about the same. (3) Increase student learning and success through implementation of
changes in specific courses indentified in the Program Learning Outcomes Assessment. Strategy #1: Include a question on critical thinking/problem solving skills on the employer survey to obtain additional information on development of these skills in program completers. A question on critical thinking/problem solving skills was added to the employer survey. However, low survey completion rates inhibited collecting enough data to obtain additional information on the development of these skills in program completers. Strategy #2: Address demonstration of mathematics competency prior to allowing students to enroll in ALHT 102 and/or ALHT 211. Demonstration of mathematics competency prior to enrollment in ALHT 102 and/or ALHT 211 was not implemented because it would result in lowering the number of students entering phlebotomy clinicals. Strategy #3: Discuss with the advisory committee and clinical faculty the option of allowing students to demonstrate computer competency through testing, if this option become more viable at BPCC. It was decided that allowing students the choice of demonstrating computer competency through testing would be a good option. Strategy #4: Investigate strategies to increase opportunities for students to utilize and develop oral and written communication skills. Oral skills in clinicals were developed by allowing students to read aloud several times during the semester to improve their ability to pronounce medical terms. Oral and written communication skills were expanded by having students compose and read aloud questions that were used as a review of material prior to testing.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Implement strategies suggested by the Advisory Committee to increase communication with clinical preceptors. (3) Implement strategies to increase graduate awareness of job availability.

Physical Therapy Assistant

Outcomes for 2010-11 Strategies: (1) Update equipment, technology and supplies to supplement what is available in the PTA laboratory for instruction. The PTA Program successfully met this measurable strategy. This year the PTA Program used funds from the budget, Carl Perkins and Board of Regents Grants to update the PTA laboratory and library resources. New resources acquired over the course of this past academic year include: Hivamat 200 Therapy System, 2 Game Ready System Control Units with variety of joint sleeves, 10 Portable Neuromuscular electrotherapy units with electrodes, 7 new Medic-kit Blood Pressure kits, 1 Back Range of Motion Instrument, 10 FLIP HD video camcorders with storage pouches, 12 inclinometers. Library resources--$2,349 in physical therapy books and reference materials for the library. (2) Increase student learning and success through implementation of changes in specific courses identified in the
Program Learning Outcomes Assessment. The PTA Program implemented instruction with newly acquired equipment and library resources in PTAP 204, 205, 202, 213, 214, and 217. Students demonstrated increased competency in use of current technologies and equipment required in the assessment and instruction of patients. In addition, program faculty used the newly acquired technology (FLIP HD video camcorders) to improve the instruction and assessment of affective skills through the use of video case studies to practice patient and family interactions. Some of the equipment listed above arrived too late in the semester for students to use it in the regularly scheduled courses. Implementation of these additional learning opportunities will carry over to next year. (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. Professional development opportunities for clinical instructors on assessing the clinical student and providing feedback on affective skills was addressed in a number of ways. The first was the development of Clinical Newsletters that are produced twice a year. Each newsletter has a number of articles, several of which are related to clinical teaching. Two of this past year the articles were entitled Affective Skills—Part I—General Tips and Guidelines, and Clinical Teaching in a Busy Practice—The “Microskills” Framework. Other articles were provided on topics requested by CIs and students related to appropriate supervision and delegation, changes in the state practice act, and Medicare reimbursement issues related to students. The newsletters also included a “Way to Go” section where students are quoted as they brag on the instructional methods of outstanding CIs. These newsletters were provided in full color hard copy to each clinical site. Another way that professional development was made available to CIs was through the development of enhanced resources on our program website. There is now a link “Information for Clinical Instructors” where CIs can find FAQ, the handbook, student expectations, forms and electronic copies of the newsletters. In addition the program maintains a clinical instructor Facebook page where clinical educators can access program information/communication. Finally, the program also purchased clinical instruction DVDs entitled “Enhancing Your Teaching Skills in the Clinical Setting.” These were produced by Northeastern Ohio University and were distributed to clinical instructors during clinical site visits.

Improvement Strategies for 2011-12: (1) Complete a draft version of the CAPTE Self-study Report by May, 2012 in accordance with the APTA Department of Accreditation Self-Study Timeline. (2) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

Respiratory Therapy
Outcomes for 2010-11 Strategies: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. Most weaknesses that were identified in 2009-10 learning outcomes were in courses that were being deleted from the curriculum. However, one change that was implemented in all courses states that any student who makes less than a 70% on any exam must meet with the faculty member to review the exam. The review session is documented on a program counseling form and kept in the students file. (2) Implement the newly revised Respiratory Therapy curriculum to ensure that associate degree graduates are adequately prepared for the entry-level and advanced practice. The curriculum was implemented in July 2010. Results from the implementation will not be available until the current class graduates in July 2011 and attempts the board exam in August. (3) Successfully complete the self-study and met other requirements to ensure the continued accreditation of the Respiratory Therapy program. The program completed the self study and submitted it to CoARC. The program participated in a site visit in March of 2011. All deficiencies were addressed, and most were due to new standards that were implemented in 2010. Final decision on accreditation is expected July 2011. (4) Implement an Assessment Matrix for the Clinical Preceptor Training and offer a continuing education program to Clinical Preceptors. The continuing education program for clinical preceptors was not successful due to a lack of attendance by the preceptors. The clinical preceptor training continues to be beneficial to the preceptors. During the accreditation site visit, the program was informed that they must utilize a check list format to document successful performance of required clinical competencies and improve inter-rater reliability. (5) Implement required attendance at Pulmonary, Critical Care or Internal Medicine Physicians Case Conference to enhance the student’s rapport with physicians. The required student attendance at physician conferences was successful in enhancing the rapport and relationship of students and physicians. According to the Student Program Resource Survey, all the following areas increased from the 2009-10 year: Physician/student interaction is sufficient to facilitate development of effective communication skills between physicians and students. Physician contact is sufficient to provide the student with a physician perspective of patient care. The faculty feel that overall student exposure to physicians in the program is adequate.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Incorporate list of required competencies and check-offs that the student’s must successfully perform in order to graduate. Successful performance will be required in a lab and clinical setting. (3) Increase recruitment in Monroe and Alexandria areas to ensure a good applicant pool to select students from in an effort to increase quality of students in program.

Surgical Technology
Outcomes for 2010-11 Strategies: (1) Increase return rate for employer and graduate surveys. The target assigned by AST of 50% was met. The program director will continue to explore methods to increase return rate and solicit input from employers of graduates. (2) Ensure that all instructors are certified surgical technicians. The program director and clinical instructor completed the certification program offered by Houston Community College in December 2010. Both instructors passed the CST exam in April 2011. (3) Increase student learning and success through the implementation of changes in specific courses, as identified in the Program Learning Outcome Assessment. Strategy #1: Place increased emphasis on “Practice” areas in STEC 111 and STEC 121 lectures. Practice information was included and highlighted in a power point presentation. Strategy #2: Increase emphasis on prefixes and suffixes to increase students surgical technology vocabulary. Additional study material with pop quizzes on surgical prefixes and suffixes was incorporated in STEC 101, to increase the student’s base knowledge of terms and how they apply to surgical procedures. Strategy #3: Increase in lab class time for STEC 102. Lab time was increased by 10 hours by incorporating two labs scheduled on Fridays. Strategy #4: implementation of check-off sheets for all lab skills. Lab skills sheets were developed and implemented in STEC 102. Strategy #5: including additional lab practice for laparoscopic surgery and draping of the surgical patient in STEC 112. During the first week of the fall semester instruction of laparoscopic skill and draping skill proficiency were included.

Improvement Strategies for 2011-12: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Perform review of CST Certification Exam results and develop strategies to increase student success.

**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th><strong>Department Measurable Strategy</strong></th>
<th><strong>Performance Indicators</strong></th>
<th><strong>Assessment Results</strong></th>
<th><strong>Changes Based on Assessment Outcomes</strong></th>
<th><strong>Strategy(ies) for the Future</strong></th>
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<tbody>
<tr>
<td>Increase enrollment and access to science and allied health courses and programs while maintaining high academic standards.</td>
<td>Compare program and course enrollment with data from previous years.</td>
<td>Course enrollment increased by 30.5% from 9,389 students to 12,254 students. Program enrollment increased by 50% from 1562 to 2342 students declaring a major in a science, nursing, or</td>
<td>Schedule courses based on enrollment trends and increase offering of online and hybrid courses to increase access.</td>
<td>Actively implement strategies to increase student access through analysis of enrollment trends in order to provide students with access to courses at the times and formats needed.</td>
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<td>Increase student learning and success through improvement in faculty instructional skills, use of technology, and through increased student support.</td>
<td>1. Document faculty professional development activities. 2. Track student success on identified learning outcome indicators.</td>
<td>1. The faculty completed approximately 1075 hours of professional development activities. 2. Overall students success, as measured by achievement of Learning Outcome was 86% with 6 courses showing an improvement in student overall success and 20 courses showing a decrease.</td>
<td>1. The OTA program was granted a 5 year accreditation by the Accrediting Council for Occupational Therapy Education (ACOTE) on April 16, 2011. 2. The Nursing Program submitted the</td>
<td>Implement identified strategies to improve student learning.</td>
</tr>
<tr>
<td>Achieve accreditation of the Occupational Therapy Assistant and Nursing programs, while maintaining accreditation of all eligible programs.</td>
<td>1. Document progress toward OTA and nursing program accreditation. 2. Accreditation status of all programs offered by the Division.</td>
<td></td>
<td>In response to completion of the self studies and with input from the onsite accreditation visits, a variety of changes were implemented in the OTA and Respiratory Therapy</td>
<td>Maintain accreditation of all eligible programs through response to changes in accreditation standards and guidelines and meet all standards and guidelines necessary to achieve accreditation of the nursing program.</td>
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</tbody>
</table>
application for NLN candidacy in March, 2011 and awaits official notification. The program director continue to write the required self-study which will be submitted once candidacy is achieved. An onsite program review will be requested for fall 2011. (3) The Respiratory Therapy program submitted the accreditation self-study in the fall 2010. The onsite visit was conducted in March 2011. The Commission on Accreditation of Respiratory Care (CoARC) will vote on continued accreditation in July 2011.

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<tr>
<td>Complete an annual review of all academic programs offered by the Division of Science and Allied Health.</td>
<td>Annual program review documents.</td>
<td>All programs offered by the Division were evaluated through completion of a comprehensive program review. Results of the review are reported in the</td>
<td>Review all allied health program on an annual basis and the science curriculum on a three year review cycle.</td>
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OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Science, Nursing, and Allied Health provided excellent classroom instruction and service to the community. The Division experienced record enrollment in both courses and programs. The faculty and staff activity participated in professional development opportunities. The faculty assumed additional responsibilities associated with decreased funding and increased enrollment while maintaining a positive, student centered focus.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Achieve accreditation of the Nursing Program while maintaining accreditation of all eligible programs.
2. Increase student learning and success through participation in professional development opportunities designed to improve instructional skills, use of technology, and student support.
3. Increase enrollment and access to program 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.
Larry Powell, M. Ed.
Louis Williams, B.S.

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.
DIVISION SUMMARY

The Division of Telecommunications experienced a 33 percent increase in graduates with 231 awards being conferred. The Division aggressively sought articulation agreements with Northwestern State University, University of Louisiana in Monroe, Louisiana State University in Shreveport, Grambling State University, and Texas A & M. It is a commitment of the Division to research every avenue for our students to advance their educational opportunities.

Through challenging times the faculty and staff took every opportunity to attend workshops, seminars, and training to stay current with changing technology and methods of instruction.

Through grants the Division upgraded existing equipment and added new technology for instruction. The Division incorporated the latest technology in the classrooms as funds were available. The strength of the Division is the "hands-on" experience the students are given. The Division will continue to excel in academics and in the area of workforce development.

ADVANCED DEGREES OR CERTIFICATIONS

Louis Williams, B.G.S., Louisiana Tech

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

A Silver Remi from the Houston International Film Festival for "At War With The Ants"

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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</thead>
<tbody>
<tr>
<td>Larry Powell</td>
<td>Managing Difficult Classrooms</td>
<td>Documentary Film Festival, Arkansas</td>
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<td>FOE Training</td>
<td>World Fest Film Festival, Houston, TX</td>
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<td>Staff Senate Leadership Training</td>
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<td></td>
<td>Apple TV training</td>
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<tr>
<td>Denise Chambers</td>
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<td>Crisis Intervention Team Seminar</td>
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<td>Portfolio Review Training</td>
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<td>Apple TV Training</td>
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<tr>
<td>Paula Kaszuba</td>
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<td>Rusty Johnson</td>
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<tr>
<td>Eric Crowder</td>
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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Over 450 public service television productions: "This Is BPCC", "COFFEEBREAK", "Strategies For Living", "Homework Hotline", Bossier City and BPCC Christmas Extravaganza, Minden St. Jude Telethon
Video for LCTCS for the new LTC Campus in Minden
BPCC at NSU video
Six registration/ PR videos for BPCC
Two Documentaries
One feature film
60-seconds of fame video for the 2011 LCTCS Conference

SIGNIFICANT CONTRACTS OR GRANTS

6 Fall Technology Grants totaling $40,420.64
5 Spring Technology Grants totaling $62,741.03
1 Carl Perkins Grant totaling $19,793.25

Total in grants: $122,954.92

STRATEGIC PLANNING

Department Measurable Strategy
Initiate the portfolio requirement for graduation.

Performance Indicators
Number of portfolios reviewed.

Assessment Results
35 portfolios were reviewed

Changes Based on Assessment Outcomes
Update the rubric used to evaluate the portfolios

Strategy(ies) for the Future
Encourage the students to include more samples of their work.
Have students review their portfolios and the portfolio class.

Department Measurable Strategy
Participate in workshops, film festivals, seminars, and training specific to job descriptions.

Performance Indicators
List of participants and events attended.

Assessment Results
Paula Kaszuba, Rusty Johnson, and Eric Crowder attended National Association of Broadcasters in Las Vegas.
Larry Powell attended

Changes Based on Assessment Outcomes
Increase the number of participants and search other opportunities for training.

Strategy(ies) for the Future
Seek funding for travel and for offering seminars, workshops and training in this Division.
<table>
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</thead>
<tbody>
<tr>
<td>Seek high schools to participate in tours for recruiting visits.</td>
<td>Number of tours and students</td>
<td>This is very successful. Tours are scheduled weekly. The recruiting department brings students over 2-4 times a week. We welcome &quot;drop-ins&quot; every day.</td>
<td>There are no planned changes</td>
<td>This is a successful program. The Division will increase the number of tours and reach out to school outside Bossier and Caddo Parishes.</td>
</tr>
<tr>
<td>Establish two plus two or articulation agreements with other colleges and universities.</td>
<td>Number of articulation agreements established.</td>
<td>We had two meetings with administrators and faculty of ULM. We have begun the two plus two process. NSU no longer has a Journalism Degree. We are colobrating on a new articulation agreement where our Telecommunications students will transfer into NSU’s Entertainment Technology Degree.</td>
<td>Complete the process for the articulation agreements and two plus two programs.</td>
<td>Build relationships with other educational entities to give our students more options for continueing their education.</td>
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</table>
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. The Division has been creative in meeting the needs of the College, the students, and the community while addressing economic challenges. Our students are being employed or transferring to four year colleges and universities.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Address the academic needs of the students
2. Increase social media within the Division
3. Evaluate course offerings and adapt them to meet ever changing challenges and changes in technology
4. Increase enrollment
5. Upgrade technology to align with workforce development
6. Assimilate new faculty and staff into the Telecommunications environment and encourage them to assist in the development of a stronger more effective Division
DIVISION SUMMARY

The Division of Educational Technology under the supervision of Kathleen Gay, Dean of the division, and Dr. Stan Wilkins, Vice Chancellor for Academic Affairs, continued to observe significant success and growth to the College's e-Learning initiatives. Collaborative efforts between the College and other institutions of higher learning, new and improved technologies, outreach programs, and innovative training opportunities for faculty/staff, contributed to the continued growth and strength of the College's Electronic Learning Program. For the 2010-2011 academic year, the final student enrollment in e-Learning courses numbered 9,187, compared to the 6,004 enrollment for 2009-2010. During the 2010-2011 academic year, students enrolled in e-Learning courses delivered by the College were located in 49 parishes across the state, and throughout the 22 states of Alabama, Arkansas, Arizona, California, Colorado, Florida, Georgia, Illinois, Louisiana, Maryland, Massachusetts, Mississippi, Nebraska, New Mexico, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Texas, Utah, and Washington. The College also enrolled students from the armed forces in the Pacific and Europe, as well as the providence of Ontario, Canada. The College offered and delivered 330 individual course sections via compressed video and online for the present academic year. Fifteen new online courses in the academic divisions of Allied Health, Business and Computer Information Systems, Behavioral and Social Sciences, Cyber Technology, and Liberal Arts were developed and available for delivery to our students during the present academic year. The College continued to serve the educational needs of students located at the LTC (Louisiana Technical College) campuses located in Regions 6 and 7, by delivering general education courses via compressed video.
The Division launched an online version of our student orientation to the online learning environment in spring 2007. During the 2010-2011 academic year, 1,332 students participated in the online orientation. Twenty onsite sessions were offered with a total of 37 students in attendance. The total number of unique student users in the College's Learning Management System for the 2010-2011 academic year was 13,083. This is an increase of 98% more student users of our Learning Management System over the previous academic year. The total number of unique faculty/staff users was 872. In an effort to provide campus-wide technical support, the Division responded to 2,271 phone calls and emails from faculty/staff/students during the 2010-2011 academic year.

During the fall 2010 academic semester, the Division implemented and deployed the new online training modules for the College's Blackboard LMS version 9. The Division re-trained 194 faculty/staff in the utilization of this new level of Blackboard. Our Division held additional training sessions in the utilization of various other technologies such as SoftChalk, podcasting, and CAMTASIA. Fifty-eight training webinars were offered on various topics dealing with "best practices" in online learning/teaching environments, as well as seventeen onsite trainings on pedagogy and teaching strategies for the online/hybrid learning classrooms. We continued improvements on our Educational Technology webpage (http://www.bpcc.edu/educationaltechnology/index.html), by adding additional helpful resources and web links for faculty/staff/students. The Division continued our close working relationship with the CALL (Center for Adult Learning in Louisiana) Program and the College's Innovative Learning Division during the academic year. Fifty-six area high school students were enrolled in online courses delivered through the College as part of the Innovative Learning Division's dual-enrollment program for the 2010-2011 academic year.

The Educational Technology staff attended, presented at, and participated in various statewide and national conferences, seminars, and workshops for the purpose of promoting and advancing e-Learning "best practices" and the utilization of innovative technologies. Kathleen Gay, Dean of the Division, attended the fall 2010 SACS/COC Annual Conference in Louisville, Kentucky, and presented several training webinars on "Quality Matters" for the LCTCSOnline (Louisiana Community and Technical College System) faculty. Ms. Gay is a member of various statewide and Board of Regents tasks force teams and committees for the purpose of promoting e-Learning initiatives in the state of Louisiana. She is also a member of the national WCET (Western Cooperative for Educational Telecommunications) Steering Committee and WOW Award Committee. The Division also made several presentations on "Online Learning and Blackboard" to the EDUC 099 College Success classes at BPCC during the 2010-2011 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 has been appointed to the new Board of Regents' Electronic Learning Strategic Planning Task Force. The 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 a regional independent trainer for QM, she presented training seminars/workshops in course design and pedagogy to the college campuses of University of Louisiana Lafayette and South Arkansas Community College during the 2010-2011 academic year. Dean Gay serves as the Chair of the e-Learning Standing Committee at the College, and co-chaired the Foundations of Excellence "Improvement Dimension" Committee for the 2010-2011 academic year.

Charles Cameron, Assistant Director of Educational Technology, assisted in the continued promotion and utilization of e-technologies at the College. Mr. Cameron created and implemented a new online training course to facilitate the transition from Blackboard version 8 to Blackboard version 9. This undertaking consisted of developing learning modules containing course content, video tutorials, screen-shots, assignments, quizzes, and evaluations. Faculty were required to complete all learning modules in order to utilize the new version of Blackboard and to achieve instructor
status. Charles conducted training sessions in the utilization of SoftChalk and CAMTASIA technologies and created new and updated handouts and additional online resources for faculty who utilized these technologies in their online/hybrid classes. During the summer 2010 semester, Mr. Cameron managed the installation of our new Life-Size compressed video system in our D-210 distance learning classroom, and provided training for faculty on the operation of the new system. He also managed the daily operation and use of our compressed video classrooms. Among his duties were the coordination of site managers from multiple site locations in our state, providing training and other resources for facilitators at each site, trouble-shooting technical difficulties as they occurred, and working with the Board of Regents on schedule and maintenance issues regarding the daily operation of the technology. Charles served as a regional contact person for campuses with scheduling issues and technical problems regarding their site's compressed video activities. Other accomplishments consisted of assisting with the development of a video presentation for the Foundations of Excellence Project and website presentation, serving on the Academic Misconduct Appeals Standing Committee for the College, and participating in MOODLE/Joule training as a MOODLE/Joule Administrator in the event that the College should ever move to this Learning Management System.

Gary Ware, Systems Administrator for the College's Learning Management System Blackboard, has played an essential role in the implementation and promotion of the many upgrades and improvements made to the Division's overall services and support provided to our faculty/staff and students. Mr. Ware has clocked over 10,000 service hours in maintaining the College's Learning Management System, and has devoted countless hours in providing technical assistance to the College. Among his many accomplishments were: successfully testing and upgrading Blackboard to version 9, developing a new web support site for Blackboard version 9 (http://support.bpcc.edu/), which includes site search functions, links to live support, student area with FAQ's and video tutorials, a faculty area with resource links and tutorials, and downloads for support software. Currently the Division has developed and deployed 90 tutorial videos that are available to faculty and students on the support site. Mr. Ware was also instrumental in adding new features to our Blackboard version 9 such as an online attendance feature, upgraded the Safe/Assign plug-in feature that allows for plagiarism identification, new student interactive functions such as wikis and blogs, media plug-ins such as Flickr and YouTube, a new grade center plug-in for SoftChalk student activities in online and web-enhanced courses, made changes in the student orientation in Blackboard to reflect the new version, and added a new service for faculty (Any Video-Audio Converter) that allows for capturing DVDs for viewing through courses in Blackboard. He made upgrades to the software technologies of SoftChalk, CAMTASIA, Snagit, BrowserHawk, and the Polycom HDX 9002 system. Gary also created software CD's for the Mathematics and Technical Education Division. He served on the College's Electronic Learning Standing Committee for the 2010-2011 academic year. Mr. Ware has attended numerous webinar trainings in the utilization of upgrades to Blackboard and added tools and features to the Learning Management System 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 assisting our staff with the technical support for faculty/staff/ and students. Jennifer maintained our Educational Technology website, managed our databases in the SREC (Southern Regional Electronic Campus), and supervised the coordination of our technical support surveys and student evaluations of online courses. She was instrumental in securing all of our data information on students participating in our online version of student orientations to Blackboard as well as our onsite orientation sessions. Ms. Legaux served as Secretary of the College's Electronic Learning Standing Committee for the 2010-2011 academic year. Jennifer received her Associate of Applied Science in Web Development and Design in fall 2010, and has used her many talents and skills in the area of web design to improve upon and upgrade our Division's presence on the College's website.
Student retention rates in e-Learning courses and program offerings at the College have remained positive. The student retention rate for online courses during the fall 2010 semester was 89.75% compared to 86.30% during the fall 2009 semester. Retention rates for courses delivered by compressed video were 93% for fall 2010, and 100% for spring 2011. The College continues its endeavors to increase the outreach to students across various geographic locations and college systems, and meet their educational needs by providing easy access to online/web-based/ and hybrid courses in accelerated and regular semester formats, as well as through compressed video technology.

