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DIVISION SUMMARY

The Chancellor's Office has continued to collaborate with local universities on articulations and Memorandums of Understanding. The 2011-2012 academic year brought record enrollments to BPCC’s fall and spring semesters and a record number of graduates to the fall and spring commencements. BPCC has continued to stay on the cutting edge to expand and create academic programs that will meet the needs of the workforce and provide more opportunity to the students as well as innovative ways to increase student enrollment and improve retention rates. BPCC's ongoing relationship with community stakeholders and the technical and community colleges in the LCTCS system has contributed to the success of Bossier Parish Community College.

ADVANCED DEGREES OR CERTIFICATIONS

Chancellor James B. Henderson, completed course work for doctoral degree.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bossier Parish Community College was ranked as fastest growing community college in the country, Community College Week 1/25/2012
Chancellor Henderson, 2012 Bossier Chamber Outstanding Business Person, 2/2/2012
Chancellor Henderson, 2011 Beacon Award for Education, Grambling State University, 9/2/2011

Christy Moore, Executive Assistant to the Chancellor
Staff Senate President, 2011-2012
Promoted to Executive Assistant to the Chancellor, November 2012

Stormy Epps, Administrative Coordinator II
Awarded Associate of General Science, Fall 2011
Staff Senate Member of the Year 2011-2012

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Chancellor James B. Henderson | Be Back meeting, 8/15 
                           Education 2020 workshop, 8/15 
                           Board of Regents meeting, 8/17 & 1/5 
                           NW LA Town Hall meeting w/Dr. Jim Purcell, 8/17 
                           Executive Council meetings, 9/8-6/4 
                           Title III Site Visit, 9/19, 3/13 
                           State Representatives Vitter & Tucker, 10/14 
                           Interview/Photo Shoot with SB Magazine, 10/26 
                           SB Imperative meeting, 10/28 & 2/27 
                           Dr. May's Advocacy NWLA, 11/3 
                           Emergentics Training, 11/15 
                           REVIT Presentation, 12/1 
                           Interview with KTAL & FOX 33, 1/25 
                           KSLA Editorial, 1/27 | BPCC@GSU Fall Registration, August 2011 
                           Regents meeting, 8/17 
                           Valerus Gas Compression meeting, 8/19 
                           Bossier Chamber Board meeting, 8/23-6/26 
                           UW Board of Directors meeting, 8/23-6/27 
                           Meet and Greet Washington Update, 8/24 
                           BPCC & NWLTC – HVAC program for STORER, 8/24 |
| Winter Retreat, BPCC Foundation and Dr. Brumback, 2/2 | Ethics Training for Public Servants, 2/24 | Campaign Kick-off United Way, 8/25 |
| LCTCS Legislative meeting, 3/5 | E2020 meeting, 4/3 | Chamber luncheon, 8/29 |
| Military 101/Bossier Chamber, 4/5 | International Delegation, 4/18 | CERT meetings, 8/31, 1/30, 4/16 |
| Congressional Art Competition, Congressman Fleming, 5/4 | First year faculty meeting, 5/4 | Meeting with Secretary Moret and Jeff Lynn, 8/30 |
| CIET Forum, 5/22 | United Way Board Retreat, 6/2 | Meeting with Dr. Reddy, 8/31 |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Chancellor Henderson
Employee "Welcome Back" Celebration, 8/16
MOU with NSU, 8/23 & 3/13
Middle College Challenge program, 9/1
Shreveport Rotary Club, BPCC presentation, 9/6
Reception honoring Senator Sherri Smith Cheek, 9/6
911 Ceremony at Fair Park High School, 9/9
Bossier Rotary Club, BPCC presentation, 9/22
BPCC 100 3rd Annual NASCAR Event, 9/23-24
Haynesville Operations Grand Opening, 10/4
Nursing Simulator Lab Ribbon Cutting/Open House, 10/19
Consortium for Education, Research, and Technology of North Louisiana, 10/20
EDUC099, Guest speaker, 10/25
Open House NW Regional Reentry Facility, 10/27
Chancellor's Forum, 11/16 & 4/17
"Meet and Greet" for incoming BPCC Foundation President, 11/29
PTK Induction Ceremony, 12/9 & 5/5
Nursing Pinning Ceremony, 12/15
Mid City Rotary Club, BPCC presentation, 1/25
U.L. Coleman, BPCC presentation, 1/27
BOMA meeting, BPCC presentation, 2/9
National African American Literacy Read-In, 2/15
Encana check presentation, 2/16
Presenter at LCTCS Annual Conference, 3/6-3/9
PTK All Louisiana Academic Team Recognition Luncheon, 4/4
Minden Lion's Club, BPCC presentation, 4/5
Presenter at AACC Annual Conference, 4/21-23
Installation of new SGA Officers, 4/24
PTK Induction, 5/4
Tuesday Breakfast Group, BPCC presentation, 5/15

Christy Moore
Employee "Welcome Back" Celebration, 8/16
Bossier Rotary Club, Chancellor presentation, 9/22
BPCC 100, 9/23-9/24
BPCC Nursing Simulator Lab Ribbon Cutting/Open House, 10/19
BPCC Foundation Incoming President Reception, Hedy Hebert, 11/29
BPCC Christmas Show, 11/30
### STRATEGIC PLANNING

#### Department Measurable Strategy

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

#### Performance Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>14th class day headcount enrollment for fall 2011.</td>
</tr>
<tr>
<td>2.</td>
<td>Dual Enrollment headcount.</td>
</tr>
<tr>
<td>3.</td>
<td>Fall to spring 2012 retention of first-time, full-time freshmen.</td>
</tr>
</tbody>
</table>

#### Assessment Results

- The 14th day enrollment for fall 2011 was 7,077.
- The total headcount for Dual Enrollment for Fall 2011 was 268 students. The total headcount for Spring 2012 was 378 students.
- The total of first-time full-time students returning from fall 2011 to in spring 2012 was 1,130.

#### Changes Based on Assessment Outcomes

- No changes.
- No changes, growth experienced.

#### Strategy(ies) for the Future

- Continue to increase student lead generation, lead conversion, and student completion rates.
- Increase partnerships with secondary school districts to enhance growth of dual enrollment.
- Develop retention strategy plan.

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#### Department Measurable Strategy

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

#### Performance Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Amount of funds raised by the BPCC Foundation.</td>
</tr>
<tr>
<td>2.</td>
<td>Amount and number of Foundation scholarships awarded.</td>
</tr>
<tr>
<td>3.</td>
<td>Amount funded by the BPCC Foundation for professional development</td>
</tr>
</tbody>
</table>

#### Assessment Results

- Restricted: $420,000.00
- Unrestricted: $94,243.00
- $40,320.00 and 38 awards
- $8,000.00 - Faculty and Staff
- $20,744 School

#### Changes Based on Assessment Outcomes

- No changes.

#### Strategy(ies) for the Future

- Expand the Acquisition of private funding for student scholarships, professional development programs for faculty and staff, and programs to promote a professional image at Bossier Parish Community College.
4. Amount of funds raised by the Cavalier Athletic Foundation for enhancement of the BPCC Athletic Programs.

| Enhancement/Chancellor Program Support (plus $9,500 Salzburg Trip payment pending final approval) |
| Fundraising for Athletic Programs Basketball - $8,135.00 |
| Softball - $22,106.00 |
| Baseball - $27,986.00 |
| General Fund - $6,960.00 |

**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 public speeches and presentations.
2. Number of active memberships in community organizations.

**Assessment Results**

- 27 speeches and presentations
- 19 active memberships

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Continue to serve as an advocate to support the mission of Bossier Parish Community College and that of the Louisiana Community and Technical College System.

**Department Measurable Strategy**

Provide professional development training for staff.

**Performance Indicators**

Executive Leadership Workshop and Coaching through ERI Services, Inc.

**Assessment Results**

On November 25, 2011 - Emergenetics Profiles were administered to 25 people;

Coaching dates:

Number of staff coached:

**Changes Based on Assessment Outcomes**

Results enabled faculty and staff to understand the difference among each individual and how to effectively work together.

**Strategy(ies) for the Future**

Expand training to additional faculty and staff.

**Department Measurable Strategy**

Implement the Foundations of Excellence in the First Year and Transfer-Focus Project® Action Plan.

**Performance Indicators**

Changes implemented as a result of Foundation of Excellence Action Plan.

**Assessment Results**

Activities related to student advising and orientation, professional development, and website redesign began during the 2011-2012 academic year, however

**Changes Based on Assessment Outcomes**

Increase the awareness of the Action Plan timeline and associated activities through additional meetings, workshops.

**Strategy(ies) for the Future**

The Office will continue to build collaborative linkages across the campus amongst faculty, staff, administrators, and students in an effort to identify and implement strategies that increase the
are not fully implemented at this time. During June 2012, fourteen faculty, staff and administrators will attend the National Academic Advising (NACADA) Summer Institute in order to develop a detailed timeline that will support mandatory advising, enhance orientation, and foster greater opportunity for professional development. The Action Plan is scheduled to be implemented over the span of two years, from 2012-2013 and 2013-2014.

**Department Measurable Strategy**

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

**Performance Indicators**

1. Number of grants funded.
2. Amount of funding received.

**Assessment Results**

11 grants
$1,096,798.00

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Expand the acquisition of external funding to support new program development and existing program growth.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Chancellor's Office has been instrumental along with faculty, staff, and community stakeholders in the continued success of Bossier Parish Community College. During 2011-2012, the College has experience record enrollment, provided exemplary college serves, expanded programs, and developed innovative growth strategies to align with the regional economy.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Continue the acquisition of private and external funding through market initiatives and philanthropy.
2. Improve customer service standards at the College.
3. Promote implementation of the advising, orientation, and professional development Action Plan.
4. Increase student lead generation, lead conversion, student retention, and student completion rates.
Division of Administration (Chancellor's Office)
Alumni Affairs/Development

EMPLOYEE LISTING

Professional, unclassified staff
Stephanie Rogers, B.A
Director

Classified staff
Willietter Lewis
Administrative Assistant, III

DIVISION SUMMARY

During the 2011-2012 fiscal year, the Office of Alumni Affairs and Development executed a Plan of Action through the BPCC Foundation as outlined in Strategies for Success to increase access; increase enrollment; provide fundamental program support for academic divisions and athletic programs; support professional development opportunities; and engaged collaborative partnerships and networking opportunities to facilitate a shift to major gifts fundraising. Some initiatives included two-fold approach of solutions to enhancing first-year success rate as identified in FoE.

ADVANCED DEGREES OR CERTIFICATIONS

Spring, 2012 entered LA Tech Graduate Program: I/O Psychology

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

November 2011, Service Recognition: Council for Resource Development (CRD) National Conference Committee (Campus Impact Awards Committee)
February 2012, Recipient: Shreveport-Bossier African Americans Making A Difference 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>S. Rogers</td>
<td>Nov. 2011 – National CRD Conference, D.C.</td>
<td></td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

August, 2011 - Employee "Welcome Back" Celebration
September, 2011 - 3rd Annual BPCC 100 Mini NASCAR Race
November, 2011 - Meet and Greet Reception for New Foundation President
February, 2012 - Winter Retreat: Major Fundraising Gifts Workshop with Dr. Mary Brumbach
February, 2012 - Annual Scholarship Reception
April, 2012 - Information Forum for Joint Boards of Directors
May, 2012 - Energy and Engineering Forum

SIGNIFICANT CONTRACTS OR GRANTS

BPCC FOUNDATION
Annual Drive Restricted:
$325,000 Encana (Capital Campaign)
$25,000 Shell (Capital Campaign)
$20,000 Board of Regents Match/First Generation Undergraduate Endowment Scholarship
$50,000 Community Foundation (Scholarship Fund)
$420,000 - Total Restricted

Annual Drive Unrestricted:
$10,000 Lois Jo Nelson (C. Nelson Scholarship Fund)
$10,000 Bossier Volunteers Guild (Scholarship Fund)
$5,000 AT&T
$5,000 Citizens
$64,243 General/Other Contributions
$94,243 - TOTAL Unrestricted

Special Events (Major):
$59,000 BPCC 100 Sponsorship

CAVALIER ATHLETIC FOUNDATION FY ’12 Donations Income
Basketball - $8,135 (ending balance $9,986)
### Strategic Planning

#### Department Measurable Strategy

**Increase proceeds from 3rd year fundraiser to increase the number of scholarships awarded**

<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>Amount of money raised from BPCC 100 over previous year.</td>
<td>Raised a record $59,000 to create largest special event fundraiser in Foundation's 15 year history</td>
<td>Effected more scholarship awards/more students granted access to college education at BPCC</td>
<td>Increase goal to $60,000</td>
</tr>
</tbody>
</table>

#### Department Measurable Strategy

**Implement Cavalier Courtyard Brick Plaza to increase number of scholarships awarded.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of alums and employees who purchase bricks.</td>
<td>Project under revision</td>
<td>Project under revision</td>
<td>Refine direction and scope of project.</td>
</tr>
</tbody>
</table>

#### Department Measurable Strategy

**Partner with Faculty Senate and Staff Senate to promote aggressively the (Faculty/Staff) Professional Development fund offered by the Foundation.**

<table>
<thead>
<tr>
<th>Performance Indicators</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of new employees.</td>
<td>Provided: - $4,000 in Professional development support for five faculty members. - $4,000 in professional development support for 11 staff members -$4,000 in support for Major Gifts leadership development - $ 9,500 Honor Students Salzburg, Austria Foreign studies trip</td>
<td>Foundation was able to broaden level and scope of services to school as needs changed</td>
<td>Increase donor base and donations to have available, unrestricted funds to serve the emerging needs of the school</td>
</tr>
</tbody>
</table>

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Softball - $22,106 (ending balance $8,095)
Baseball - $27,986 (ending balance $8,204)
General Fund - (ending balance $6,960)
<table>
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<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Implement new e-marketing tool, Constant Contact, pairing updated alumni and general email contacts with state-of-the-art e-mail ads to engage partners and increase donations</td>
<td>Number of new donors who become engaged as a result of the e-marketing campaign.</td>
<td>Marketing of events and campaigns presented in a more cost-efficient and professional manner. Board announcements presented in a more professional manner</td>
<td>Increased usage of tool by integrating more programs and contacts into the software</td>
<td>Add additional personnel to actively manage the e-marketing campaigns and ad campaigns on the social media networks.</td>
</tr>
<tr>
<td>Create, implement and administer new Cavalier Athletic Foundation Budget.</td>
<td>Level of efficiency by which funds are received, disbursed and managed.</td>
<td>Created system for each program; implemented step-by-step procedures for how funds are received and disbursed</td>
<td>Charitable gifts are now tracked in a more efficient manner with multi-level monitoring and more strict accountability measures</td>
<td>Monitor for any gaps in efficiency and make adjustments as needed.</td>
</tr>
<tr>
<td>Implement direct mail campaign targeting alumni and business contacts from lost trace search.</td>
<td>Number of donors who respond to direct mail campaign.</td>
<td>Direct mail campaign re-scheduled for late fall 2012</td>
<td>Refine message AND ask for maximum ROI</td>
<td>Fine-tune campaign calendar to avoid solicitation campaigns conflicts</td>
</tr>
<tr>
<td>Implement Capital Campaign to raise $7 million ($3mil in first year)</td>
<td>Amount of money raised from private donations.</td>
<td>Implemented Capital Campaign. Half a million raised in 6 months of campaign</td>
<td>Continue cultivating donors and telling the BPCC Story through small group meetings, one-on-ones and networking. Continue to arm Board members with tools to facilitate introductions and/or ask.</td>
<td>Increase donor prospect list Identify prospects' propensity to give and at what levels Increase marketing campaign efforts</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
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</tr>
<tr>
<td>Solicit feedback and continuous improvement of the level of service to external and internal customers.</td>
<td>Feedback on Survey Monkey at the end of the fiscal year.</td>
<td>Scholarships Processing - Streamlined the process by eliminating some of the steps for applicants. Paper applications improved by revising the application and developing an online, fillable application (to be activated July 1, 2012)</td>
<td>Scholarship application more user-friendly</td>
<td>Monitor responses by students and make adjustments as needed</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Having embarked on a Capital Campaign; conducted the highest gross/net income event in the history of the Foundation; and having conducted seven events in addition to board meetings, I am pleased that the Office of Alumni Affairs has maximized every resource to the fullest to serve the school, our students and the staff. With a limited staff of one admin. assistant and one shared support personnel (Director of Internal Audit), the office operated at a high level of effectiveness, utilizing every possible opportunity for partnerships with volunteer groups, school groups and staff to accomplish its goals.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

- Add one fulltime staff member to focus on project implementation and online marketing/solicitation campaigns
- Reach Capital Campaign Phase I Goal- $2million ($5M already received)
- Start on Capital Campaign Phase II Goal - $15M
- Increase Unrestricted Donations income by minimum 5%
- Enhance Board (increase number of board members; add leadership development series to meetings)
- Continue the focus on and donations of Major gifts
Division of Administration (Chancellor's Office)
Internal Audit

EMPLOYEE LISTING

Professional, unclassified staff

Juanita Epps, B.S.

DIVISION SUMMARY

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 appropriate corrective action was taken and recommendations addressed.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>

BPCC Executive Council Meetings
BPCC Planning Council Meetings
BPCC Safety Meetings
BPCC Financial Aid Appeals Committee

Memberships/Committee:

15
## 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>Perform accounting assistance to BPCC Foundation and Cavalier Athletic Foundation.</td>
<td>Document financial transactions through spreadsheets and QuickBooks.</td>
<td>Enter and record all receivables and payable transactions for both foundations. Perform monthly reconciliations of all bank records for BPCC Foundation and Cavalier Athletic Foundation. Produce applicable monthly profit and loss reports; balance sheets; and general ledger for both foundations. Issue year end tax letters.</td>
<td>No changes warranted.</td>
<td>Assist BPCC Foundation in all accounting functions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Apply for professional development in the area of internal audit.</td>
<td>Attend at least one semi-annual LACUA conference.</td>
<td>Attended Monroe IIA Fraud conference and LCTCS Annual Conference.</td>
<td>Examine local professional organizations that provide continuing</td>
<td>Attend at least one semi-annual LACUA conference during the fiscal year.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
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</tr>
<tr>
<td>Establish an annual Audit Plan in compliance with industry specific standards that fulfills the expectations and needs of the college.</td>
<td>Audit Plan approved by the Chancellor which includes an allocation of audit hours and project objectives.</td>
<td>Annual Audit Plan approved by the Chancellor 06/28/11 for fiscal year 2012. The plan allocated hours of planning; training; financial; compliance; and operational areas of the college along with quarterly follow-up procedures.</td>
<td>No changes were warranted.</td>
<td>Implement follow-up procedures where necessary.</td>
</tr>
<tr>
<td>1. Ascertain the extent to which College assets are physically accounted for and safeguarded from losses of all kinds. 2. Evaluate the reliability and adequacy of the College accounting, financial and other records. 3. Examine College operations to ensure compliance with policies and procedures; state and Federal laws and regulations; contractual obligations and Board Rules. 4. Evaluate internal controls to ensure adequacy, effectiveness, efficiency and functioning properly.</td>
<td>Annual Audit Report.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Recommendations were discussed with management, and agreement reached on corrective action necessary.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>All audit areas will be considered in the annual plan based prior findings and recommendations.</td>
<td></td>
</tr>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Management was provided an independent appraisal of the Colleges overall system of internal control for various functions and operating procedures for the fiscal year 2012. Areas included - Grants Accounting; Outside Employment; Property Inventory; Parking; Surprise Cash Counts; Technology Fees and Quarterly Follow-up (Fleet Management, IT System Access, Payroll, and Parking).

Foundation and Cavalier Athletic Foundation receivable and payable transactions were timely processed.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Attend professional development in the areas of audit and compliance. Provide management with appropriate support in auditing and foundation functions.
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
Kimberli Webb, A.A.
Media Coordinator (part-time)

Classified staff
Laney Boyd
Cara Timerding

DIVISION SUMMARY

The Public Relations Office serves as the publication/media relations office for Bossier Parish Community College. In 2011-2012, the Office produced the following publications for the College: 2011-2012 General Catalog (online and print); all program degree brochures; the general viewbook; Student Services brochure; Financial Aid brochure; the Application Packet; pushcards for academic and service programs; Registration Guide; three graduation programs; and recruitment postcards--a total of 43 publications. The catalog continues to be posted online for students' convenience. The Registration Guide has replaced the Academic Bulletin and Schedule of Classes because that publication was incorrect the moment it was printed. Online course information is updated every 24 hours, which allows students to view accurate information at all times.

The Public Relations Office coordinates all campus memos generated for campus use. This year, the Office logged 721 memos for the calendar year. This campus-wide memo system is a positive solution to a major communication dilemma for the College.

Media relations plays a major role in the daily operations in the Public Relations Office. Each year, the Office submits releases to 22 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. This year, the Office issued 150 press releases to local media. In early May, the Office tallied the
number of column inches of news coverage for the College. The total was 26,635 inches (more than 1/3 mile)—an increase of 10,000 inches over last year! The College (its programs, students, faculty, and staff) appeared in hundreds of newspaper articles and on the major television networks numerous times during the calendar year.

The Public Relations Office coordinates the Speakers' Bureau, which is a program comprised of BPCC personnel who agree to speak to civic, community, and educational groups in Northwest Louisiana during the year. Thirty-four (34) members of the faculty and staff agreed to speak; twenty (20) made presentations.

The Public Relations Office is charged with implementing the First Call Alert System when the administration needs to close the campus for some reason. This year, the director did not need to close the campus for any reason.

For the second year, the Public Relations Office has participated in social media by utilizing its own Facebook page. By May 1, 2012, the BPCC Facebook page had registered 1,171 likes. In addition, during the period between June 1, 2011, and May 1, 2012, one hundred Facebook posts had been made.

**ADVANCED DEGREES OR CERTIFICATIONS**

Tracy McGill  
3/1/12 Social Media Marketing Seminar

Kimberli Webb  
3/1/12 Social Media Marketing Seminar

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Karen Musgrove  
Luminis Portal Core Leader for LCTCS  
BPCC 100 Steering Committee  
Foundations of Excellence Steering Committee  
SACS 5-Year Study Editor

Tracy McGill  
2012 BPCC Outstanding Professional Staff  
2011-2012 Foundations of Excellence – Organization Committee Chair

Kimberli Webb  
2011-12 PRAL (Public Relations Association of Louisiana) member
## PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Karen Musgrove</strong></td>
<td>10/21/11 Developing Staff Through Foundation Funding</td>
<td>3/7-9/12 LCTCS Annual Conference</td>
</tr>
<tr>
<td></td>
<td>11/18/11 United Way of Northwest LA</td>
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<tr>
<td></td>
<td>1/9/12 Prezis--A New Presentation Software</td>
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<tr>
<td></td>
<td>2/3/12 Elements of Leaders of Character</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2/15/12 LA Board of Ethics; 2012 Ethics Training for Public Servants</td>
<td></td>
</tr>
<tr>
<td><strong>Laney Boyd</strong></td>
<td>Professional Development At BPCC</td>
<td>Professional Development off campus</td>
</tr>
<tr>
<td></td>
<td>Purchasing Department Training – June 20, 2011</td>
<td>03/6-9/2012 – LCTCS State Conference Volunteer for Registration and Hospitality</td>
</tr>
<tr>
<td></td>
<td>“United Way of Northwest Louisiana” – Sherri Talley – Dr., Bruce Willson – November 18, 2011</td>
<td>03/7-9/2012 – LCTCS State Conference Attendee</td>
</tr>
<tr>
<td></td>
<td>“Elements of Leaders of Character” – Wayne Hogue – February 3, 2012</td>
<td></td>
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<tr>
<td></td>
<td>2012 Ethics Training for Public Servants - February 15, 2012</td>
<td></td>
</tr>
<tr>
<td><strong>Tracy McGill</strong></td>
<td>4/11/12 “Optimizing Facebook Strategies to Drive Institutional Goals” webinar</td>
<td>3/7-3/9/2012 LCTCS Conference, Shreveport, LA</td>
</tr>
<tr>
<td></td>
<td>4/9/12 2012 Ethics Training for Public Servants</td>
<td>2/2/12 Bossier Chamber of Commerce Membership meeting</td>
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<tr>
<td></td>
<td>2/10/12 “Winning by Design” Leadership training</td>
<td>2011-12 PRAL (Public Relations Association of Louisiana) member</td>
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<tr>
<td></td>
<td>2/3/12 “Elements of Leaders of Character” Staff Development</td>
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<td></td>
<td>1/11/12 “Generation NeXt Comes to College: Understanding Today’s Learners”</td>
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<tr>
<td></td>
<td>11/18/11 “United Way of Northwest Louisiana”</td>
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<td></td>
<td>11/3/11 LCTCS President Dr. Joe May Forum</td>
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<td></td>
<td>9/17/11 “Media &amp; Communications Professionals” conference</td>
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<td></td>
<td>8/10/11 Advertising seminar – KSLA sponsored</td>
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</tr>
<tr>
<td><strong>Kimberli Webb</strong></td>
<td>4/13/2012 Ethics Training for Public Servants</td>
<td>3/7-3/9/2012 LCTCS Conference, Shreveport, LA</td>
</tr>
</tbody>
</table>

## SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

**Karen Musgrove**

Presentations
9/17/11 Shreveport Journalism Foundation
4/10/12 Young Leaders of Shreveport Chamber

**Tracy McGill**

Presentations
4/18/12 Participated as interviewer in Occupational Therapy Assistants mock interviews
4/5/12 Minden Lions Club – Chancellor presentation
3/9/12 Builders group – Chancellor presentation
1/27/12 UL Coleman meeting – Chancellor presentation
1/25/12 Shreveport Rotary Club – Chancellor presentation
1/18/12 Participated as interviewer for Maroon Jacket interviews
11/29/11 BPCC Foundation President Hedy Hebert Reception
11/30/11 BPCC Christmas Show program – Bossier Civic Center
10/19/11 BPCC Science, Nursing and Allied Health Open House
9/23-9/24/11 BPCC 100
9/22/11 Bossier Rotary Club – Chancellor presentation
7/30/11 Icing on the Cake event – Culinary Arts

Kimberli Webb
Presentations
9/9/2012 Speaker’s Bureau- Benton High School- Theatre Makeup Design Productions

Productions
LCTCS Annual Convention- assist in organization of BPCC production
2011-2012 BPCC’s Performing Arts Program and The Cavalier Players Season - Played the role of Hannah in Fred Alley’s “Spit Fire Grill” and the role of Dolly Levi in Thornton Wilder’s “The Matchmaker”

Publications 2011-2012
Viewbook: Get the 360
Student Services
Financial Aid
Brochures: Science, Nursing, & Allied Health; Innovative Learning; Electronic Learning; Behavioral & Social Sciences; Technology, Engineering, and Mathematics, 1, 2, 3; Performing Arts; Liberal Arts; Business
Cards: Prospective Student Card
Postcards: Recruiting (3)
Pushcards: BPCC National Testing Center @ Barksdale; Advising Center; Testing Center; Placement Test; WIA; Cyber Information Technology; Computer Information Systems; BPCC @ Grambling; BPCC @ NSU; Engineering Graphics Concentration; Automation and Controls; English Language Services (English); English Language Services (Spanish)
Chancellor's folders
Recruiting folders
Recruiting envelopes
Application packet
Leather portfolios
Leather certificate holders
Development & implementation of Graphic Standards Guidelines – Identity Program
Spring 2012 Workforce Development & Continuing Education Non-credit Course Catalog
STRATEGIC PLANNING

**Department Measurable Strategy**  
Promote the College online.

**Performance Indicators**  
Number of daily Facebook postings.

**Assessment Results**  
The PR Office maintains the College Facebook page.

**Changes Based on Assessment Outcomes**  
The successful use of Facebook as a communication tool reinforced the importance of social networking. Postings have become a daily activity.

**Strategy(ies) for the Future**  
Personnel will implement new social networking tools.
### Department Measurable Strategy

**Provide professional growth opportunities.**

#### Performance Indicators

Number of professional growth seminars (on and off campus) attended by office personnel at no cost.

#### Assessment Results

Office personnel attended a number of on campus and off campus workshops and seminars.

#### Changes Based on Assessment Outcomes

Two employees attended an off campus workshop on Social Networking and are now using some of the key strategies for the BPCC Facebook page.

#### Strategy(ies) for the Future

As finances will allow, PR personnel will attend more workshops and seminars.

### Department Measurable Strategy

**Track use of online catalog and academic bulletin/schedule of classes.**

#### Performance Indicators

Monthly data from website tracking system.

#### Assessment Results

This strategy was not implemented on a regular basis. However, when the numbers were checked, evidence of increased activity to the college website was apparent.

#### Changes Based on Assessment Outcomes

By periodically checking the website tracking data, the director used the marketing strategy.

#### Strategy(ies) for the Future

This strategy will be repeated next year with some changes because an Academic Bulletin is no longer being printed.

### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Public Relations Office consists of a three and 1/2 member team. One long time PR person moved to the Chancellor's Office; a part-time replacement was hired.

The Assistant Director developed the much-needed Graphic Standards Manual, which has been publicized across campus. The PR Office is working to implement all the standards for branding and messaging. The College's Facebook presence has been greatly enhanced through the efforts of the part-time media coordinator. She has utilized her skills gained through attending a seminar to turn this social networking site into a valuable communication tool.

This year's Report Card illustrates an increase in "customer" satisfaction. The overall score was the highest in five years.

### PRIORITIES FOR THE COMING ACADEMIC YEAR

- Completion of redesigning of BPCC Website
- Creation of Social Media marketing plan and Social Media Intern Program
- Create all-inclusive marketing/advertising plan for year
- Development and organization of BPCC Crisis Management Plan
- Creation of art project – A-building
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 the Student Success Action Plan. The Office successfully supported the campus in evaluating the student experience and implementation of promising practices to increase student success.

The Title III Project had a positive impact on the Science, Nursing and Allied Health Division’s commitment to improve academic quality and student services and outcomes. The Title III Project supported faculty efforts in improving academic quality through the development of Anatomy Modules, which students utilized to better understand difficult concepts. In addition, faculty were afforded the opportunity to attend the Human Anatomy and Physiology Conference.

The Title III Student Success Coordinator provided advising support services to science, nursing and allied health students. The Coordinator provided career and academic advising for students who were identified by faculty or who self-identified as requiring assistance. The Coordinator also facilitated workshops on student success topics, such as successful study strategies.

The Student Success Action Plan was derived from the College’s Foundations of Excellence (FoE) Project. FoE provided the necessary framework to identify specific areas of the student experience that require enhancement. 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. Faculty and staff were charged with creating a plan for institutional improvement, better known as the Student Success Action Plan, in an
effort to increase the success of first-year and transfer-bound students. This year was dedicated to review of the Plan and identifying a timeline for implementation.

**PROFESSIONAL DEVELOPMENT**

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</tr>
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<tbody>
<tr>
<td></td>
<td>Appreciative Advising Workshop (September 2011)</td>
<td>31st Annual Conference on The First-Year Experience, San Antonio, Texas (February 2012)</td>
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<td></td>
<td>United Way of Northwest Louisiana Workshop (November 2011)</td>
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<td></td>
<td>Conflict Resolution in the Workplace Workshop (January 2012)</td>
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<td>Teaching Today’s Learners Workshop (January 2012)</td>
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<td>2012 Ethics Training for Elected Officials (April 2012)</td>
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<td></td>
<td>Defensive Driver Training (April 2012)</td>
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<tr>
<td>Toya Tucker</td>
<td>BPCC’S Crisis Intervention Team Workshop (August 2011)</td>
<td>Harvard’s Graduate School of Education – Management Development Program (June 2011)</td>
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<td></td>
<td>CCCSE: Overview of BPCC’s SENSE Data (August 2011)</td>
<td>Town Hall Discussion with Dr. Jim Purcell (September 2011)</td>
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<td></td>
<td>Appreciative Advising Workshop (September 2011)</td>
<td>Society for College and University Planning North Central Regional Conference (October 2011)</td>
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<tr>
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<td>Active Learning Strategies Workshop (September 2011)</td>
<td>Southern Association of Colleges and Schools Annual Meeting (December 2011)</td>
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<td></td>
<td>Teaching Today’s Learning Workshop (January 2012)</td>
<td>National Academic Advising Association (NACADA) Assessment Institute (February 2012)</td>
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<td>2012 Ethics Training for Elected Officials (April 2012)</td>
<td>LCTCS Conference, Shreveport, LA (March 2012)</td>
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<td>Complete College America – TAA Grant Workshop (April 2012)</td>
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<td>American Association of Community Colleges Annual Meeting (April 2012)</td>
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<td>Association of Institutional Research Forum (May 2012)</td>
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<td>Petra Battlefield</td>
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</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Director presented “Foundations of Excellence” workshop
Director presented “First Year Student Philosophy Statement” session at Planning Council (3 different sessions)
Director hosted the “BPCC/NSU Title III Cooperative Project External Evaluator Site Visit” (2 different visits)
Director submitted US Department of Education Annual Performance Report - Title III Project
Director presented “Student Success Planning” at the LCTCS Conference
Coordinator presented “BPCC’s Crisis Intervention Team” (2 different sessions)

**SIGNIFICANT CONTRACTS OR GRANTS**

The Office continued to receive funding from the U.S. Department of Education amounting to $586,168 for the BPCC/NSU Title III Cooperative Project.

**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>
</tr>
</thead>
<tbody>
<tr>
<td>Provide learning resources for Division of Science, Nursing and Allied Health.</td>
<td>1. Number of student-centered web-based modules for students enrolled in gateway science courses. 2. Tracking results from modules' website. 3. Logs of anatomical models in science classrooms and the Learning Center.</td>
<td>1. Four chemistry modules were created. Four physiology modules are under development and will be available for the 2012-2013 academic year. 2. Tracking results were secured. 3. Logs accounted for the anatomical models in science classrooms and the Learning Center.</td>
<td>During 2012-2013 academic year, faculty will make adjustments to the modules in an effort to better align the modules to the curriculum.</td>
<td>The Office will continue to build synergies between the College’s and Northwestern State University’s faculty in order to better support science, nursing and allied health students.</td>
</tr>
</tbody>
</table>

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<tr>
<td>Increase academic and career advising activities.</td>
<td>1. Number of Title III orientation sessions in first year Science, Nursing and Allied Health courses. 2. Number of Title III activities, including workshops and advising sessions.</td>
<td>1. Nineteen (19) orientation sessions were hosted, which impacted 522 students. 2. Twelve (12) workshops were hosted, which impacted 258 students. In addition, 1,122 advising sessions were</td>
<td>Increase the number of workshops hosted.</td>
<td>The Office envisions offering workshops tailored specifically for first-year students and spanning beyond Science, Nursing and Allied Health students.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Coordinate professional development activities through partnership with other offices and departments.

Performance Indicators
1. Registration forms from three College representatives who attend a nationally-recognized conference.
2. Number and agendas of on-campus (at BPCC) sessions facilitated by College representatives that attended conferences.
3. Sign-in logs and evaluations from peer colleagues who attend sessions facilitated by College representatives that attended conferences.
4. Number and agendas of Title III sponsored workshops facilitated by nationally-recognized experts.
5. Sign-in logs and evaluations from attendees of sessions facilitated by nationally-recognized experts.

Assessment Results
1. Ten (10) college representatives attended one nationally-recognized conference – the National Academic Advising Association (NACADA) Annual Conference, the NACADA Assessment Institute, or the Human Anatomy and Physiology Society (HAPS) Conference.
2. An agenda was secured for one campus session that discussed enhancement in academic advising. Another workshop session, which will discuss effective teaching strategies, will be hosted during August 2012.
3. Sign-in logs were secured for the one workshop session. Logs will also be secured for the August 2012 session.
4. Agendas were secured for two Title III sponsored workshops,

Changes Based on Assessment Outcomes
Secure evaluation forms for sessions hosted by college representatives.

Strategy(ies) for the Future
The Office will continue to collaborate with other offices to identify opportunities for professional development workshops that align with the College’s strategic goals.
which were facilitated by Dr. Jenny Bloom (advising) and Dr. Laurie Richlin (active learning strategies).

5. Sign-in logs and evaluations were secured for the Title III sponsored workshops.

Department Measurable Strategy

Performance Indicators

1. Agendas from FoE Steering Committee meetings, secured for one steering committee meeting.
2. Agendas and sign-in logs from FoE workshops and transfer-focus project Action Plan.

Assessment Results

1. Six hundred three (603) student engagement surveys were administered to entering and returning students, respectively.
2. Meeting minutes and planning documents that resulted in one student focus group, plans for professional development and further collaborative investigations into student success.

Changes Based on Assessment Outcomes

1. Number of SENSE and CCSSE surveys administered.
2. Meeting minutes and planning documents that detail linkage of SENSE and CCSSE (surveys) results to Title III activities, including workshops and advising sessions.
3. Workshop schedule and student sign-in logs.

Strategy(ies) for the Future

1. Implement the Foundations of Excellence in the First Year and Transfer-Focus Project® Action Plan.
2. Agendas from FoE Steering Committee meetings, secured for one steering committee meeting.
3. Agendas and sign-in logs from FoE workshops and transfer-focus project Action Plan.

Assessment Results

1. Agendas were secured for one steering committee meeting.
2. Agendas and sign-in logs from FoE workshops and transfer-focus project Action Plan.
3. Workshop schedule and student sign-in logs.

Changes Based on Assessment Outcomes

1. Increase the number of student focus groups to a minimum of 3 for the 2012-2013 academic year.
2. Increase the number of opportunities for better student support.
3. Further collaborative investigations into student success.

Strategy(ies) for the Future

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Strategy(ies) for the Future

1. Implement the Foundations of Excellence in the First Year and Transfer-Focus Project® Action Plan.
2. Agendas from FoE Steering Committee meetings, secured for one steering committee meeting.
3. Agendas and sign-in logs from FoE workshops and transfer-focus project Action Plan.
3. Agendas and planning documents from student focus group sessions.

2. Agendas and sign-in logs were secured for two FoE workshops. In addition, during September and October 2011, drafts of the FoE action items were shared with the College and feedback was solicited.