**ADVANCED DEGREES OR CERTIFICATIONS**

Kathleen Gay, Dean of Educational Technology  
Certification in EMERGENETICS Facilitator Training  
Certified Regional Independent Trainer for "Quality Matters"

Charles Cameron, Assistant Director of Educational Technology  
Certified Peer Reviewer for "Quality Matters"

Gary Ware, System Administrator for Blackboard LMS  
Certification as a GUI Administrator for Blackboard LMS

Jennifer Legaux, Administrative Assistant III  
Associate of Applied Science in Web Development and Design

**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  
Emergenetics Facilitator

Jennifer Legaux, Administrative Assistant III  
Associate of Applied Science in Web Development and Design

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Kathleen Gay  | Emergenetics Facilitator Certification Training
                                                  "Online Questioning Strategies for Discussion Board Forums"     | LCTCSOnline "Quality Matters" training webinars
                                                  Presented "Applying Quality Matters to Online Course Design"      |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Kathleen Gay, Dean of Educational Technology
Publications: "The Shreveport Times"

Charles Cameron, Assistant Director of Educational Technology
Productions: "BOLT" Blackboard Version 9 Online Training Modules
"Online Student Orientation" for Blackboard Version 9
SoftChalk and CAMTASIA Video Tutorials

Gary Ware, Systems Administrator for Blackboard Learning Management System
Productions: Support Site for Blackboard Version 9: http://support.bpcc.edu
Video/Audio capturing for Blackboard
"BOLT" Blackboard Version 9 Online Training Modules
CD Production for Division of Mathematics and Technical Education

SIGNIFICANT CONTRACTS OR GRANTS

State of Louisiana and Board of Regents Contract Funding of Videoconferencing Telecommunications Services
FY 2010-2011
$8,100

Louisiana Board of Regents Funding for "Quality Matters" statewide initiative
FY 2010-2011
$25,000

STRATEGIC PLANNING

Department Measurable Strategy
Increase scope and value of training efforts in the utilization and application of e-Learning technologies.

Performance Indicators
1. Number of faculty/staff/student participation in onsite and online training formats provided by the Division.
2. Number of student participating in onsite and online orientation sessions.
3. Number of faculty/staff participating in professional growth training opportunities in the utilization and implementation of new technologies.
4. Posting of support resources for faculty/staff/students on the College

Assessment Results
1. As a result of the Performance Indicators, the Division documented 194 participants in our ongoing new online training format for the Blackboard Learning Management System. Participation is documented through sign-on procedures for training as well as completion of modules and certificates awarded to faculty/staff for completing

Changes Based on Assessment Outcomes
1. The Division will continue to develop, promote and implement online formats of training for faculty/staff/students 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

Strategy(ies) for the Future
The Division will continue its efforts in increasing the scope and value of training opportunities in the utilization and application of e-Learning technologies.

192
website and on the College Learning Management System training. All documentation is kept in the office of the Dean and Assistant Director.

2. As a result of the Performance Indicators, 1,332 students participated in the online Blackboard Student Orientation trainings as documented by assessment results submitted. Sixteen onsite orientation sessions were offered during the 2010-2011 year, with 17 students participating. Documentation of all student orientation sessions are kept in the office of the Dean.

3. New Blackboard resource and support help sites were developed for faculty/staff/students during the fall 2010 and spring 2011 semesters.

Department Measurable Strategy

Increase the number of online and hybrid courses/programs offered by 10% for the 2010-2011 academic year.

Performance Indicators

1. Number of new courses/programs offered by the academic divisions as videos and resources for "best practices" in course design and delivery.

Assessment Results

1. Fifteen new online courses were offered and delivered during the 2010-2011 academic year. The online format of our student orientation to Blackboard and the online learning environment is the most popular format of training among our student population. The Division will eliminate onsite orientation training sessions starting with the summer 2011 semester.

Changes Based on Assessment Outcomes

1. The College will continue to increase the number of new training opportunities for faculty/staff with an increase in the types of training delivered in an online format.

Strategy(ies) for the Future

The Division will continue to encourage the academic divisions to offer new online...
indicated in the fall/spring academic bulletins, the College website, and other college publications.


3. Number of courses reviewed and evaluated.

4. Number of training sessions presented.

As a result of the Performance Indicators, the Division participated in 33 professional growth seminars/webinars, conferences, and training workshops for changes made in regards to professional growth seminars/webinars and training workshops attended by the Division would be to ensure courses and programs offered online by 10% over the next three semesters.

2. The Division will resume 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 rubric standards.

Changes Based on Assessment Outcomes

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.


Assessment Results

As a result of the Performance Indicators, the Division participated in 33 professional growth seminars/webinars, conferences, and training workshops for courses and programs to our students and that newly developed courses will utilize the course design standards of "Quality Matters."

Strategy(ies) for the Future

Continue to provide professional growth opportunities for the Division staff in order to keep current of the technology trends and the utilization of new skills in the e-Learning arena.
the 2010-2011 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.

that the information learned through professional development opportunities is shared among the Division staff and the College faculty/staff. Also, information is used in the development and implementation of future training opportunities for the College.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Interpret and utilize the assessment and evaluation results of the Division's services provided to the College's faculty/staff in order to improve upon and increase the scope of those services.</td>
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</table>

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td>1. Results for the &quot;Student Support Surveys.&quot;</td>
</tr>
<tr>
<td>2. Results from the &quot;Student Evaluations&quot; of online/hybrid courses.</td>
</tr>
<tr>
<td>3. Results from faculty and staff &quot;Support Surveys.&quot;</td>
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<tr>
<td>4. BPCC Report Card results.</td>
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<tr>
<td>5. Graduation Exit Survey results</td>
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<tr>
<td>6. Professional Growth Evaluation Forms submitted by faculty/staff.</td>
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<thead>
<tr>
<th>Assessment Results</th>
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<tbody>
<tr>
<td>1. As a result of the online &quot;Student Support Surveys,&quot; the response time in effectively assisting our students in a timely manner was exceptionally good, and the support provided to them was helpful. Evaluation results are housed in the office of the Dean.</td>
</tr>
<tr>
<td>2. As a result of the Performance Indicator &quot;Student Evaluations&quot; of online/hybrid courses, support and training in the form of student orientations are beneficial, needed, and</td>
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<table>
<thead>
<tr>
<th>Changes Based on Assessment Outcomes</th>
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<tbody>
<tr>
<td>Changes made by the Division in regards to our faculty/staff/student support and training opportunities were based upon survey and evaluation results submitted and the needs of the College. We are in our third year of offering online trainings to faculty/staff/students. Online training seems to be the preferred method of receiving training, therefore, the</td>
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<table>
<thead>
<tr>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Engage in continuous systematic planning, evaluation, and utilization of assessment outcomes in order to improve upon our services.</td>
</tr>
<tr>
<td>2. Provide updated web support sites and resources for faculty/staff/students.</td>
</tr>
</tbody>
</table>
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 sing-in sheets at each session, as well as evaluation forms completed by participants and announcements of training through the College's Campus Memo System and Ed. Technology website. All surveys and evaluations results are housed in the office of the Dean.

Division continues to update our online training modules for faculty/staff/students.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division continues the responsibility of improving upon and enhancing the College's e-Learning Program. Opportunities in the electronic delivery format of courses and programs are encouraged among the academic divisions through "memorandums of understanding" and collaborative partnerships with other institutions of higher learning within and outside our state. Collaborative partnerships in e-Learning opportunities for students continued with the LTC campuses in Regions 6 and 7. The College under the leadership of the Louisiana Community and Technical College System and the Louisiana Board of Regents, continued the training partnership with the "Quality Matters" project of Maryland Online, Inc. for the 2010-2011 year.

Through the e-Learning initiatives of the Educational Technology Division and the academic divisions of the College, online course offerings were delivered to students residing in 22 states and 49 parishes within Louisiana. The College enrolled several students in online courses who were deployed in the Pacific and Europe, as well as the providence of Ontario, Canada. There were 330 unduplicated online and compressed video course sections delivered during the academic year, and the College increased its online course offerings by 15 within the divisions of Allied Health, Behavioral and Social Sciences, Business Administration, Cyber Technology, and Liberal Arts.

During the summer 2011 academic semester, the College will deliver a total of 118 online courses and 4 hybrid courses. Eighty-six of those 118 totally online courses are unique course sections.

Training on the new version of the Blackboard Learning Management System was implemented fall 2010 with a re-train of all faculty and staff. This training will be on-going throughout the 2011-2012 academic year. The new version will allow online instructors to improve upon the quality of their online course design and delivery, as well as provide them with new technology features to implement in their courses that will improve upon student interaction with course content and with each other. Online course enrollments make up for more than 30% of the total enrollment at the College, indicating that our students want access to courses and programs in formats that fit their busy schedules.

Results of the 2010-2011 technology service surveys sent to students, faculty/staff, as well as the BPCC Report Card; indicated that our Division does a exemplary job in providing technical support and help for those who utilize the College's Learning Management System and the services provided by the Division of Educational Technology. The Division uses the results of these two evaluation instruments to improve upon the existing services and to implement new support services to fir the needs of our campus.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To resume the development of online trainings and professional growth opportunities for faculty and staff.
2. To develop and promote online course design modules utilizing the Blackboard version 9 Learning Management System, and develop these modules with the "Quality Matters" standards as a guide.
3. Continue our re-train of faculty/staff/students in the utilization and application of Blackboard version 9.
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, the Board of Regents Electronic Learning Strategic Planning Task Force Committee, and the Council of e-Learning Practitioners in an effort to provide for the educational needs of all students regardless of geographic location.
Division of Academic Affairs
Institutional Research and Grants

EMPLOYEE LISTING

Professional, unclassified staff
Lisa Wheeler, M.Ed.
Penny Carroll-Jeter, M.S.
Jonnie Young, A.A.S.

Classified staff
Sandra Guy, B.S.

DIVISION SUMMARY

The Office of Institutional Research and Assessment was merged with the Office of Grants and External Funding in October 2010 to become the Office of Institutional Research and Grants (IR&G). Personnel from both departments were retained in their current positions. Four initiatives requiring extensive data collection and reporting were the focus of the IR&G Office (the GRAD Act, the Voluntary Framework of Accountability, WinWin, and the Foundations of Excellence one-year self study). Three large federal grants and seven state Board of Regents grants were written and submitted as well. The first annual GRAD Act report to the Legislature was submitted to the Board of Regents in April 2011.

Throughout the year, the IR&G Office supplied data and analyses to the administration and faculty to inform decisions made at BPCC, provided data to the Louisiana Community and Technical College System (LCTCS), submitted federal and state reports; created internal surveys and coordinated survey administrations; and compiled data for College department accreditation visits and program reviews. IR&G personnel provided numerous sessions of one-on-one guidance to faculty and staff interested in writing new grant applications for external funds and assisted current project directors with grant management techniques to ensure full compliance with federal and state regulations for disbursing and tracking grant funds. During the 2010-11 fiscal year, ten competitive funding proposals were developed and submitted to external funding agencies. At the writing of this report, four had been funded representing $259,000, two were declined, and announcements were expected on the other four in summer 2011. Sixteen current grants representing $2,345,155 in competitive funding were administered and monitored for compliance during the fiscal year. All funds allocated for FY 2010-2011 were fully expended with the exception of one grant, which was continued to the coming year. Final reports were submitted to the respective funding agencies by June 30, 2011.

Reporting functions performed by the Office included the fall and spring Board of Regents Employee Salary Data System; Louisiana Performance Accountability System (LaPAS) Quarterly Performance Progress Reports; fall, spring and summer preliminary FTE and Headcount
Census; 2010-11 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; Southern Association of Colleges and Schools (SACS) 2009 Financial Profile and Indicators Data; the ACT/COMPASS Score Report; ACT Class Profile Data; ACT Institutional Data Questionnaire (ACT IDQ); Non-credit Enrollment Data Report; the Annual Survey of Colleges; the College Board Survey; Title III Enrollment and Eligibility Report; 2010 SACS Institutional Profile; fall 2010 Retention Report; and the 2010-11 BPCC Report Card. The College's 2010-11 Annual Report was compiled from submissions from all campus units, published during the fall 2010 semester, and posted to the IR&G webpage on the College website.

The IR&G Office fulfilled a wide range of data requests to support the WinWin Initiative, the VFA pilot testing, the GRAD Act, the SACS-Quality Enhancement Plan (QEP), the Fifth Year Interim Report, and the Foundations of Excellence Self Study on the First Year Student and Transfer Focus Experiences. The Office also conducted focus groups; analyzed data, made suggestions for implementation strategies; oversaw the campus-wide assessments; and assisted in the preparation of the updated reports. The IR&G Office provided 25 online surveys for various departments which were issued, collected, and analyzed using electronic software. Included in this electronic collection were recurring graduation surveys as well as surveys for the Oil and Gas Technology Program, Industrial Technology Program, Academic Advising Center, Library, Human Resources, The Learning Center, Technology Resource Center, and several employer/industry needs assessments in the preparation of grant applications.

The IR&G Office coordinated the administration of the Survey of Entering Student Engagement (SENSE) in fall 2010. SENSE was administered to 1,660 entering students in the first few weeks of classes to gauge their perception of their entering student experience. The Office received 1,061 responses, a return rate of 64%. The Director then travelled to the Entering Student Success Institute in March 2011 with the Student Success Initiatives Director and other campus personnel to develop an action plan based on the results of the SENSE survey. The Office also administered the Community College Survey of Student Engagement (CCSSE) in spring 2011 to 1,293 continuing students. Of those, 622 responded, yielding a return rate of 48%. The ACT Student Opinion Survey was administered to 1,229 students in March with 650 responses for a return rate of 53%.

In fall 2010, the IR&G Director joined a group of six campus personnel in a leadership development and executive coaching initiative using Emergenetics - a science-based approach to understanding thinking and behavior styles. The campus plans to infuse Emergenetics into the culture of the College for team building and leadership development among administration, faculty, staff, and students. In early spring 2011, the IR&G Director participated in professional development in Denver, Colorado to become a Certified Emergenetics Associate. This designation was needed in order to implement the Emergenetics framework across campus and make the College eligible to extend the value of the training to the surrounding community. Upon return to campus, the Director delivered Emergenetics Facilitator's training to ten faculty and staff members who will integrate Emergenetics principles into selected courses beginning fall 2011. The IR&G Assessment Specialist was among the ten campus employees who were certified as Emergenetics Facilitators for the campus. In late April 2011, the IR&G Director hosted the first formal student Emergenetics workshop with BPCC's Middle College students, and in June 2011, applied the Emergenetics approach in a departmental workshop for IR&G staff.

**ADVANCED DEGREES OR CERTIFICATIONS**

Lisa Wheeler, attended Training in Denver, CO February 28-March 4, to become a Certified Emergenetics Associate. Penny Carroll-Jeter attended training at BPCC March 21-22 and April 28th to become an Emergenetics Facilitator.
## Professional Development

<table>
<thead>
<tr>
<th>Name</th>
<th><strong>Professional Development (at BPCC)</strong></th>
<th><strong>Professional Development (other location)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandra Guy, Administrative Assistant</td>
<td>Staff Senate Treasurer; Disciplinary Committee; Foundations of Excellence Dimension Committee; Foundation of Excellence Webinar, August 2010; Title III Internal Committee, October 2010; Adobe Acrobat Pro 9, Fall 2010; Leadership, September 2010; GRAD Act, November 2010; Violence in the Workplace, February 2011; Emergenetics Facilitator Training, March 2011; Crisis Intervention Team Seminar, April 2011; Short's Travel Training, June 2011</td>
<td>Carl Perkins Consolidated Annual Report Data Training, November 2010; Title III Internal Committee, November 2010, January and March 2011; Dealing with Difficult People Seminar, May 2011</td>
</tr>
<tr>
<td>Jonnie Young, Coordinator for Planning and Research</td>
<td>Foundation of Excellence Webinar, August 2010; Acrobat Adobe Class, fall 2010; WESS Administration Webinar, September 2010; Foundation of Excellence Webinar, September 8, 2010; Professional Development &quot;Created Genius Starts with Me&quot;, September 16, 2010; WEAVE Online Webinar &quot;Understanding Assessment Results&quot;, September 2010; Foundations of Excellence Webinar, October 5, 2010; Foundations of Excellence Webinar, October 27, 2010</td>
<td></td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

GRAD Act Year One Report to the Louisiana Board of Regents, April 2011
Director hosted Emergenetics Facilitators Training for EDUC099 instructors and the staff of the Academic Advising Center, March 2011.
Director hosted Emergenetics Training for Middle College students May 2011

SIGNIFICANT CONTRACTS OR GRANTS

<table>
<thead>
<tr>
<th>Agency</th>
<th>Title</th>
<th>Project Director</th>
<th>Requested Amount</th>
<th>Status</th>
<th>Funded Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Dept of Education</td>
<td>Building Bridges for College &amp; University Transfer &amp; Student Success in Nursing &amp; Allied Health 5 year</td>
<td>Toya Tucker</td>
<td>$1,996,369</td>
<td>Funded</td>
<td>$447,242</td>
</tr>
</tbody>
</table>

Proposal Submissions/Awards 2010-2011

Penny Carroll-Jeter, Assessment Specialist
- Foundation of Excellence Webinar, August 2010;
- WESS Administration Webinar, September 2010;
- Professional Development "Created Genius Starts with Me", September 2010;
- WEAVE Online Webinar "Understanding Assessment Results", September 2010;
- Foundations of Excellence Webinar (2) October 2010;
- VFA Webinar, January 2011;
- Starfish Software Webinar, January 2010;
- WEAVE Online Webinar "Engaging Adjuncts in Assessment Practices & Reporting" February 2011;
- NISOD Webinar, February 2011;
- Middle College Focus Group, February 2011;
- Webinar "Improving Retention to Grow Net Tuition Revenue", March 2011;
- Emergenetics Teleconference, March 2011;
- Webinar "Trends in Accreditation & Assessment of Institutional Performance", March 2011;
- Emergenetics Training, March 2011;
- AIR Webinar "IR Roles, Responsibilities & Reporting Lines", March 2011;
- Education 2020 Workshop, "Online Solutions", April 2011;
- Middle College Emergenetics Training, May 2011;
- WEAVE Online Webinar "Selling Assessment & Tips & Tricks for Getting their Attention and Keeping their Interest", May 2011
- Member, Graduation Committee and Financial Aid Committee
- Emergenetic Teleconference March 2011;

Seminar "Dealing with Difficult People" May 2011
<table>
<thead>
<tr>
<th>Organization</th>
<th>Program Description</th>
<th>Applicant</th>
<th>Amount</th>
<th>Funded/Not Funded</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCTCS Perkins</td>
<td>Carl Perkins BASIC</td>
<td>Renee Sears</td>
<td>$423,000</td>
<td>Funded</td>
<td>$400,894</td>
</tr>
<tr>
<td>USDOL</td>
<td>Veterans Student Success</td>
<td>Susan Stakes</td>
<td>$324,147</td>
<td>Not Funded</td>
<td>$0</td>
</tr>
<tr>
<td>NSF - CSEC</td>
<td>CSEC</td>
<td>Laura Goadrich</td>
<td>$62,200</td>
<td>Funded</td>
<td>$62,200</td>
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<tr>
<td>Rapid Response</td>
<td>Oil and Gas Technology Training</td>
<td>Linda Sonnier</td>
<td>$162,320</td>
<td>Funded</td>
<td>$162,320</td>
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<tr>
<td>Rapid Response</td>
<td>Cyber Information Technology Training</td>
<td>Laura Goadrich</td>
<td>$97,680</td>
<td>Funded</td>
<td>$97,680</td>
</tr>
<tr>
<td>Rapid Response</td>
<td>Enhancing Nursing Program</td>
<td>Carolyn Burroughs</td>
<td>$565,000</td>
<td>Funded</td>
<td>$565,000</td>
</tr>
<tr>
<td>Kresge Foundation</td>
<td>Second Nature Green Building 101 Advancing Green Bldg in Higher Education</td>
<td>Linda Sonnier</td>
<td>$2,000</td>
<td>Funded</td>
<td>$2,000</td>
</tr>
<tr>
<td>Associated Builders and Contractors</td>
<td>Maximizing Success for Minority &amp; Female Contractors</td>
<td>Linda Sonnier</td>
<td>$14,925</td>
<td>Funded</td>
<td>$14,925</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>Integrating Technology into The Learning Center Tutoring Program</td>
<td>Laura Jones</td>
<td>$47,233</td>
<td>Funded</td>
<td>$47,233</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>High Definition Telecommunications Training at BPCC</td>
<td>Jonathan Posey</td>
<td>$121,551</td>
<td>Not Funded</td>
<td>$0</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>Curricular Revisions to Expand Access to Health Informatiuon Management Training</td>
<td>Charlotte Ware</td>
<td>$76,990</td>
<td>Funded</td>
<td>$59,239</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>Expanding High Stakes Testing Center Capacity to Meet Emerging Opportunities</td>
<td>Lynn Brown</td>
<td>$10,015</td>
<td>Not Funded</td>
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<tr>
<td>BOR for FY 2011-2010</td>
<td>Adobe Skill Validation Through Certification</td>
<td>Lynn Brown</td>
<td>$45,780</td>
<td>Funded</td>
<td>$45,780</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>AutoCAD Software Training at BPCC</td>
<td>Alisha Crowder</td>
<td>$99,076</td>
<td>Funded</td>
<td>$94,076</td>
</tr>
<tr>
<td>BOR for FY 2011-2010</td>
<td>Supporting Student Success Through Institutional Accountability</td>
<td>Lisa Wheeler</td>
<td>$27,017</td>
<td>Not Funded</td>
<td>$0</td>
</tr>
<tr>
<td>EnCana Corp</td>
<td>Oil &amp; Gas Technology Training Enhancement</td>
<td>Linda Sonnier</td>
<td>$12,190</td>
<td>Funded</td>
<td>$12,190</td>
</tr>
<tr>
<td>EnCana Corp</td>
<td>EnCana Oil &amp; Gas Training</td>
<td>Linda Sonnier</td>
<td>$20,000</td>
<td>Funded</td>
<td>$20,000</td>
</tr>
<tr>
<td>USDOL</td>
<td>TAA CCTraining Grant</td>
<td>Lisa Wheeler</td>
<td>$13,223,046</td>
<td>Pending</td>
<td>$2,030,779</td>
</tr>
</tbody>
</table>

**STRATEGIC PLANNING**

**Department Measurable Strategy**
Demonstrate compliance with state and federal grants management guidelines.

**Performance Indicators**
1. Number of grant proposals submitted and date of submission.
2. Date final and interim assessment results.

**Assessment Results**
1. Nine new proposals were submitted. Dates of submission are reflected in section.

**Changes Based on Assessment Outcomes**
No changes necessary. Remain aware of available strategy(ies) for the future.

**Strategy(ies) for the Future**
Pending availability of state and federal funds, at least ten new proposals will be submitted in FY 2011-12.
reports are submitted to external funding agencies.  
above entitled "Significant Contracts or Grants".
2. All final and interim reports were submitted to Board of Regents and US Department of Education by June 30, 2011.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in professional development opportunities.</td>
<td>Documentation of number, date, and attendance at professional development opportunities.</td>
<td>Number, date, and attendance at professional development opportunities is reflected in professional development section above.</td>
<td>IR&amp;G personnel will take advantage of professional development opportunities as they become available in FY 2011-12.</td>
<td>Make professional development opportunities available to enhance IR&amp;G personnel's professional qualifications.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate accountability of Bossier Parish Community College through federal and state reports.</td>
<td>1. Submission of Integrated Postsecondary Education Data System (IPEDS) reports. 2. Submission of Board of Regents (BoR) reports. 3. Submission of Louisiana Performance Accountability System (LaPAS) reports for the Louisiana Office of Planning and Budget (OPB) in the Division of Administration. 4. Log of submission of GRAD ACT data to LCTCS.</td>
<td>1. All four IPEDS collections were submitted on or before the deadline. 2. All Board of Regents reports were submitted on or before the deadline. 3. Quarterly LaPAS reports were submitted before each deadline. 4. GRAD Act First Annual Report submitted to BoR and LCTCS April 6, 2011.</td>
<td>No changes necessary as all performance indicators were satisfactorily met. Continue to submit reports on or before deadlines.</td>
<td>Anticipate deadlines within the next year, especially for emerging GRAD Act 2.0 elements.</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**

Provide data to units of the College to enhance institutional effectiveness.