3. A copy of the Student Success Action Plan was secured.

4. An agenda and planning documents were secured for one student focus group.

feedback from students regarding successful support efforts.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Student Success Initiatives effectively collaborated with faculty and staff from several areas of the College in order to implement Title III Project activities and the Student Success Action Plan. The Title III Project embarked on a third year of grant activities and further investigated methods to better support students in the Division of Science, Nursing and Allied Health. During year one of the Title III grant, 45.3% of 816 anatomy students successfully completed anatomy. During year two of the Title III grant, 48% of 1,292 anatomy students successfully completed anatomy. It should be noted that the Division increased the completion rate while experiencing unprecedented growth in enrollment. The Title III grant was one contributing factor to the success of the Division, as the grant supported the continuance of a Student Success Coordinator, as well as faculty professional development and integration student learning resources (science modules, anatomical models, and tutors).

The process to develop the Student Success Action Plan began during the 2010-2011 academic year. The Plan was vetted through faculty and staff and discussed with administrators during fall 2011. The Student Success Action Plan will begin full implementation during fall 2012; however, activities related to student advising and orientation, professional development, and website redesign began during the 2011-2012 academic year. During June 2012, fourteen faculty, staff and administrators will attend the National Academic Advising (NACADA) Summer Institute in order to develop a detailed timeline that will support mandatory advising and enhance faculty advising services to students. The NACADA attendees will...
also incorporate the Student Success Action Plan while identifying timelines: (a) to enhance orientation model, (b) to build a retention/student success activities, and, (c) to provide faculty/staff professional development.

Overall, the Office was effective in aligning activities to mission of the office, which is to enhance the student experience through comprehensive evaluation of the student experience and implementation of evidence-based retention activities.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

The Office will identify more opportunities to keep the campus abreast of success and challenges with the Title III Project and the Student Success Action Plan. In addition, the Office will seek to gain more qualitative feedback from students via focus groups and more collaborative efforts with the Student Government Association and the Office of Student Life.
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 2011-2012 academic year. The Office

* Facilitated the approval of the CTS in Information Systems Security Systems Professionals and the CTS in Senior Systems Managers;
* Served on the College’s Fifth-year Interim Report Committee;
* Facilitated BPCC @ Grambling State University and BPCC @ Northwestern State University;
* Facilitated articulation agreements and memoranda of understandings between BPCC and four-year colleges and universities;
* 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;
* Prepared GRAD Act 2 Report.

During the 2011-12 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.

ADVANCED DEGREES OR CERTIFICATIONS

Donna Branch - Compass ATB Test Administrator Certification

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

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

PROFESSIONAL DEVELOPMENT

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<th>Name</th>
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<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>
</tr>
<tr>
<td></td>
<td>Degree and Certificate Advisory Committee Meetings</td>
<td>Board of Regents and Committee Meetings, Baton Rouge, LA.</td>
</tr>
<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, Orlando, FL, 12/1/11 – 12/6/11</td>
</tr>
<tr>
<td></td>
<td>BPCC@GSU Meetings</td>
<td>SACS-COC Summer Meeting Trustees Meeting, Washington, DC, 6/18/12 – 6/21/12</td>
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<tr>
<td></td>
<td>BPCC@NSU endeavor</td>
<td>Shreveport-Bossier Imperative, Shreveport, LA</td>
</tr>
<tr>
<td></td>
<td>SACS 5th Year Interim Report Committee</td>
<td>Consortium for Education, Research, and Technology, NSU, Natchitoches, LA</td>
</tr>
<tr>
<td></td>
<td>College Promotion Committee</td>
<td>Higher Education Governance Commission</td>
</tr>
<tr>
<td></td>
<td>Foundations of Excellence Steering Committee</td>
<td>LCTCS System Conference</td>
</tr>
<tr>
<td></td>
<td>Promotion Committee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Staff Senate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Program Advisory Committees</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Winning by Design, 2/10/12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ethics Training for Public Servants</td>
<td></td>
</tr>
<tr>
<td>Donna Branch</td>
<td>Staff Senate</td>
<td>LCTCS Annual Conference, Shreveport Convention Center, March 7-8, 2012</td>
</tr>
<tr>
<td></td>
<td>Graduation Committee</td>
<td></td>
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<tr>
<td></td>
<td>Protocol Committee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial Aid Appeals Committee Volunteer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shorts Travel Management Training, June, 2011</td>
<td></td>
</tr>
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<td></td>
<td>Purchasing Department Training, June, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Banner Finance Training - Processing Requisitions, August, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safety Training – Drowning, August, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defensive Driver Training, October, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chancellors Forum, November, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safety Training – Holiday Safety, November, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Banner Finance Training, Managing Approvals, January, 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Banner Self Service/INB Training, February, 2012</td>
<td></td>
</tr>
</tbody>
</table>
ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2011-2012 academic year: (refer to the individual division reports for analysis and recommendations)

Associate Degrees:
Teacher Education
General Science

Certificates/Diplomas:
Surgical Technology
Medical Office Specialist
Help Desk Support

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>Comply with GRAD Act 2.</td>
<td>GRAD Act Metrics.</td>
<td>Received green designation from Board of Regents.</td>
<td>Increase tuition 10% effective 2012-2013.</td>
<td>Strategy completed.</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>
</table>

|  | Construction Technology & Mnnt. 2010-2011 2011-1012 17 30 | | | |
**Industrial Technology**  
2010-2011  2011-2012  
0  11*  

*New Program 2011-2012*

<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 professional development opportunities for faculty and staff.</td>
<td>Number of professional development opportunities offered to faculty and staff.</td>
<td>Offered 56 professional development sessions to faculty and staff.</td>
<td>Additional professional sessions added.</td>
<td>Strategy completed.</td>
</tr>
<tr>
<td>Explore additional dual enrollment opportunities with area high schools.</td>
<td>Number of dual enrollment classes offered and number of students enrolled.</td>
<td>453 dual enrollment students for Spring, 2012.</td>
<td>Additional dual enrollment classes added.</td>
<td>Strategy completed.</td>
</tr>
<tr>
<td>Articulate additional BPCC degrees to senior institutions.</td>
<td>Number of articulation agreements.</td>
<td>Established 13 articulation agreements with Northwestern State University.</td>
<td>Improved articulation opportunities.</td>
<td>Strategy completed.</td>
</tr>
<tr>
<td>Review academic programs in accordance with the cyclical rotation.</td>
<td>Program reviews.</td>
<td>Reviewed two associate degrees and three academic certificates.</td>
<td>Improvements were made in academic programs.</td>
<td>Continue program reviews according to cycle.</td>
</tr>
</tbody>
</table>

**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 program advisory committees. He continues to serve as a member of the Commission on Colleges Board of Trustees.

PRIORITIES FOR THE COMING ACADEMIC YEAR

GOALS: 2012-2013

Administrative
• LA GRAD Act Activities – oversee LA GRAD Act for Bossier Parish Community College.
• Continue Reverse Transfer activities.
• Participate in Planning Council.
• Participate in Title III activities.

Accreditation
• Oversight of BPCC’s 5th Year Interim Report.
• Assist with programmatic accreditations.
• Prepare SACS Substantive Change regarding joint BPCC LTC-Shreveport associated degree.

Programmatic/Curricular
• Adjust course offerings to address new enrollment changes/challenges.
• Continue to build BPCC @ GSU.
• Attend academic program advisory meetings.
• Prepare degree proposal BPCC-LTC-Shreveport joint degree.

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

LCTCS System Activities
• Participate in Chief Academic Officer Council.

Professional Growth
• Serve on SACS/COC Board of Trustees.
Division of Academic Affairs
Associate Vice Chancellor for Academic Affairs

EMPLOYEE LISTING

Professional, unclassified staff

Barbara Poole, Ph.D.

DIVISION SUMMARY

The Office of the Associate Vice Chancellor for Academic Affairs (AVC for AA) is responsible for 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. In July 2011, the office was also given responsibility for Banner Catalog and CAPP.

The Associate Vice Chancellor for Academic Affairs is the Chair of the SACS Fifth-Year Interim Report. Following the SACS Annual Meeting in December 2011, changes were made about which Core Requirements, Comprehensive Standards, and Federal Requirements would be addressed in the Fifth-Year Interim Report. Members of the SACS Fifth-Year Interim Report were briefed about the changes, and Jonnie Young updated the website to reflect the changes. The committee was given a timeline for when the various sections are to be completed, reviewed by the committee, and finalized.

The Office of the AVC for AA hosted twenty-six professional development sessions for faculty and staff. The workshops were attended by over 588 faculty and staff. Fifteen faculty presented and two presenters came from outside the college. Dr. Mark Taylor presented two three-hour workshops, “Generation NeXt Comes to College: Understanding Today’s Learners” and “Teaching Today’s Learners,” to help the faculty better understand the students of today and to model classroom techniques to help students be more successfully. Dr. Lawrence Leonard talked with faculty and staff about Louisiana Tech’s Doctor of Education in Educational Leadership with a concentration in Higher Education Administration.

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. The Deans worked with colleagues from higher education across the state to develop common course descriptors and expanded articulation agreements for mathematics, biological sciences, physical sciences, English, and foreign languages. BPCC worked closely with Northwestern State University to map almost all associate degree programs at BPCC to baccalaureate degrees at NSU.

The AVC for AA created and published final exam schedules for all semesters. She also coordinated a faculty group who developed the academic calendar for 2014-2015. The next three academic calendars are now posted on the College website.

Dr. Poole was assigned to the Catalog and CAPP teams for Banner. Working with Christina Hughes and Patty Stewart, BPCC’s entire course
catalog was entered into Banner. After Christina Hughes was reassigned to another area of the College, Rachael Carter and Cynthia McCreary worked with Dr. Poole to input program requirements into CAPP. CAPP is a degree audit program that will allow students and advisors to see what courses a student has completed and what courses need to be taken to fulfill the requirements for a program.

**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>Self-Regulation &amp; the Underprepared College Students&lt;br&gt;August 16, 2011</td>
<td>Southern Association for Institutional Research&lt;br&gt;Atlanta, GA&lt;br&gt;October 8-11, 2011</td>
</tr>
<tr>
<td></td>
<td>Developing Competent Global Citizens: Why and How&lt;br&gt;September 15, 2011</td>
<td>Southern Association of Colleges and Schools&lt;br&gt;Commission on Colleges&lt;br&gt;Orlando, FL&lt;br&gt;December 3-6, 2011</td>
</tr>
<tr>
<td></td>
<td>Classroom Management Roundtables&lt;br&gt;October 26, 27, and 28, 2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Generation NeXt comes to College: Understanding Today’s Learners&lt;br&gt;January 11, 2011</td>
<td>LCTCS 2012 Annual Conference&lt;br&gt;Shreveport, LA&lt;br&gt;March 7-7, 2012</td>
</tr>
<tr>
<td></td>
<td>Teaching Today’s Learners&lt;br&gt;January 12, 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Graduate Education at Louisiana Tech&lt;br&gt;January 27, 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Elements of Leaders of Character&lt;br&gt;February 3, 2012</td>
<td></td>
</tr>
</tbody>
</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>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review articulation agreements</td>
<td>1. Board of Regents Articulation Matrix updated on the BPCC website.&lt;br&gt;2. List of new articulation agreements</td>
<td>1. The Deans worked with colleagues from higher education across the state to develop common course descriptors and expanded articulation agreements for mathematics, biological sciences, physical mathematics.&lt;br&gt;BPGC added Math 101 - Applied Algebra for College Students.&lt;br&gt;BLGY 124 – Human Anatomy and BLGY 125 – Human Physiology will be changed to BLYG 230 and 231 – Human</td>
<td>Increase number of articulation agreements</td>
<td></td>
</tr>
</tbody>
</table>
sciences, English, and foreign languages. These changes will be reflected in the Board of Regents Articulation Matrix for 2012-13. After approval by the Board of Regents, the matrix will be posted to the BPCC website under “Academics.”

2. BPCC worked closely with Northwestern State University to map fourteen associate degree programs at BPCC to baccalaureate degrees at NSU. See chart after this section for details.

<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>Guide SACS Fifth-Year Interim Report preparation</td>
<td>Report to Vice Chancellor for Academic Affairs on status of preparation</td>
<td>The SACS Fifth-Year Interim Report committee met February 14th. Changes in the requirements for the report adopted at the December 2011 SACS-COC meeting were discussed. Deadlines for submission of each part of the report were established.</td>
<td>The standards that were added to the report were assigned to individuals. Jonnie Young made the changes to the Fifth-Year website, and all members of the committee were given access to the website.</td>
<td>Complete the SACS Fifth-Year Interim Report</td>
</tr>
</tbody>
</table>

Anatomy and Physiology I and II.
**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of Associate Vice Chancellor for Academic Affairs coordinated the input of the Academic Catalog and CAPP (Curriculum Advising and Program Planning) into Banner for the College. The office hosted 26 professional development workshops with an attendance of over 588 faculty and staff. Assignments were made and a timeline established for the completion of the SACS Fifth-Year Interim Report. BPCC worked closely with Northwestern State University to map fourteen associate degree programs at BPCC to baccalaureate degrees at NSU. The Deans collaborated with

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<th>Assessment Results</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinate professional development</td>
<td>Names of professional development activities and numbers of attendees</td>
<td>See chart after this section for details.</td>
<td>More classroom management workshops need to be presented. More sessions that deal with how to teach especially for faculty who have not taught before should be offered.</td>
<td>Present workshops on how to teach</td>
</tr>
<tr>
<td>Survey faculty and staff to determine needs for professional development that will promote job satisfaction and student success</td>
<td>Results of survey</td>
<td>Classroom management was the number one topic requested by faculty.</td>
<td>Three classroom management roundtables were held in October. Forty-five faculty participated. Dr. Mark Taylor presented two three-hour workshops in January. One hundred twenty-five faculty and staff attended “Generation NeXt Comes to College: Understanding Today’s Learners,” and one hundred eleven attended “Teaching Today’s Learners.”</td>
<td>Offer professional development activities on classroom management</td>
</tr>
</tbody>
</table>
higher education across the state to develop common course descriptors and expanded articulation agreements for mathematics, biological sciences, physical sciences, English, and foreign languages which will be incorporated in the Board of Regents Statewide Articulation Matrix. 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
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
<th>Speaker</th>
<th>Room</th>
<th>Number of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 15, 2011</td>
<td>2:15-3:15</td>
<td>Education 2020 – Introduction to a new tutorial program in the Learning Center</td>
<td>Laura Jones</td>
<td>A248</td>
<td>18</td>
</tr>
<tr>
<td>August 15, 2011</td>
<td>2:15-3:15</td>
<td>Using Truecrypt to Protect your Portable Data</td>
<td>Eddie Horton</td>
<td>G216</td>
<td>13</td>
</tr>
<tr>
<td>August 15, 2011</td>
<td>2:15-3:15</td>
<td>Pedagogy and Online Instruction</td>
<td>Kathleen Gay</td>
<td>D210</td>
<td>10</td>
</tr>
<tr>
<td>August 15, 2011</td>
<td>2:15-3:15</td>
<td>Academic Advising and General Education</td>
<td>Lesa Taylor-Dupree and Peggy Fuller</td>
<td>D215A</td>
<td>35</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>8:15-9:15</td>
<td>Applying for Promotion: What You Need to Know</td>
<td>Rona Leber</td>
<td>G325</td>
<td>20</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>8:15-9:15</td>
<td>Academic Advising and General Education</td>
<td>Lesa Taylor-Dupree and Peggy Fuller</td>
<td>D215A</td>
<td>21</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>8:15-9:15</td>
<td>BPCC's Crisis Intervention Team</td>
<td>Crystal Corbin</td>
<td>D215B</td>
<td>22</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>1:30-2:30</td>
<td>Self-Regulation &amp; the Underprepared College Students</td>
<td>Dr. Dawn Young</td>
<td>E225</td>
<td>30</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>1:30-2:30</td>
<td>Pedagogy and Online Instruction</td>
<td>Kathleen Gay</td>
<td>D210</td>
<td>5</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>1:30-2:30</td>
<td>Foundations of Excellence</td>
<td>Toya Tucker</td>
<td>D215A</td>
<td>11</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>1:30-2:30</td>
<td>BPCC's Crisis Intervention Team</td>
<td>Crystal Corbin</td>
<td>D215B</td>
<td>13</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>2:45-3:45</td>
<td>Test Enhanced Learning</td>
<td>Dr. Dawn Young</td>
<td>E225</td>
<td>24</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>2:45-3:45</td>
<td>Applying for Promotion: What You Need to Know</td>
<td>Michelle Grant</td>
<td>G325</td>
<td>10</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>2:45-3:45</td>
<td>Using Truecrypt to Protect your Portable Data</td>
<td>Eddie Horton</td>
<td>G216</td>
<td>9</td>
</tr>
<tr>
<td>August 16, 2011</td>
<td>2:45-3:45</td>
<td>Foundations of Excellence</td>
<td>Toya Tucker</td>
<td>D215A</td>
<td>2</td>
</tr>
<tr>
<td>September 15, 2011</td>
<td>1:00-2:00</td>
<td>&quot;Developing Competent Global Citizens: Why and How&quot;</td>
<td>Brookie Walker</td>
<td>E304</td>
<td>5</td>
</tr>
<tr>
<td>September 15, 2011</td>
<td>1:00-2:00</td>
<td>Active Learning</td>
<td>Tara Breeland</td>
<td>E306</td>
<td>6</td>
</tr>
<tr>
<td>October 26, 2011</td>
<td>12 noon - 1 pm</td>
<td>Classroom Management Roundtable</td>
<td>Rona Leber</td>
<td>A222</td>
<td>12</td>
</tr>
<tr>
<td>October 27, 2011</td>
<td>12:30-1:30</td>
<td>Classroom Management Roundtable</td>
<td>Rona Leber</td>
<td>A222</td>
<td>11</td>
</tr>
<tr>
<td>October 28, 2011</td>
<td>2:00-3:00</td>
<td>Classroom Management Roundtable</td>
<td>Rona Leber</td>
<td>A230</td>
<td>14</td>
</tr>
<tr>
<td>January 9, 2012</td>
<td>1:00-2:00</td>
<td>Faculty Insight Into Student Retention - Results and Discussion</td>
<td>Karen Guerin and Kathleen Gay</td>
<td>D210</td>
<td>20</td>
</tr>
<tr>
<td>January 9, 2012</td>
<td>1:00-2:00</td>
<td>Follow-up on Self Regulation</td>
<td>Dr. Dawn Young</td>
<td>E225</td>
<td>8</td>
</tr>
<tr>
<td>January 9, 2012</td>
<td>1:00-2:00</td>
<td>Prezis - a new Presentation Software</td>
<td>Pam Milstead &amp; Annette Shows</td>
<td>G320</td>
<td>17</td>
</tr>
<tr>
<td>January 11, 2012</td>
<td>8:30-11:30</td>
<td>Generation Next Comes to College: Understanding Today's Learners</td>
<td>Dr. Mark Taylor</td>
<td>Theatre</td>
<td>125</td>
</tr>
<tr>
<td>January 12, 2012</td>
<td>8:30-11:30</td>
<td>Teaching Today's Learners</td>
<td>Dr. Mark Taylor</td>
<td>Theatre</td>
<td>111</td>
</tr>
<tr>
<td>January 27, 2012</td>
<td>1-2 pm</td>
<td>Graduate Education at Louisiana Tech</td>
<td>Dr. Lawrence Leonard</td>
<td>E-206</td>
<td>16</td>
</tr>
</tbody>
</table>
## Articulation Agreements 2011-2012

<table>
<thead>
<tr>
<th>BPCC</th>
<th>NSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA in Performing Arts</td>
<td>Bachelor of Music</td>
</tr>
<tr>
<td>AA in Performing Arts</td>
<td>BS in Theatre</td>
</tr>
<tr>
<td>AS in General Science</td>
<td>BS in Health and Physical Education K - 12</td>
</tr>
<tr>
<td>AS in General Science</td>
<td>BS in Health and Exercise Science</td>
</tr>
<tr>
<td>AAS in Computer Information Systems</td>
<td>BS in Computer Information Systems</td>
</tr>
<tr>
<td>AS in General Science</td>
<td>BS in Radiologic Science</td>
</tr>
<tr>
<td>A in General Studies</td>
<td>B in General Studies</td>
</tr>
<tr>
<td>AD in Nursing</td>
<td>BS in Nursing</td>
</tr>
<tr>
<td>AAS in Respiratory Therapy</td>
<td>BAS in Allied Health</td>
</tr>
<tr>
<td>AAS in Physical Therapy Assistant</td>
<td>BAS in Allied Health</td>
</tr>
<tr>
<td>AAS in Pharmacy Technician</td>
<td>BAS in Allied Health</td>
</tr>
<tr>
<td>AAS in Paramedic</td>
<td>BAS in Allied Health</td>
</tr>
<tr>
<td>AAS in Occupational Therapy Assistant</td>
<td>BAS in Allied Health</td>
</tr>
<tr>
<td>AAS in Medical Assistant</td>
<td>BAS in Allied Health</td>
</tr>
</tbody>
</table>
Division of Academic Affairs
Academic Advising

EMPLOYEE LISTING

Professional, unclassified staff
Peggy Fuller, M.B.A.
Richard Robins, M.Ed.
Jennifer McMullen, M.Ed.