**Performance Indicators**

1. Completed Data Request Log.
2. Date that graduation and retention reports for Fall 2010 and Spring 2011 are disseminated to campus personnel.
3. Date that Strategies for Success and Annual Report are published on College website.
4. Dates that ACT SOS, SENSE, and Graduate Exit Survey results are disseminated to campus personnel.

**Assessment Results**

1. Data Request Log populated throughout the year; saved to IR Shared Drive.

**Changes Based on Assessment Outcomes**

Ensure all data requests are routed to Coordinator of Planning and Research.

**Strategy(ies) for the Future**

Ensure IR&G personnel route data requests to Coordinator of Planning and Research.
### Department Measurable Strategy
Support data collection efforts for campus initiatives.

#### Performance Indicators
- 1. Dates that QEP assessment data are collected.
- 2. Updated Data Scorecard.
- 3. Dates FoE Surveys, ACT SOS, CCSSE, Graduation Survey, and SENSE are administered.

#### Assessment Results
- 1. Beginning and close of fall and spring semesters.
- 2. IR Data Scorecard updated periodically throughout the year. Saved on IR shared drive.

#### Changes Based on Assessment Outcomes
- 1. No changes needed.
- 2. Update data scorecard to reflect new initiatives.
- 3. Reduce confusion between Graduate Exit Survey and Graduation Survey.

#### Strategy(ies) for the Future
- 1. Continue to coordinate with Math Division on collection efforts.
- 2. Consider ways to modify Data Scorecard to serve new initiatives.
- 3. Rename Graduation Survey "BPCC Grads at Work Survey". Ensure Faculty Evaluations are scheduled at a time separate from ACT SoS and/or CCSSE to alleviate congested spring semester calendar.

### Department Measurable Strategy
Improve the institutional effectiveness of the College through use of technology in data collection, analysis, and dissemination.

#### Performance Indicators
- 2. Updated Electronic Factbook on College website.

#### Assessment Results
- 1. Coordinator of Planning and Research collects and reports Strategies for Success and Annual Report from MS Access framework saved on IR shared drive.
- 2. Factbook updated on website throughout year.
- 3. IR Data Scorecard

#### Changes Based on Assessment Outcomes
- 1. No changes needed.
- 2. Established update schedule as new data becomes available.
- 3. Update data scorecard to reflect new initiatives.
- 4. Going forward, this aspect of data collection will be

#### Strategy(ies) for the Future
- 2. Establish regular schedule for updating Factbook.
- 3. Consider ways to modify Data Scorecard to serve new initiatives.
- 4. Coordinate with Office of Student Success Initiatives to update FoE portal.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Institutional Research and Grants has facilitated campus-wide collaboration to ensure that ongoing planning and evaluation processes are in place and to promote the documentation of the planning and evaluation process when available. The IR&G Office has worked with faculty and staff in all divisions to prepare applications for external funding when available. This office has continued to diligently monitor funded projects to ensure compliance with the complex requirements of federal and state laws and regulations and College policies. The IR&G Office received a rating of 3.21 on the 2011 BPCC Report Card, an increase from its 2010 ratings of 2.82 for Grants and 3.03 for IR. This is compared to the College's overall score of 3.19. Comments included:

Procedures for grants have become much easier to follow and the feedback has improved considerably.
I'm starting to understand more about what all this office does and what they do with the surveys and reports we provide them.
Surveys need to be scheduled at a different time from the Faculty Evaluations.
Helpfulness is a major strength. The staff is always willing to explain procedures--which is much appreciated. Very knowledgeable and friendly staff...will go out of their way to make sure you have the information you need and have successful results. Also, the staff provides clear answers to sometimes complicated questions.
Great group and very very helpful.
Most improved department on campus this year. Great job!!!!

PRIORITIES FOR THE COMING ACADEMIC YEAR

Anticipate data needs based on previous years' requests.
Share the kinds of research the IR&G Office conducts and where the results are published.
Strengthen interpersonal communication with departments across campus.
Increase the number and quality of competitive grant proposals submitted.
Division of Academic Affairs
Performing Arts

EMPLOYEE LISTING
Professional, unclassified staff

James Boyter, B.A.
Keith Bruce, B.A.
David White, B.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.

FACULTY LISTING

Professor
Ray Scott Crawford, M.A., M.A., Ph.D.
Stephen W. Slaughter, M.A.

Assistant Professor
Michael D. Hart, M.M., Ed. D.

Instructor
Gulnara Chandler, M.A.
Management, and Theatre Technician. For the 2010-2011 academic year, one graduate received the Associate of Arts in Music degree and six graduates received the Associate of Arts in Theatre degree. Also, four students received the Certificate of Technical Studies in Music, and four students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (5), Costume Design (1), Directing (3), Lighting Design (1), and Stage or Theatre Management (1).

The Performing Arts placed much emphasis on academic preparation for the music and theatre majors. This year the Music Program had twenty-four majors and the Theatre Program had forty-one 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 10,000 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 Star-Spangled Girl, A Funny Thing Happened on the Way to the Forum, The BPCC Christmas Show, Hansel and Gretel: A Creole Tale, and The Time of Your Life. Several events showcased The Performing Arts this year. These included the presentation of The Star-Spangled Girl at the Canterbury Summer Theatre in Michigan City, Indiana; the opportunities that current students and graduates had to work with local theatres including East Bank Theatre, Shreveport Little Theatre, and River City Repertory (a Professional Equity Theatre); the opportunity for five students to compete in the Region VI Kennedy Center American College Theatre Festival acting and stage management competitions; and several community performances by the BPCC Jazz Ensemble such as Barkus and Meoweux Krewe Jazz Brunch, Black Tie or Not Ball, and the 2nd Medical Group Luncheon at Barksdale Air Force Base. Additionally, faculty recitals showcased our faculty including a piano recital by Gulya Chandler and a faculty Christmas concert.

In addition to classroom instruction and producing theatrical and music events, the Performing Arts faculty and staff participated in approximately eighty-six recruiting opportunities and 228 professional development opportunities. Also, the faculty and staff attended local, state, and regional conferences.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Jim Boyter:
President
BPCC Campus Lions Club
July, 2010 - June, 2011
Ray Scott Crawford:
Received excellent newspaper notices for production direction of *The Spitfire Grill* and *The Star-Spangled Girl* (Canterbury Summer Theatre, Michigan City, IN: The News-Dispatch), *A Funny Thing Happened on the Way to the Forum* (The Shreveport Times), and *The Time of Your Life* (The BPCC Kaleidescope.)
June, 2010 - April, 2011

Received excellent newspaper notices for scenic design for *The Spitfire Grill* and *Prisoner of Second Avenue* (Canterbury Summer Theatre, Michigan City, IN: The News-Dispatch.)
June, 2010

Promoted to Professor of Theatre at BPCC
August 15, 2010

*The Spitfire Grill* chosen "Number One Best Play" of the year by Michigan City News-Dispatch.
December 24, 2010

*The Star-Spangled Girl* chosen "Number Four Best Play" of the year by Michigan City News-Dispatch.
December 24, 2010

Selected as an official Kennedy Center American College Theatre Festival (KCACTF) Play Respondent.
April, 2011

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Served as production coordinator for the BPCC Christmas show held at the Bossier City Civic Center.</td>
<td></td>
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<tr>
<td></td>
<td>Bossier City, LA</td>
<td>Recruiting event at the Third Annual 8th Grade Expo</td>
</tr>
<tr>
<td></td>
<td>August 15-18, 2011</td>
<td>Bossier Civic Center, Bossier City, LA</td>
</tr>
<tr>
<td></td>
<td>July 2010 - April 2011</td>
<td>May 17-18, 2011</td>
</tr>
<tr>
<td>Keith Bruce</td>
<td>Designed lights and sound for the BPCC Theatre productions of <em>The Star Spangled Girl</em>, <em>A Funny Thing Happened on the Way to the Forum</em>, <em>Hansel and Gretel: A Creole Tale</em>, and <em>The Time of Your Life</em>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Designed lights and sound for twenty-six BPCC music productions including two Choir Concerts, two Concert Wind Concerts, three Jazz Ensemble Concerts,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Served as sound engineer for the Christmas production at Cypress</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Served as production coordinator for the BPCC Christmas show held at the Bossier City Civic Center.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bossier City, LA</td>
<td>Bossier City, LA</td>
</tr>
<tr>
<td></td>
<td>August 15-18, 2011</td>
<td>November - December, 2010</td>
</tr>
</tbody>
</table>
and nineteen student and faculty recitals.

Performed lighting and sound duties for nineteen BPCC (non-performing arts) events held in the Performing Arts Theatre. These included the Student Life Talent Show and Ms. BPCC Pageant as well as several professional development events and a screening of the Telecommunication Division original movie.

Hosted the Military Academy Day for Senator David Vitter and Congressman John Fleming. Also hosted the Congressional Art Awards for Congressman John Fleming.

July 2010 - June 2011

Gulnara Chandler

Serves as juror for five BPCC Music Scholarship Auditions.
August, 2010 - April, 2011

Served as accompanist for the BPCC Concert Choir including two concert performances.
August, 2010 - May, 2011

BPCC Promotion Training
August 27, 2010

Performed a solo Piano Recital.
September 24, 2010

Accompanied students at six Student Recitals including two solo recitals.
November, 2010 - May, 2011

Produced and performed in the Faculty Christmas Concert.
December 7, 2010

Blackboard Version 9 Online Training
January 12, 2011

"Managing Difficulty Classroom Situations"
March 21, 2011

Ray Scott Crawford

Production Director for the BPCC Theatre productions of *The Star-Spangled Girl*, *A Funny Thing Happened on the Way to the Forum*, and *The Time of Your Life*.

July, 2010 – April, 2011

Baptist Church.
Benton, LA
December 2010

Provided technical support to the Gemini Bal at Shreveport Convention Center.
Shreveport, LA
February 2011

Provided lighting and sound support for the post-game press conferences for the NCAA Women's Basketball tournament held at Centurytel Center.
Bossier City, LA
March 2011

Louisiana Music Teachers Association Convention
Northwestern State University, Natchitoches, LA
October 14-15, 2010

Performed at "The Perfect Ten" program for the Musicians Club of Shreveport.
Shreveport, LA
October 25, 2010

Accompanied the BPCC Concert Choir at the BPCC Annual Christmas Show
Bossier Civic Center, Bossier City, LA
December 1-2, 2010

Workshop/Masterclass "Musical Expression"
Centenary College of Louisiana, Shreveport, LA
January 29, 2011

Masterclass with Connie Carroll (LSU)
Centenary College of Louisiana, Shreveport, LA
February 26, 2011

Performed at the "Spring Scholarship" program for the Musicians Club of Shreveport.
Shreveport, LA
March 14, 2011

Recruiting event at the Third Annual 8th Grade Expo
Bossier Civic Center, Bossier City, LA
May 17-18, 2011

Professional and community productions attended: *Les Miserables, Lookingglass Alice, Pageant, KA, Jersey Boys, Spamalot, A Streetcar Named Desire, Plaza Suite.*
Designed and compiled incidental music for production performances of *The Star-Spangled Girl* and *The Time of Your Life*.
July, 2010 - April, 2011

July, 2010 – April, 2011

Created and performed the character of Phil Yantis in BPCC Radio Drama "Finder's Perception," produced by BPCC Telecommunication Division. August 2010

Music Director and orchestration sequencing for BPCC Theatre production of *A Funny Thing Happened on the Way to the Forum*.
August - November 2010

Produced student-directed Fall and Spring Festivals of One-Act Plays.
November 9, 2010 and April 26, 2011

Guest on "Coffee Break," the BPCC Television talk show, promoting the Annual Christmas Show.
November 18, 2010

Music Director for the Cavalier Players Christmas Choir.
October – December, 2010

BPCC Theatre Program Professional Juries -- served as juror for departmental professional auditions for students preparing for performance and technical theatre employment.
December 10, 2010 and May 6, 2011

Blackboard Version 9 Online Training
January 11, 2011

Music Director (and stand-in director) for the BPCC Theatre production of *Hansel and Gretel: A Creole Tale*.
January 19 - March 2, 2011

"Managing Difficult Classroom Situations," presented by Dr. Brian Van Brunt.
March 21, 2011

Created and performed the character of David Meyer in BPCC Radio Drama, "Finder's Object Lesson," produced by the BPCC Telecommunication Division. April 21, 2011

Production Director for the professional non-Equity summer stock presentation of the Canterbury Summer Theatre/BPCC Summer Theatre production of *The Star-Spangled Girl*
Michigan City, Indiana
August 19-21, 2010

Television appearance on KTBS/KPXJ with cast of the annual Christmas Show and the Cavalier Players Choir promoting the Christmas Show
November 29, 2010

Assistant Director and Music Director for BPCC/Bossier City Annual Christmas Show
Bossier City, Louisiana
December 1-2, 2010

Performed “The Night before Christmas” at the BPCC annual Christmas Show
December 1-2, 2010

Sang the national anthem, “Star Spangled Banner” for Krewe of Gemini Bal Masque (Representing BPCC)
February 19, 2011

Attended the Region VI Kennedy Center American College Theatre Festival (KCACTF) which included viewing productions of *Imogen, Waiting for Godot, 9 Parts Desire, Mr. Marmalade, and Night of the Iguana.*
Amarillo, TX
February 21 - 26, 2011

Region VI KCACTF Irene Ryan Acting Competition (coached four BPCC students with two advancing to the semi-final round)
Amarillo, TX
February 22 - 24, 2011

"Cracking Open a Monologue"
A workshop with film and television actress Lauren Lane.
KCACTF Region VI, Amarillo, TX
February 25, 2011

Served as adjudicator for the Caddo Magnet High School Festival of One Acts.
Caddo Magnet High School, Shreveport, LA
April 28, 2011

Served as an official Respondent for the Texas Kennedy Center American College Theatre Festival for the Trinity Valley Community College production of *Plaza Suite.*
April 29, 2011
Michael Hart

Produced five BPCC Music Scholarship Auditions
August, 2010 - April, 2011

BPCC Promotion Training
August 27, 2010

Produced ten Guest Artists Series events including two performances by the Shreveport Opera Express and a performance by the University of Louisiana at Monroe Chamber Winds.
September, 2010 - April, 2011

Conducted two pep band performances at BPCC Basketball games
November 2, 2010 and February 5, 2011

Produced ten Student Recitals including three theatre voice recitals, two solo recitals, and a performance by the BPCC Saxophone Quartet.
November, 2010 - May, 2011

Produced and conducted four Jazz Ensemble Concerts/Performances including a Valentines Concert and a Mardi Gras performance at the BPCC Staff Senate Social.
November, 2010 - April, 2011

Produced two Concert Choir concerts.
November 19, 2010 and April 21, 2011

Produced and conducted four Concert Winds concerts/performances including performances at two BPCC Graduation ceremonies.
December, 2010 - May, 2011

Performed in Faculty Christmas Concert.
December 7, 2010

Blackboard Version 9 Online Training

Recruiting event at the Third Annual 8th Grade Expo
Bossier Civic Center, Bossier City, LA
May 17-18, 2011

Scenic Designer for Wrong Turn at Lungfish and Romance/Romance at the Canterbury Summer Theatre (Professional non-Equity Summer Stock)
Michigan City, Indiana
June – July, 2011

Production Director of Romance/Romance at the Canterbury Summer Theatre (Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – July 2, 2011

Served as guest speaker regarding music profession and BPCC.
New LA Tech High School, Plain Dealing, LA
September 23, 2010

Conducted Jazz Ensemble performance for a wedding.
Barnwell Center, Shreveport, LA
October 23, 2010

Performances of the Concert Winds with the Centenary College Wind Ensemble.
Centenary College of Louisiana, Shreveport, LA
November 18, 2010 and April 7, 2011

Conducted performance of the BPCC Jazz Ensemble at the annual BPCC Christmas show.
Bossier Civic Center, Bossier City, LA
December 1-2, 2010

Conducted Performance of the BPCC Jazz Ensemble for the Barkus & Meowex Krewe Jazz Brunch.
Barksdale Air Force Base, Bossier City, LA
February 13, 2010

South Central Regional Music Conference
Monroe Convention Center, Monroe, LA
February 24-26, 2011

Conducted the BPCC Jazz Ensemble at the Black Tie or Not Ball.
Sam's Town Casino, Shreveport, LA
March 19, 2011

Conducted the BPCC Jazz Ensemble performance for the 2nd Medical Group.
Barksdale Air Force Base, Bossier City, LA
<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 12, 2011</td>
<td>Foundations of Excellence Training</td>
<td></td>
</tr>
<tr>
<td>March 31, 2011</td>
<td>Recruiting event at the Third Annual 8th Grade Expo</td>
<td>Bossier Civic Center, Bossier City, LA</td>
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<tr>
<td>May 6, 2011</td>
<td>Served as national adjudicator at the OCTAFest 2010</td>
<td>Norman, OK</td>
</tr>
<tr>
<td></td>
<td>Production Director for annual Christmas production of &quot;A Cajun Christmas.&quot;</td>
<td>Bossier Civic Center, Bossier City, LA</td>
</tr>
<tr>
<td></td>
<td>Wrote the script for annual Christmas show, &quot;A Cajun Christmas.&quot;</td>
<td>Bossier Civic Center, Bossier City, LA</td>
</tr>
<tr>
<td></td>
<td>Contributed poster art and layout for annual Christmas show, &quot;A Cajun Christmas.&quot;</td>
<td>Bossier Civic Center, Bossier City, LA</td>
</tr>
<tr>
<td></td>
<td>Served as adjudicator at Caddo Magnet High School Festival of One Acts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recruiting event at the Third Annual 8th Grade Expo</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BPCC Theatre Program Professional Juries - served as juror for departmental auditions for students preparing for performance and technical theatre employment.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Production Director of the BPCC Theatre production <em>Hansel and Gretel: A Creole Tale</em>.</td>
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</tr>
<tr>
<td></td>
<td>Composed Music and Lyrics for the BPCC Theatre production <em>Hansel and Gretel: A Creole Tale</em>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Designed set for the BPCC Theatre production <em>Hansel and Gretel: A Creole Tale</em>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributed poster art and layout for the BPCC Theatre production <em>Hansel and Gretel: A Creole Tale</em>.</td>
<td></td>
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<tr>
<td></td>
<td>&quot;Managing Difficult Classroom Situations&quot; by Dr. Brian Van Brunt</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provided technical services for twenty-six BPCC Music productions including two Choir Concerts, two Concert Wind Concerts, three Jazz Ensemble Concerts, and nineteen student and faculty recitals.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Performed technical duties for nineteen BPCC (non-performing arts) events held in the Performing Arts Theatre. These included the Student Life Talent Show and Ms. BPCC Pageant as well as several professional development events and a screening of the Telecommunication Division original movie.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Designed lights for nine productions at Shreveport Little Theatre. Productions were <em>Broadway Belters</em>; <em>Les Miserable</em>; <em>Last of the Red Hot Lovers</em>; <em>Rent</em>; <em>I Love You, You're Perfect, Now Change</em>; <em>Pinkalicious: The Odd Couple</em>; <em>A Streetcar Named Desire</em>; and <em>Pippin</em>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provided technical services for Valentine's Day Concert.</td>
<td>Cypress Baptist Church, Benton, LA</td>
</tr>
<tr>
<td></td>
<td>Provided Technical Services for Krewe of Gemini Bal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shreveport Convention Center, Shreveport, LA</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

*The Star-Spangled Girl*
BPCC Theatre Mainstage Production
July 23 - August 1, 2010

Piano Recital
Gulya Chandler, Pianist
September 24, 2010

Guest Artist Series
Operatizer - Shreveport Opera Express
September 30, 2010

*A Funny Thing Happened on the Way to the Forum*
BPCC Theatre Mainstage Production
October 20 - 31, 2010

Guest Artist Series
The Tromb-Uba-Phone Experience
November 3, 2010

Guest Artist Series
Centenary Chamber Winds
November 8, 2010

Fall Festival of One-Acts
Student Directed Short Plays
November 9, 2010

Student Recital #1
November 11, 2010

Hosted the Military Academy Day for Senator David Vitter and Congressman John Fleming. Also hosted the Congressional Art Awards for Congressman John Fleming.
July 2010 - June 2011

February 19, 2011
Performed in *A Streetcar Named Desire*
Shreveport Little Theatre, Shreveport, LA
March, 2011
Fall Concert  
BPCC Jazz Ensemble  
November 12, 2010

Student Recital #2  
Theatre Voice Students  
November 16, 2010

Student Recital #3  
Theatre Voice Students  
November 18, 2010

Fall Concert  
BPCC Concert Choir  
November 19, 2010

"A Cajun Christmas"  
BPCC's Annual Christmas Show  
December 1 - 2, 2010

Fall Concert  
BPCC Concert Winds  
December 3, 2010

Student Solo Recital  
December 6, 2010

Faculty Christmas Concert  
December 7, 2010

Valentines Day Concert  
BPCC Jazz Ensemble  
February 11, 2011

Guest Artist Series  
Dr. Claire Vangelisti - Soprano
February 13, 2011

_Hansel and Gretel: A Creole Tale_
Children's Show
February 18 - March 2, 2011

Guest Artist Series
Dr. Cain Budds - Classical Guitar
March 18, 2011

Guest Artist Series
Shreveport Opera Express
March 26, 2011

Student Recital #4
March 31, 2011

Guest Artist Series
University of Louisiana at Monroe Chamber Arts Brass Trio
April 1, 2011

_The Time of Your Life_
BPCC Theatre Mainstage Production
April 6 - 17, 2011

Student Recital #5
BPCC Saxophone Quartet
April 12, 2011

Student Recital #6
April 14, 2011

Student Recital #7
April 19, 2011

Spring Concert
BPCC Concert Choir
April 21, 2011

Student Recital #8
Theatre Voice Students
April 26, 2011

Spring Festival of One-Acts
Student directed short plays
April 26, 2011

Guest Artist Series
Dr. Joe Alexander - Tuba
April 28, 2011

Spring Concert
BPCC Jazz Ensemble
April 28, 2011

Spring Concert
BPCC Concert Winds
April 29, 2011

Sophomore Solo Recital
May 2, 2011

**SIGNIFICANT CONTRACTS OR GRANTS**

Student Tech Fee Grant for $1,995.00
Awarded to: Gulnara Chandler
BPCC Student Government Association
September, 2010

Student Tech Fee Grant for $9,972.00
Awarded to: Gulnara Chandler
BPCC Student Government Association
February, 2011
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review and update, if necessary, course learning outcomes of all music courses.</td>
<td>Changes in course learning outcomes to improve student learning.</td>
<td>The music faculty reviewed course learning outcomes and made changes to several music courses and adjusted learning outcomes as necessary.</td>
<td>The music faculty combined applied lesson courses of four courses per instrument into one course per instrument and combined the three performance ensemble classes. The new courses consist of the following: MUSC 140 - Concert Band; MUSC 144 - Jazz Ensemble; MUSC 148 - Concert Choir; MUSC 230 - Applied Piano; MUSC 231 - Applied Voice; MUSC 232 - Applied Flute; MUSC 233 - Applied Oboe; MUSC 234 - Applied Clarinet; MUSC 235 - Applied Bassoon; MUSC 236 - Applied Saxophone; MUSC 237 -</td>
<td>The combining of these courses will increase the number of students in each class and will align these courses more appropriately for transfer to a four-year university.</td>
</tr>
</tbody>
</table>

**Department Measurable Strategy**
Review and update, if necessary, course learning outcomes of all theatre courses.

**Performance Indicators**
Changes in course learning outcomes to improve student learning.

**Assessment Results**
The theatre faculty reviewed learning outcomes and made changes to several theatre courses and adjusted learning outcomes as necessary.

**Changes Based on Assessment Outcomes**
The theatre faculty combined the theatre lab production classes, the special projects classes, and redesigned eight other theatre classes. The new courses consist of the following: THTR 105 - Theatre Lab Production; THTR 113 - Stage Lighting Fundamentals; THTR 114 - Drawing for the Theatre; THTR 157 - Fundamentals of

**Strategy(ies) for the Future**
The combining of the theatre lab production classes and the special projects classes, and the redesign of the eight other classes will increase the number of students in each class and will align these courses more appropriately for transfer to a four-year university.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Participate in professional development opportunities.</td>
<td>Number of professional development opportunities in which the individuals in the Performing Arts participate.</td>
<td>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 228 professional development opportunities.</td>
<td>No changes are needed.</td>
<td>The Performing Arts faculty and staff will be encouraged to participate in professional development opportunities for the next academic year.</td>
</tr>
<tr>
<td>Produce events to showcase The Performing Arts to the public.</td>
<td>Number of events produced to showcase The Performing Arts to the public.</td>
<td>The Performing Arts produced over 34 events to showcase The Performing Arts to the public.</td>
<td>No changes are needed.</td>
<td>The Performing Arts will choose and produce events for the next academic year which will showcase the talents and abilities of The Performing Arts majors to the public.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
<td><strong>Performance Indicators</strong></td>
<td><strong>Assessment Results</strong></td>
<td><strong>Changes Based on Assessment Outcomes</strong></td>
<td><strong>Strategy(ies) for the Future</strong></td>
</tr>
<tr>
<td>----------------------------------</td>
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</tr>
<tr>
<td>Utilize the college website for advertising Performing Arts events.</td>
<td>1. Redesign and update the Performing Arts website and logo. 2. Number of events posted to the online Student Events Calendar for Performing Arts. 3. Number of events posted to the Performing Arts Calendar each semester.</td>
<td>1. The Performing Arts Program Coordinator, faculty, and staff updated the information on the Performing Arts website twelve (12) times. 2. The Performing Arts utilized the Student Events Calendar by placing over sixty-five (65) events on the calendar. 3. The Performing Arts Calendar was updated nine (9) times during the academic year. 4. The Performing Arts Logo was redesigned by the faculty and staff.</td>
<td>Changes and updates were made concerning the Performing Arts events and logo on the Performing Arts website, the Student Events Calendar, and the Performing Arts Calendar.</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Department Measurable Strategy</strong></th>
<th><strong>Performance Indicators</strong></th>
<th><strong>Assessment Results</strong></th>
<th><strong>Changes Based on Assessment Outcomes</strong></th>
<th><strong>Strategy(ies) for the Future</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in recruiting activities for the Performing Arts.</td>
<td>Document the number of recruiting activities in which the faculty and staff in the Performing Arts participate.</td>
<td>The Performing Arts faculty and staff participated in approximately eighty-six (86) recruiting activities.</td>
<td>No changes are needed.</td>
<td>The Performing Arts faculty and staff will be encouraged to participate in recruiting activities for the next academic year.</td>
</tr>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Performing Arts at Bossier Parish Community College had a very productive and successful year. For the 2010-2011 academic year, one graduate received the Associate of Arts in Music degree, and six graduates received the Associate of Arts in Theatre degree. Also, four students received the Certificate of Technical Studies in Music, and four students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (5), Costume Design (1), Directing (3), Lighting Design (1), and Stage or Theatre Management (1). The Music Program had twenty-four majors and the Theatre Program had forty-one 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 2010-2011 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 10,000 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.

During the spring 2011 semester, the College consolidated the Associate of Arts in Music and the Associate of Arts in Theatre into the Associate of Arts in Performing Arts with a concentration in music and a concentration in theatre. This will provide The Performing Arts at BPCC the opportunity to take The Performing Arts to an even higher level than what currently exists, to showcase the music majors and the theatre majors even more so, and to provide more academic opportunities for students. The Performing Arts at the College is a shining star and an effective, vital part of the campus environment.

In addition to teaching duties and producing theatrical and musical events, the dedicated faculty and staff of the Performing Arts participated in approximately eighty-six recruiting opportunities and 228 professional development opportunities. Also, the faculty and staff attended local, state, and regional conferences.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Participate in professional development opportunities.
2. Utilize the college website for advertising The Performing Arts events.
3. Participate in recruiting activities for The Performing Arts.
4. Provide opportunities for Performing Arts majors and students interested in music and/or theatre to perform and to showcase their talents.
5. Produce theatrical productions and music events to showcase students and offer entertainment to the college community and to the public.
Division of Business Affairs & 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 Division, the Vice Chancellor oversees the wide variety of leisure learning, workplace skills training, continued education, computer applications and many online courses being offered at BPCC. The success of these divisions is evidenced by each individual department's Annual Report.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom Williams</td>
<td>BPCC Landscape/Signage Project Meeting - 7/29/10</td>
<td>Monthly LCTCS Board of Supervisors and Chief Financial Officers</td>
</tr>
<tr>
<td></td>
<td>CAF Meeting - 8/5/10</td>
<td>Meetings - Baton Rouge, LA</td>
</tr>
<tr>
<td></td>
<td>Meeting with Chesapeake - 8/25/10</td>
<td>Chesapeake Energy Texas St. Open Pro-Am - Shreveport, LA - 7/13/10</td>
</tr>
<tr>
<td></td>
<td>Ballfield Ribbon Cutting Ceremony - 9/22/10</td>
<td>Bossier Parish Sheriff's Breakfasts - Benton, LA - 7/14/10, 1/12/11, Reveal Luncheon - Shreveport, LA - 7/20/10</td>
</tr>
<tr>
<td></td>
<td>Executive Council Meetings - 9/1/10, 9/27/10, 11/3/10, 1/7/11, 2/1/11</td>
<td></td>
</tr>
</tbody>
</table>

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### STRATEGIC PLANNING

#### Department Measurable Strategy
Offer Workforce programs to meet the needs of business and industry.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of workforce programs available to meet the need of business and industry.</td>
<td>Workforce programs have been offered to meet the needs of business and industry.</td>
<td>Offer Workforce programs to meet the needs of business and industry.</td>
<td></td>
</tr>
</tbody>
</table>

#### Department Measurable Strategy
Seek and obtain IWTP contracts for area employers.

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of IWTP grants written and received.</td>
<td>IWTP contracts for area employers have been obtained.</td>
<td>Seek and obtain IWTP contracts for area employers.</td>
<td></td>
</tr>
<tr>
<td>Number of IWTP participants trained.</td>
<td>Quality rating received for services provided to employers.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Carliss L. Pierce

Back to School Safety Meeting - 8/12/10
Served as First Vice President and Board of Directors of BPCC Campus Lions Club
BPCC Campus Lions Club Eye Screening - 4/16/11
GRAD ACT Meeting - 11/15/10
Chancellor's "Leadership" Meeting - 12/14/10
Strategies for Success Training - 8/24/10
Violence in the Workplace - 2/11/11
Making Healthy Choices: Eating on the Run - 4/13/11
Chancellor's Forum - 3/14/11
Defensive Driving Certification - June 2, 2011

"What's New for Louisiana Notaries" Seminar - Bossier City, LA - 12/3/10
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide professional development activities for workforce staff.</td>
<td>Number of professional development activities attended by workforce staff.</td>
<td>Professional development activities for workforce staff have been provided.</td>
<td>Provide professional development activities for workforce staff.</td>
<td></td>
</tr>
<tr>
<td>Provide excellent security operations.</td>
<td>Increased availability and visibility of officers to respond to campus needs.</td>
<td>Excellent security operations are in place.</td>
<td>Provide excellent security operations.</td>
<td></td>
</tr>
<tr>
<td>Plan and evaluate the fiscal and physical properties of the College.</td>
<td>The fiscal and physical properties of the College are planned, evaluated, and reported.</td>
<td>The fiscal and physical properties of the College have been planned and evaluated.</td>
<td>Plan and evaluate the fiscal and physical properties of the College.</td>
<td></td>
</tr>
<tr>
<td>Complete the Landscaping and Signage Project.</td>
<td>The Landscaping and Signage Project is completed.</td>
<td>Strategy is complete.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase self-generated funds.</td>
<td>Percentage of increased self-generated funds.</td>
<td>Self-generated funds have been increased.</td>
<td>Increase self-generated funds.</td>
<td></td>
</tr>
<tr>
<td>Reduce spending by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.</td>
<td>Elimination of extra service contracts for student organization advisors, elimination of unnecessary travel, and overtime.</td>
<td>Spending has been reduced by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.</td>
<td>Reduce spending by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.</td>
<td></td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Integrate a classroom management model which will optimize classroom usage for projected enrollment growth.

Performance Indicators
Adequate classroom space is available for usage with an increase of enrollment.

Assessment Results
Strategy is incomplete. Waiting on the review and selection of software to optimize classroom usage for projected enrollment growth.

Changes Based on Assessment Outcomes
A classroom management model to optimize classroom usage for projected enrollment growth is in progress.

Strategy(ies) for the Future
Integrate a classroom management model which will optimize classroom usage for projected enrollment growth.

Department Measurable Strategy
Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time.

Performance Indicators
Accurate information on the fiscal health of the institution is available at all times.

Assessment Results
The fiscal health of the institution is available at all times.

Changes Based on Assessment Outcomes
Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time.

Strategy(ies) for the Future
Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time.

Department Measurable Strategy
Secure funding for leasing of facilities.

Performance Indicators
Adequate facilities are available for lease to accommodate the enrollment increase.

Assessment Results
Funding was secured for the leasing of facilities.

Changes Based on Assessment Outcomes
Secure funding for leasing of facilities.

Strategy(ies) for the Future
Secure funding for leasing of facilities.

Department Measurable Strategy
Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.

Performance Indicators
Center of Excellence is adequately funded.

Assessment Results
Funding for the Center of Excellence was secured.

Changes Based on Assessment Outcomes
Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.

Strategy(ies) for the Future
Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Business Affairs and Economic Development Division has experienced another challenging year.

During FY 11 BPCC received additional budget reductions. While the budget was deflated, the college experienced an 18% growth in student enrollment for both the fall and spring semesters of FY 11. The increased enrollment coupled with two legislatively approved 5% increases, allowed the school to operate efficiently despite limited state operating funding. BPCC did receive Rapid Response Funds for both the Nursing and Cyber Information Technology programs used during FY 11. These new programs and future anticipated enrollment should allow for continued success in the Finance Department.
The Workforce Development and Continuing Education Division purchased a new web-based registration system. The system allows easy and continuous registration for Workforce Development and Continuing Education courses. The Division continues to obtain funding and revenues from both IWTP and Rapid Response, while seeking other funding streams.

The BPCC Landscaping and Signage Project was completed. Gateway lighted signs were constructed at both entrances to BPCC.

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. Provide excellent security operations.
3. Become more reliant on self-generated funds.
4. Reduce spending.
5. Integrate a classroom management model which will optimize classroom usage for projected enrollment growth.
6. Offer Workforce programs to meet the needs of business and industry.
7. Seek and obtain IWTP contracts for area employers.
8. Plan and evaluate the fiscal and physical properties of the College.
9. Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time.
10. Secure funding for leasing of facilities.
11. Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.
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 including workforce, academic, credit-by-examination and on-line/distance education proctoring services. During 2010-2011, the ACT Center added two major test services, government-funded military testing and Praxis testing. In addition, the Testing Center developed and recently opened a testing facility at Barksdale Air Force Base to deliver DANTES-funded testing services to eligible military members as well as information technology certification exams to BPCC students who complete Cyber Information Technology courses offered at Barksdale.

Two Board of Regents proposals were submitted. One proposal, Adobe Skills Validation Through Certification, was funded for $45,780. This grant will provide Adobe Certified Associate Classroom Licenses for Northwest Louisiana Technical College, Bossier Technical High School, and BPCC's Telecommunications, Cyber Information Technology, and Workforce Development and Continuing Education Divisions. The grant will provide unlimited Adobe practice tests and unlimited Adobe certification exams to students who complete training provided by these grant partners.

As of June 15, the ACT Center had provided 2,416 revenue-generating testing services during Fiscal Year 2010-2011 compared to 1,850 during Fiscal Year 2009-2010. As of June 15, revenue generated for Fiscal Year 2010-2011 was approximately $55,939 compared to $47,758 for Fiscal Year 2009-2010.

The ACT Center changed its name to the BPCC Testing Center during 2010-2011 to reflect the growing range of testing services provided.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lynn Brown - National College Testing Association Service Award - August 2010
## PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lynn Brown</td>
<td>Webinar - CLEP Updates for 2010-2011 July 14, 2010</td>
<td>Praxis Training (Shreveport) July 24, 2010</td>
</tr>
<tr>
<td></td>
<td>Webinar - Praxis Administrator Training August 26, 2010</td>
<td>BAFB/CIT/Testing Center meeting (BAFB) September 30, 2010</td>
</tr>
<tr>
<td></td>
<td>RegisterBlast Training February 28, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DSST Principles of Public Speaking IBT Training March 15, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cyber Information Technology Advisory Board Meeting May 6, 2011</td>
<td></td>
</tr>
<tr>
<td>Debra Harmon</td>
<td>Webinar - CLEP Updates for 2010-2011 July 14, 2010</td>
<td>Praxis Training (Shreveport) July 24, 2010</td>
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<td></td>
<td>Webinar - Praxis Administrator Training August 26, 2010</td>
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</tr>
<tr>
<td></td>
<td>Financial Forms Training November 3, 2010</td>
<td></td>
</tr>
<tr>
<td></td>
<td>RegisterBlast Training February 28, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DSST Principles of Public Speaking IBT Training March 15, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cyber Information Technology Advisory Board Meeting May 6, 2011</td>
<td></td>
</tr>
</tbody>
</table>

## SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Debra Harmon - Boolean Searching for Business - October 14, 2010
Debra Harmon - ICC Testing for Electricians - November 9, 2010
**SIGNIFICANT CONTRACTS OR GRANTS**

Memorandum of Understanding signed between the United States Air Force 2D Bomb Wing, Barksdale Air Force Base and Bossier Parish Community College to establish a National Test Center at Barksdale Air Force Base.

Educational Testing Service selected BPCC Testing Center as the local test site for The Praxis Series™ 2010-2011 and 2011-2012.

Board of Regents' Support Fund Enhancement Program proposal, "Adobe Skill Validation Through Certification" funded for $45,780.

### STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Seek grant funds necessary to provide Adobe industry-based certification exams and practice tests at no cost to BPCC students.</td>
<td>Copy of submitted grant proposal.</td>
<td>A copy of the approved and funded $45,780 Board of Regents' proposal is available for review.</td>
<td>No changes necessary.</td>
<td>Steps will be taken to carefully implement the proposal and monitor activities to ensure achieve of all grant objectives.</td>
</tr>
<tr>
<td>Explore delivery of credit-by-examination test services at Barksdale Air Force Base.</td>
<td>Copy of signed Memorandum of Understanding with Barksdale Air Force Base.</td>
<td>A copy of the signed Memorandum of Understanding is available for review. A copy of individual agreements with College Board, Prometric and Pearson VUE detailing services to be provided at the NTC are also available for review.</td>
<td>No changes necessary.</td>
<td>Steps will be taken to market DANTES-funded testing at BAFB. Steps will also be taken to maintain high-quality testing in BPCC Testing Center. A part-time employee will be requested to ensure adequate staff to assist at both locations.</td>
</tr>
<tr>
<td>Encourage test candidates to complete ACT Center Report Card.</td>
<td>Analysis of ACT Center Report Card results.</td>
<td>Sixty-three ACT Center Report Cards were completed and are</td>
<td>No changes necessary.</td>
<td>The ACT Center (Testing Center) Report Card will be updated for 2011-2012 and a</td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Participate in local, regional and nationwide training and development opportunities including administrator certifications required by national test services.

Performance Indicators
Number of professional development activities completed.

Assessment Results
A complete list of professional development activities completed is available for review. All administrator certifications required by national test services were maintained and updated.

Changes Based on Assessment Outcomes
Professional development for college testing center administrators is needed to continue growth and improve testing services.

Strategy(ies) for the Future
A request will be submitted to Dean of Workforce Development and Continuing Education explaining need for professional development available at NCTA annual conference. The request will include an explanation of direct benefits gained by attending prior NCTA conferences.

Department Measurable Strategy
Implement delivery of a national test service that is a degree requirement for Associate of Science in Teaching Grades 1-5.

Performance Indicators
Number of BPCC students who complete a Praxis exam.

Assessment Results
The Testing Center facilitated delivery of Praxis exams on national test dates as follows: 9/18/10 - 67; 11/13/10 - 104; 1/15/11 - 111; 3/14/11 - 105; 4/30/11 - 205; 6/11/11 - 275.

Changes Based on Assessment Outcomes
Efforts will continue to improve Praxis delivery at BPCC.

Strategy(ies) for the Future
Opportunities to increase testing revenue from Praxis testing will be implemented.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
Since the ACT Center opened in November 2011, a wide variety of testing services have been added. To help the division name more clearly identify with the services offered, the ACT Center changed its name to BPCC Testing Center in January 2011. Efforts will continue during 2011-2012 to transition from the old name to the new name and ensure that all test candidates, testing companies, and BPCC employees know that the division has a new name.
The effectiveness of the Testing Center was heightened with the addition of a second location at Barksdale Air Force Base, the addition of DANTES-funded military testing and Praxis testing, and the approval of the $45,780 Board of Regents' Support Fund Enhancement Program proposal. The Testing Center Director and Testing Coordinator are pleased with these worthwhile and challenging new opportunities.

High-stakes testing is complex, highly technical, and constantly changing. Technical professional development to understand and comply with these changes is available through the National College Testing Association. In addition to technical training, the NCTA annual meeting provides opportunities to network with testing center professionals who are experienced in the management and growth of DANTES-funded National Test Centers and Praxis administration. The effectiveness of the Division will be enhanced during 2011-2012 if the Director and Testing Coordinator attend the 2011 NCTA annual conference.

Providing workforce testing, academic testing including final exams for CIT students, credit-by-examination, distance education proctoring, Board of Regents' grant-funded industry-based certifications, national Praxis testing, government-funded DANTES testing while maintaining two testing centers is a challenge. With careful planning, scheduling and teamwork the BPCC Testing Center plans to rise to the challenge and make the most of all opportunities.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Streamline registration, scheduling and exam delivery at both Testing Center locations.
2. Organize Praxis "pre-test day" activities including staffing to reduce the time and effort required before each Praxis test day.
3. Carefully implement and monitor the Board of Regent's grant to ensure all grant objectives are achieved.
4. Obtain permission to hire a part-time Testing Coordinator to assist at both locations.
5. Obtain permission for Director and Testing Coordinator to attend NCTA annual conference.
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>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike May</td>
<td>Post Certification</td>
<td>Weekly meetings with personnel from Bossier City Police Department. All intelligence briefings are now conducted through e-mails with the U. S. Attorney's office, the U. S Office of Homeland Security, and several other agencies designed to assist law enforcement with current intelligence.</td>
</tr>
<tr>
<td></td>
<td>Difibulator trained</td>
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</tr>
</tbody>
</table>

STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hire students for Campus Watch who are eligible for Federal Work</td>
<td>1. Document students hired for Campus Watch.</td>
<td>1. Six (6) students were eligible for Federal</td>
<td>Assessment</td>
<td>Continue hiring students for Campus Watch who are</td>
</tr>
</tbody>
</table>

235
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Provide in-service training for officers at Bossier Parish Community College when available.</td>
<td>Documentation of training received by officers.</td>
<td>All officers working for Bossier Parish Community College are versed in police procedures and applicable laws.</td>
<td>Assessment complete.</td>
<td>Documentation of training received by officers.</td>
</tr>
<tr>
<td>Continue to use of Daily Activity Reports for documentation of police patrols, monitor all parking, and enforce applicable regulations and laws.</td>
<td>1. Document all violations and offenses. 2. Document police patrol of all parking areas and buildings.</td>
<td>1. All parking permits and violations are posted to proper accounts. 2. A Daily Activity Report from officers document all police patrols.</td>
<td>Assessment complete.</td>
<td>Continue the use of Daily Activity Reports for documentation of police patrols, monitor all parking, and enforce applicable regulations and laws.</td>
</tr>
<tr>
<td>Evaluate the Emergency Notification System.</td>
<td>Documentation of notifications and evacuations.</td>
<td>The Emergency Notification System &quot;First Call&quot; was used by faculty, staff, and students for notifications of school closures.</td>
<td>Assessment complete.</td>
<td>Evaluate the Emergency Notification System.</td>
</tr>
</tbody>
</table>
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.

One of the primary responsibilities of the Security Department is to comply with the Federal Regulations concerning the Jeanne Cleary Act. Under the Cleary Act all colleges must report statistical crime data to the federal government yearly. Brochures must be printed yearly for student use and general information must be listed in the Student Handbook and on-line regarding crimes on campus, evacuation procedures and policy statement. In 2010, extensive new requirements were added for reporting purposes to the government. The Department of Campus Security obtained the program information and added the data to the Student Handbook and on-line. BPCC is in complete compliance for the Jeanne Cleary Act.

The 2010 school year set a record for the number of arrests made on campus. Twelve students and one non-student were arrested for felony and misdemeanor charges.

Officer duty assignments were changed from parking details to directed patrol. This proactive measure calmed the students behavior. Officers used extreme tolerance and discretion in not making additional arrests.

A total of nineteen students were referred to the Vice Chancellor's office for disciplinary action. Most of these students were suspended or expelled.

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**
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
Joshua McCoy
Juanita McGinty
Chad Owen, B.B.A.
Edwin A. Smith, B.A., M.A

**Classified staff**
Suzanne Brooks
Ashley N. Fontenot, A.A.S.
Penny Lindsey
Sherry Roberson

**DIVISION SUMMARY**

In addition to the Computer Services department activities listed as Measurable Strategies, the following was done during the 2010-2011 year:

**Personnel:**
Added one PC / Telephone Technician, Joshua McCoy.
Lost two PC / Telephone Technicians, Shane Adams and Joe Driskel.
Lost one Telephone Operator, Penny Lindsey.
Administrative:
Focus has been aligning staff to support the transition from SCT Plus ERP to Banner ERP systems. BPCC IT policies and procedures are under review and changes will have to be made to accommodate the different environment.

Programming:
The programmers have attended the initial Banner ERP report writing seminar and are scheduled for Cognos training in July.

Support and Operations:
Replaced seven servers and added one. Added one computer lab on campus and one lab at Barksdale. Currently adding a petroleum industry simulation server and clients for a new academic program. Established secure private network for Internet Native Banner users (Staff). Expanded BPCC Online Voting System to include Staff Senate elections.

Analyst Projects and Web:
Testing in-house survey system
Working with wireless network vendors to design an expanded wireless network on campus.
Integrated the Continuing Ed online registration system with our online payment system.

Telephone and Communications:
Reviewing call routing for Admissions and Financial Aid departments to determine better method of handling a fluctuating volume of calls.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS
Eddy Smith served as vice president of the 2010-2011 Staff Senate.

STRATEGIC PLANNING

<table>
<thead>
<tr>
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</table>
| Improve access to online help resources. | 1. Increase the number of help web pages.  
2. Increase the number of help entrance points on the website. | 1. Identified areas that needed detailed help files.  
2. Identified pages that needed additional help links. | 1. Worked with Educational Technology to implement a support-based dynamic portal engine and content management system (CMS). | 1. Identify additional areas to add to the CMS.  
2. Identify additional areas to add CMS links. |
Department Measurable Strategy
Inform department staff of on-campus and off-campus professional development opportunities and encourage attendance.

Performance Indicators
1. Completion certificates.
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 2011 BPCC Report Card Evaluation provided by the Planning Council.

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

Strategy(ies) for the Future
Continue policy of encouraging current and new staff to participate in professional development.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

According to the Planning Council’s 2011 Report Card 177 faculty and staff surveyed gave the department an overall score of 3.17 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 transition from SCT Plus ERP to Banner ERP system.
Redesign BPCC web site to increase user accessibility and standardization.
Expand campus wireless network.
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 audit, completing all fillings and required documentation, offering defensive driving classes, and conducting quarterly safety meetings. In addition to risk and loss policy oversight, the department maintains extensive inspection schedules to assure that the campus remains safe for the employees, the students, and all guest.