Classified staff
Toni Brown, A.S.

DIVISION SUMMARY

In March 2012, the Academic Advising Center moved from F-250 to F-255. To better serve the students, the Center is now centrally located in the same area as Career Services. Throughout the 2011-2012 academic year, the Center has used the services of seven (7) current full time faculty and staff members to assist during the peak times of each semester. At the time of this location change, Richard Robins was appointed to the position of Manager of Academic Advising and Career Services.

The Center was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2011-2012 fiscal year. The Center advised 1,391 students during the summer 2011 semester, which was an increase of 2.2% over the last summer semester. The Center advised 2,444 students during the fall 2011 semester which was an increase of 2.8% over the last fall semester, and 3,906 students during the spring 2012 semester, which was an increase of 2.6% over the last spring semester. The number of students advised for the 2011-2012 fiscal year was 7,741, an increase of 2.5% over the previous year. During the month of January, the Center (2 advisors) with the help of additional faculty advisors, saw 1,047 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, 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. 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 October 2011, they attended the NACADA (National Academic Advising Association) conference in Denver, Colorado. By means of the travel budget, Miss McMullen attended the LADE (Louisiana Association of Developmental Education) conference in Baton Rouge, Louisiana in November, 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 2011 semester, the Center contacted 492 students who were either on academic probation, suspended one semester, or suspended two semesters. Of these 492 students, 47 contacted the Center to have a plan created to assist them in returning to college and being successful. Of these 47 students, 16 signed up for classes.

Throughout the 2011-2012 year, the Academic Advising Center continued to make an intensive effort to provide the quality advising and promote student success. Additional printers were obtained to speed up the process and eliminate the students’ time spent in the Center.

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: Northwest Louisiana Food Bank, Life Share Blood Drives, BPCC Lee National Denim Day, United Way, and participating in the American Cancer Society Relay for Life.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
Angela Oriano-Darnall, Ph.D.
August 15, 2011

"Great to World Class"
Chancellor's Luncheon
August 16, 2011

"Academic Advising and General Education:
August 16, 2011

"Appreciative Advising"
Dr. Jennifer Bloom
September 12, 2011

Mock Interviews for CIS and CIT Students
September 16, 2011

3rd Annual BPCC 100 Mini NASCAR Race
BPCC Campus
September 23-24, 2011

Certificate of Appreciation
Lee National Jean Day
Breast Cancer Awareness Month
October 7, 2011

Nursing Skills and Simulation Laboratory
Bldg B, Room 324
BPCC
October 17, 2011

"The Spitfire Grill"
A Cavalier Players Production
BPCC Performing Arts Theatre
Building C
November 9-13, 2011

"Applying the 2011-2013 QM Rubric Update"
November 18, 2011

"Santa's Star Search"
A Cavalier Players Production
Bossier City, Louisiana
November 30 and December 1, 2011

"Graduation Application Workshop"
Pat Wyatt
December 13, 2011

BPCC Fall Commencement

Fort Worth, Texas
July 18, 2011

"Assessing Online Education"
What Do We Know? How Do We Know?
SACSCOC Institute At-A-Glance
July 18, 2011

"Defining, Assessing, and Documenting Student Learning Outcomes at
Community Colleges"
SACSCOC Institute At-A-Glance
July 18, 2011

"Assessing General Education"
SACSCOC Institute At-A-Glance
Fort Worth, Texas
July 19, 2011

The Fifth-Year Interim Report
SACSCOC Institute At-A-Glance
Fort Worth, Texas
July 19, 2011

NACADA 35th Annual Conference on Academic Advising
Denver, Colorado
October 2-5, 2011

"Getting Started and Maintaining Success: Advising in FYE Programs
at 6 Community Colleges"
NACADA Annual Conference
Denver, Colorado
October 3, 2011

"Faculty Advising in STEM Disciplines: Implications for Creating a
Supportive Campus Environment"
NACADA Annual Conference
Denver, Colorado
October 3, 2011

"The A-Team"
NACADA Annual Conference
Denver, Colorado
October 3, 2011

"Reinvigorating Faculty Advising On Your Campus-It's Time to Do It!"
NACADA Annual Conference
Denver, Colorado
October 3, 2011

Mapping the Path to Graduation: The Grand Valley State University
BPCC Health and Physical Education Complex  
December 16, 2011

"Carl Perkins Professional Development Workshop"  
January 12, 2012

"2012 Associate of Science in Teaching Praxis II Workshop"  
January 12, 2012

ENCANA Oil and Gas (USA) Inc.  
Major Contribution to BPCC's Academic Energy Programs  
Emmett E. Cope Building  
February 16, 2012

"2012 Spring Scholarship Reception"  
BPCC Doorway to the future Access Granted  
Chancellor's Conference Room A 230  
February 16, 2012

"The Matchmaker"  
A Cavalier Players Production  
BPCC Performing Arts Theatre  
Building C  
March 22-April 1, 2012

"The Theatre Games"  
2012 Cavalier Players Awards  
Performing Arts Theatre  
May 5, 2012

BPCC Spring Commencement  
BPCC Health and Physical Education Complex  
May 11, 2012

"Meet the Artists" Gallery Reception  
Donna Service Gallery (Building A)  
February 28, 2012

"2012 BAFB Air Show"  
April 23, 2012

Cyber Innovation Center  
Monthly Meeting Luncheon  
Silver Star Smokehouse  
May 16, 2012

Four Year Blueprint for Student Success"  
NACADA Annual Conference  
October 3, 2011

"Freshman Week-How to Help Students Retain a Mountain of Information Beyond Orientation"  
NACADA Annual Conference  
Denver, Colorado  
October 4, 2011

"Boost Academic Advising to New Altitudes with Positivity"  
NACADA Annual Conference  
Denver, Colorado  
October 4, 2011

"Critical Questions in Advising"  
NACADA Annual Conference  
Denver, Colorado  
October 4, 2011

"Aspiring to New Heights: Successful Efforts for STEM Student Retention"  
NACADA Annual Conference  
Denver, Colorado  
October 5, 2011

"Blazing the Trail: Creative Ways to Advise Community College Students"  
NACADA Annual Conference  
Denver, Colorado  
October 5, 2011

SACSCOC 2011 Annual Meeting  
Orlando, Florida  
December 3-6, 2011

"Orientation for First-Time Attendees"  
SACSCOC 2011 Annual Meeting  
Orlando, Florida  
December 4, 2011

"Faculty Qualifications"  
SACSCOC 2011 Annual Meeting  
Orlando, Florida  
December 4, 2011

"Louisiana State Meeting"  
SACSCOC 2011 Annual Meeting  
Orlando, Florida  
December 4, 2011
"Academic Advising: A Key Student Support Service"
SACSCOC 2011 Annual Meeting
Orlando, Florida
December 4, 2011

"Effective Coalition of Campus-Wide Learning Outcomes Using Google Documents"
SACSCOC 2011 Annual Meeting
Orlando, Florida
December 5, 2011

"Improving Higher Education Retention and Completion Practices with Predictive Models"
SACSCOC 2011 Annual Meeting
Orlando, Florida
December 5, 2011

"Lights, Camera, Action! Focusing on Our Story"
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 7-9, 2012

"And the Winner Is …": Why Everyone Wins when you Play the part of "Leader in a Supporting Role"
Shreveport, Louisiana
LCTCS 2012 Annual Conference
March 8, 2012

"A Modularized Learning Approach to Developmental Education"
Shreveport, Louisiana
LCTCS 2012 Annual Conference
March 8, 2012

"Incorporating SMART Technology to Enhance Instruction"
Shreveport, Louisiana
LCTCS 2012 Annual Conference
March 9, 2012

"Development Writing Online? Say It Ain't So!"
Shreveport, Louisiana
LCTCS 2012 Annual Conference
March 9, 2012

Richard Robins
Center for Community College Student Engagement
August 15, 2011

Education 2020
August 15, 2011

NACADA National Conference
Denver, Colorado
October 2-5, 2011

2012 Ethics Training for Public Servants
CIS 105 Orientation including Blackboard and SAM training  
August 16, 2011

Appreciative Advising  
September 12, 2011

Generation NeXt comes to College  
January 11, 2012

Jennifer McMullen

“Classroom Management Roundtable” Designee  
October 27, 2011

BPCC Christmas Show Solo Vocalist  
Bossier Civic Center  
November 28-December 1, 2011

“Academic Advising and General Education”  
August 15, 2011

“Appreciative Advising”  
September 12, 2011

“Generation NeXt Comes to College: Understanding Today’s Learners”  
January 11, 2012

2012 Web Ethics Training for Public Servants  
February 23, 2012

“Techno-Bytes to Go”  
February 28, 2012

Voice Actor for BPCC Mystery Radio Shows (4 hours)  
2011-2012 Season

Toni Brown

Purchasing Department Training  
June 20, 2011

“Academic Advising and General Education”  
August 15, 2011

“Developing Staff through Foundation Funding”  
October 21, 2011

“United Way of Northwest Louisiana”  
November 18, 2011

“Generation NeXt Comes to College-Understanding Today’s Learners”  
January 11, 2012
<table>
<thead>
<tr>
<th>STRATEGIC PLANNING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Participate in professional development opportunities.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Restructure the Academic Advising Advisory Board to enhance partnerships.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Continue to contact all students that are on academic probation and suspension at the end of each semester.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Complete the online workshop modules.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
</tr>
<tr>
<td>--------------------------------</td>
</tr>
<tr>
<td>Administer the Academic Advising Center survey at the end of each semester.</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>Implement the use of social media to enhance academic advising.</td>
<td>Number of students who used the social media to be academically advised.</td>
<td>Because of the workload in the Academic Advising Center, the implementation of social media is still being created.</td>
<td>No changes were made at this time.</td>
<td>Complete the social media module for the new and current students.</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.

**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 SUMMARY

The Academic Planning Division consisting of the Office of the Associate Vice Chancellor of Planning and 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, the College community and area newspapers and for reports to the Louisiana Community and Technical College System Board and the Louisiana Board of Regents. Bossier Parish Community College held five (5) commencement ceremonies: one in summer 2011, two in fall 2011 and two in spring 2012. The number of graduates conferred for the 2011-2012 academic year was 800, an increase of ten percent (10%) over the previous year. The College awarded 1,310 associate degrees, certificates, and technical competency areas to the 800 graduates, which was an increase of sixteen percent (16%) over the previous year in the number of credentials awarded.

The Office of the Associate Vice Chancellor of Planning and Instruction was responsible for many activities this academic year. The Office provided 252 regularly scheduled and on demand placement testing opportunities over the last academic year. During the 2011-2012 academic year, 7,660 placement tests were administered, which was an increase of three percent (3%) over the last academic year, and 268 Ability-to Benefit tests were administered over the last academic year. Throughout the year, the Division coordinated and administered the Education Testing Service Proficiency Profile which was administered to the associate degree candidates in the summer 2011, fall 2011, and spring 2012 graduating classes. The information concerning general education competencies gathered from this standardized testing of 158 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 2011-2012 academic year, 227 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 (93 students in the fall semester and 112 students in the spring semester); and maintained and updated the Blackboard site for the Planning Council and updated the Placement Testing site and the Candidates for Graduation site on the College website each semester. Also, this year, this Office gathered much information regarding learning outcomes and general education competencies.

Additionally, the individuals within the Division participated in many professional development activities and served on several committees. Mrs. Lesa Taylor-Dupree, Associate Vice Chancellor of Planning and 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, Banner training, Ethics 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, the STEP 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 Associate Vice Chancellor of Planning and Instruction served as a resource person for the Deans and faculty and counseled students regarding requirements 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, the Graduation Committee, and the STEP 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 Ability to Benefit, student orientation, safety, and Banner training. She served on an interview committee for hiring college staff, participated in the Compass Users Network, and received certification to administer the Ability to Benefit test. She served as a resource person for the Deans and faculty and counseled students regarding requirements for placement testing. Additionally, Mrs. Spilker was a member of the Graduation Committee, the Academic Misconduct Appeals Committee, and a volunteer for the Financial Aid Appeals Committee. Mrs. Laura Fowler, the Administrative Assistant for the Office of the Associate Vice Chancellor of Planning and Instruction, attended meetings focusing on purchasing, travel, safety, and Banner training. She served on an interview committee for hiring college staff, participated in the Compass Users Network, and received certification to administer the Ability to Benefit test. Mrs. Fowler was also a member of the Graduation Committee and a volunteer for the Financial Aid Appeals Committee.

ADVANCED DEGREES OR CERTIFICATIONS

Peggy Spilker
Ability-to-Benefit (ATB)
Assessment Center Test Administrator
Laura Fowler  
Ability-to-Benefit (ATB)  
Assessment Center Test Administrator

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Lesa Taylor-Dupree  
Statewide General Education Committee  
As a part of the Statewide Articulation Transfer Council  
LCTCS Representative  
July 2011 – June 2012

**PROFESSIONAL DEVELOPMENT**

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<th>Name</th>
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<th>Professional Development (other location)</th>
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</thead>
</table>
| Lesa Taylor-Dupree | Executive Council Meetings  
August 2011 – May 2012  
Planning Council Meetings  
August 2011 – May 2012  
Deans Council  
June 2011 – May 2012  
BPCC Foundations of Excellence Steering Committee  
August 2011 – May 2012  
SACS Fifth-Year Interim Report Committee  
July 2011 – May 2012  
Graduation Committee  
June 2011 – May 2012  
Ex-officio member  
BPCC Staff Senate Member  
August 2011 – May 2012  
BPCC Foundation Member  
August 2011 – May 2012  
General Education Assessment and Curriculum Committee  
August 2011 – May 2012  
Ex-officio member | Community Renewal Friendship House Tour  
Shreveport, Louisiana  
June 14, 2011  
Statewide Articulation and Transfer Council Meeting  
Baton Rouge, Louisiana  
June 27, 2011  
Statewide Articulation and Transfer Council Meeting  
Baton Rouge, Louisiana  
August 1, 2011  
Statewide Articulation and Transfer Council Meeting  
Baton Rouge, Louisiana  
August 29, 2011  
Title III Joint Meeting of BPCC and NSU  
NSU College of Nursing  
Shreveport, Louisiana  
September 20, 2011  
NACADA 35th Annual Conference on Academic Advising  
Denver, Colorado  
October 2-5, 2011  
“Evaluating Your Leadership Skills” |
Christmas Committee
August 2011 – May 2012
Ex-officio member

STEP Committee
August 2011 – May 2012

Foundations of Excellence Meeting
June 1, 2011

Foundations of Excellence Meeting
June 24, 2011

Cavalier Connection Meeting
July 12, 2011

Foundations of Excellence
Steering Committee Meeting
July 13, 2011

Associate of Applied Science in
Teaching Advisory Committee Meeting
July 21, 2011

Safety Training – Drowning
July 27, 2011

Echoes
BPCC Cavalier Players Production
July 29, 2011

“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”
August 15, 2011

“Great to World Class”
Chancellor's Luncheon
August 16, 2011

BPCC and NSU Articulation
Signing Ceremony
August 23, 2011

“Appreciative Advising”
Dr. Jennifer Bloom
September 12, 2011

BPCC 100 Volunteer
September 23-24, 2011

NACADA Annual Conference
Denver, Colorado
October 2, 2011

“The A Team – Faculty Advising”
NACADA Annual Conference
Denver, Colorado
October 3, 2011

“Faculty Advising in STEM Disciplines: Implications for Creating a Supportive Campus Environment”
NACADA Annual Conference
Denver, Colorado
October 3, 2011

“Getting Started and Maintaining Success: Advising and FYE Programs at 6 Community Colleges”
NACADA Annual Conference
Denver, Colorado
October 3, 2011

“Reinvigorating Faculty Advising on Your Campus – It’s Time to Do It!”
NACADA Annual Conference
Denver, Colorado
October 3, 2011

“Boost Academic Advising to New Altitudes with Positivity”
NACADA Annual Conference
Denver, Colorado
October 4, 2011

“Freshman Week – How to Help Students Retain a Mountain of Information Beyond Orientation”
NACADA Annual Conference
Denver, Colorado
October 4, 2011

“Critical Questions in Advising”
NACADA Annual Conference
Denver, Colorado
October 4, 2011

“Advising with Pizzaz!! Unique Ways to Connect and Build Student Relationships”
NACADA Annual Conference
Denver, Colorado
October 4, 2011
October 4, 2011
“Aspiring to New Heights: Successful Efforts for STEM”
Student Retention
NACADA Annual Conference
Denver, Colorado
October 5, 2011
“Blazing the Trail: Creative Ways to Advise Community College Students”
NACADA Annual Conference
Denver, Colorado
October 5, 2011
“Hot Topic: Two Year Colleges”
NACADA Annual Conference
Denver, Colorado
October 5, 2011
BPCC @GSU Transition Meeting
Grambling, Louisiana
November 11, 2011
SACS – COC Annual Meeting
Orlando, Florida
December 3-6, 2011
“Examining Proposed Changes to the Principles of Accreditation and Related Policy Changes Affecting Institutions”
SACS – COC Annual Meeting
Orlando, Florida
December 4, 2011
“Making the Accreditation Connection: Documenting Student Learning and Using Assessment Evidence for Instructional Decision Making”
SACS – COC Annual Meeting
Orlando, Florida
December 4, 2011
Louisiana State Meeting
SACS – COC Annual Meeting
Orlando, Florida
December 4, 2011
“Rethinking Accreditation in the 21st Century: The Quality/Learning Imperative”
Fall Festival of One Acts
BPCC Cavalier Players Presentation
November 15, 2011

The Performing Arts Music Program
BPCC Jazz Concert
November 17, 2011

The Performing Arts Music Program
BPCC Concert Choir
November 18, 2011

Santa’s Star Search
BPCC and Bossier City Joint Production
November 30, 2011
December 1, 2011

2011 Inaugural Class
Nursing Pinning Ceremony
December 15, 2011

Evaluation KIT Webinar
January 25, 2012

BPCC Retention Overview Meeting
January 25, 2012

“Winning by Design”
Leadership Presentation
February 10, 2012

“Home to Holly Grove: Cherishing our Rich Heritage”
Dr. Frances Swayzer Conley
February 15, 2012

Encana Oil and Gas Inc. Presentation
February 16, 2011

BPCC Foundation Annual Scholarship Reception
February 16, 2012

“2012 Ethics Training for Public Servants”
February 20, 2012

BPCC and NSU
Memorandum of Understanding
Signing Ceremony
March 13, 2012

SACS – COC Annual Meeting
Orlando, Florida
December 4, 2011

“Out of Our Minds: Learning to be Creative”
SACS – COC Annual Meeting
Orlando, Florida
December 5, 2011

“Rethinking the Use of the Fifth-Year Report: A First Look at Readiness for Compliance Certification”
SACS – COC Annual Meeting
Orlando, Florida
December 5, 2011

“The Fifth-Year Interim Report”
SACS – COC Annual Meeting
Orlando, Florida
December 5, 2011

“Improving Higher Education Retention and Completion Practices with Predictive Models”
SACS – COC Annual Meeting
Orlando, Florida
December 5, 2011

Statewide Articulation and Transfer Council Meeting
Baton Rouge, Louisiana
February 23, 2012

LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 7-9, 2012

“Campus Support + Robust Data + Effective Planning = Student Success”
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 7, 2012

Keynote Address: Dr. Mark Milliron
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 7, 2012

“As Simple as Do-Re-Mi: An Uncomplicated Discussion on Exploring International Culture and
Title III External Evaluation Site Visit
March 13, 2012

Student Artists’ Reception
Donna Service Gallery
March 14, 2012

Surgical Technology Program
Advisory Committee Meeting
March 16, 2012

ATMAE Accreditation Visit
March 19-20, 2012

Discovery Learning Presentation
March 22, 2012

*The Matchmaker*
BPCC Cavalier Players Production
March 22, 2012

Facilitator: BPCC’s Annual Women’s History Month
“Women’s Education: Women’s Empowerment!”
March 28, 2012

Banner Training
April 2, 2012

E2020 Presentation
April 3, 2012

Physical Therapy Program
Advisory Committee Meeting
April 10, 2012

Thunderbird Pilot Presentation
April 21, 2012

Safety Training – Workplace Violence
April 25, 2012

The Performing Arts Music Program
Jazz Ensemble
April 26, 2012

Cyber Innovation Center
Monthly Member Luncheon and Meeting
May 16, 2012

World Affairs”
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 8, 2012

Presentation: Dr. Walter Bumphus
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 8, 2012

“And the Winner Is…” Why Everyone Wins
When You Play the Part of Leader in a
Supporting Role”
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 8, 2012

State of the System Address:
Dr. Joe May
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 8, 2012

Peer Group Session
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 8, 2012

“Development Writing Online?
Say It Ain’t So!”
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 9, 2012

“BRCC on the Spot! Mobilized
Admissions, Testing, and Advising
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 9, 2012
Peggy Spilker

Graduation Committee
June 2011 – May 2012

BPCC Staff Senate Member
August 2011 – May 2012

Academic Misconduct Appeals Committee
August 2011 – May 2012

Financial Aid Appeals Committee Volunteer
August 2011 – May 2012

Ability to Benefit Meetings
June 24 & 27, 2011

Cavalier Connection Meeting
July 12, 2011

Safety Training – Drowning
July 27, 2011

BPCC 100 Volunteer
September 23, 2011

Safety Training – Halloween
October 20, 2011

Chancellor’s Forum
November 16, 2011

Santa’s Star Search
BPCC and Bossier City Joint Production
November 30, 2011
December 1, 2011

Banner Training Web Ex
March 13, 2012

Banner Training
Boni Lee
April 4, 2012

Ethics Training for Public Servants
April 13, 2012

BPCC Talent Show
April 14, 2012

Chancellor’s Forum
April 17, 2012

“BRCC on the Spot! Mobilized Admissions, Testing, and Advising”
LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 9, 2012
Banner Training
April 17, 2012

Thunderbird Pilot Presentation
April 21, 2012

Safety Meeting – Workplace Violence
April 25, 2012

Laura Fowler
Graduation Committee
June 2011 – May 2012

BPCC Staff Senate Member
August 2011 – May 2012

Financial Aid Appeals Committee Volunteer
August 2011 – May 2012

Shorts Travel Management Training
June 15, 2011

Purchasing Department Training
June 20, 2011

Safety Training – Drowning
July 27, 2011

Banner Finance Training
August 1, 2011

Safety Training – Halloween
October 20, 2011

The Spitfire Grill
BPCC Cavalier Players Production
November 9, 2011

Chancellor’s Forum
November 16, 2011

Sleeping Beauty
BPCC Cavalier Players Production
February 17, 2012

Banner Self Service/IBN Training
March 13, 2012

Ethics Training for Public Servants
April 13, 2012

LCTCS 2012 Annual Conference
Shreveport, Louisiana
March 7-8, 2012
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Lesa Taylor-Dupree
“Academic Advising and General Education”
BPCC Presenter
August 15, 2011

“General Education Competencies”
BPCC Presenter
November 14, 2011

STRATEGIC PLANNING

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

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

Assessment Results
The Office of the Associate Vice Chancellor of Planning and Instruction provided 268 Ability to Benefit tests during the academic year.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Office of the Associate Vice Chancellor of Planning and Instruction will administer all Ability to Benefit tests for the next academic year to meet the needs of students.

Department Measurable Strategy
Submit required reports adhering to new guidelines set forth by the United States Department of Education for administration of

Performance Indicators
Number of reports submitted to the Federal Government for the 2011-2012 academic year.

Assessment Results
The Office of the Associate Vice Chancellor of Planning and Instruction and Academic Planning will submit required
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
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</thead>
<tbody>
<tr>
<td>Provide additional scheduled and on demand placement testing opportunities for students.</td>
<td>Number of opportunities for scheduled and on demand placement tests during the 2011-2012 academic year.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction provided 252 opportunities for students to take placement tests. Also, the Office of the Associate Vice Chancellor of Planning and Instruction administered 7,660 placements tests, a three percent (3%) increase from the previous year.</td>
<td>No changes are needed.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction will meet the demands of students by providing all scheduled and on demand placement testing opportunities.</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>Monitor the AIM Program students.</td>
<td>Dissemination, collection, and review of progress reports for the AIM students twice during the fall semester and twice during the spring semester.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction disseminated, collected, and reviewed</td>
<td>No changes are needed.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction will oversee and monitor the AIM student progress reports for the next academic year.</td>
</tr>
</tbody>
</table>
progress reports for the AIM students twice (September 27-October 5, 2011 and November 8-16, 2011) during the fall semester for ninety-three (93) students and twice (March 6-14, 2012 and April 10-18, 2012) during the spring semester for 112 students. All AIM reports were reviewed by the Office of the Associate Vice Chancellor of Planning and Instruction and were given to the Bossier Parish Gifted Education Coordinator for review.

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

### Performance Indicators
1. Number of updates of Planning Council information on the College Blackboard website.  
2. Number of updates of graduation information on the College website.  
3. Number of updates of placement testing and Ability to Benefit testing information on the College website.

### Assessment Results
1. The Office of the Associate Vice Chancellor of Planning and Instruction revised and updated Planning Council information on the College Blackboard website twelve (12) times during the academic year.  
2. The Office of the Associate Vice Chancellor of Planning and Instruction revised

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

### Strategy(ies) for the Future
The Office of the Associate Vice Chancellor of Planning and Instruction will utilize and update the College Blackboard website and the College website to post, disseminate, and update information as needed regarding Planning Council, graduation, and placement testing for the next academic year.
and updated graduation information on the College website six (6) times during the academic year.
3. The Office of the Associate Vice Chancellor of Planning and Instruction revised and updated placement testing and Ability to Benefit testing information on the College website twenty-five (25) times during the academic year.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<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 Associate Vice Chancellor of Planning and Instruction documented the number of professional development opportunities in which the staff participated. The staff within the Academic Planning Division participated in 140 professional development opportunities.</td>
<td>No changes are needed.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction and the staff within the Academic Planning Division will participate in professional development opportunities for the next academic year.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor general education core</td>
<td>1. Administration of the</td>
<td>1. The College</td>
<td>No changes are needed.</td>
<td>The Educational Testing</td>
</tr>
</tbody>
</table>
competency assessments for candidates for graduation. 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.

administered the Educational Testing Service Proficiency Profile to 158 associate degree candidates for graduation in the summer 2011, fall 2011, and spring 2012 graduation classes.  
2. The information gathered concerning the general education competencies from the Educational Testing Service Proficiency Profile is being reviewed by appropriate college personnel.  
3. The Bossier Parish Community College Graduation Survey was administered to 227 candidates for graduation during the 2011-2012 academic year.  

Department Measurable Strategy
Restructure and oversee the Planning Council

Performance Indicators
1. Number of meetings held of the Planning Council.  
2. Number of members on the Planning Council.  
3. Number of college initiatives addressed through the Planning Council.

Assessment Results
1. The Planning Council had four (4) regularly scheduled meetings. The subcommittees met as necessary throughout the academic year.  
2. The membership of the Planning Council

Changes Based on Assessment Outcomes
The Planning Council was restructured this academic year to increase faculty participation in the Planning Council and to improve the

Strategy(ies) for the Future
For the next academic year, the Planning Council will address initiatives to improve the effectiveness of the College and to provide access and success to students.
expanded to seventy-two (72) members. Many new members, primarily faculty, were added to the Planning Council as a part of the restructuring of the Planning Council to improve the effectiveness and organizational impact of the College.

3. The Planning Council addressed and was involved in twenty-four (24) initiatives this academic year.

Effectiveness of the decision making processes of the Council. Several initiatives of the Planning Council included a thorough review of each department’s strategies for success by the subcommittees, a review of the charges of the Planning Council subcommittees, a review of the responsibilities of the Planning Council, the creation of a philosophy statement for students for the Foundations of Excellence, and a review and update of the College Comprehensive Assessment Plan. The Planning Council also attended many functions of the College.

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

Assessment Results
The Office of the Associate Vice Chancellor of Planning and Instruction coordinated and conducted student
effectiveness of the
decision making
processes of the
Council. Several
initiatives of the
Planning Council
included a thorough
review of each
department’s strategies
for success by the
subcommittees, a
review of the charges
of the Planning Council
subcommittees, a
review of the
responsibilities of the
Planning Council, the
creation of a
philosophy statement
for students for the
Foundations of
Excellence, and a
review and update of the
College Comprehensive
Assessment Plan. The
Planning Council also
attended many
functions of the
College.

Changes Based on Assessment Outcomes
No changes for the 2011-2012 academic year.

Strategy(ies) for the Future
Plans at this time are to implement a new online student evaluation of faculty instruction for 2012-2013 academic year.
appropriate Division Deans. evaluation of faculty instruction for classes each fall and spring semesters during the weeks of October 24-28, 2011 and March 19-24, 2012. All evaluation results were disseminated to all academic deans and the Vice Chancellor for Academic Affairs for their review.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Academic Planning Division consisting of the Office of the Associate Vice Chancellor of Planning and Instruction had a very productive and successful year. The College confirmed 800 graduates during the 2011-2012 academic year. The 800 graduates are a ten percent (10%) increase in the number of graduates from the previous year. The 800 graduates were awarded 1,310 associate degrees, certificates and technical competency areas, an increase of sixteen percent (16%) over the previous year in the number of credentials awarded. The Division offered 252 placement testing opportunities for the academic year. The total number of tests administered was 7,660 placement tests, an increase of three percent (3%) over the previous academic year, and 268 Ability-to-Benefit tests were administered over the academic 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 (93 students in the fall semester and 112 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. Throughout the year, the Division coordinated and administered the Education Testing Service Proficiency Profile which was administered to the associate degree candidates in the summer 2011, fall 2011, and spring 2012 graduating classes. The information concerning general education competencies gathered from this standardized testing of 158 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 2011-2012 academic year, 227 candidates for graduation completed the BPCC Graduation Survey. The primary
focus for this Division for 2011-2012 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. Oversee the creation and implementation of CAPP (Curriculum, Advising, and Program Planning) within the Banner system for the College and provide professional development opportunities for faculty and staff for Banner training.
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 for candidates for graduation.
6. Oversee the graduation process and document the number of graduates for the 2012-2013 academic year.
7. Oversee the Planning Council.
8. Participate in professional development opportunities.
DIVISION SUMMARY

The BPCC @ GSU Division began in Spring 2011. Upon the referral of students to the program, the Division completes the admission process through BPCC. After students have successfully completed the program, the Division assists them with transitioning to GSU. The program began with an enrollment of 117. Most of these students worked diligently to successfully complete their course requirements and were able to enter Grambling State University as regular students within a year. The Summer 2011 enrollment was 136. During the spring and summer, news of the program and its mission spread throughout the academic community. Potential students from across the nation began inquiring about admission. When the final numbers were in for the Fall 2011 session, the enrollment stood at 300, nearly tripling the initial enrollment during that past spring. Excitement over the program continued to flourish, and the enrollment for the Spring 2012 semester reflected this enthusiasm. Two hundred ninety students were enrolled. Spring 2012 led to summer 2012. Due to the unavailability of Pell grants for the summer and the fact that BPCC would only offer one summer term (instead of two as offered last summer), enrollment dropped to 83; however, 2012 Fall enrollment is expected to be even higher than Fall 2011.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Sandra Willis-Theus
Commendation of Appreciation/Recognition (LCTCS 2012 Conference) March 6, 2012
Outstanding Service Award (Grambling-Swanson Mentoring Initiative) March 22, 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>April D. Hill</td>
<td>Defensive Driver Training 10/21/2011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Blood Borne Pathogens Training 10/21/2011</td>
<td></td>
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<tr>
<td></td>
<td>Defensive Driver Training 05/01/2012</td>
<td></td>
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<tr>
<td></td>
<td>Ethics Training for Public Servants, 2/15/12</td>
<td></td>
</tr>
<tr>
<td>Sandra Willis-Theus</td>
<td>Genealogy for Beginners Workshop, 10/5/2011</td>
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<tr>
<td></td>
<td>Ethics Training for Public Servants, 2/20/2012</td>
<td></td>
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<tr>
<td></td>
<td>Quality Matters Rubric Training, 3/23/2012</td>
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</tr>
</tbody>
</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>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase enrollment by 15%</td>
<td>The number of students</td>
<td>726 students were enrolled this academic year.</td>
<td>Based on our record enrollment, we will try to increase our enrollment by 15%.</td>
<td>We will increase enrollment by 15% for the next academic year.</td>
</tr>
<tr>
<td>Provide professional growth</td>
<td>Number of professional</td>
<td>7 workshops, seminars, and/or conferences were attended.</td>
<td>No changes</td>
<td>Will provide professional growth opportunities for office personnel.</td>
</tr>
<tr>
<td>opportunities for office</td>
<td>workshops, seminars, or conferences.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>personnel.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seek ways to increase academic</td>
<td>1. Identify and post successful completers. 2. Communicate with instructors feedback from</td>
<td>1. A list of successful completers was provided to GSU Admissions Office, GSU VP for Academic Affairs and BPCC VC for Academic Affairs. 2. Based on student evaluations a conference was scheduled with each instructor.</td>
<td>No Changes</td>
<td>Will seek ways to increase academic effectiveness.</td>
</tr>
<tr>
<td>effectiveness of BPCC @</td>
<td>student surveys.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grambling.</td>
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OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The BPCC @ GSU Division has established a strong and functional relationship with Grambling State University. Through the auspices of the Provost and Vice President of Academic Affairs, Dr. Connie Walton, the lines of communication between Residential Life, Campus Police, and Admissions have been well established. Regular meetings are held with these areas to assess the effectiveness of collaborative efforts between the two universities. The increase in revenue to both universities has been substantial. Several of the BPCC students participate in extracurricular activities, therefore, student involvement has been enhanced.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Hire new personnel for recruiting, financial aid and transitioning.
2. Seek additional office space.
3. Do more advertising for BPCC @ GSU.
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 2011-2012 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 306 students 2011-2012. New admission requirements for university enrollment will continue to channel students to the BPCC campuses in Natchitoches and Leesville. Additionally, new transfer requirements will mean that students who enter our program will continue with us for approximately three semesters. First time freshmen who require an English developmental course will enroll in that course with bpcc@NSU. 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>R. Leigh Rush</td>
<td>Banner Finance Training—8-1-11</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defensive Driving Training—10-20-11</td>
<td></td>
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<td></td>
<td>Fall Training/Halloween Safety Guide – 10-24-11</td>
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<tr>
<td></td>
<td>Sunguard Banner instruction 2-7-12</td>
<td></td>
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<tr>
<td></td>
<td>Ethics Training—2-22-12</td>
<td></td>
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<tr>
<td></td>
<td>Defensive Driving Training—4-25-12</td>
<td></td>
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<td></td>
<td>PES online Training—5-23-12</td>
<td></td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------------</td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Work closely with counselors and administrators of secondary schools.</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>Expand course offerings. Promote Leesville program.</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>Communicate through BPCC @ NSU office postings and electronic messaging.</td>
<td>Document information and opportunities throughout each semester.</td>
<td>Information has been effectively disseminated.</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>Seek ways to increase academic</td>
<td>1. Identify and post</td>
<td>10% of students were successful completers.</td>
</tr>
</tbody>
</table>

**STRATEGIC PLANNING**
effectiveness of BPCC @ NSU.

1. Increase the number of successful completers.
2. Communicate with instructors feedback from student surveys.
3. Log student usage of labs and tutorial services.

Department Measurable Strategy
Hire the best and most qualified instructors.

Performance Indicators
Number of credentialed faculty hired.

Assessment Results
100% of faculty hired at bpcc@NSU are credentialed.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Hire credentialed faculty.

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 utilizing a plan of study that will outline the student’s college career path. Observe and evaluate instructors in bpcc@NSU program. Operate within the planned program budget for 2012-2013;
Division of Academic Affairs
Division of Behavioral and Social Science

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.

CALL Program Assistant
Brenda Williams, B.G.S.

Classified staff

Administrative Assistant III
Karen Ward, A.G.S.