ADVANCED DEGREES OR CERTIFICATIONS

Certified Defensive Driving Instructor
Certified in 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 annual compliance review
Achieved total compliance in the Louisiana State Fire Marshal inspections
Achieved total compliance in campus elevator inspections
PROFESSIONAL DEVELOPMENT

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<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>David Jones</td>
<td>GRAD Act seminar</td>
<td>Scaffold construction and inspection certification</td>
</tr>
<tr>
<td></td>
<td>Leadership seminar</td>
<td>ORM Regional Conference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conducting Effective Safety Meeting Conference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Job Safety Analysis seminar</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Developing Effective Safety Meetings Seminar</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accident Investigation and Documentation Seminar</td>
</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Fall '10 Employee Safety Meeting - "General Safety Procedures"
Winter '10 Employee Safety Meeting - "Fire Safety"
Spring '11 Employee Safety Meeting - "Summer Safety"
Summer '11 Employee Safety Meeting - "Hurricane Preparedness"

STRATEGIC PLANNING

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</thead>
<tbody>
<tr>
<td>Maintain rigorous inspection schedules to identify potential physical and litigious hazards.</td>
<td>Records of all inspection schedules.</td>
<td>All records reviewed and approved by ORM auditors.</td>
<td>No changes necessary</td>
<td>Continue the current process</td>
</tr>
<tr>
<td>Conduct quarterly safety meetings.</td>
<td>Track attendance.</td>
<td>Exceeded the safety 75% participation in electronic delivery safety training.</td>
<td>Continue to further refine the delivery process to include adjuncts</td>
<td>Continue to increase the number of e-mail addresses in the adjunct employee database</td>
</tr>
<tr>
<td>Provide convenient training for employees.</td>
<td>Number, date of administration, and attendance at online and handout training.</td>
<td>All training delivered quarterly by e-mail to full time employees and by handout to adjuncts. Exceeded the</td>
<td>Continue to refine electronic delivery and reduce the number of paper handouts through</td>
<td>Continue to increase the number of e-mail addresses in the adjunct employee database</td>
</tr>
</tbody>
</table>
mandated 75% of required employee training.  

### Department Measurable Strategy

Maintain compliance with Office of Risk Management

### Performance Indicators

1. Date of submission of report to Office of Risk Management  
2. Number of audit findings and log of necessary changes made to assure compliance.

### Assessment Results

1. Exposure reports submitted quarterly in the time frames allotted by ORM.  
2. Implemented recommendations from audit within 30 days as requested.

### Changes Based on Assessment Outcomes

No changes necessary

### Strategy(ies) for the Future

Prepare for the full 3 year audit in 2012 by reviewing the past 24 month records.

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall effectiveness is measured through claim history, audit scores, fire suppression device inspection, and the Louisiana State Fire Marshal reviews. These inspections have found no significant problems and the environmental health and safety program designed for the campus has proven to be effective.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Continue to track compliance with ever-changing audit requirements  
2. Continue to develop on-line safety training  
3. Develop a more effective delivery system for adjunct safety training  
4. Continue to work closely with the Security Department and the Physical Plant to minimize risk and loss
Division of Business Affairs and Economic Development
Finance Department

EMPLOYEE LISTING

Professional, unclassified staff
Michelle Brewer, B.S., M.B.A.
Joey H. Brown, B.B.A., C.P.A.
Loren T. Elwell, A.S.
Lynn C. Lyle, B.S.
Vicki V. Morehead, A.A., B.A., M.B.A.
Ronald E. Viskozi, 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 Depart 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 FY11 Annual Operating Budget was completed and submitted prior to the deadline of September 8, 2010, and the FY10 Annual Financial Report was completed and submitted before the deadline of August 25, 2010.
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.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Michelle Brewer</td>
<td>Back to School Safety Meeting - 8/12/10 &quot;Leadership&quot; by Chancellor Henderson - 9/14/10 &quot;GRAD Act&quot; by Lisa Wheeler - 11/15/10</td>
<td>IPEDS Training at Delta Community College - 2/14/11 BPM - Core Team - HR/Payroll by SunGard/BANNER at LCTCS</td>
</tr>
<tr>
<td>Loren Elwell</td>
<td>&quot;Leadership&quot; by Chancellor Henderson - 9/14/10 Financial Forms Training by Finance Department - 11/3/10 &quot;Violence in the Workplace&quot; by Richard Pool - 2/11/11</td>
<td>Carl Perkins Training in Baton Rouge - 3/31/11</td>
</tr>
<tr>
<td>Tammy Kennedy</td>
<td>&quot;Leadership&quot; by Chancellor Henderson - 9/14/10 Financial Forms Training by Finance Department - 11/3/10 &quot;Violence in the Workplace&quot; by Richard Pool - 2/11/11</td>
<td>Carl Perkins Training in Baton Rouge - 3/31/11</td>
</tr>
<tr>
<td>Lynn Lyle</td>
<td>&quot;Leadership&quot; by Chancellor Henderson - 9/14/10 &quot;GRAD Act&quot; by Lisa Wheeler - 11/15/10 &quot;Violence in the Workplace&quot; by Richard Pool - 2/11/11</td>
<td>Protégé Training by Tom Lohman at LTC Shreveport Campus - 9/14/10 Developing the Annual Budget by Bryan Glatter at Baton Rouge - 11/16/10</td>
</tr>
</tbody>
</table>
Vicki Morehead
Back to School Safety Meeting - 8/12/10
QuickBooks Community Education Course Completed in Fall 2010
1099 Tax Webinar - 10/21/10

State Travel Training in Shreveport - 8/31/10
Carl Perkins Training in Baton Rouge - 3/31/11

Gene Smith
LASERS Prep Seminar - 9/2/10
"Leadership" by Chancellor Henderson - 9/14/10
"Creative Genius Starts With Me" by Darrell Chitty - 9/16/10
"All Hallows Eve" by Karen Guerin - 10/27/10
"GRAD Act" by Lisa Wheeler - 11/15/10

"Professionalism & Productivity" at Transportation and Development in Bossier City - 5/11- 5/12/11

Ron Viskozki
"Leadership" by Chancellor Henderson - 9/14/10
"All Hallows Eve" by Karen Guerin - 10/27/10
"GRAD Act" by Lisa Wheeler - 11/15/10
"Violence in the Workplace" by Richard Pool - 2/11/11

BPM - Core Team - HR/Payroll by SunGard/BANNER at LCTCS Campus in Baton Rouge - 3/29/11 - 3/31/11

Sherry Wilkerson
Pre-Retirement Education by Civil Service/Lasers - 9/02/10
"Leadership" by Chancellor Henderson - 9/14/10
"Creative Genius Starts With Me" by Darrell Chitty - 9/16/10
"All Hallows Eve" by Karen Guerin - 10/27/10
"GRAD Act" by Lisa Wheeler - 11/15/10
"Making Healthy Choices: Eating on the Run" by Katherine Erin - 4/13/11

Cindy Winham
Back to School Safety Meeting - 8/12/10
Strategies for Success Training - 8/24/10
"Leadership" by Chancellor Henderson - 9/14/10
"Creative Genius Starts With Me" by Darrell Chitty - 9/16/10
"All Hallows Eve" by Karen Guerin - 10/27/10
Financial Forms Training by Finance Department - 11/3/10
"GRAD Act" by Lisa Wheeler - 11/15/10
"Violence in the Workplace" by Richard Pool - 2/11/11

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Vicki Morehead and Lynn Lyles were presenters at Financial Forms Training - 11/3/10

STRATEGIC PLANNING

Department Measurable Strategy
Expand electronic information on BPCC website and on CAVS.

Performance Indicators
1. Number of updated website forms.
2. Research making more forms electronic.

Assessment Results
1. Forms were updated on the Finance Department website.
2. The Budget

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
For the Finance Department to provide a smooth transition to Banner System during this next fiscal year; A/P will
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Prepare, evaluate and assess the procedures followed by the Finance Department.</td>
<td>Bossier Parish Community College Report Card, ACT SOS, and Annual Financial Report.</td>
<td>Procedures followed by the Finance Department were evaluated and assessed based on the BPCC Report Card, ACT SOS, and Annual Financial Report.</td>
<td>No changes.</td>
<td>Prepare, evaluate and assess the procedures followed by the Finance Department.</td>
</tr>
<tr>
<td>Provide training and information to campus departments on the Finance Department forms and web page and promote professional development within the Finance Department.</td>
<td>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.</td>
<td>1. Financial Forms training was held bi-annually. 2. All of the Finance Department staff had professional development opportunities that they attended.</td>
<td>No changes.</td>
<td>Provide training and information to campus departments on the Finance Department forms and web page, and promote professional development within the Finance Department.</td>
</tr>
<tr>
<td>Identify and/or expand cost saving methods for the College.</td>
<td>1. Provide a report of any possible cost-saving expenses to the Vice Chancellor of Business Affairs and the Economic Development on a quarterly basis. 2. Research the possibility of charging credit card</td>
<td>1. As cost savings opportunities were found, reports were forwarded to the Vice Chancellor of Business Affairs and Economic Development. 2. Research was</td>
<td>No changes.</td>
<td>Identify and/or expand cost saving methods for the College.</td>
</tr>
</tbody>
</table>
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. For the Finance Department to provide a smooth transition to Banner System during this next fiscal year; A/P will move over on July 1, 2011, Payroll on January 1, 2012, and the Student System in the fall of 2012.
2. 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.
3. Identify and/or expand cost saving methods for the College.
4. Prepare, evaluate and assess the procedures followed by the Finance Department.
Division of Business Affairs and Economic Development
Human Resources

EMPLOYEE LISTING

Professional, unclassified staff

Tierney "Teri" Bashara, B.S.
Donna Wallace, B.A.
Shannon Jones, B.S.
Jamie Heller, B.S.
Cindy Darby, PhD

DIVISION SUMMARY

The Human Resources department has had a very busy fiscal year. The HR Department held a Job Fair on the campus one evening in September 2010 to recruit adjuncts for all academic departments. The job fair resulted in over 100 prospective candidates and 25 new adjunct hires. The Department of Civil Service audited the HR department in September 2010. The audit results received were no rule violations and 100% compliance in the categories of appointing authority approval, certification for compliance, updated SF-3s and timely PPR planning sessions and ratings. The Human Resources department continues to receive outstanding reports for data integrity reports from Civil Service.

Bossier Parish Community College complied with several Executive Orders from the Governor that froze hiring and merit increases for classified and unclassified employees. This is the second academic year that an Executive Order from the Governor has not allowed merit increases for classified and unclassified staff due to the state’s budget concerns. Many positions were not filled when vacated and unfilled position duties were divided among current employed staff. Several departments and positions were realigned within other departments to develop more efficient services to students and to decrease the financial liability due to budget cuts. The Copy Center was closed in October 2010. The three heavy volume copies were moved to three academic departments within the college. The mail services duties moved to the HR office staff. The Multicultural Relations was integrated into the Human Resources Office to better serve the campus as a whole by offering diversity training/awareness and multicultural activities and events. The former Multicultural Relations Director, Cindy Darby, joined the HR staff as the Coordinator for Diversity and Multicultural Relations. The HR administrative assistant left employment with BPCC due to her family moving to another state. This position has not been filled.
The Assistant Director, Benefits Manager and the HR Coordinator participated in several mock interviews for the Cyber Information Technology Department during the Fall and Spring semesters. This activity allowed the pre-graduate students an opportunity to enhance their interviewing skills. The Benefits Manager participated in an in-class discussion panel for the Business Department along with other business professionals. A PowerPoint presentation was developed by the HR Coordinator to discuss and explain the use of several HR forms used by administrative staff. This presentation was distributed via email for administrative staff to view at their convenience. The HR Director has participated in many monthly meetings related to the LCTCS move to the new data system, Banner. The HR Director is a member of the LCTCS HR/Payroll Core team developing and implementing the HRS portion of the Banner system. The HRS portion of Banner will go “live” January 2012.

The Human Resources Office presented twenty-six 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 April 2011 and provided information and enrollment opportunities for employees. Office of Group Benefits is going through some management changes and will most likely be outsourced in the next fiscal year. Premium rates increased slightly for this fiscal year. The HR staff attended several training sessions conducted by Civil Service, the retirement systems, Office of Group Benefits, on-line webinars, computer based training and BPCC Professional Development seminars. Most of the 2010-2011 HR strategies were met during the fiscal year.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tierney Bashara</td>
<td>Strategies for Success training, August 2010</td>
<td>ING Plan with Ease Webinar, June 2010</td>
</tr>
<tr>
<td></td>
<td>Foundations of Excellence meetings, August 2010, October 2010, June 2011</td>
<td>TRSL training Webinars, July 2010, August 2010</td>
</tr>
<tr>
<td></td>
<td>Staff Senate Seminar, September 2010, June 2011</td>
<td>Healthcare Reform Webinar, September 2010</td>
</tr>
<tr>
<td></td>
<td>Emergenetics Executive Leadership September 2010, November 2010, December 2010</td>
<td>Civil Service Layoff Workshop October 2010</td>
</tr>
<tr>
<td>Donna Wallace</td>
<td>Foundations of Excellence Project meetings</td>
<td>Civil Service LA-Careers Biweekly User Conference Calls</td>
</tr>
<tr>
<td></td>
<td>Safety Committee Meetings</td>
<td>Office of Group Benefits Annual Enrollment Meeting at LTC Shreveport</td>
</tr>
<tr>
<td></td>
<td>Financial Aid Appeals Committee as needed</td>
<td>NEO GOV meeting April 15, 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mindleader Courses: Interview Skills, Communication Video Working</td>
</tr>
<tr>
<td></td>
<td>Wellness Seminar “Eating on the Run” April 2011</td>
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</tr>
<tr>
<td></td>
<td>Foundation of Excellence Meetings</td>
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<tr>
<td></td>
<td>Hospitality Committee meetings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial Aid Appeals Committee meetings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BPCC 100 Event - Volunteer, October 2010</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Co-Chaired Foundation Annual Drive Boost</td>
<td></td>
</tr>
</tbody>
</table>

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Jamie Heller

Foundations of Excellence Introductory Meeting, October 2010
Foundations of Excellence Focus Group Meeting, February 2011
BPCC Staff development - "All Hallows", October 2010

Cindy Darby

Student Advisor, BPCC Gospel Choir
Working with Difficult and Disruptive Students 3-21-11
Women’s History Month 3-30-11
Financial Planning Seminar
Wellness Seminar 4-13-11
Strategies for Success 8-24-10
Meetings: Foundations of Excellence (8-18-10, 10-18-10, 1-26-11, 5-5-11)
Multicultural Advisory Committee Meeting 2-2-11;
8-12-11
Christmas Show Committee
Spring, 2011
Erin Sparks Coffeehouse Series 9/16/10
BPCC Gospel Choir Performance 10/5/10
Meeting BPCC Baptist Collegiate Ministries 11/9/10
Student Life Committee
Fall, 2010 and Spring, 2011
Gospel Choir Auditions 12-26-10, 4-28-11
Annual Veterans Day Event 11-11-11
Coffee House Series: Nov. 30 (Hanna Pestle)
Praise Temple Youth and Young Adult Retreat 10/2/10
BPCC Homecoming 2-5-11
Gospel Choir Concert 11-19-10
Lifeshare Blood Drive 2-16-11
Asia Project 2-17-11
Meeting Praise
Black History Month 2-23-11
Workforce Program for Students with Disabilities 1/26/11
Lee National Denim Day October 8
American Heart Assoc. Nat’l Wear Red Day 2-4-11
Planning Council Meetings (9-2, 11-4, 2-3, 4-7-11)
Encana Corp. Awards/Scholarship 1/18/11
N.W. La. Technical College MOU 2/10/11
Meeting with 13th District Minister’s Association Regional Youth Conference 12-20-10

Civil Service Training - Module 1 - HR Curriculum:
Section 1-Attributes of a Great HR Professional, June 2010
Section 2-Driving Success through Learning and Development, June 2010
Mindleaders: Problem Solving Through Productive Thinking/The Concept of Productive Thinking, February 2011
Mindleaders: Dealing with Difficult People/Managing Against the Odds, March 2011
NeoGov Training, April 2011

Teacher Education Students Embrace the Universal Design for Learning Principles
11-18-10 Webinar
Design for Learning Principles 11-18-10 Webinar
Generation 1. First in the Family & Proud of it.
11-17-10 (Webinar)
How we retain more students by intervening earlier 2-22-11 Webinar
Hitting the Moving Target: Title IX Complaints 3-29-11 Webinar
Gender Differences in the Workplace: Working Toward Solutions 3-11-11
Inside the USDLA Community: Mastering the Art of Connections 11-10-10 Webinar
Secrets of High Quality Interactive Lesson Content 4-14-11 Webinar
Faculty Voice in Online Education Enhancing Relationships between faculty & students for learning success 3-31-11 Webinar
Blackboard Version 9 Online Training 1-14-11
International Community Service Project: “Walk A Mile in My Shoes International Community Service Project” Collaborated with BAHA Chapter Delta Sigma Theta, Donated 150 pairs of shoes and socks to children at St. Teresa School in Sierra Leone, West Africa. 11-10-10
Meeting Youth Explosion Stonewall Baptist Church 9/4/10
MLK Day of Service 1-17-11 (Cent. College)
World Aids Day, Philadelphia Center 12-1-10
Re convicting minority students at BTW High School to BPCC Gospel Choir 12-3-10
Food Basket Distribution for Senior Citizens SPAR & Avenue B.C. 4-14-11
Re convicting Gospel Choir Fair Park High School 12-3-10
Meeting with Ms. Winston, Southwood H.S. to recruit minority students to BPCC Gospel Choir
North La. Phillipine Festival 4/30/11
Youth Event Paradise Baptist Church Gospel Choir 1-10-11
Bossier Parish Recognition Ceremony at Stonewall B.C. 4-16-11
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the HR Manual into policy sections.</td>
<td>HR Manual in policy sections.</td>
<td>This is an on-going project and continues.</td>
<td>Ease in finding information</td>
<td>This is an on-going project.</td>
</tr>
<tr>
<td>Implement a New Employee Checklist form for supervisors.</td>
<td>Completed New Employee Checklist form.</td>
<td>New Employee Checklist form completed and implemented.</td>
<td>Ensures that supervisor informs new employee of specific information related to the assigned department.</td>
<td>Review results of the New Hire Survey to see impact to the new employee experience.</td>
</tr>
<tr>
<td>Implement required training mandated by Act 377 for supervisors of classified employees.</td>
<td>List of supervisors who attended training.</td>
<td>One supervisor was trained as required by the Act 377.</td>
<td>Supervisor received required training.</td>
<td>Complete required training as mandated.</td>
</tr>
<tr>
<td>Provide in-service training of HR procedures / forms to employees and supervisors as needed.</td>
<td>List of employees who complete in-service training.</td>
<td>Approximately 20 staff were presented with a PowerPoint presentation discussing and explaining specific HR forms used throughout the year.</td>
<td>Presentation provided staff with a review of the forms used each year.</td>
<td>Use more efficient means of delivery of information.</td>
</tr>
<tr>
<td>Plan and execute a job fair to recruit adjunct instructors.</td>
<td>Adjunct instructor pool.</td>
<td>Over 100 candidates attended and approximately 25 new hires for Spring semester.</td>
<td>Job Fair provided more adjuncts for the academic department to support the increased student need.</td>
<td>Determine the best time for job fair that best meets the needs of the academic deans.</td>
</tr>
</tbody>
</table>
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 27 new hires, 34 terminations, 5 promotions and 38 payrolls for the fiscal year of 2010-2011. Eleven New Hire Orientation sessions were conducted by the HR staff. Most goals set for the fiscal year of 2010-2011 were accomplished; held job fair for recruiting adjuncts, provided an in-service PowerPoint presentation for staff related to forms, completed the required training mandated by Act 377, and implemented New Hire Checklist form for supervisors. The update of the HR Manual for ease in locating policies is an on-going project for the HR Director. 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. Train staff and faculty in the use of the new Banner data system.
2. Implement customer service training for new hires.
3. Seek and review diversity training for faculty and staff.
4. Establish a bi-weekly pay schedule for faculty.
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
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 physical plant staff for assistance with their activities. This includes setting up tables and chairs for meetings and events, erecting the BPCC tent, and setting up the stage and chairs for three graduations. Employees of the Physical Plant attended bi-weekly staff meetings, safety meetings, and mandatory campus-wide meetings. The Space Utilization Report for BPCC was completed in November and submitted to LCTCS and the Board of Regents. The baseball and softball fields were completed and the staff assist in maintenance.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lynda Dickson</td>
<td>1) Strategies for Success Training, August 2010</td>
<td>1) &quot;Required: Positive Attitude and Networking Skills&quot;, July 2010, Pelican Chapter (Shreveport), IAAP</td>
</tr>
<tr>
<td></td>
<td>2) Adobe Acrobat Pro 9, September 2010</td>
<td>2) &quot;Managing Your Desk Job&quot;, August 2010, Pelican Chapter (Shreveport), IAAP</td>
</tr>
<tr>
<td></td>
<td>3) Staff Development - Leadership, September 2010</td>
<td>3) &quot;Leadership, What is it Really?&quot;, September 2010, Pelican Chapter (Shreveport), IAAP</td>
</tr>
<tr>
<td></td>
<td>4) Staff Development - GRAD Act, November 2010</td>
<td>4) &quot;Teams, Groups, and Stress - Why, What and How&quot;, October 2010, Pelican Chapter (Shreveport), IAAP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5) &quot;What is Workplace Violence?&quot;, November 2010, Pelican Chapter (Shreveport), IAAP</td>
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<td></td>
<td></td>
<td>6) &quot;Understanding Tornado Damage and Threats to a Facility&quot;, January 2011, Pelican Chapter (Shreveport), IAAP</td>
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<tr>
<td></td>
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<td>7) &quot;Getting Ready for the Job Market&quot;, February 2011, Pelican Chapter (Shreveport), IAAP</td>
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<td></td>
<td></td>
<td>8) &quot;Business Etiquette Tips&quot;, March 2011, Pelican Chapter (Shreveport), IAAP</td>
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<td></td>
<td></td>
<td>9) LCTCS Annual Conference, March 2011, Baton Rouge, LA</td>
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<td></td>
<td></td>
<td>10) American Association of Community Colleges Annual Convention, April 2011, New Orleans, LA</td>
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<td></td>
<td></td>
<td>11) Administrative Professionals Day Luncheon, Bossier City</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12) &quot;What's in your Toolkit?&quot; May 2011, Texas-Louisiana Division Meeting, Houston, TX</td>
</tr>
</tbody>
</table>
## 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 handled.

**Assessment Results**
Staff made adjustments to handle the increased number of requests submitted.

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

**Strategy(ies) for the Future**
Increase the method of prioritizing and following up on requests.

## Department Measurable Strategy

**Increase the efficiency of the vanpool service.**

**Performance Indicators**
- Combine or expand 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 grounds and landscape to enhance the learning environment.**

**Performance Indicators**
- Maintenance schedules.

**Assessment Results**
- Staff assigned to grounds and landscape adjust their schedule to fit the season.

**Changes Based on Assessment Outcomes**
- Add Ballfield maintenance to the maintenance schedule.

**Strategy(ies) for the Future**
Evaluate the maintenance of the grounds and landscape to enhance the learning environment.

## Department Measurable Strategy

**Increase use of electronic form for all maintenance requests from faculty and staff.**

**Performance Indicators**
- Volume of returned electronic maintenance requests.

**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**
- 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.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The first impression visitors receive is from the appearance of the buildings and grounds of the College. The entire staff of the Physical Plant Department make it a priority to maintain the campus to enhance that first impression. The Physical Plant staff make adjustments to their workload to accommodate the needs of the faculty and staff of the campus. Electronic Maintenance Requests and verbal requests are handled quickly and efficiently. Vanpool drivers make sure that students using the vanpool service are transported safely.