FACULTY LISTING

Professor

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

Associate Professor

Richard Pool, M.A.
Brooke Walker, M.A.
During the 2011-2012 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 assist in increasing the number of highly qualified and effective teachers in Louisiana's classrooms, the division continues to offer the Associate of Science in Teaching degree (Grades 1-5). 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 five years. For the current academic year, 129 students declared AST as a major, with 14 students graduating from the program. To date, all but one of the 36 AST graduates have transferred into teaching programs at four year institutions and are continuing work towards their teaching certificate. Eight AST graduates have earned full teacher certification and are currently teaching. Due to low graduation rates early in the program, the AST was included in the state’s “Low Completer” report. Two actions were taken as a result of being identified as a low completer program. The first action was to begin immediate offering of a Praxis Institute. This institute is offered on
Saturdays, eliminating any conflicts with regard to class schedule. The workshop covers Praxis I content and test design. Students complete assessments to target areas of weakness, and create a prescriptive study plan based upon their assessment results. The workshop culminates with a mock administration of the Praxis I exam, meant to assist students in determining whether or not they are prepared to take the exam, or need further preparation. To date, approximately 25 preservice teachers have benefitted from this preparation for the Praxis exam. The second action taken as a result of the “Low Completer” status was the implementation of a chapter of the Associated Professional Educators of Louisiana. The Associated Professional Educators of Louisiana (A+PEL) is a member-driven, statewide organization to create a focus on excellence in education and to advance the recognition of teachers as career professionals. With 32 members during its charter year, A+PEL has been helpful in promoting the AST program both on campus and off.

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. Nine students received the AAS in CDYC for the 2011-2012 academic year. 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. The CDYC program continues to work toward accreditation from NAEYC.

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 45 degrees, and has provided education opportunities for peace officers completing the Louisiana POST (Police Officers Standards and Training) Council. Fifteen (15) hours of credit are given in select criminal justice courses at BPCC. All Louisiana POST Council Academies were notified of this opportunity by telephone, mail, and email correspondence. The division continues to support this effort through aggressive recruiting efforts.

Effective January 2012, began to oversee the operations of the Center for Adult Learning in Louisiana (CALL). CALL is a joint initiative between the Louisiana Board of Regents and the Southern Regional Education Board (SREB) aimed at making it easier for Louisiana adults without a college degree to enroll at a Louisiana public college or university and earn a degree or other college credential. The division gained a program assistant to support this initiative. During 2011 - 2012 academic year there were a total of 18 CALL graduates. The division is working to increase the number of graduates in 2012 - 2013 for all division programs.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Dr. Dawn Young received the 2011-2012 Excellence in Teaching Award for the division.

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>Bales, Angie</td>
<td>Applying for Promotion: What You Need to Know August 16, 2011</td>
<td></td>
</tr>
</tbody>
</table>
Pedagogy and Online Instruction, August 15, 2011

Carl Perkins Professional Development Presentation, January 12, 2012

Adkins, Carol
Self-Regulation and the Underprepared College Student, August 16, 2011
Test Enhanced Learning, August 16, 2011
2012 Associate of Science in Teaching Praxis II Workshop, January 12, 2012
Carl Perkins Professional Development Presentation, January 12, 2012

Agan, John
2011 Associate of Science in Teaching Praxis II, January 12, 2012
Carl Perkins Professional Development, January, 12, 2012
Quality Matters Training, September 2, 2011

Boston, Kay
Using Truecrypt, August 16, 2011
Carl Perkins Professional Development Presentation, January 12, 2011
2012 Ethics Training, Online, March 5, 2012
Developing Competent Global Citizens, September 15, 2011
Quality Matters, September 16, 2011
Developing Competent Global Citizens, Salzburg Global Seminar, Salzburg, Austria, July 2011
Bullying Prevention Conference, LSUS, November 1, 2011
Treating Combat Related PTSD, Willis-Knighton Institute, February 13, 2012
Infertility and Marriage, Willis-Knighton, March 19, 2012
The Ethics of Act 320, Willis-Knighton, March 19, 2012
Military Cultural Competence, Online, April 30, 2012

Cain, Dan
Online Course Design, February 12, 2012
Carl Perkins Professional Development Presentation, January 12, 2012
Generation Next, January 11, 2012
Self Regulation, January 9, 2012
Today's Learners, January 12, 2012
Ethics Training, March 7, 2012
Techno Bytes, March 16, 2012
Techno Bytes, February 28, 2012
Classroom Management, October 26, 2011
Forrest, Anthony
Teaching Todays Learners, January 12, 2012
Team Building, January 9, 2012
Foundations of Excellence, August 16, 2011
Using Truecrypt to Protect Your Portable, August 16, 2011
Academic Advising and General Education, August 15, 2011
Carl Perkins Professional Development, January 12, 2012
BPCC's Crisis Intervention, August 16, 2011
BPCC's SENSE, August 15, 2011
Emergenetics Refresher, October 12, 2011

Hendrix, Gail
Prezis Software Presentation, January 2012
Carl Perkins Professional Development Presentation, January 12, 2012
Teaching Today's Learners, January 2012
Generation Next: Understanding Today's Learners, January 2012

James, Barbara F.
Center for Community College Student Engagement Overview of BPCC's SENSE data, August 15, 2011
Using Truecrypt to Protect Your Portable Data, August 15, 2011
Test Enhanced Learning, August 16, 2011
Self-Regulation and the Underprepared College Student, August 16, 2011
Developing Competent Global Citizens: Why and How, September 15, 2011
Quality Matters, September 16, 2011
Follow-up on Self Regulation, January 9, 2012
Carl Perkins Professional Development, January 12, 2012

Lynn, Jeff
Administration of the ACT, March 15, 2012
Generation Next, January 11, 2012
Today's Learners, January 12, 2012
Carl Perkins Professional Development Presentation, January 12, 2012
Praxis II, January 12, 2012

Mikle, Sharonda
Academic Advising and General Education, August 15, 2011
BPCC Crisis Intervention, August 23, 2011
Quality Matters, September 7, 2011
Women's History Month, March 28, 2012
Carl Perkins Professional Development Presentation, January 12, 2012
Team Building, January 9, 2012

Mitchell, Dee Dee
Center for Community College Student Engagement: Overview of BPCC's SENSE Data - August 15, 2011
Academic Advising and General Education - August 16, 2011
Self-Regulation and the Underprepared College Student - August 16, 2011
Test Enhanced Learning - August 16, 2011
Appreciative Advising - September 12, 2011
Emergenetics Refesher for EDUC 099 - September 16, 2011
Follow-Up on Self-Regulation - January 9, 2012
Generation Next: Presentation by Dr. Mark Taylor - January 11-12, 2012
Conflict Resolution in the Work Place - January 11, 2012
2012 AST Praxis II Workshop - January 12, 2012
Carl Perkins Professional Development Presentation - January 12, 2012
LA Board of Ethics Training for Public Servants - February 13, 2012
Quality Matters Rubric Training - March 19, 2012
BANNER/Lola Training - April 4, 2012

Oliver, Nekeyla
Applying for Promotion: What You Need To Know, August 16, 2011
<table>
<thead>
<tr>
<th>Speaker</th>
<th>Title</th>
<th>Date</th>
<th>Location/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pool, Richard</td>
<td>Follow-up on Self Regulation</td>
<td>January 9, 2012</td>
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<tr>
<td></td>
<td>Teaching Today's Learners</td>
<td>January 12, 2012</td>
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<td></td>
<td>Generation Next Comes to College</td>
<td>January 11, 2012</td>
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<tr>
<td>Porter, Kathy</td>
<td>Carl Perkins Professional Development Presentation</td>
<td>January 12, 2012</td>
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<td></td>
<td>NAEYC Institute and Accreditation Workshop, Providence, RI</td>
<td>June 10-15, 2011</td>
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<td></td>
<td>NAEYC Conference and Accreditation Workshop, Orlando, FL</td>
<td>November 1-5, 2011</td>
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<tr>
<td>Scott, Linda</td>
<td>Applying for Promotion: What You Need To Know</td>
<td>August 16, 2011</td>
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<td></td>
<td>Developing Competent Global Citizens and Active Learning</td>
<td>August 15, 2011</td>
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<td>Academic Advising and General Education</td>
<td>August 15, 2011</td>
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<td>Self Regulation and the Underprepared College Student</td>
<td>August 16, 2011</td>
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<td>Teaching Today's Learner</td>
<td>January 12, 2012</td>
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<td>Carl Perkins Professional Development Presentation</td>
<td>January 12, 2012</td>
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<tr>
<td>Sells, John</td>
<td>Using Truecrypt to Protect Data</td>
<td>August 15, 2011</td>
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<td>BPCC Crisis Intervention Team</td>
<td>August 16, 2011</td>
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<td>Carl Perkins Professional Development</td>
<td>January 12, 2012</td>
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<td>Prezis</td>
<td>January 9, 2012</td>
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<td></td>
<td>2012 Ethics Training for Public Servants</td>
<td>March 6, 2012</td>
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<tr>
<td>Todaro, Sandra</td>
<td>Teaching Today's Learners</td>
<td>January 2012</td>
<td>1st Annual Bullying Conference, LSUS, October 2011</td>
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<tr>
<td></td>
<td>Understanding Today's Learners</td>
<td>January 2012</td>
<td>Board President Mental Health Solutions, Shreveport, LA 2008-2012</td>
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<tr>
<td>Vorachek, Aaron</td>
<td>Team Building</td>
<td>January 9, 2012</td>
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<td></td>
<td>Carl Perkins Professional Development Presentation</td>
<td>January 12, 2012</td>
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<td>Self Regulation and the Underprepared College Student, August 16, 2011</td>
<td>LCTCS 2012 Annual Conference, Shreveport, LA, March 7-9, 2012</td>
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<td>Overview of BPCC's SENSE Data, August 15, 2011</td>
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<td>2012 Associate of Science in Teaching Praxis II Workshop, January 12, 2012</td>
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<td>Carl Perkins Professional Development, January 12, 2012</td>
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<td>Conflict Resolution in the Workplace, January 11, 2012</td>
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<td>Ethics Training for Public Servants, March 5, 2011</td>
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</tbody>
</table>

| Walker, Michael | Center for Community College Engagement: Overview of BPCC's SENSE Data, August 15, 2011 | |
|                | Applying for Promotion: What you Need To Know, August 15, 2011 | |
|                | Pedagogy and Online Instruction, August 15, 2011 | |
|                | Self-Regulation and the Underprepared College Student, August 16, 2011 | |
|                | Test Enhanced Learning, August 16, 2011 | |
|                | Faculty Insight Into Student Retention - Results and Discussion, January 9, 2011 | |
|                | Generation Next Comes to College: Understanding Today's Learners, January 11, 2011 | |
|                | Conflict Resolution in the Workplace, January 11, 2011 | |
|                | Teaching Today's Learners, January 12, 2011 | |
|                | Carl Perkins Professional Development Presentation, January 12, 2012 | |
|                | 2012 Associate of Science in Teaching Praxis II Workshop, January 12, 2012 | |
|                | 2012 Ethics Training for Public Servants, March 5, 2012 | |

| Ward, Karen | 2012 Ethics Training for Public Servants, February 14, 2012 | |
|            | Carl Perkins Professional Development Presentation, January 12, 2012 | |

| Williams, Brenda | Appreciative Advising, presented by Jennifer Bloom, September 12, 2012 | Center for Adult Learning in Louisiana (CALL) Mid-Year Meeting, |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

John Agan: The Legacy of Frederick Moess presentation at UDC of Minden, Minden, LA, November 19, 2011; The Kudzu People - The Scots-Irish

Woods, Brenda
EDUC 099 Training, June 20, 2011
Center for Community College Student Engagement, August 15, 2011
BPCC's Crisis Intervention Team, August 16, 2011
Self-Regulation and the Underprepared College Student, August 16, 2011
Test Enhanced Learning, August 16, 2011
New QM Rubric Training, September 7, 2011
Appreciative Advising Workshop, September 12, 2011
Emergencits Refresher, September 14, 2011
Team Building/Leadership, January 9, 2012
Conflict Resolution, January 11, 2012
Carl Perkins Professional Development Presentation, January 12, 2012
Forms of Engaging the Online Learner: Strategies to Reduce Attrition, February 14, 2012
Discuss Among Yourselves: Frontloading the Discussion Board Experience and Other Blackboard Options, February 28, 2012
2012 Ethics Training for Public Servants, March 7, 2012

Woodward, Rick
Louisiana Ethics Training, March 10, 2012
New Rubric Quality Matters, January 31, 2012
Teaching Today's Learners, January 12, 2012

Learning Center for Rapides Parish, Alexandria, LA, February 8, 2012
Center for Adult Learning in Louisiana (CALL) Adult Learner Summit, Pennington Biomedical Research Center, Baton Rouge, LA, March 1, 2012
Continuing Education - Currently pursuing master's degree in Industrial/Organizational Psychology - LA Tech
LCTCS 2012 Annual Conference, Shreveport, LA, March 7-9, 2012
in the United States presentation at the Minden Study Club, Minden, LA, March 2, 2012; Mt. Lebanon and the Old Wire Road presentation at Jonquil Jubilee, Gibsland, LA, March 3, 2012; Northwest Louisiana at Statehood presentation at Ark-La-Tex Genealogical Association, Shreveport, LA, April 14, 2012; The Story of Germantown presentation, Louisiana Bicentennial Homecoming Celebration, Baton Rouge, LA, April 28, 2012; Echoes of Our Past publication, Minden Press-Herald, August-September 2011; A Picture is Worth a Thousand Stories presentation Delta Kappa Gamma, Minden, LA, September 1, 2011; A Picture is Worth a Thousand Stories presentation Minden Lions Club, Minden, LA, August 11, 2011.

Dee Dee Mitchell: Presented Conflict Resolution to Volunteers of Youth Justice Power of Choice class on December 6, 2011.

Brenda Williams: Presentation of Criminal Justice Program (college credits for LA POST Certification), Caddo Parish Sheriff's Office-Caddo Correctional Center, Shreveport, LA, July 25-26, 2011; Presentation of Criminal Justice Program (college credits for LA POST Certification), Shreveport Regional Police Training Academy, Shreveport, LA, December 7, 2011; 2012 Higher Education Fair sponsored by The Times, Clarion Hotel Conference Center, Shreveport, LA, March 24, 2012; Eighth Grade Expo - Connecting For Your Future, Bossier Civic Center, Bossier City, LA, April 25-26, 2012; Presentation of Criminal Justice Program (college credits for LA POST Certification), Shreveport Regional Police Training Academy, Shreveport, LA, June 20, 2012.

Richard Pool: Workplace Violence and Domestic Violence presentation, LA. Dept. of Rehab Services, February 3, 2012

**SIGNIFICANT CONTRACTS OR GRANTS**

Kay Boston and Brookie Walker: Submitted BOR grant for Global Initiatives used for curriculum development across all divisions of college (not funded) during fall 2011.

Rick Woodward: Contributed to BOR grant for Global Initiatives used for curriculum development across all divisions of college (not funded) during fall 2011.

**ACADEMIC PROGRAM REVIEW**

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 five years. For the 2010-2011 academic year, 134 students declared AST as a major. There has been an increase in the number of graduates in the Associate of Science in Teaching program, with a significant increase for the 2010-2011 academic year. The program was identified as a low completer program in 2011. This resulted in the addition of a Praxis Institute to improve student retention and program completion. Through implementation of the Praxis Institute along with enhanced recruitment efforts and development of a student organization, the division hopes to see the graduation rate increase further. Since spring 2009, thirty five students have graduated from the AST 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 or have already earned it and are employed as teachers in public
Advisory committee meetings for the program have been held each summer beginning in 2008. Representation on the committee consisted of representatives from transfer institutions, mentor teachers from public schools, administrators from mentor schools, BPCC faculty teaching courses in the program, and both current and graduated AST students. Advisory committee meetings served to both affirm program strengths and identify and improve upon weaknesses.

Overall, the program has had several changes throughout the first five years. Changes were instituted based upon recommendation from students, faculty, and the advisory board.

Improvements made to the program include:
1- Streamlining the interview process
2- Implementing an on-demand writing sample as part of the application
3- Requiring students to have completed all developmental coursework in order to be eligible to apply into the program
4- Restructuring field experiences to meet needs of mentor teachers
5- Implementing a course handbook for the TEAC courses
6- Offering a Praxis I preparatory course on Saturdays to minimize scheduling conflicts
7- Beginning a professional organization so that students will have an option for extracurricular activities related to their chosen professional field

Identified future improvement strategies for the program include:
1- Strengthen and grow the Praxis institute to increase student retention and program completion
2- Seek feedback from faculty regarding course alignment to Praxis II content parameters, making course changes when necessary

<table>
<thead>
<tr>
<th>STRATEGIC PLANNING</th>
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</thead>
<tbody>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Integrate Emergenetics in EDUC 099: College Success Skills.</td>
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<tr>
<td>Department Measurable Strategy</td>
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<tr>
<td>------------------------------------------------------------------------------------------------</td>
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<tr>
<td>Strengthen course learning assessments to document student learning.</td>
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<tr>
<td>Create a proposal for an Associate of Science in Education.</td>
</tr>
<tr>
<td>Document student success as measured by course learning outcome assessments.</td>
</tr>
<tr>
<td>Recruit peace officers at local POST Academies for AAS in Criminal Justice.</td>
</tr>
<tr>
<td>Apply for accreditation eligibility review through the National Association for the Education of Young Children (NAEYC) for the AAS in Care and Development of Young Children.</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**
Plan and develop a Praxis Institute for education students.

**Performance Indicators**
Document student participation.

**Assessment Results**
Attendance was taken for student participation.

**Changes Based on Assessment Outcomes**
No change

**Strategy(ies) for the Future**
Offer future Praxis Institutes for the upcoming year

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

**Performance Indicators**
Documentation of number and attendance at professional development events.

**Assessment Results**
Division attendance was taken for professional development workshops.

**Changes Based on Assessment Outcomes**
No change

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

**Department Measurable Strategy**
Launch new course: World Civilization I (HIST103)

**Performance Indicators**
Offer HIST 103 during the spring semester.

**Assessment Results**
HIST 103 was offered during the spring 2011 semester.

**Changes Based on Assessment Outcomes**
No change

**Strategy(ies) for the Future**
Offer in future semesters

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

2011-2012 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- Work toward NAEYC accreditation of the CDYC program
2- Increase recruiting efforts at local Louisiana POST Council Academies
3- Work in partnership with local professional teaching programs
4- Continue to offer Praxis workshops in support of AST program
5- Collaborate with Workforce Development on community projects
Division of Academic Affairs
Division of Business

EMPLOYEE LISTING

Professional, unclassified staff

Peggy H. Fuller, A.A., B.S., M.B.A.,
Dean of Business and Career Services

Classified staff

Lisa L. Fincher
Administrative Assistant III

FACULTY LISTING

Professor

Michelle Grant, M.B.A
Patricia Wyatt, M.B.A

Associate Professor

Raymond Gaines, M.B.A., J.D.

Assistant Professor

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

Instructor

Stacey Crawford, M.B.A.
Elizabeth Dickson, CCI, B.S.
Scott Middleton, B.B.A.
John Salmon
Rebecca Turbeville, B.A., M.B.A.
Elisabeth Wicker, M.B.A.
DIVISION SUMMARY

The mission of the Division of Business is to provide quality instruction and community service to Northwest Louisiana citizens. The primary emphasis of this division is to enable students to develop their academic and vocational skills to compete in a technological society. During the 2011-2012 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 hired three new faculty members for the spring 2012: Stacey Crawford, instructor of Business Administration, Elisabeth Wicker, instructor of Business Administration and Rebecca Turbeville, instructor of Business Administration and John Salmon was promoted to instructor of Culinary Arts. During the 2011-2012 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 had 898 students declaring Associate of Applied Science of Business, and 39 Associate of Science in Health Care Management for the 2011-2012 academic year. The Division of Business had a total of 141 graduates, 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, Bookkeeping, and Business Communications. During the 2011-2012 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 offered a total of 247 sections including 113 sections face-to-face, 134 sections online and 10 sections hybrid in the disciplines of Accounting, Business, Culinary Arts, Health Care Management, and Legal Secretary for the academic year of 2011-2012.

Additionally, the faculty and staff in the Division of Business participated in many professional development activities and served on several communities. The Culinary Arts Department had multiple articles in the Shreveport Times and other publications. Peggy Fuller, Dean of Business, attended several conferences and professional development seminars relating to the college, Academic Advising, statewide articulation transfer meetings, 2011 Entering Student Success Institute, Foundation of Excellence, and Ice Carving Seminar for the Culinary Arts students. Chef Elizabeth Dickson attended the Ben E. Keith and Conoco food show. Chef Elizabeth Dickson, Chef Scott Middleton, and Chef John Salmon attended the Tulsa International Sugar Arts Show, Icing on the Cake competition, United Way dinner-from the Streets to the Stove, the Power of Potential with Chef Jeff Henderson, and the Skills competition.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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<tbody>
<tr>
<td>Stacey Crawford</td>
<td>Academic Advising and General Education Workshop</td>
<td>Assist in Children's Church, Broadmoor Baptist Church</td>
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<tr>
<td></td>
<td>August, 2011</td>
<td>August, 2011-April, 2012</td>
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<tr>
<td></td>
<td>Appreciative Advising Workshop</td>
<td>Shreveport, La</td>
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<td>September, 2011</td>
<td>Organized service project for Providence House and delivered goods</td>
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</table>
Improving Assessment of Online Programs Using the Transparency by Design Model
September, 2011

Quality Matters Training
September, 2011

Quality Matters Training
September, 2011

What is the Research Telling Us Webinar
November, 2011

Teaching Adults in Accelerated Learning Programs
December, 2011

Quality Matters: Changes in the 2011-2013 QM Rubric
November, 2011

Teaching Adults in Accelerated Learning Programs
December, 2011

Elizabeth Dickson

Conflict Resolution in the Workplace
August, 2011

Center for Community College Student Engagement
August, 2011

Overview of BPCC's SENSES
August, 2011

Using True crypt to Protect Your Portable Data
August, 2011

Filmed a segment for this is BPCC with Denise Chambers
September, 2011

Participated in filming BPCC commercial
February, 2012

Understanding Today's Learners
March, 2012

Workplace Violence Online Training

August, 2011- November, 2011
Shreveport, La

Volunteer for Eden Gardens Classroom Library
August, 2011
Shreveport, La

First Baptist Church School Book Fair Volunteer
August, 2011
Shreveport, La

Volunteer at Eden Gardens Carnival
October, 2011
Shreveport, La

Served lunch at Shreveport Rescue Mission
December, 2011
Shreveport, La

Louisiana Community and Technical College System Annual Conference
March, 2012
Shreveport, La

Volunteer for Eden Gardens Field Day
May, 2012
Shreveport, La

NISOD
May 29-June 1, 2011
Austin, Tx

Ben E. Keith Food Show
June, 2011
Bossier City, La

ICES Convention
August 4-6, 2011
Charlotte, NC

Oklahoma Sugar Art Show
October 1-2, 2011
Tulsa, Ok

Conco Food Show
October, 2011
Shreveport, La

LCTCS Conference
March 7-9, 2011
April, 2012
Lessons Learned from Health Inspections-Webcast
April, 2012

Stephen Fess
Center for Community College Student Engagement Overview of BPCC's SENSE Data
August, 2011
Entering Student Success Workshop
August, 2011
Attended Self-Regulation & the Underprepared College Student seminar
August, 2011
Test Enhanced Learning Workshop
August, 2011
Academic Advising and General Education Workshop
August, 2011
Quality Matters Training
September, 2011
Volunteer BPCC 100
September, 2011
Appreciative Advising Workshop
September, 2011
Team Building Seminar
January, 2012
Generation NeXt Comes to College Understanding Today's Learners Seminar
January, 2012
Carl Perkins Professional Development Presentation
January, 2012
2012 Associate of Science in Teaching Praxis II Workshop
January, 2012
Teaching Today's Learners Seminar
January, 2012

Lisa Fincher
Academic Advising and General Education Seminar
August, 2011
Mock Interviews for CIS and CIT Students
September, 2011

Louisiana Community and Technical College System Annual Conference
Shreveport, La
March, 2012
Appreciative Advising
September, 2011

Carl Perkins Professional Development Presentation
January, 2012

Generation NeXt Comes to College: Understanding Today's Learners
January, 2012

2012 Ethics Training for Public Servants
February, 2012

ACT Student Opinion Survey
March, 2012

Peggy Fuller

Executive Council Meeting
January 2012-May 2012

BPCC Summer Commencement
BPCC Health and Physical Education Complex
July, 2011

Planning Council Meetings
August 2011 – May 2012

Dean’s Council
August 2011- May 2012

BPCC Foundation of Excellence Steering Committee
August 2011– May 2012

BPCC Staff Member
August 2011 – May 2012

BPCC Foundation Member
August 2011 – May 2012

Disciplinary Hearing Committee
August 2011 – May 2012

Center for Community College Student Engagement:
Overview of BPCC’s SENSE Data”
August, 2011

Academic Advising and General Education
August, 2011

Entering Student Success Workshop
Angela Oriano-Darnall, Ph.D.

2012 Ethics Training for Public Servants
March, 2012
Bossier City, La

The Institute on Quality Enhancement and Accreditation
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

Teaching Today’s Learners: Models and Techniques
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

Teaching Generation NeXt:
Pedagogy for Today’s Learners
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

Assessing Online Education
What Do We Know? How Do We Know?
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

Defining, Assessing, and Documenting Student Learning
Outcomes at Community Colleges
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

Assessing General Education
SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

The Fifth-Year Interim Report
August, 2011
Great to World Class
Chancellor’s Luncheon
August, 2011

Academic Advising and General Education
August, 2011

3rd Annual BPCC 100 Mini NASCAR Race
BPCC Campus
September, 2011

Appreciative Advising
Dr. Jennifer Bloom
September, 2011

Mock Interviews for CIS and CIT Students
September, 2011

Certificate of Appreciation
Lee National Jean Day
Breast Cancer Awareness Month
October, 2011

Nursing Skills & Simulation Laboratory
BLDG B, Room 324
BPCC
October, 2011

The Spitfire Grill
A Cavalier Players Production
BPCC Performing Arts Theatre
Building C
November, 2011

Applying the 2011 – 2013 QM Rubric Update
November, 2011

Santa’s Star Search
A Cavalier Players Production
Bossier City, Louisiana
November and December, 2011

Graduation Application Workshop
Pat Wyatt
December, 2011

BPCC Fall Commencement
BPCC Health and Physical Education Complex

SACSCOC Institute At-A-Glance
July, 2011
Forth Worth, Texas

NACADA 35th Annual Conference on Academic Advising
October, 2011
Denver, Colorado

Getting Started and maintaining Success: Advising in FYE Programs at
6 Community Colleges
NACADA Annual Conference
October, 2011
Denver, Colorado

Faculty Advising in STEM Disciplines: Implications
for Creating a Supportive Campus Environment
NACADA Annual Conference
October, 2011
Denver, Colorado

The A-Team
NACADA Annual Conference
October, 2011
Denver, Colorado

Freshman Week- How to Help Students Retain a Mountain of
Information Beyond Orientation
NACADA Annual Conference
October, 2011
Denver, Colorado

Boost Academic Advising to New Altitudes with Positivity
NACADA Annual Conference
October, 2011
Denver, Colorado

Critical Questions in Advising
NACADA Annual Conference
October, 2011
Denver, Colorado

Aspiring to New Heights: Successful Efforts for STEM Student
Retention
NACADA Annual Conference
October, 2011
Denver, Colorado

Reinvigorating Faculty Advising On Your Campus -
It’s Time to Do It!
NACADA Annual Conference
December, 2011
Carl Perkins Professional Development Workshop
January, 2012
2012 Associate of Science in Teaching Praxis II Workshop
January, 2012
2012 Spring Scholarship Reception
BPCC Doorway to the future Access Granted
Chancellor’s Conference Room A 230
February, 2012
ENCANA Oil & Gas (USA) Inc.
Major Contribution to BPCC’s
Academic Energy Programs
Emmett E. Cope Bldg
February, 2012
The Matchmaker
A Cavalier Players Production
BPCC Performing Arts Theatre
Building C
March, 2012
BPCC Spring Commencement
BPCC Health and Physical Education Complex
May, 2012
The Theatre Games
2012 Cavalier Players Awards
Performing Arts Theatre
BPCC
May, 2012

October, 2011
Denver, Colorado
Mapping the Path to Graduation: The Grand Valley State University
Four Year Blueprint for Student Success
NACADA Annual Conference
October, 2011
Denver, Colorado
Blazing the Trail: Creative Ways to Advise
Community College Students
NACADA Annual Conference
October, 2011
Denver, Colorado
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Orientation for First-Time Attendees
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Faculty Qualifications
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Louisiana State Meeting
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Academic Advising: A Key Student
Support Service”
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Effective Coalition of Campus-Wide Learning
Outcomes Using Google Documents
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida
Improving Higher Education Retention and Completion
Practices with Predictive Models
SACSCOC 2011 Annual Meeting
December, 2011
Orlando, Florida

Focusing on Our Story
LCTCS 2012 Annual Conference
March, 2012
Shreveport, Louisiana

And the Winner Is…: Why Everyone Wins when you
Play the part of “=Leader in a Supporting Role”=
LCTCS 2012 Annual Conference
March, 2012
Shreveport, Louisiana

Incorporating SMART Technology to Enhance Instruction
LCTCS 2012 Annual Conference
March, 2012
Shreveport, Louisiana

Development Writing Online? Say It Ain’t So!
LCTCS 2012 Annual Conference
March, 2012
Shreveport, Louisiana

A Modularized Learning Approach to Developmental Education
LCTCS 2012 Annual Conference
March, 2012
Shreveport, Louisiana

Cyber Innovation Center
Monthly Meeting Luncheon
Silver Star Smokehouse
May, 2012
Bossier City, La

Raymond Gaines
Center for Community College Student Engagement: Overview of BPCC’s
SENSE Data
August, 2011

Academic Advising and General Education
August, 2011

Appreciative Advising
September, 2011

Faculty Insight into Student Retention – Results and Discussion
January, 2012

Generation Next Comes to College: Understanding today’s Learners
January, 2012

The International Conference on E-Learning in the Workplace-
Columbia University
June, 2011
New York, NY

2012 Ethics Training for Public Servants-The Louisiana Board of Ethics
March, 2012
Bossier City, La

Coaching Under-9 girls soccer
March 2012
Shreveport, La

Louisiana Community and Technical College System Annual
Conference
March, 2012
Michelle Grant
Presented Apply for Promotion: What You Know
August, 2011
Appreciative Advising Workshop
September, 2011
Updated QM Rubric
September, 2011
Generation NeXt Comes to College & Teaching Learners
January, 2012
Carl Perkins Professional Development
January, 2012
2012 Ethics for Public Servants
March, 2012

Scott Middleton
Self-Regulation and the Underprepared College Student
August, 2011
Applying for Promotion: What You Need to Know
August, 2011
Education 2020
August, 2011
Center for Community College Student Engagement: Overview of BPCC’s SENSE Data
August, 2011
Ice Carving Competition
October, 2011
Carl Perkins Professional Development
January, 2012
Teaching Today’s Learners
January, 2012
Generation NeXt Comes to College: Understanding Today’s Learners
January, 2012
Conflict Resolution in the Workplace
<table>
<thead>
<tr>
<th>January, 2012</th>
<th>2012 Ethics Training for Public Servants</th>
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<tr>
<td>February, 2012</td>
<td>Louisiana Community and Technical College System Annual Conference</td>
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<th>Leonard Osborne</th>
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<td>Shreveport, La</td>
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| Self-Regulation & the Underprepared College Student Presentation |
| September, 2011 |

| Appreciative Advising Workshop |
| October, 2011 |

| Classroom Management Roundtable |
| October, 2011 |

| Prezis-A New Presentation Software Presentation |
| January, 2012 |

| Generation NeXt Comes to College: Understanding Today's Learners |
| January, 2012 |

| Teaching Today's Learners Presentation |
| January, 2012 |

| 2012 Associate of Science in Teaching Praxis II Workshop |
| January, 2012 |

| Carl Perkins Professional Development Presentation |
| January, 2012 |

| 2012 Ethics Training for Public Servants |
| March, 2012 |

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<tr>
<th>John Salmon</th>
<th>Perkins Development Presentation</th>
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| Professional Ethics |
| February, 2012 |

| Research and Grants |
| March, 2012 |

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<th>Rebecca Turbeville</th>
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| Academic Advising and General Education Presentation |
Applying for Promotion: What You Need to Know Presentation
August, 2011

Self-Regulation & the Underprepared College Student
August, 2011

Test Enhanced Learning
August, 2011

Appreciative Advising
September, 2011

Active Learning
September, 2011

Quality Matters Training
September, 2011

Classroom Management Roundtable
October, 2011

Graduation Application Workshop
December, 2011

Prezis- A New Presentation Software
January, 2012

Generation NeXt Comes to College: Understanding Today's Learners
January, 2012

Teaching Today's Learners
January, 2012

Carl Perkins Professional Development Presentation
January, 2012

2012 Associate of Science in Teaching Praxis II Workshop
January, 2012

2012 Ethics Training for Public Servants
March, 2012

Elisabeth Wicker

Academic Advising and General Education workshop
August, 2011

Appreciative Advising workshop
September, 2011

Webinar: SoftChalk 7 Sneak Peek
July, 2011

CALL Webinar Series: Retention
September, 2011
Quality Matters Training  
September, 2011

Classroom Management Roundtable  
October, 2011

Graduation Appreciation Workshop  
December, 2011

Teaching Today's Learners  
January, 2012

Generation Next Comes to College: Understanding Today's Learners  
January, 2012

Carl Perkins Professional Development  
January, 2012

Webinar: Static to Elastic: Introducing SoftChalk  
September, 2011

Webinar: Google Analytics Boot Camp Seminar  
September, 2011

Webinar: Improving Assessment of Online Programs  
September, 2011

Webinar: One Stop Teaching and Learning  
October, 2011

CALL Webinar Series: Academic Integrity  
November, 2011

CALL Webinar Series: What is the Research Telling Us?  
November, 2011

2012 Ethics Training for Public Servants-The Louisiana Board of Ethics  
March, 2012
Bossier City, La

Louisiana Community and Technical College System Annual Conference  
March, 2012
Shreveport, La

Patricia Wyatt  
BPCC 100-Foundation Event  
September, 2011

Appreciative Advising Workshop  
September, 2011

Conducted seminar and workshop on graduation paperwork for new division employees  
BPCC  
December, 2011

BPCC Christmas Show-Character of Mrs. Claus  
December, 2011

Taught a seminar and workshop on graduation paperwork for new division employees  
December, 2011

Resume Writing and Job Search Skills-presentation by: Pat Wyatt and Becky Turbeville  
February, 2012

Science Fair Judge  

Call Conference  
May, 2011
Shreveport, La

Speaker- Pat Wyatt  
Pelican Chapter of the Professional Organization for Administrative Assistants  
September, 2011
Bossier City, La

National CAEL Conference  
November, 2011
Chicago, IL

Judged science fair  
Bossier City Civic Center  
March, 2012
Bossier City, La

Louisiana Community and Technical College System Annual Conference  
March, 2012
Shreveport, La
STRATEGIC PLANNING

Department Measurable Strategy
Administer the Division of Business graduate survey electronically.

Performance Indicators
Graduate survey results.

Assessment Results
This did not work for the Division of Business.

Changes Based on Assessment Outcomes
Use the survey results that is already collected.

Strategy(ies) for the Future
The Business Division will change this to something different next year.

Department Measurable Strategy
Use Google Docs to collect data on learning outcomes of all Culinary Arts courses.

Performance Indicators
Documented changes in course syllabi including course learning outcomes to improve student learning.

Assessment Results
Mapped program learning outcomes in the Certificate of Culinary Arts to each course.

Changes Based on Assessment Outcomes
No changes needed at this time.

Strategy(ies) for the Future
The Culinary Arts faculty will create instruction based on the course learning outcomes and the annual review of validation of learning outcomes.

Department Measurable Strategy
Use Google Docs to collect data on learning outcomes of all Business courses.

Performance Indicators
Documented changes in course syllabi including course learning outcomes to improve student learning.

Assessment Results
Mapped program learning outcomes in the Associate of Applied Science in Business to each course.

Changes Based on Assessment Outcomes
No changes needed at this time.

Strategy(ies) for the Future
The Business faculty will create instruction based on the course learning outcomes and the annual review of validation of learning outcomes.

Department Measurable Strategy
Use Google Docs to collect data on learning outcomes of all Health Care Management courses.

Performance Indicators
Documented changes in course syllabi including course learning outcomes to improve student learning.

Assessment Results
Mapped program learning outcomes in the Associate of Arts in Health Care Management to each course.

Changes Based on Assessment Outcomes
No changes needed at this time.

Strategy(ies) for the Future
The Health Care Management faculty will create instruction based on the course learning outcomes and the annual review of validation of learning outcomes.
**Department Measurable Strategy**  
Participate in professional development opportunities for the Division of Business.

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

**Assessment Results**  
The Business faculty/staff participated and presented various seminars and/or workshops.

**Changes Based on Assessment Outcomes**  
Successful.

**Strategy(ies) for the Future**  
Continue to participate and present professional development seminars and workshops.

---

**Department Measurable Strategy**  
Restructure the Business Advisory Board to enhance partnerships.

**Performance Indicators**  
1. List of the members and businesses represented on the advisory board.  
2. Number of improvements based on recommendations of the board.

**Assessment Results**  
Restructure the Business Advisory Board to meet the needs of the community.

**Changes Based on Assessment Outcomes**  
This did not work for the business division at this time.

**Strategy(ies) for the Future**  
Create an advisory board that will include both Business and Health Care members.

---

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

*Apply for grant and tech fee opportunities to enhance program offerings.  
*Propose to new degrees one in Social Media and the other in Small Business Entrepreneurship.  
*Maintain all professional memberships.  
*Maintain the ACF Accreditation for the Culinary Arts Certificate.
Division of Academic Affairs
Division of Communication and Performing Arts

EMPLOYEE LISTING

Professional, unclassified staff
Jim Boyter, B.A.
Keith Bruce, B.A.
Denise Chambers, B.A.
Eric Crowder, B.S.
Russell Johnson, B.A.
David White, B.A.
Louis Williams, B.S.

Classified staff
Lendah Siah

FACULTY LISTING

Professor
Ray Scott Crawford, M.A., M.A., Ph.D.
Kathryn Defatta-Barattini, M.A.
Rona Leber, M.A.
Paula Kaszuba, M.Ed.
Stephen W. Slaughter, M.A.

Associate Professor
Michael D. Hart, M.M., Ed. D.

Assistant Professor
Guilnara Chandler, M.A.

Instructor
Bob Alexander, M.A.
DIVISION SUMMARY

In January of 2012 the Division of Telecommunications, the Division of Performing Arts (Music and Theatre), and the Speech Discipline (housed in Liberal Arts) combined to form the Division of Communication and Performing Arts. The Division now comprises four programs: Communication Media, Speech, Music, and Theatre.