PRIORITIES FOR THE COMING ACADEMIC YEAR

The Physical Plant staff will continue with ongoing maintenance needs of the campus to make sure the campus remains an asset to the community. As the buildings age, preventative maintenance will be done to ensure the learning environment is kept at a safe and secure level. Custodians and maintenance personnel will be reassigned as needed.
Division of Business Affairs and Economic Development
Purchasing, Receiving, and Property Control

EMPLOYEE LISTING

Professional, unclassified staff
Gayle Doucet, B.S.
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.
We achieved our goal of providing quality and timely services to the faculty and staff while adhering to Louisiana Law in reference to procurement laws.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gayle Doucet</td>
<td>Planning Council Committee</td>
<td>NIGP Conference - Marksville, LA</td>
</tr>
<tr>
<td></td>
<td>Meeting -</td>
<td>11/2/10 - 11/05/11</td>
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<tr>
<td></td>
<td>Christmas Faculty/Staff</td>
<td>NLANIGP - Monroe, LA 11/12/10</td>
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<tr>
<td></td>
<td>Luncheon/Meeting - 12/15/10</td>
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<td></td>
<td>Planning Council Partnership</td>
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<td></td>
<td>Scholarship Committee</td>
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<td></td>
<td>Staff Senate Member - 2010 - 2011</td>
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<tr>
<td></td>
<td>North Louisiana Chapter of</td>
<td></td>
</tr>
</tbody>
</table>
Chad Johnston
Sexual Harassment Committee
Violence in the Workplace - 2/11/11
(Staff Senate)
Leadership - 9/14/10
(Staff Senate)
All Hollows Eve - 10/27/10
(Staff Senate)
Grad Act - 11/15/10
(Staff Senate)
Christmas Faculty/Staff
Luncheon Meeting - 12/15/10
End of the Year awards -
5/12/11
Staff Senate Member - 2010 -
2011

Les Gongre
Violence in the Workplace - 2/11/11
(Staff Senate)
Leadership - 9/14/10
(Staff Senate)
All Hollows Eve - 10/27/10
(Staff Senate)
Grad Act - 11/15/10
(Staff Senate)
2011 Member of BPCC
Foundation
Christmas Faculty/Staff
Luncheon Meeting - 12/15/10
End of the Year awards -
5/12/11
Staff Senate Member - 2010 -
2011

Attended LCTCS Conference -
3/23/11 - 3/25/11
Baton Rouge, LA

Martha Peters
Leadership - 9/14/10
(Staff Senate)
Strategies for Success Training - 8/26/10
Faculty/Staff Development
Committee Member - 2010 - 2011
Christmas Faculty/Staff
Luncheon Meeting - 12/15/10
End of the Year Awards -
5/12/11
Staff Senate Member - 2010 -
2011

Wayne Villemarette
BPCC Lions Club board
member 2010 - 2011
Participated in the following
Lions Club events:
Eye Screening, Rice Bowl Project, civic activities.
Staff Senate member - 2010 - 2011
BPCC Retention Committee - 2010 - 2011
BPCC Multicultural Advisory Committee - 2010-2011
Registration Committee - 2010-2011
Christmas Faculty/Staff Luncheon Meeting - 12/15/10
End of the Year Awards - 5/12/11
Leadership Training - 9/14/10
(Staff Senate)
All Hallows Eve - 10/27/10
(Staff Senate)
Member of Aneca Federal Credit Union Board of Directors (BPCC Stakeholder)

STRATEGIC PLANNING

Department Measurable Strategy
Ensure timely delivery of all purchases.

Performance Indicators
Log of deliveries.

Assessment Results
Each item received was logged, delivered and signed by receiver on a daily bases.

Changes Based on Assessment Outcomes
Log of deliveries continues to keep track of all items received and delivered.

Strategy(ies) for the Future
A delivery log will continue to be used.

Department Measurable Strategy
Give departmental personnel the opportunity to attend workshops, seminars and professional development opportunities offered by Bossier Parish Community College.

Performance Indicators
Number of workshops, seminars and professional workshops attended at Bossier Parish Community College.

Assessment Results
5 - Workshops were attended. Each person kept certificate of attendance.

Changes Based on Assessment Outcomes
Continue to attend the workshops and seminars offered.

Strategy(ies) for the Future
We will attend the workshops and seminars that are offered at BPCC.

Department Measurable Strategy
Provide training to new employees on purchasing procedures.

Performance Indicators
Number of employees that have been trained.

Assessment Results
1 - new employee trained. A training

Changes Based on Assessment Outcomes
New software system

Strategy(ies) for the Future
Training will be offered for the new system.
**Department Measurable Strategy**
Increase overall satisfaction by 5%

**Performance Indicators**
BPCC report card results.

**Assessment Results**
Purchasing procedures are controlled by the State. The bid process is a timing process and the results can change from time to time. Vendors delay processing due to certain circumstances. Emailing provides a paper trail to avoid a misunderstanding of what is to be requested. Purchasing requires many phone calls to vendors and contacting the department may seem difficult at times emailing might be the answer.

**Changes Based on Assessment Outcomes**
Work toward the communication process and request requests to be entered on a timely basis.

**Strategy(ies) for the Future**
Due to new system the purchase process will change. We will educate the users and work toward a smooth transition.

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**PRIORITIES FOR THE COMING ACADEMIC YEAR**

To learn and utilize the new Banner System.
Division of Business Affairs and Economic Development
Workforce Development and Continuing Education

EMPLOYEE LISTING

Professional, unclassified staff

Lisa Wargo, M.A.
Alisha Crowder, B.S.
Jasmine Horton, B.S.
Sherrie Johnson, A.A.
Natasha Melder, B.S
Madeline Priest, M.A.
Tiyonda McCoy, A.G.S.

Classified staff

Cindy Watson
Laura Mackowiak, B.S.
Pat Williams

DIVISION SUMMARY

Workforce Development and Continuing Education 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] Continuing Education; [2] Healthcare; [3] IWTP through the Louisiana Workforce Commission; [4] Workforce Training Initiatives; and [5] Coordinator and Development Corporation and City of Shreveport grants to deliver the Workforce Investment Act (WIA) program. Programs are developed through business partnerships which allow us to create training that is relevant, effective and specific to business/industry and individual needs.

Continuing Education provides a wide-variety of affordable, non-credit lifelong learning opportunities to meet the diverse needs of the community. Offerings include personal enrichment courses to meet an extensive assortment of interests, professional development opportunities to provide the community workforce skills training and continuing education, computer applications training, and a variety of online courses. The purchase of a web-based online registration system, has allowed additional access to courses for the community.
Continuing Education completed customized computer training for Boomtown Casino and began customized computer training for Encana Oil & Gas. Industry-specific courses included Food Safety Certification, Real Estate 90 hour pre-licensing program, Private Investigator Training, Construction Training, Certified Nursing Assistant Training and the Paralegal Certificate. Partnerships with the Division of Telecommunications and the Division of Mathematics and Technical Education led to offering non-credit students enrollment in academic courses for non-credit.

Comparing 2009-10 to 2010-11, enrollment in Continuing Education courses declined by 284 from 2,384 to 2,100 for the 2010-2011 academic year, even though the number of non-credit courses conducted increased from 246 in 2009-10 to 394 in 2010-11. Revenues realized from the enrollment increased from $230,255 to $237,823. However, the realization of a 24% increase in net revenues from 2009-10 produced the most significant increase for 2010-11 showing a net revenue percentage of 56% of Total Revenue Earned.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Sherrie Johnson was nominated for the Bossier Chamber Diplomat of the Year Award. Sherrie also received a recognition award for serving as the 2011 President of the Mayor’s Commission for Women of Bossier City.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</thead>
<tbody>
<tr>
<td>Lisa Wargo</td>
<td>Adobe Acrobat 9.0 Training (10/4, 10/11 &amp; 10/18); Xenegrade On-line Registration System Training (10/25, 10/27, &amp; 11/1)</td>
<td>LCTCS Conference (Baton Rouge - 3/23-25)</td>
</tr>
<tr>
<td>Alisha Crowder</td>
<td>Adobe Acrobat 9.0 Training (10/4, 10/11 &amp; 10/18); Xenegrade Training 5/19/11;</td>
<td>AACC Workforce Development Institute Conference (Newport Beach, CA 1/25/11 - 1/28/11)</td>
</tr>
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<td></td>
<td></td>
<td>LCTCS Conference (Baton Rouge - 3/23-25)</td>
</tr>
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<td></td>
<td></td>
<td>Louisiana Workforce Commission IWTP Mtg 3/24/11</td>
</tr>
<tr>
<td>Jasmine Horton</td>
<td>Adobe Acrobat 9.0 Training (10/4, 10/11 &amp; 10/18); Xenegrade On-line Registration System Training (10/25, 10/27, &amp; 11/1);</td>
<td></td>
</tr>
<tr>
<td>Sherrie Johnson</td>
<td></td>
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<tr>
<td>Tiyonda McCoy</td>
<td></td>
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</tr>
<tr>
<td>Natasha Melder</td>
<td>Xenegrade Training 5/19/11</td>
<td>AACC Workforce Development Institute Conference (Newport Beach, CA 1/25/11 - 1/28/11)</td>
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<tr>
<td>Madeline Priest</td>
<td>Adobe Acrobat 9.0 Training (10/4, 10/11 &amp; 10/18); Xenegrade Training 5/19/11;</td>
<td>LCTCS Conference (Baton Rouge - 3/23-25)</td>
</tr>
</tbody>
</table>

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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Workforce Development and Continuing Education course catalogs for the Fall 2010, Spring 2011 and Summer 2011 semesters. Tiyonda McCoy served as the guest speaker for the Executive Women International, Shreveport Bossier chapter.

SIGNIFICANT CONTRACTS OR GRANTS

The Coordinating & Development Corporation, W.I.A. Bossier / Outlying Caddo Parish - $74,366
City of Shreveport W.I.A. grant funding for Shreveport - $120,521.00
Board of Regents: AutoCAD Software Training - $94,076.00
Rapid Response: LA Health Information Training Partnership - $32,190.00
Rapid Response: Repurpose of CMS funds to offer NCCER Core Training - $35,263.75
Boomtown Casino Training - $24,500
Incumbent Worker Training Program
  Arc of Caddo Bossier - $92,965.95
  Caddo Council on Aging - $16,254.02
  Custom Labels, Inc. - $63,525.00
  Highland Clinic - $37,247.65
  Holmes Auto Group - $185,969.78
  Legal Services of NWLA - $28,712.20
  McElroy Metal - $48,785.00
  Mike Shaw Motors dba Honda of Slidell - $71,104.00
  Minden Medical Center - $164,878.34
  Springhill Medical Center - $130,931.00

STRATEGIC PLANNING

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track Workforce Development and Continuing Education's marketing</td>
<td>Marketing survey results.</td>
<td>Clients were made aware of our services</td>
<td>Evaluate and change sources and track results by</td>
<td>Contine to update marketing sources and track results by</td>
</tr>
</tbody>
</table>

265
results for student placement in academic, non-credit and workforce development programs.

and offerings through the following sources: Continuing Ed Catalog = 597
BPCC Website = 335
Shreveport Times - Bossier Voices = 258
Bossier Press/Minden Herald = 63
Bossier Chamber = 35
Shreveport Membership Dir = 12
Former Student = 92
Friend = 106
Red River Moms = 35
SB Magazine = 57
Forum = 36
KTBS.com = 17
Radio - Eblast = 12
Radio - KEEL = 15
Unknown = 145

marketing efforts to maximize ROI based on assessment results.

source to improve marketing ROI.

Department Measurable Strategy
Recruit and certify additional instructors for the CMS program in order to offer the program during the day.
Complete the joint LCTCS institution Rapid Response proposal for Medical Coding training.
Pursue other funding opportunities to meet the demands of the community.

Performance Indicators
Number of additional instructors certified and/or additional day classes offered.
Submission of LCTCS Rapid Response proposal for Medical Coding.
Submission of additional funding proposals.

Assessment Results
1. Additional instructors were not certified for the CMS program. Funding was repurposed for NCCER Core Curriculm training for $35,263.75.
2. LCTCS Rapid Response for LA Health Information Training Partnership submitted a proposal requesting $802,215. The Consortium was

Changes Based on Assessment Outcomes
Focus on increasing marketing efforts to grow enrollment in workforce training programs.
Seek professional development training for Project Coordinator to focus on Grant Writing skills.

Strategy(ies) for the Future
Continue to recruit subject matter experts for workforce initiatives.
Continue to pursue other funding opportunities to meet the demands of the community.
awarded $310,000 due to funding cuts, BPCC's portion was $32,190.00.
3. Rapid Response proposal submitted for $301,947 Lean/Six Sigma training, proposal was not funded.
4. Board of Regents proposal for AutoCAD software training was awarded for $94,076.
5. An additional rapid response proposal was submitted to conduct NCCER Craft training in the amount of $152,650.00.
6. Workforce Development served as a secondary training provider for Boomtown Casino's IWTP grant which resulted in 98 employees being trained and revenue of $24,500.

**Department Measurable Strategy**

Seek IWTP funds to meet the needs of employers in Louisiana.

**Performance Indicators**

- Number of IWTP grants written and received.
- Number of IWTP participants trained.
- Quality rating received for services provided to

**Assessment Results**

1. Nine IWTP grants were awarded representing $811,661.05. Two IWTP grants were written totaling

**Changes Based on Assessment Outcomes**

Workforce Development and Continuing Education work diligently to identify the training needs of

**Strategy(ies) for the Future**

Continue to meet the needs of employers in Louisiana through the IWTP program.
Department Measurable Strategy
Provide professional development opportunities through participation in local, regional, and nationwide workforce training and development organizations.

Performance Indicators
Number of professional development activities completed.

Assessment Results
Staff attended professional development and continuing education programs less frequently due to budget constraints and staffing.

Changes Based on Assessment Outcomes
Professional development is an integral part of an employee's growth and maintaining a productive BPCC employee. Workforce Development and Continuing Education will continue to provide opportunities for professional development to its employees when budget and personnel constraints allow.

Strategy(ies) for the Future
Continue to offer and provide professional development through participation in local, regional and nationwide workforce training and development organizations.

$108,669. Six grants are in development.
2. 660 employees were trained during the fiscal year from IWTP funding.
3. The IWTP Customer Satisfaction Report completed by IWTP grant employers rated our services an average score of 9.6 out of 10 (very satisfied).

local and state businesses to effectively and efficiently develop training programs that meet those needs.
<table>
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<tr>
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<tbody>
<tr>
<td>Evaluate non-credit courses and instructors.</td>
<td>Course evaluations completed by students. Course cancellations.</td>
<td>Evaluations measured the students responses on the following: 1. 97% of students would recommend the course to others. 2. 88% would take additional courses in the same subject. 3. In 79% of courses, all students rated Good or Excellent on all performance indicators.</td>
<td>Instructors will be encouraged to improve weak areas noted in evaluations. Courses have been modified to make improvements.</td>
<td>Continue to monitor non-credit courses and instructor evaluations and make any necessary changes to improve the quality of courses offered.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
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<td><strong>Strategy(ies) for the Future</strong></td>
</tr>
<tr>
<td>1. Increase online registration for non-credit courses. 2. Streamline the online registration process.</td>
<td>1. Number of online registrations for non-credit courses. 2. Installation of web-based online registration system.</td>
<td>1. 226 Students have registered online since the Xenegrade registration system launched in January 2011. 2. Online registration was implemented January 2011. Students began registering via the online system during the Spring 2011 semester.</td>
<td>Continue to promote online registration in all marketing sources.</td>
<td>Continue training on registration software features. Evaluate need to purchase different version of software allowing additional software features.</td>
</tr>
<tr>
<td>Increase enrollment in non-credit courses.</td>
<td>Enrollment in non-credit courses.</td>
<td>1. Non-credit course enrollment of 2,100 marked a decline of 12%. By adjusting course fees to market</td>
<td>Continue to offer courses that meet the needs of students. Adjust marketing efforts to media that</td>
<td>Continue to grow enrollment by monitoring the needs of business/industry and community and developing courses that meet those needs.</td>
</tr>
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<td>Department Measurable Strategy</td>
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<tr>
<td>Develop new courses and programs that meet business/industry and community needs, as well as those which lead to certification or licensure.</td>
<td>Number of new courses developed.</td>
<td>178 new courses were developed, of which 20 will lead to certification/licensure. Partnerships with the Math &amp; Technical Education and Cyber Technology were developed in order to offer non-credit students the dual enrollment opportunities in order to leverage resources.</td>
<td>Focus on new course development that leads to certification or licensure.</td>
<td>Develop new courses and programs that lead to certification or licensure by increasing business and industry contacts.</td>
</tr>
<tr>
<td>Recruit high school dropouts in Northwest Louisiana for training purposes.</td>
<td>Number of students placed in academic, non-academic, and / or workforce training programs.</td>
<td>Marketing efforts through multi-media, mailouts, referrals and by word of mouth has resulted in Workforce Development placing</td>
<td>Continue to market BPCC academic, non-academic and workforce programs through multi-media,</td>
<td>Continue to track Workforce Development's &amp; Continuing Education's marketing results for student placement in academic, non-academic and workforce training programs.</td>
</tr>
</tbody>
</table>

Pricing, we produced a 24% increase in revenue with less students.

2. Courses offered by category:
   - Computer = 33
   - Dually Enrolled = 18
   - Online = 159
   - Professional Development = 64
   - Personal Enrichment = 136

produces the greatest ROI. Reaccess course pricing each semester to remain profitable.

Track the number of courses offered by category and overall number of student enrollment as well as net revenue earned.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Workforce Development and Continuing Education provided a wide variety of learning opportunities to meet the diverse needs of the community. Some of the content areas for which learning opportunities exist are in social and cultural development, special interest, health and fitness, financial planning, and recreation. Workforce Development and 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.

The Division's IWTP program has continued to address the needs of both local and regional employers through new and existing grants. Program resources have tightened and both development time and approval time is significant. The employers with whom we work seek workforce training in the areas of computer skills, technical skills, safety and OSHA compliance training. With the continual changes in rules and regulations for IWTP grants, coordinators have to attend meetings to stay apprised of areas targeting employers of high demand occupations as defined by the Louisiana Workforce Commission. Workforce Development and Continuing Education 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

[2] Continue to adjust marketing efforts to provide opportunities for increased enrollment in academic, non-academic, and workforce development programs.
[4] Continue to grow Camp CAVS.
Division of Business Affairs and Economic Development
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff

Shelli Ulrich, B.S.
Linda Sandifer
Mark Hux, BA
Amanda Belcher, A.S.

Classified staff

Laura Mackowiak, B.S. (part-time)

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.

The department spent 2010-2011 increasing capacity in existing programs and enhancing service delivery. A full-time staff member was assigned to promote program retention and Middle College classes were adjusted to better align with GED instructional needs. Project READ began offering contextualized instruction in healthcare, construction and manufacturing to citizens reading below middle school level.

Additional projects offered through this department, Career GPS for High School students and the third annual "Opportunities and Choices: A Career GPS for 8th Graders" offered career exploration activities, networking opportunities with employers, and high demand career pathways to 34 high school students and over 1800 eighth graders.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Shelli Ulrich was nominated for the Bossier Chamber of Commerce 2010 Athena Award. She received the LCTCS Outstanding Professional Staff Award for Bossier Parish Community College, as well as the Staff Senate Award for Outstanding Professional Staff. Becky Turbeville, in her capacity as Middle College Instructor and Shelli Ulrich received the Chancellor's Award of Appreciation for the creation and development of the Middle College Program.
Shelli Ulrich served on the Board of Directors for the North Shreveport Business Association, the Educational Committee for Robinson Film Center, the Bossier Chamber of Commerce Youth Leadership Committee, and the Bossier Parish Transition Core Team. Mark Hux served on the Northwest Louisiana Literacy Coalition.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelli Ulrich</td>
<td>Emergenetics Facilitator Training, March 2011</td>
<td>Louisiana Community and Technical College Annual Conference, March 2011, Baton Rouge, La</td>
</tr>
<tr>
<td></td>
<td>Staff Senate Professional Development: &quot;Violence in the Workplace&quot; February 11, 2011</td>
<td>Council on Adult Basic Education Annual Conference, April 2011, San Francisco, Ca</td>
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<tr>
<td></td>
<td>&quot;Grad Act&quot; November 15, 2010</td>
<td>Jobs for the Future ABE to Credential Meeting, May 2011, Seattle, Wa</td>
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<tr>
<td></td>
<td>&quot;Leadership&quot; September 14, 2010</td>
<td>Louisiana Association for Public, Community and Adult Education Annual Conference, June 2011, Marksville, La</td>
</tr>
<tr>
<td>Mark Hux</td>
<td>Staff Senate Professional Development: &quot;All Hallows Eve&quot; October 27, 2010</td>
<td>Council on Adult Basic Education Annual Conference, April 2011, San Francisco, Ca</td>
</tr>
<tr>
<td></td>
<td>&quot;Violence in the Workplace&quot; February 11, 2011</td>
<td>ProLiteracy Development Online Trainer Certification Series:</td>
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<td>&quot;Grad Act&quot; November 15, 2010</td>
<td>Working with Groups April 5, 2011</td>
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<td>&quot;Leadership&quot; September 14, 2010</td>
<td>Questioning Skills April 4, 2011</td>
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<td>Effective Feedback Skills April 5, 2011</td>
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<td>Evaluating Your Training March 28, 2011</td>
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<td>Learning Styles and Training Strategies February 24, 2011</td>
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<td>Establishing the Learning Climate March 25, 2011</td>
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<td>Exploring Principles of Adult Learning February 23, 2011</td>
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<td>Training Goals and Objectives March 24, 2011</td>
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<td>Learning through Experience: The Experimental Learning Cycle February 23, 2011</td>
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<td>New Readers Press: Strategies for Passing the GED Mathematics October 12, 2010</td>
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<td>Streamlining Preparation for the GED Writing Test October 21, 2010</td>
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<td></td>
<td>Building Graphic Literacy Skills October 14, 2010</td>
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<td></td>
<td></td>
<td>&quot;Brain Based Learning&quot; November 12, 2010</td>
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<td></td>
<td>Lexia Reading Seminar July 22, 2010</td>
</tr>
<tr>
<td>Linda Sandifer</td>
<td>Louisiana Association for Public, Community and Adult Education Annual Conference, June 2011, Marksville, La</td>
<td></td>
</tr>
<tr>
<td>Laura Mackowiak</td>
<td></td>
<td>LACES Database Training, Monroe, May 12</td>
</tr>
<tr>
<td>Amanda Belcher</td>
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</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Shelli Ulrich gave the following presentations:

"BPCC: It's About You" to Mothers of Preschoolers at Airline Baptist Church, October 21, 2010
Workplace Literacy Programs available at BPCC on Coffee Talk, November 4, 2010
"Building Self Efficacy in Teens" to Power of Choice group at Volunteers for Youth Justice, December 7, 2010
"Middle College" to Bossier Parish Community College Lions Club, February 16, 2011
"Reality Check", a college and career planning session, to residents of Providence House, March 6, 2011
Commencement Speech for Certified Nursing Assistant grantees, March 30, 2011
"Middle College" and "College 101" at Louisiana Association of Public, Community and Adult Education Annual Conference, June 2011

Tiyonda McCoy presented "Programs Available through Workforce Development" at Executive Women International Meeting, March 2011
Staff participated in resource fairs at Bossier Adult Learning Center, November 2010, and The Convoy of Hope for homeless citizens, November 20, 2010.

SIGNIFICANT CONTRACTS OR GRANTS

<table>
<thead>
<tr>
<th>Contract Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Education Federal</td>
<td>$ 47,166</td>
</tr>
<tr>
<td>Adult Education State</td>
<td>$44,696</td>
</tr>
<tr>
<td>Adult Education STEP</td>
<td>$ 3,567</td>
</tr>
<tr>
<td>Strategies to Empower People</td>
<td>$70,000</td>
</tr>
</tbody>
</table>

(Non-Competitive)

The Workplace Literacy Program signed Memorandums of Understanding with the Louisiana Department of Child and Family Services, Bossier Adult Learning Center, Goodwill Industries and the City of Shreveport.

STRATEGIC PLANNING

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<tbody>
<tr>
<td>Provide college enrollment opportunities for GED students.</td>
<td>Increase enrollment in Middle College program by 50%.</td>
<td>Enrolled 56 students in Middle College during 2010-2011 academic year. Of this total, 45 (80%) earned a GED and 37 (66%) earned college credits.</td>
<td>Staff will continue existing recruiting efforts and partner with youth agencies to continually increase future</td>
<td>Work with Caddo Parish District Attorney to develop a forma diversion program for eligible City of Shreveport first time offenders. Develop relationships with Caddo Parish high school counselors.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
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<tr>
<td>Expand &quot;College Life Is Possible&quot; program allowing moderate cognitive disabled students to enroll in continuing education programs.</td>
<td>Number of moderate transition students from Bossier high schools enrolled and trained in continuing education offerings.</td>
<td>Three &quot;College Life Is Possible&quot; classes were created for significant cognitive disabled citizens and approved for funding from Louisiana Rehabilitative Services but cancelled due to low enrollment.</td>
<td>Staff will market this program to service providers for this population as well as develop a referral system with Louisiana Rehabilitative Services.</td>
<td>Develop formal referral process with Louisiana Rehabilitative Services. Develop formal referral process with service providers for significantly disabled individuals.</td>
</tr>
<tr>
<td>Participate in Chamber of Commerce and North Shreveport Business Association.</td>
<td>Number of new formal partnerships formed with businesses.</td>
<td>Formal partnerships with City of Shreveport, Salvation Army Rescue Mission, and Goodwill Industries developed during 2010-2011.</td>
<td>No changes necessary</td>
<td>Continue current efforts</td>
</tr>
<tr>
<td>Provide access to online tutorials (via Internet software) for adult basic education and remediation.</td>
<td>1. Number of opportunities offered. 2. Number of students enrolled in online tutorials.</td>
<td>Multiple online opportunities are available to students: Lexia for reading, Steck-Vaughn Read-On for reading, Plato Online for all subjects, and SkillsTutor for all subjects. All students access a minimum of one program weekly.</td>
<td>No changes necessary</td>
<td>Continue current efforts</td>
</tr>
</tbody>
</table>
**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**

Linda Sandifer earned 13.5 hours of continuing education in adult education, Mark Hux earned over 30 hours of continuing education in literacy and adult education, and Shelli Ulrich earned over 20 hours of continuing education in both literacy and adult education through membership in national organizations.

**Changes Based on Assessment Outcomes**

No changes necessary

**Strategy(ies) for the Future**

Continue current efforts

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**Department Measurable Strategy**

Administer surveys regarding quality of instruction.

**Performance Indicators**

Evaluations of results and improvements made to quality of instruction and programming.

**Assessment Results**

Student surveys distributed each semester to current students. Approximately 75% are returned. Students evaluate instructors as well as service delivery. Changes are made in response to survey results.

**Changes Based on Assessment Outcomes**

Middle College curriculum change: Psychology 201 class was replaced with History 201 class based on student survey results.

**Strategy(ies) for the Future**

Continue current efforts

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Workplace Literacy program continues to increase capacity and expand service delivery to those citizens most in need. Program completion continues to improve as the department adds services and support for existing students. Project Read has grown to accommodate three classes on campus and two off campus. The Middle College program offers academic courses to students pursuing GED in small co-horts of fewer than 20 students each in an effort to provide more instructor support than is found in traditional classrooms. The College Life Is Possible program did not expand this year as anticipated, but BPCC will continue to work with community stakeholders in an effort to serve this population.
PRIORITIES FOR THE COMING ACADEMIC YEAR

The Workplace Literacy program will attempt to rebrand in the coming year. The focus will move away from the terms "literacy", "English as a second language", and "GED" toward terminology supportive of college and career training. The department will also attempt to streamline services in an effort to serve all citizens lacking secondary education and desiring post-secondary educational opportunities.
Division of Student Services
Division of Student Services  
Vice Chancellor for Student Services  

EMPLOYEE LISTING  

Professional, unclassified staff  
Karen Recchia, B.A., M.Ed.  
Denise Morgan, A.G.S., A.A.S  

Classified staff  
Angie Cao, B.A.  

DIVISION SUMMARY  

Student Services has had a successful 2010-2011 year. We have continued to be a part of the record enrollments that BPCC has experienced. The members of the Student Services Division have been extremely honored to have had a part in the growth and expansion of our college. Changes have occurred in several departments, yet the members of the division have maintained the quality of service that is expected from our division.

The Student Services Division consists of six (6) departments: Admissions/Registrar, Financial Aid, Athletics, Student Life, Recruiting, and Career Services (Disability Services and Job Placement). The Office of the Vice Chancellor for Student Services is responsible for the supervision of the six 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 Student Services Coordinator, and an Administrative Coordinator 4. This year, the Director for Student Services left the College. The duties of this Director position were divided to ensure that seamless operations of this division have been maintained. Together, this staff's mission is to provide support and guidance to the six 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 to our students and to our community.

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, career services, opportunities for community service
and access to on campus and off campus student activities. In addition, the various departments host career fairs, financial aid fairs, student focus groups, and give students access to interactive forms, evaluation of various departments and activities, online student elections, and access to seminars for students to enhance academic and social success.

Student Services has continued its partnership with Innovative Learning, helping to ensure that high-risk students have the same opportunities as other students to receive a rewarding educational experience. In April 2011, the Office of Recruiting, the Cavalier Express Recruiting Team, the Office of Student Life, SGA, and staff members from the Athletic Department worked in conjunction with Innovative Learning to host a Career Compass Day at BPCC. Students were bused to BPCC from rural parishes and given a tour of the campus and an overview of campus life. Plans are to expand this endeavor each year to host more schools in our community. Another partnership for the Division has been with Community Renewal. BPCC will become a We Care school in the very near future. The SGA will facilitate the student involvement, and various members of the College will facilitate faculty and staff involvement. This promises to be a rewarding experience for the College and the community. The Office of Student Life hosted two important events above and beyond their many annual events this year: NSU @ BPCC day and ULM @ BPCC day. These two events were highly successful, and future plans for continued events with these two colleges are in the planning stages. Members of this Division participated in the first BPCC @ Grambling registration this year. Plans are now being formulated for a July and August registration for this program.

Several changes within our Division took place during 2010-2011. Personal counseling has been outsourced, and a Crisis Intervention Team comprised of faculty and staff has been created. Several of the members of the Crisis Intervention Team are licensed counselors. Through this team, the Crisis Intervention Plan has been updated, information for students, faculty, and staff has been placed on our website, and informational Crisis Intervention seminars have been presented to faculty and staff. In the Office of Disability Services, services for our hearing impaired students are now handled by the Deaf Action Center. This center coordinates interpreters for our students and ensures that each hearing impaired student has adequate and consistent service in order to help facilitate each student's success at BPCC.

Community service is an integral and important part of the mission of the Division. Each member in this Division is required to participate in at least two community service projects each year. This year we had 100% participation in community service projects in each of the departments within the Division. These projects include but are not limited to the following: participation in the Red River Revel; an informational financial aid seminar for Providence House; the BPCC Christmas show; Community Renewal We Care program; Komen Race for the Cure; Sign Up Saturday; Life Share Blood Drives; elementary and high school dance line and cheerleader showcases; athletic showcases, Operation Santa Claus, Highland Center Thanksgiving Blessing Boxes, and the White Christmas collection.

Professional Development is also an integral part of the Division. This year we had 100% participation of our staff to participate in various 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

Angie Cao
## LCTCS Outstanding Support Staff

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Karen Recchia | Hands Together Safety Meeting August 2010  
Leadership Meeting August 2010  
Athletic Fields Ribbon Cutting September 2010  
BPCC 100 Volunteer October 2010  
BPCC @ Grambling MOU Signing  
Operation Santa Clause December 2010  
Violence in the Workplace Seminar February 2011  
Safety Meeting March 2011  
BPCC @ LSU-S MOU Signing April 2011  
Executive Council 2010-2011  
Planning Council 2010-2011  
Louisiana Association of School Executives 2010-2011  
BPCC Campus Lion's Club 2010-2011  
Academic Admissions and Appeals Committee Supervisor 2010-2011  
Academic Misconduct Appeals Committee Supervisor 2010-2011  
Anti-Bullying Committee Supervisor 2010-2011  
Athletic Council Committee Supervisor 2010-2011  
Crisis Intervention Committee Supervisor 2010-2011  
Disciplinary Hearing Committee Supervisor 2010-2011  
Financial Aid Appeals Committee Supervisor 2010-2011  
Institutional Review Board for Research Committee Supervisor 2010-2011  
Judicial Affairs Committee Supervisor 2010-2011  
Multicultural Affairs Committee Supervisor 2010-2011  
Scholarship Committee Supervisor 2010-2011  
Sexual Harassment Committee Supervisor 2010-2011  
Student Life Committee Supervisor 2010-2011  
Student Technology Fee Committee Supervisor 2010-2011  
H1N1 Committee 2010-2011  
Student Liaison in BPCC's Partnership with Community Renewal  
Liaison between BPCC and the Out of the Darkness Walk  
Career Compass Liaison 2010-2011  
Cavalier Athletic Foundation Registered Agent 2010-2011  
Foundation of Excellence 2010-2011  
Council on Law in Higher Education 2010-2011 | BPCC @ NSU Registration August 2010  
LCTCS Leaders Meeting Baton Rouge, LA October 2010  
Shreveport/Bossier Higher Education Imperative October 2010  
BPCC @ Grambling MOU Signing at Grambling, LA October 2010  
FSA Conference in Orlando, FL November/December 2010  
BPCC @ Grambling Registration in Grambling, LA January 2011  
CAO/CSSO Leadership and LCTCS Conference March 2011  
2011 PTK All Louisiana Academic Recognition Luncheon in Baton Rouge, LA March 2011  
Financial Aid Awareness Seminar March 2011  
Equity and Special Populations Conference in Alexandria, LA April 2011  
Region XIV Meeting in Tyler, TX May 2011 |
| Denise Morgan | Hands Together Safety Meeting August 2010  
BPCC's Production of A Funny Thing Happened On The Way To The Forum October 2010  
All Hallows Eve October 2010  
Safety Meeting March 2011  
Financial Aid Appeals Committee 2010-2011  
Scholarship Committee 2010-2011 | Red River Revel October 2010  
BPCC's Christmas Program December 2010 |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Karen Recchia
Athletic Orientation
FERPA Compliance Manual
Student Handbook
Athletic Title IX Compliance Manual
FERPA Presentation to Dual Enrollment Students
Scholarship Presentation at Ebarb High School

Denise Morgan
Student Services ActiveData Calendar Administrator
Student Services Division Policies and Procedures Manual
Student Services Division Manual
Voter Registration Exhibit

Angie Cao
Judicial Affairs Disclosure Notification
Anti-Bullying Campus Notification
Athletic Title IX Compliance Manual
Registration Publications
Safety Awareness Week

STRATEGIC PLANNING

Department Measurable Strategy
Expand the partnership with Innovative Learning to provide educational access to high risk

Performance Indicators
Number of high risk students enrolled in the College from area high schools by spring

Assessment Results
Approximately 903 students have enrolled in the College through

Changes Based on Assessment Outcomes
No changes will be made.

Strategy(ies) for the Future
Continue to expand the partnership with Innovative Learning to provide
students. 2011. this endeavor. educational access to high risk students.

**Department Measurable Strategy**

Participate in the Foundations of Excellence self-study in order to enhance services to students.

**Performance Indicators**

Improvements instituted as a result of the Foundations of Excellence self-study.

**Assessment Results**

The Foundations of Excellence self-study is not complete at this time.

**Strategy(ies) for the Future**

Institute improved services to our clients based on results from the Foundations of Excellence self-study.

**Department Measurable Strategy**

Acquire resources for each Student Services staff member to attend at least one professional development seminar.

**Performance Indicators**

Number of Student Services staff who attend one professional development seminar by the end of spring 2011.

**Assessment Results**

One hundred percent of the Student Services staff attended one or more professional development seminars.

**Strategy(ies) for the Future**

Continue to encourage attendance by all Student Services staff at professional development seminars.

**Department Measurable Strategy**

Offer enhanced Safety Awareness programs for students.

**Performance Indicators**

Number of Safety Awareness programs offered for students by spring 2011.

**Assessment Results**

One Safety Awareness Week was held in spring 2011.

**Strategy(ies) for the Future**

Increase the number of Safety Awareness programs for 2011-2012.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Student Services Division had a successful 2010-2011 year. The College continued to experience record enrollments, partly because of the hard work of Student Services personnel. In the Admissions/Registrar's Office, the staff entered approximately 1400 more applications than entered in 2010. This office was an integral part of the BPCC @ Grambling endeavor for the College. The Athletic Department met its mission of assisting student-athletes in achieving a total educational experience. In 2010-2011, nine student-athletes earned a 4.00 grade point average, while sixty-two student-athletes earned a 3.00 or higher grade point average. Career Services hosted two job fairs, gave forty-four class presentations and/or seminars and attended twenty-two ribbon cuttings and ground breakings. Disability Services accommodated over 140 students with disabilities for 2010-2011. The Financial Aid Office awarded $14,044,260.00 in federal Pell grants, $146,398.52 in federal Work-Study, $132,871.00 in Academic Competitiveness grants, $8,588,808.00 in federal Staffor subsidized loans, and $8,770,566.00 in federal Stafford unsubsidized loans, along with various other state grants, academic/athletic scholarships, waivers, and third-party scholarships. The Office of Student Life coordinated ULM@BPCC Day, ROTC Day @ BPCC, and the NSU@BPCC Fun Day and administered 255 talent based scholarships for 2010-2011. The Office of Recruiting served over 8,000 prospective students during 2010-2011 via campus visits, College and Career Fairs, community sponsored events, and email contacts. The Division worked in conjunction with the Academic Advising Center to provide ADA counseling and accommodations and
career assessments to our students. Finally, the entire Division participated with Innovative Learning to provide educational access to high risk students.

Student satisfaction is an important indicator of the success of this Division. On the 2011 ACT Student Opinion Survey and the Survey of Entering Student Engagement (SENSE), the various departments of the Division fared very well compared to the national average: general admissions/entry procedures, 4.07 BPCC, 3.92 national average; assistance provided by college staff when entering this college, 4.06 BPCC, 3.87 national average; general registration procedures, 4.02 BPCC, 3.92 national average; job placement services, 4.06 BPCC, 3.78 national average; college sponsored social activities, 4.47 BPCC, 3.78 national average; financial aid, 4.07 BPCC, 4.05 national average; rules governing student conduct at this college, 4.03 BPCC, 3.88 national average; student voice in college policies, 3.75 BPCC, 3.58 national average, and concern for you as an individual, 3.88 BPCC, 3.74 national average. In fall 2010, SENSE surveyed 1,061 students. The results of the survey showed that 79% of students feel welcome at BPCC. As always, this Division will strive to improve these scores each year through professional development training, streamlining of procedures, and assessments and implementation of improvements through results of Foundations of Excellence data.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Continue the partnership with Innovative Learning in order to provide educational access to high risk students.
Enhance Disability Services by creating an advisory committee with faculty, staff, and community leaders.
Ensure student participation in the Community Renewal We Care/BPCC partnerships.
Create a Student Success Center involving Academic Advising, Career Services, Disability Services, and Athletic Academic Enhancement.
Division of Student Services
Admissions/Registrar

EMPLOYEE LISTING

Professional, unclassified staff
Patricia Stewart, B.A.
Richard Cockerham, A.S., B.S.

Classified staff
Jennifer Barnes, A.A.S.
Lalandra Michelle Brown
Sarah Breaux
Mary Lyle Mitchell
Cecilla O'Donnell
Katherine Sanders
Tiesha Williams, A.S.
Patricia Yorba

DIVISION SUMMARY

The Admissions/Registrar's office continues to strive to meet the needs of the students of Bossier Parish Community College. The Admissions/Registrar's office had a successful and productive year. The Office was an integral part of the implementation of BPCC@GSU (Grambling State University). The Office was instrumental in advance registration, general registration, and graduation. The Registrar had an essential part in conferring candidates for three (3) graduations. The number of graduates conferred for the 2010-2011 academic year was 726. The College awarded 555 associate degrees, 336 certificates and technical diplomas, and 238 technical competency areas.

November one of the Administrative Coordinator III's resigned from the college. The Office was restructured and now has two Administrative Coordinator II's and six Administrative Coordinator III's. The Veterans area of the Admissions/Registrar's Office was transferred to the Innovative Learning Division. The staff worked diligently to adjust to the new responsibilities and workload that the continued growth of the College precipitated during the 2010-2011 academic year.
The Office staff are dedicated to making sure that all applications and documents for each student are entered into the computer system in a timely manner. The staff entered over 400 more applications for the summer and over 1,000 more applications for the fall and spring than in the previous 2009-2010 academic year. The College continued to break registration records for the summer 2010, fall 2010 and spring 2011 semesters. The summer 2010 enrollment was 2,412, fall 2010 enrollment was 6,473, and spring 2011 enrollment was 6,619.

The Registrar was chosen to be a member of the LCTCS Enterprise Resource Planning System (ERP) project team for the conversion to SunGard Banner. Base Camp was a two-and-a-half day event which was held at the Capital Area Technical College-Baton Rouge Campus on January 26, 2011-January 28, 2011. The Registrar is part of the functional teams committee of Records/Registration and Recruiting/Admissions. Presently the Registrar is serving on the following subcommittees: Data Standards and the Transcript Committee. The Registrar traveled to Baton Rouge for the SunGard/Higher Education Business Process Modeling meeting held on March 1, 2011-March 3, 2011. In addition, the Registrar traveled to Baton Rouge for the SunGard/Higher Integrated MEP Configuration meeting held on April 19, 2011-April 21, 2011. Finally, the Registrar has been involved in WebX training monthly and conference calls every two weeks since December concerning the conversion to Banner. The implication target deadline for the Admissions/Recruiting and Records/Registration components of Banner is October 2011.

The Admissions/Registrar's office staff supported the mission of the Student Services Division by participating in at least two professional development opportunities per staff member for the 2010-2011 academic year. The staff attended professional development opportunities on campus and off campus.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Barnes</td>
<td>Fall Safety Meeting *October 2010 *First Quarter Safety Meeting *March 2011 *End of the Year Luncheon-Safety Handout *May 2011</td>
<td></td>
</tr>
<tr>
<td>Sarah Breaux</td>
<td>Fall Safety Meeting *October 2010 *First Quarter Safety Meeting *March 2011 *End of the Year Luncheon-Safety Handout *May 2011</td>
<td></td>
</tr>
<tr>
<td>Richard Cockerham</td>
<td>&quot;Leadership&quot; by Chancellor Jim Henderson *September 2010 &quot;Creative Genius&quot; by Darrell Chitty *September 2010 *Fall Safety Meeting</td>
<td>NAFSA Region III Conference *October 25, 2010-October 28, 2010 &quot;Optional Practical Training&quot; by Chad Teman *April 14, 2011</td>
</tr>
</tbody>
</table>
October 2010
"Violence in the Workplace" by Dr. Richard Poole
February 2011
First Quarter Safety Meeting
March 2011
End of the Year Luncheon-Safety Handout
May 2011
Defensive Driver Training
June 2011

Mary Lyle-Mitchell
Fall Safety Meeting
October 2010
"Violence in the Workplace" by Dr. Richard Poole
February 2011
First Quarter Safety Meeting
March 2011
End of the Year Luncheon Safety Handout
May 2011

Katherine Sanders
Fall Safety Meeting
October 2010
"Violence in the Workplace" by Dr. Richard Poole
February 2011
First Quarter Safety Meeting
March 2011
End of the Year Luncheon Safety Handout
May 2011

Patricia Stewart
"Leadership" by Chancellor Jim Henderson
September 2010
Fall Safety Meeting
October 2010
"GRAD Act" by Lisa Wheeler
November 2010
First Quarter Safety Meeting
March 2011
End of the Year Luncheon-Safety Handout
May 2011

Patricia Yorba
Fall Safety Meeting
October 2010
"Violence in the Workplace" by Dr. Richard Poole
February 2011
First Quarter Safety Meeting
March 2011
End of the Year Luncheon-Safety Handouts
May 2011

Base Camp (SunGard-Banner)
January 2011
SunGard/Higher Education Business Process Modeling
March 2011
SunGard/Higher Education Integrated MEP Configuration Meeting
April 2011
**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Update the degree audit program for potential students, current students, and former students.</strong></td>
<td>Report dates program is updated.</td>
<td>This has not been achieved for the 2010-2011 academic year.</td>
<td>Move toward completing the degree audit program.</td>
<td>Update the degree audit program.</td>
</tr>
<tr>
<td><strong>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.</strong></td>
<td>Number of conferences and meetings attended.</td>
<td>This has not been achieved for the 2010-2011 academic year.</td>
<td>No changes.</td>
<td>Develop an admissions requirements link on CAVS.</td>
</tr>
<tr>
<td><strong>Attend professional development conferences and meetings that relate to International Students.</strong></td>
<td>Names and dates of conferences and meetings attended</td>
<td>The Assistant Registrar attended the NAFSA Region III Conference. He also attended a webinar for optional practical training. He gained valuable knowledge concerning the policies and procedures of immigration regulations and other international student issues.</td>
<td>Web pages were added to give specific information concerning admissions requirements for international students.</td>
<td>Ensure that each Admissions/Registrar's Office staff attend at least two professional development opportunities relating to international students.</td>
</tr>
<tr>
<td><strong>Administer the Admissions/Registrar's Survey</strong></td>
<td>Results of survey</td>
<td>This has not been achieved for the 2010-2011 academic year.</td>
<td>Explore new ways to use technology to communicate with</td>
<td>Design a Web based Admissions/Registrar's Survey.</td>
</tr>
</tbody>
</table>
students concerning their student admissions status and records.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Admissions/Registrar's office had a very successful 2010-2011 academic school year. The Office was streamlined to better meet the needs of the students and to provide better customer service. The staff worked extremely hard to meet the demands of the record enrollments for the 2010-2011 academic school year.

The Admissions/Registrar's Office improved it's rating with the BPCC faculty and staff on the BPCC Report Card 2010-2011 to 3.34 which was up from 3.13 for the 2009-2010 academic year.

The Survey of Entering Student Engagement (SENSE) surveyed 1,061 students in the fall 2010 semester. The results of the survey showed that 79% of the students either agreed or strongly agreed that they felt welcome at BPCC.

The ACT Student Opinion Survey of 571 BPCC students was given in spring 2011. The results of the survey showed that BPCC was above the national average in all categories: general admissions/entry procedures 4.07 BPCC, 3.92 national average; accuracy of college information received prior to enrolling 4.06 BPCC, 3.89 national average; assistance provided by college staff when entering this college 4.06 BPCC, 3.87 national average; college catalog/admissions publications 4.05 BPCC, 3.91 national average; general registration procedures 4.02 BPCC, 3.82 national average.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Train staff on the new SunGard Banner system.
Streamline the Admissions/Registrar's processes to better serve the needs of the students.
Continue to promote professional development.
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
Courtney Doyle, B.S
Joe St. Andre B.S, M.S
Bill McConathy B.S, B.S
John Unger B.A, M.Ed

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 2010-2011 year as evidenced by the following accomplishments: one hundred percent of the staff participated in professional development seminars and workshops; in fall 2010 four (4) student-athletes finished the semester with a 4.00 grade point average, and thirty-eight (38) student-athletes finished the semester with a 3.00 grade point average or higher; in spring 2011 five (5) student-athletes finished the semester with a 4.00 grade point average, and twenty-four (24) student-athletes finished the semester with a 3.00 grade point average or higher; six (6) student-athletes graduated in spring 2011 and two (2) student-athletes graduated in summer 2011.

Baseball
Fifty-three (53) student-athletes participated in 2010-2011

GPA
Fall 2010 - 2.894: three student-athletes with a 4.00 and twenty student-athletes with 3.00 or higher
Spring 2011: - 2.574 four student-athletes with a 4.00 and fifteen student-athletes with 3.00 or higher
Cumulative - 2.734

Five graduates - Four transfers
Two receiving scholarships to Delta State
One receiving scholarship to University of Missouri
One receiving scholarship to Ole Miss
One receiving scholarship to University of Louisiana - Lafayette
Two receiving scholarships to LSU-Shreveport
Two walking on at LA Tech

Taylor Pittman, Sophomore - NJCAA Division I Baseball Defensive Player of the Year
Taylor Pittman, Sophomore - The Rawlings Gold Glove Award
Two student-athletes Region XIV Conference All-Academic Team
One student-athlete NJCAA Award for Exemplary Academic Achievement

Community Service
Unloaded cookie dough for Apollo Elementary
BPCC Christmas Show clean up
Lawson Brandon Memorial Baseball Tournament
Sign Up Saturday

Basketball
Twenty-seven (27) student-athletes participated in 2010-2011
GPA
Fall 2010 - 2.196: six student-athletes with a 3.00 or higher
Spring 2011 - 2.337: two student-athletes with a 3.00 or higher
Cumulative - 2.267

Community Service
Komen Race for the Cure
Basketball clinic at Central Park Elementary

Softball
Twenty-one (21) student-athletes participated in 2010-2011

GPA
Fall 2010 - 3.175: one student-athlete with a 4.00 and twelve student-athletes with a 3.00 or higher
Spring 2011 - 3.036: one student-athlete with a 4.00 and seven student-athletes with a 3.00 or higher
Cumulative - 3.106

Three graduates - Three transfers
Two receiving scholarships to Southern Arkansas University
Three receiving scholarships to LSU-Alexandria
One receiving an academic scholarship to Centenary College

Four student-athletes Region XIV All Conference - Second Team
Two student-athletes Region XIV Conference All-Academic Team
Two student-athletes Who's Who Among Students in American Junior Colleges
One student-athlete NJCAA Award for Superior Academic Achievement

Community Service
Sign Up Saturday
Concession workers - BPCC baseball and basketball games
Fall Graduation clean up

BPCC Cavalier Athletic Foundation
President, Tommy Clark; Vice President, Jeff Wiese; Secretary, Keith Roberison; Treasurer, Pat McConathy; Advisor, Billy Wayne Montgomery;
members Jeff Wiese, Bob Griffin and Darrell Rebouche
The Cavalier Athletic Foundation purchased equipment for the softball and baseball fields and funded an Athletic End-of-the-Year banquet for student-athletes and their families.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martha Belk</td>
<td>Safety Meeting - August 2010</td>
<td>Region XIV - Tyler, TX</td>
</tr>
<tr>
<td></td>
<td>Safety Meeting - January 2011</td>
<td>Region XIV - Tyler, TX</td>
</tr>
</tbody>
</table>
| Courtney Doyle | Safety Seminar - August 2010  
 Emergenetics                  |                                          |

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Athletic Department Polices and Procedures, Department of Education Equity in Athletics Report, and Department of Education Graduation Report

STRATEGIC PLANNING

**Department Measurable Strategy**
Ensure coach-monitored student-athlete study hall.

**Performance Indicators**
Number of student-athletes completing the three-hour per week study hall requirement as indicated by Learning Center records.

**Assessment Results**
All student-athletes fulfilled requirements for study hall.

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

**Strategy(ies) for the Future**
Continue coach-monitored student-athlete study hall.

**Department Measurable Strategy**
Provide educational opportunities regarding compliance with NJCAA rules and regulations.

**Performance Indicators**
Number of athletic personnel attending the professional development opportunities.

**Assessment Results**
Athletic personnel received a grade of 85% or above on the test given regarding compliance rules of the NJCAA.

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

**Strategy(ies) for the Future**
Continue to offer professional development opportunities for coaches and staff members.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Overall, the Athletic Department had a successful year. The Athletic Department staff 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.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Mandated study hall and monthly grade checks 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.
Division of Student Services
Career Services

EMPLOYEE LISTING

Professional, unclassified staff
Cynthia Robinson, B.A.
Morris Robinson, M.A.

Classified staff
Kathy Busch, A.A.

DIVISION SUMMARY

Career Services had a successful 2010-2011 year. This department provided students with a positive atmosphere in which to explore career and employment options, as well as working in conjunction with the Academic Advising Center to provide academic advising as well as career exploration opportunities. Within the Job Placement component of the Center, 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 enable Career Services to be of greater assistance in the registration and employment process for students, alumni, and employers. Job Placement hosts annual Career Fairs and on-campus job interviews with prospective employers and provides resume and cover letter writing and interview skills workshops. Additionally, the staff member in Job Placement represents BPCC by attending numerous ribbon cuttings and groundbreakings and attending monthly Bossier Chamber of Commerce meetings.

The second component of Career Services is the Office of Disability Services which provides services and accommodations for students with disabilities. In compliance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, the Office of Disability Services ensures that eligible students receive proper classroom modification and serves as a liaison between faculty and students. During 2010-2011, the number of hearing impaired students at BPCC greatly increased. Because of this, and in order to provide seamless services to our hearing impaired students, BPCC contracted with the Deaf Action Center to handle the scheduling and oversight of interpreters for these students. Included in this endeavor is Virtual Remote Interpreting (VRI) which will assure that all hearing impaired students have access to interpreters at all times while in class.
The staff of Career Services did an excellent job of adapting to meet the needs of various academic areas and of our students. In addition, the staff continued to support the Student Services mission with 100% participation in community service projects and professional development activities.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</thead>
<tbody>
<tr>
<td>Kathy Busch</td>
<td>How to Post Jobs (and Edit Jobs) for Employers-Webinar August 2010</td>
<td>Bossier Chamber of Commerce Networking Event August, September, and December 2010</td>
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<tr>
<td></td>
<td>Operation Santa Clause December 2010</td>
<td>School Supply Donation August 2010</td>
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<td></td>
<td></td>
<td>Celebrate Barksdale September 2010</td>
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<td></td>
<td></td>
<td>Red River Revel October 2010</td>
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<tr>
<td></td>
<td></td>
<td>Bossier Chamber of Commerce networking Event February, March, and April 2011</td>
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<tr>
<td></td>
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<td>March of Dimes Donation February 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Here Comes the Judge: Hiring Practices to Stay Out of Court March 2011</td>
</tr>
<tr>
<td>Cynthia Robinson</td>
<td>Safety Meeting August 2010</td>
<td></td>
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<td></td>
<td>Academic Appeals Committee</td>
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<td></td>
<td>Lee National Denim Day October 2010</td>
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<td></td>
<td>Library Annual Food Drive October-December 2010</td>
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<td></td>
<td>Veteran's Day Program November 2010</td>
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<tr>
<td></td>
<td>Operation Santa Clause</td>
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<td></td>
<td>Black History Program February 2011</td>
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<td></td>
<td>Wellness for Women Seminar April 2011</td>
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<tr>
<td>Morris Robinson</td>
<td>Safety Meeting March 2011</td>
<td>Disabilities Rights Rally March 2011</td>
</tr>
<tr>
<td></td>
<td>Student Life Committee</td>
<td></td>
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<td></td>
<td>ADA at the Community College Webinar May 2011</td>
<td></td>
</tr>
</tbody>
</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Kathy Busch
Interview Skills & Resume Writing Skills Presentations:
PHAR 102 and PHAR 120 - four (4) classes
ALHT 109 - fifteen (15) classes
Campus free-period - four (4) seminars
OTA - one (1) class
EDUC 099 - twenty (20) classes

Morris Robinson
Services for the Disability Student Seminar
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide state-of-the-art assistive technology to support the academic success for students with disabilities.</td>
<td>Number of students with disabilities who utilize assistive technology.</td>
<td>Approximately thirty students with disabilities utilized assistive technology.</td>
<td>No changes.</td>
<td>Utilize grant funding to provide improved assistive technology for students with disabilities.</td>
</tr>
<tr>
<td>Provide accommodations and enhanced seminars for students with disabilities.</td>
<td>Number of students who attend seminars for students with disabilities.</td>
<td>Because the Office of Disability Services was not fully staffed until spring 2011, seminars were not offered.</td>
<td></td>
<td>Offer at least two seminars for students with disabilities during 2011-2012.</td>
</tr>
<tr>
<td>Offer relevant career counseling to both prospective and currently enrolled students.</td>
<td>Number of prospective and currently enrolled students who receive career counseling.</td>
<td>The Academic Advising Center served over 3,000 students for 2010-2011. Career counseling was a component of the service offered by this Center.</td>
<td></td>
<td>Continue career counseling through the Academic Advising Center, job opportunities through Job Placement, and academic advising and services to students with Disabilities through the Office of Disability Services.</td>
</tr>
<tr>
<td>Offer cost-effective web-based training, as well as no-cost professional development</td>
<td>Number of professional development opportunities offered.</td>
<td>Job Placement offered forty-four (44) interview skills and</td>
<td></td>
<td>Offer professional development opportunities from both components of</td>
</tr>
</tbody>
</table>
### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

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, in conjunction with the Academic Advising Center staff, provided a full range of services to students, including career decision-making, career exploration, and identifying and securing employment opportunities. The Job Placement Office had 677 student requests for Job Number Information, had 308 student worker applications, and offered forty-four (44) interview skills and resume writing seminars and/or classroom presentations. The Office of Disability Services accommodated over one hundred (100) students with disabilities and has worked diligently to provide assistive technology to these students.

The staff continue to participate in various professional development opportunities in order to enhance services to our students. In addition, the staff maintain professional memberships to local, state, and national affiliations in order to remain cognizant of current laws, policies, and procedures that affect our students. The staff also participate in many and varied community service activities in order to accomplish the mission of the Student Services Division and the College.

### PRIORITIES FOR THE COMING ACADEMIC YEAR

Secure grant funding to provide improved assistive technology to students with disabilities.
Continue to work in conjunction with the Academic Advising Center to provide a full range of career services to our students.
Increase the number of career fairs at BPCC.
Create a Disability Services Advisory Committee composed of faculty, staff, and community leaders.
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
Loma "Lori" McLain

DIVISION SUMMARY

The Financial Aid office worked very hard to ensure that student financial aid awards for the fall/spring 2010-2011 semesters were processed in a timely and efficient manner. Staff members attended training workshops via webinars. The Financial Aid office awarded $14,044,269.00 in federal Pell grants, $146,398.52 in federal Work-study, $132,871.00 in Academic Competitiveness grants, $8,588,808.00 in federal Stafford subsidized loans, and $8,770,566.00 in federal Stafford unsubsidized loans along with various other state grants, academic/athletic scholarships, waivers, and third-party scholarships.

ADVANCED DEGREES OR CERTIFICATIONS

Jonathan Carter earned a Bachelor Degree in General Studies from Northwestern State University in May 2011.
# PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vicki Temple</td>
<td>Program Integrity Webinar&lt;br&gt;Impact of Program Integrity Webinar</td>
<td>FSA Conference Orlando, FL November/December 2010&lt;br&gt;LASFAA Spring Conference, Monroe, LA&lt;br&gt;Federal Regulatory Update, Lafayette, LA</td>
</tr>
<tr>
<td>Quintina Miles</td>
<td>Program Integrity Webinar&lt;br&gt;Impact of Program Integrity Webinar</td>
<td>LASFAA Spring Conference, Monroe, LA</td>
</tr>
<tr>
<td>Jon Carter</td>
<td>Constitution Day Presentation&lt;br&gt;NSLP Default Management Webinar&lt;br&gt;Program Integrity Webinar&lt;br&gt;Banner Teleconference</td>
<td>LASFAA Spring Conference, Monroe, LA&lt;br&gt;USA Funds FA Workshop, Shreveport Hilton</td>
</tr>
<tr>
<td>Madeline Toloso</td>
<td>Direct Loan Primer - Webinar&lt;br&gt;Direct Loan Processing COD - Webinar&lt;br&gt;What's new with Direct Loans - Webinar&lt;br&gt;Direct Loan Reconciliation</td>
<td>USA Funds Workshop, Shreveport</td>
</tr>
<tr>
<td>Mary Myers</td>
<td>Violence in Workplace Seminar February 2011</td>
<td>USA Funds Workshop, Hilton, Shreveport</td>
</tr>
<tr>
<td>Alice Jospeh</td>
<td></td>
<td>USA Funds Workshop, Hilton, Shreveport</td>
</tr>
<tr>
<td>JoAnn Barger</td>
<td></td>
<td>USA Funds Workshop, Hilton, Shreveport</td>
</tr>
</tbody>
</table>

# STRATEGIC PLANNING

**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**
Surveys were not mailed this year - all communication with students was via email.

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Migrating to the Banner system to enable an electronic version of the Satisfaction Survey that will be easily communicated with students via the "announcement" area of Banner.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 &quot;college choice&quot; decision when equipped with a financial aid package early in the process.</td>
<td>Number of students packaged before July 1, 2011.</td>
<td>The Financial Aid office was able to package fall aid in mid June, slightly earlier than in the past.</td>
<td>No changes</td>
<td>Migrating to the Banner system to enable earlier packaging</td>
</tr>
<tr>
<td>Provide financial aid opportunities for all eligible students by promoting and hosting financial aid awareness events.</td>
<td>Tally student/parent attendance at financial aid awareness events.</td>
<td>The College Goal Sunday event in February hosted 120 students and parents. This is the largest crowd hosted since the event began. The FAFSA Marathon was not held this year because of Banner training.</td>
<td>No changes</td>
<td>Host the FAFSA Maraton in April and invite all students, including high school students and parents.</td>
</tr>
<tr>
<td>Ensure that all staff members attend/participate in a minimum of two professional development opportunities.</td>
<td>Attendance/participation record indicating staff members who attended or participated in professional development events.</td>
<td>Staff members attended/participated in at least one professional development event.</td>
<td>No changes</td>
<td>Continue to encourage staff members to participate in professional development opportunities by making sure the staff members know that attending professional development opportunities is acceptable, even when the workload does not allow time for such events.</td>
</tr>
</tbody>
</table>
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/Student Services Assessment report completed.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Continue to plan, evaluate, and utilize assessment outcomes.

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 because of changes in federal regulations for the Pell grant program and the Satisfactory Academic Progress Policy. 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 seeking new ways to package aid electronically for the 2011-2012 award year. Migrate to the Banner system for the 2012-2013 award year, which will help in automating the financial aid process.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Bucker, Amy, B.A.
Herren, Angela, A.D.
Siem, Jessica, A.D., BA

DIVISION SUMMARY

The Office of Recruiting is responsible for recruiting new students to the College. The Director of Recruiting, as well as the recruiters, attended various College and Career Fairs, High School Fairs, Trade Shows, and Correctional Facilities. Presentations were made at area high schools and junior high schools to prospective students.

The Office of Recruiting served over 8,000 prospective students this year through campus visits, College and Career Fairs, community sponsored events, and email contacts. Campus tours were conducted on a daily basis by appointment and on a walk-in basis (by availability). The staff conducted tours on BPCC's campus to over 325 individuals and more than twenty-five (25) 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 student recruiting team Cavalier Express assisted with most of the recruiting events including Cavalier Connection (new student orientation). 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. This student recruiting team also sponsored fundraisers throughout the year.

The Recruiting Staff attended three LACRAO (Louisiana Association of Collegiate Recruiters and Admissions Officers) Articulation Workshops (LA Tech, Centenary, and NSU) and distributed information about the College to the high school counselors. The staff also attended the LACRAO State Conference held in Shreveport, Louisiana.

The staff served on the following College and Professional Organization committees:
Amy Bucker  
Cavalier Connection (New Student Orientation) Committee  
Louisiana Association of Collegiate Recruiters and Admissions Officers  
Ms. BPCC/Miss Tiny Cavalier Pageant Committee  
Retention Committee

Angela Herren  
Cavalier Connection (New Student Orientation) Committee, chair  
Graduation Committee  
Louisiana Association of Collegiate Recruiters and Admissions Officers  
8th Grade Expo Committee  
Ms. BPCC/Miss Tiny Cavalier Pageant Committee  
Planning Council  
Physical Therapist Assistant Selection Committee  
Student Life Committee

Jessica Siem  
Cavalier Connection (New Student Orientation) Committee  
Louisiana Association of Collegiate Recruiters and Admissions Officers  
Ms. BPCC/Miss Tiny Cavalier Pageant Committee  
Student Life Committee

The staff participated in five community service opportunities.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amy Bucker</td>
<td>Student Services Retreat June 2010</td>
<td>LACRAO Articulation Workshop - LA Tech, Ruston, LA September 2010</td>
</tr>
<tr>
<td></td>
<td>Back to School Fall Meeting/Safety Seminar August 2010</td>
<td>LACRAO Articulation Workshop - NSU, Natchitoches, LA September 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LACRAO State Conference - Shreveport, LA November 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LACRAO Recruiting Services Meeting - McNeese, Lake Charles, LA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>May 2011</td>
</tr>
<tr>
<td>Angela Herren</td>
<td>Student Services Retreat June 2010</td>
<td>LACRAO Articulation Workshop - LA Tech, Ruston, LA September 2010</td>
</tr>
<tr>
<td></td>
<td>Back to School Fall Meeting/Safety Seminar August 2010</td>
<td>LACRAO Articulation Workshop - Centenary, Shreveport, LA</td>
</tr>
</tbody>
</table>
### STRATEGIC PLANNING

#### Department Measurable Strategy

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of requests.</td>
<td>Six hundred forty-four students &quot;liked&quot; the recruiting fan page. Four hundred five students connected to the profile page. One thousand forty-nine students visited our site and became a friend of BPCC Recruiting.</td>
<td>Continue to provide information to students through social networking.</td>
<td>Continue to promote BPCC through social networking sites.</td>
</tr>
<tr>
<td>2. Number of visits to the recruiting page.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Promote BPCC and provide information through social networking sites as well as the recruiting webpage.**

#### Department Measurable Strategy

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<tbody>
<tr>
<td>Results tabulated and improvements implemented from the results of the evaluation tool.</td>
<td>An evaluation tool was not created to provide feedback.</td>
<td>Reconsider creating an evaluation tool for prospective students.</td>
<td>Create an evaluation tool for prospective students.</td>
</tr>
</tbody>
</table>

**Create an evaluation tool for prospective students who have completed a campus visit.**

#### Department Measurable Strategy

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</thead>
<tbody>
<tr>
<td>Number of professional development opportunities attended by each staff member.</td>
<td>The staff, as a whole, attended eighteen (18) professional development opportunities.</td>
<td>No changes.</td>
<td>Continue to promote professional development to enhance productivity and knowledge within the department.</td>
</tr>
</tbody>
</table>

**Promote professional development to enhance productivity and knowledge within the department.**
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Recruiting's overall 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 2010-2011 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.
Continue to 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 2010-2011 year by reviewing and revising the mission of the department: The mission of the Bossier Parish Community College Office of Student Life is to provide programs and services which aid and enrich the educational and cultural experiences of the student body by contributing to their intellectual, social, physical and emotional development. We seek to achieve this mission by providing events and activities which engage students in and out of the classroom; by utilizing faculty, staff, and alumni in Student Life organizations and programs to enhance the students’ experience as well as their retention and success; and, by educating student leaders to develop self-responsibility and respect for others.

The year was filled with traditions of the College such as Back To School Bash, Talent Show, Homecoming, Spring Family Fest, Ms. BPCC and Miss Tiny Cavalier Pageant, Coffeehouse Series, and Fun Day.

The Department also assisted in coordinating several special projects this year such as the ULM Day @ BPCC, ROTC Day @ BPCC and the NSU @ BPCC Fun Day. These partnerships were well received by the student body and the administration. NSU has agreed to a long term partnership for future events and has offered financial support for those events.

The Department staff were appointed to several special projects throughout the year: BPCC 100, Cavalier Courtyard Committee, Career Expo, LCTCS Legislative Days, Anti-Bullying Campaign, Salzburg Global Seminar International Study Program, BPCC student photo shoots, We Care Community Renewal International team, and the designing of the new Cavalier mascot uniform.
The Student Government Association participated in the following community service projects: Highland Center Thanksgiving Blessing Boxes and Convoy of Hope. They also coordinated five (5) blood drives on campus for Life Share Blood Center. The Student Life Staff participated in community service projects as well such as Highland Center Thanksgiving Blessing Boxes, Operation Santa Claus, Union Elementary School volunteer, St. Jude's, Chimp Haven collection, and the White Christmas collection.

In addition to events, activities, special projects, and community service, the office administered 135 talent based scholarships in fall 2010 and 120 talent based scholarships in spring 2011. The Department is also responsible for making student, faculty, and staff ID cards as well as faculty and staff name tags on a daily basis.

It is evident that this Department is called upon many times during the year to assist other departments/divisions. The Office staff are multifaceted individuals, always willing to "work outside the box" and go above and beyond their job duties. Through their hard work and dedication to the College, the team has been able to successfully implement the mission of the department and the College as a whole.

This Department has truly become a place where the College motto, "It's About You," is exhibited on a daily basis. The Department has become a hub for information dissemination as well as a central resource for students in regards to all areas of the college. Advice and guidance are a large part of the daily interaction with the students.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Marjoree Harper
Louisiana Association of College and University Student Personnel Administrators (LACUSPA) "Dr. Dan Seymour" Award

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marjoree Harper</td>
<td>Safety Meeting, August 2010&lt;br&gt;Academic Advisor Training, October 2010&lt;br&gt;GRAD Act Inservice, November 2010&lt;br&gt;Safety Meeting, January 2011</td>
<td>NCA/NDA Camp - Dallas, TX - July 2010&lt;br&gt;LACUSPA Conference - Alexandria, LA - September 2010&lt;br&gt;APCA Regional Conference - Houston, TX - November 2010</td>
</tr>
<tr>
<td>Regina Terry</td>
<td>Leadership Inservice, September 2010&lt;br&gt;All Hallow's Eve Inservice, October 2010&lt;br&gt;Financial Forms Training, November 2010&lt;br&gt;GRAD Act Inservice, November 2010&lt;br&gt;Violence in the Workplace Inservice, February 2010</td>
<td>NCA/NDA Camp - Dallas, TX - July 2010&lt;br&gt;APCA Regional Conference - Houston, TX - November 2010</td>
</tr>
<tr>
<td>Michelle Triplet</td>
<td>Leadership Inservice - September 2010&lt;br&gt;Creative Genius Presentation - September 2010&lt;br&gt;Academic Advisor Training - October 2010&lt;br&gt;All Hallow's Eve Inservice - October 2010</td>
<td>APCA Regional Conference - Houston, TX - November 2010</td>
</tr>
</tbody>
</table>
### Department Measurable Strategy

**Ensure that each Student Life staff member utilizes professional development opportunities.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of professional development events attended by staff members.</td>
<td>The staff participated in several professional development programs as indicated in the Professional Development section.</td>
<td>No changes are needed.</td>
<td>Continue to make professional development opportunities available for staff members.</td>
</tr>
</tbody>
</table>

### Department Measurable Strategy

**Revise Student Life forms to be fillable online.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of forms fillable online by spring 2011.</td>
<td>This goal was not completed because of the removal of the Adobe Professional software that is needed to create the fillable forms.</td>
<td>July 1 the Adobe Professional software will be purchased and installed so that the work can continue on making the forms fillable.</td>
<td>Student Life forms will be updated to become fillable online.</td>
</tr>
</tbody>
</table>

### Department Measurable Strategy

**Create learning outcomes for the Office of Student Life.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of learning outcomes created.</td>
<td>The goal was completed in fall 2010 and has been fully implemented.</td>
<td>No changes are needed at this time.</td>
<td>Continue to record the summative assessments for the achievement indicators for both of the learning outcomes.</td>
</tr>
</tbody>
</table>

### Department Measurable Strategy

**Complete Strategies for Success annual report indicating participation in planning, evaluation, and utilization of assessment outcomes.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>The completion of the Student Life Strategies for Success annual report for 2010-2011.</td>
<td>This goal was completed in summer 2011 and has been fully implemented at the College.</td>
<td>No changes are needed at this time.</td>
<td>Continue to participate in the planning, evaluation, and utilization of assessment outcomes by completing Strategies for Success.</td>
</tr>
</tbody>
</table>
Revise the Office of Student Life mission statement to adequately reflect the goals and objectives of the department.

New mission statement on website, in publications, and in the office.

The goal was completed in fall 2010 and has been fully implemented at the College.

No changes are needed at this time.

Continue to review the mission statement to make sure it reflects the goals and objectives of the department.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

According to the 2011 ACT Student Opinion Survey, the College sponsored social activities received a 4.47 compared to the national sample which received a 4.04; the purpose for which student activity fees are used received a 3.76 compared to the national sample which received a 3.52; the opportunities for personal involvement in campus activities received a 3.84 compared to the national sample which received a 3.72; the Student Government Association received a 3.77 compared to the national sample which received a 3.55; and the campus media (campus newspaper, campus radio, etc.) received a 3.86 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.
Participate in the planning, evaluation, and utilization of assessment outcomes by completing the Strategies for Success annual report.
Revise Student Life forms so these forms can become fillable online.
Create an out of classroom travel experience for students.