The Division of Communication and Performing Arts at Bossier Parish Community College had a very productive and successful year. The Division includes the Communication Media Program, the discipline of Speech, and the Performing Arts which includes the Music Program and the Theatre Program. The Communication Media Program offered an Associate of Applied Science in Telecommunications degree, a Certificate of Technical Studies in Telecommunications, and Technical Competency Areas in Broadcasting, Business of Music, Computer Animation, Film, Graphic Design, Media for the Ministry, Photography, Radio, Sound Recording Technology, and TV Production. The Music Program offered an Associate of Arts in Music degree and an Associate of Arts in Performing Arts (Music Concentration) degree as well as a Certificate of Technical Studies in Music. The Theatre Program offered an Associate of Arts in Theatre degree and an Associate of Arts in Performing Arts (Theatre Concentration) degree, a Certificate of Technical Studies in Theatre, and Technical Competency Areas in Acting, Costume Design, Directing, Lighting, Scene Design, Stage or Theatre Management, and Theatre Technician.

For the 2011-2012 academic year, thirty-two graduates received the Associate of Applied Science in Telecommunications degree, two graduates received the Associate of Arts in Music degree, one graduate received the Associate of Arts in Performing Arts (Music Concentration) degree, nine graduates received the Associate of Arts in Theatre degree, and two graduates received the Associate of Arts in Performing Arts (Theatre Concentration) degree. Also, thirty-six students received the Certificate of Technical Studies in Telecommunications, three students received the Certificate of Technical Studies in Music, and ten students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (8), Broadcasting (20), Business of Music (3), Computer Animation (5), Costume Design (2), Directing (4), Film (20), Graphic Design (13), Media for the Ministry (20), Photography (20), Radio (11), Sound Recording Technology (10), Theatre Technician (1), and TV Production (19).

The Division of Communication and Performing Arts placed much emphasis on academic preparation for the communication media, music and
theatre majors. This year the Communication Media Program had 614 majors, the Music Program had forty majors and the Theatre Program had forty-one majors. Student success rates for the academic year were outstanding: telecommunication courses – a ninety-three percent (93%) success rate, speech courses – a ninety-one percent (91%) success rate, music courses – a ninety-seven percent (97%) success rate and theatre courses – a ninety six percent (96%) success rate.

During 2011-2012 the disciplines in Communication Media (Mass Communication, Graphic Arts/Computer Animation, Photography, Music and Sound Recording, and Digital Media) produced numerous projects for the college and for the community including video PSA’s and promotional spots for a number of institutions including the Food Bank of Northwest Louisiana; sound and music support for BPCC and area high school programming; and broadcasting support for St. Jude’s annual fundraising telethon. The program also continued to work to strengthen networking bonds with local, state, and regional professional operations and institutions including local television stations, regional film studios, and the National Association of Broadcasters. The program also revived the Telecommunications Club, renaming it the BPCC Digital Media Club and steering it toward its first major project—a totally student produced film for entrance in the LA Film Prize. The BPCC Film Institute also premiered its annual feature film at the Robinson Film Center in May. This year’s film was The Road to Destiny, which will be entered in competition this fall.

The BPCC Debate Team, in the Speech Program, held on to its current status as national champions by winning the coveted 2012 International Public Debate Association Community College Season Sweepstakes National Championship.

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 over 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 Echoes, The Spitfire Grill, The BPCC Christmas Show, Sleeping Beauty, and The Matchmaker. Several events showcased The Performing Arts this year. These included the presentation of Echoes at the Canterbury Summer Theatre in Michigan City, Indiana and the presentation of Echoes and The Spitfire Grill at the Louisiana Kennedy Center American College Theatre Festival in Lake Charles, LA; 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 ten students to compete in the Region VI Kennedy Center American College Theatre Festival acting competition while three students competed in the KCACFT Musical Theatre Initiative; and several community performances by the BPCC Jazz Ensemble such as Barkus and Meoux Krewe Jazz Brunch, Black Tie or Not Ball, and the Louisiana Clerks of Court Dinner. Additionally, faculty recitals showcased our faculty including a faculty Christmas concert.

In addition to classroom instruction and producing digital, theatrical and music events, the Division of Communication and Performing Arts faculty and staff participated in recruiting opportunities and professional development opportunities. Also, the faculty and staff attended local, state, and
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Division Promotions:
Ray Scott Crawford to Dean, Communication and Performing Arts
Rona Leber to Assistant Dean, Communication and Performing Arts
Michael Hart to Associate Professor
Gulya Chandler to Assistant Professor

Division Awards:
Echoes
Respondent’s Choice
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

The Spitfire Grill
Respondent’s Choice
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

Echoes
Director’s Choice
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

The Spitfire Grill
Excellence in Load-In
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

Documentary “This Was My life”
Bronze Remi Award
The Houston International Film Festival
May, 2012

Bob Alexander:
Coached BPCC Debate Team to 2012 International Public Debate Association Community College Season Sweepstakes National Champions
April 15, 2012

2012 NISOD Excellence Award
April 27, 2012

Jim Boyter:
BPCC Foundation Service Award for BPCC 100
October, 2011

Keith Bruce:
Echoes
Excellence in Lighting and Sound Design
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

Denise Chambers:
Received Letters of Appreciation from Red River Quilters, State Representative Jane Smith, Louisiana State Fair, St. Jude Golf Classic, and State Senator Barrow Peacock.
September, 2011 – March, 2012

Received Letters of Recognition from Community Renewal, Northwest Louisiana Food Bank, Bass Master Classic, Barnwell Center, and Bossier Chamber of Commerce.
September, 2011- March, 2012

Ray Scott Crawford:
Received excellent newspaper notices for production direction of Romance/Romance (Canterbury Summer Theatre, Michigan City, Indiana: The News-Dispatch) Echoes, (The BPCC Kaleidoscope), The Spitfire Grill (The Shreveport Times),
June 2011 – November 2011

Received excellent newspaper notices for scenic design for Wrong Turn at Lungfish and Romance/Romance (Canterbury Summer Theatre,
Michigan City, IN: The News-Dispatch)  
June 2010

Echoes
Excellence in Directing
Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 19, 2011

Selected as Play Respondent
Texas Kennedy Center American College Theatre Festival
Lone Star Community College
Conroe, TX
April 21, 2012

Kathryn Defatta-Barattini:
Recognition of Service: Director of St. John’s Berchmans Middle School Drama Program  
2010-2012

Jonathan Elmore:
Community Service Certificate for Airline High School Senior Project  
January-April, 2012

Russell Johnson:
BPCC Foundation Service Award for BPCC 100  
October, 2011

Rona Leber:
The Spitfire Grill
Excellence in Costuming
Louisiana Kennedy Center American College Theatre Festival
November 19, 2011

David White:
Echoes
Excellence in Scenic Design
Louisiana Kennedy Center American College Theatre Festival
**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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| Alexander, Bob| “Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”  
August 15, 2011  
“Applying for Promotion: What You Need to Know”  
August 16, 2011  
Presented “Constitution Debate”  
September 16, 2011  
Served as tabulation room director at the following debate tournaments: Henderson State University (2), Mississippi College, Har-Ber High School, and the International Public Debate Association National Championship  
“Generation NeXt Comes to College: Understanding Today’s Learners”  
January 11, 2012  
“Teaching Today’s Learners”  
January 12, 2012  
Eddy Shell Invitational Speech and Debate Tournament  
Host  
March 2-4, 2012 | Presented “Becoming a More Competent Communicator”  
International Association of Administrative Professionals Pelican Chapter  
Shreveport, LA  
July 21, 2011  
BPCC/LSUS Red River Swing Speech and Debate Tournament  
Co-Host  
Louisiana State University – Shreveport  
November 4-6, 2011  
International Public Debate Association Executive Committee and Governing Board Joint Meeting  
Sam Houston State University  
April 13, 2012 |
| Boyter, Jim   | Contributed art design, writing, editing, and layout of posters, program covers, and press releases for Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker  
July 2011 - April 2012  
Center for Community College Student Engagement: Overview of BPCC’s SENSE Data  
August 15, 2011  
“Academic Advising and General Education” | Louisiana Kennedy Center American College Theatre Festival  
Lake Charles, LA  
November 16-19, 2011  
Served as production coordinator for the BPCC Christmas show held at the Bossier City Civic Center.  
Bossier City, LA  
November 30 – December 1, 2011 |
Bruce, Keith

Designed lights and sound for the BPCC Theatre productions of Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker
July, 2011 – April, 2012

Designed lights and sound for BPCC music productions including two Choir Concerts, two Concert Wind Concerts, and two Jazz Ensemble Concerts
November, 2011 – April, 2012

Performed lighting and sound duties for BPCC (non-Performing Arts) events held in the Performing Arts Theatre. These included the Veteran’s Day Presentation, BPCC Middle College Graduation, Student Life Talent Show and Ms. BPCC Pageant
November, 2011 – April, 2012

Produced DVD’s (cinematography and editing) of BPCC Theatre productions including Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker
July, 2011 – April, 2012

Produced documentaries and videos of Echoes, The BPCC 100, The BPCC Foundation Annual Drive, Miss BPCC, Student Life Talent Show, BPCC Jazz Ensemble concert, and the Cavalier Drama Funfest

Served as sound engineer for three BPCC Graduation Ceremonies in the BPCC gym

Served as sponsor for the Digital Media Club, hosting the TEDX Conference and producing a student film entitled “Guarding Eden”

Byers, Peggy

“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

“Teaching Today’s Learners”
January 12, 2012

“The Picture Show”
Produced and Hosted Seven Episodes
February – April, 2012

Chambers, Denise

“Academic Advising and General Education”

Served as Lighting and Sound Designer for Echoes production at Canterbury Summer Theatre
Michigan City, IN
August, 2011

Served as Lighting and Sound Designer for Echoes and The Spitfire Grill productions at the Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November, 2011

Designed lights and sound for the BPCC Christmas show held at the Bossier City Civic Center.
Bossier City, LA
November - December, 2011

Served as sound engineer for the Christmas production at Cypress Baptist Church
Benton, LA
December, 2011

Provided technical support to the Gemini Bal at Shreveport Convention Center

Served as Lighting and Sound Designer for Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker
July, 2011 – April, 2012

Served as Lighting and Sound Designer for BPCC music productions including two Choir Concerts, two Concert Wind Concerts, and two Jazz Ensemble Concerts
November, 2011 – April, 2012

Produced DVD’s (cinematography and editing) of BPCC Theatre productions including Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker
July, 2011 – April, 2012

Produced documentaries and videos of Echoes, The BPCC 100, The BPCC Foundation Annual Drive, Miss BPCC, Student Life Talent Show, BPCC Jazz Ensemble concert, and the Cavalier Drama Funfest

Served as sound engineer for three BPCC Graduation Ceremonies in the BPCC gym

Served as sponsor for the Digital Media Club, hosting the TEDX Conference and producing a student film entitled “Guarding Eden”

Byers, Peggy

“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

“Teaching Today’s Learners”
January 12, 2012

“The Picture Show”
Produced and Hosted Seven Episodes
February – April, 2012

Chambers, Denise

“Academic Advising and General Education”

Legislative Film/Entertainment Meeting
August 15, 2011
“Appreciative Advising”
September 12, 2011
“Quality Matters”
September 16, 2011
“Developing Staff through Foundation Funding”
October 21, 2011
“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012
“Teaching Today’s Learners”
January 12, 2012

Chandler, Gulya
Served as juror for four BPCC Music Scholarship Auditions
Served as accompanist for the BPCC Concert Choir including three concert performances
August, 2011 - May, 2012
“Academic Advising and General Education”
August 16, 2011
Accompanied students at six Student Recitals including a solo recital
November, 2011 - May, 2012
Produced and performed in the Faculty Christmas Concert.
December 8, 2011
“Faculty Insight into Student Retention – Results and Discussion”
January 9, 2012
“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012
“Teaching Today’s Learners”
January 12, 2012

Crawford, Ray Scott
Production director for the BPCC Theatre productions of Echoes, The Spitfire Grill, and The Matchmaker
July, 2011 – April, 2012
Designed and compiled incidental music for production performances of Echoes and The Matchmaker
July, 2011 – April, 2012

Louisiana State University – Baton Rouge, LA
October 13-14, 2011
Accompanied the BPCC Concert Choir at the BPCC Annual Christmas Show
Bossier Civic Center, Bossier City, LA
November 30 - December 1, 2011
Louisiana Music Teachers Association Executive Board Meeting
University of Louisiana – Monroe, LA
January 28, 2012
Region VI Kennedy Center American College Theatre Festival
Norman, OK
February 22 - 24, 2012
Workshop and Master Class
Greater Shreveport Music Teachers Association
Centenary College - Shreveport, LA
March 16-17, 2012
Musician’s Club Meeting and Concert
Shreveport, LA
April 16, 2012

Productions attended: Cirque du Soleil’s OVO, Little Shop of Horrors, Young Frankenstein, The Rocky Horror Picture Show, God of Carnage, the 25th Annual Putnam County Spelling Bee, Agnes of God, Dr. Jekyll and Mr. Hyde, Some Enchanted Evening, Dog Sees God, An Evening of Edgar Allen Poe, and About Time, Macbeth, Bandersnatch, Spring Awakening, and Zoo Story
Contributed art design, writing, editing, and layout of posters, program covers and press releases for Echoes, The Spitfire Grill, Fall Festival of One Acts, The Matchmaker, and The Spring Festival of One Acts
July, 2011 – April, 2012

Created and performed a character in BPCC Radio Drama, “Strange Trip,” produced by the BPCC Telecommunications Division
August, 2011

Music Director and orchestration sequencing for BPCC theatre production of The Spitfire Grill
August – November, 2011

“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”
August 15, 2011

“Academic Advising and General Education”
August 15, 2011

“Classroom Management Roundtable”
October 27, 2011

Produced student-directed Fall and Spring Festivals of One-Act Plays.
November 15, 2011 and April 17, 2012

Music director for the Cavalier Players Christmas Elves (for the BPCC Christmas Show)
November – December, 2011

Performed “Oh Holy Night” and “Have Yourself a Merry Little Christmas” for the Performing Arts Music Program “Faculty Christmas Concert”
December 8, 2011

BPCC Theatre Program Professional Juries—served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
December 9, 2011 and May 7, 2012

“Team Building” by Bonnie Dubin
January 9, 2012

“Generation NeXt Comes to College: Understanding Today’s Learners
January 11, 2012

“New Quality Matters Rubric Training”
January 27, 2012

Music Director for the BPCC Theatre production of Sleeping Beauty

Echoes
Production Director
Professional non-Equity summer stock presentation
Canterbury Summer Theatre/BPCC Summer Theatre
Michigan City, Indiana
August 18-20, 2011

Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 16 – 19, 2011

Assistant Director and Music Director
BPCC/Bossier City Annual Christmas Show
Bossier City, Louisiana
November 30 and December 1, 2011

Performed “The Night before Christmas”
BPCC/Bossier City Annual Christmas Show
Bossier City, Louisiana
November 30 and December 1, 2011

Sang “The Star-Spangled Banner”
Krewe of Gemini Bal Masque
Shreveport, Louisiana
February 4, 2012

Region VI Kennedy Center American College Theatre Festival
Norman, Oklahoma
February 21 – 25, 2012

Region VI Kennedy Center American College Theatre Festival Irene Ryan Acting Competition (Coached Ten BPCC students — one student team advanced to the final round.)
Norman, Oklahoma
February 22 – 24, 2012

Presented a scene from The Spitfire Grill
Region VI Kennedy Center American College Theatre Festival
Norman, Oklahoma
February 23, 2012

Region VI Kennedy Center American College Theatre Festival Music Theatre Initiative Competition (Coached Four BPCC students)
Norman, Oklahoma
February 23 – 24, 2012

Louisiana Community and Technical College System Annual Conference
Directed the opening ceremony with BPCC Students as Celebrity Impressionists.
January – February 19, 2012
Digifest 2012 South, TEDx Conference (mini conference)
March 26, 2012

March 7-9, 2012
Official Respondent for Dr. Jekyll and Mr. Hyde
Texas Kennedy Center American College Theatre Festival
Lone Star Community College
Conroe, Texas
April 21, 2012

Fourth Annual 8th Grade Expo
Bossier City Civic Center, Bossier City, LA
April 25-26, 2012

Crowder, Eric
Videographer for the Encana Check presentation and Don McClure visit, the Northwest Louisiana Food Bank commercial, the BPCC and Northwestern State University Academic Agreement ceremony, and for student projects in Stacey Black’s math class
Division tour coordinator and recruiter for multiple groups including Many Junior High School, Airline High School, Parkway High School, the Greater Shreveport Young Leadership Department, and the Caddo Career and Technology Center

Defatta-Barattini, Kathryn
“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

Divietro, Pat
"Quality Matters”
January 27, 2012

Elmore, Jonathan
“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012
“Teaching Today’s Learners”
January 12, 2012
“Quality Matters”
January 27, 2012

Hart, Michael
Produced four BPCC Music Scholarship Auditions
“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”

Served as Judge
Skills USA Video Competition
Caddo Career and Technology Center
April, 2012

January 11, 2012
Divietro, Pat
“Quality Matters”
January 27, 2012

Louisiana Community and Technical College System Annual Conference
Shreveport, LA
March 6-9, 2012

National Association of Broadcasters Conference
Las Vegas, NV
April 15-20, 2012

Elmore, Jonathan
“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

Louisiana Community and Technical College System Annual Conference
Shreveport, LA
March 6-9, 2012

National Association of Broadcasters Conference
Las Vegas, NV
April 15-20, 2012

Hart, Michael
Produced four BPCC Music Scholarship Auditions
“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”

Conducted performance of the BPCC Jazz Ensemble at the annual BPCC Christmas show
Bossier Civic Center, Bossier City, LA
November 30 - December 1, 2011
August 15, 2011

“Academic Advising and General Education”
August 15, 2011

Conducted Jazz Ensemble performance for the Louisiana Clerks of Court dinner
The Louisiana Boardwalk, Bossier City, LA
December 6, 2011

Produced seven Student Recitals including two theatre voice recitals and a solo recital
October, 2011 – April, 2012

Conducted Performance of the BPCC Jazz Ensemble for the Barkus & Meoux Krewe Luncheon
El Dorado Resort/Casino, Shreveport, LA
January 29, 2012

Conducted two Cavalier Show Band performances at BPCC Basketball games
November 1, 2011 and February 18, 2012

South Central Regional Music Conference
Monroe Convention Center, Monroe, LA
February 29 – March 3, 2012

Produced and conducted three Jazz Ensemble Concerts/Performances including a performance at the BPCC Faculty/Staff Luncheon
November, 2010 - April, 2011

Conducted the BPCC Jazz Ensemble performance for the Cross Lake Ballroom Dance Club
El Karuba Temple, Shreveport, LA
March 3, 2012

Produced two Concert Choir concerts
December 2, 2011 and April 27, 2012

Louisiana Community and Technical College System Annual Conference
Shreveport, LA
March 6-9, 2012

Produced and conducted four Concert Winds concerts/performances including performances at two BPCC Graduation ceremonies
December, 2011 - May, 2012

Conducted the BPCC Jazz Ensemble at the Black Tie or Not Ball
Sam's Town Casino, Shreveport, LA
March 10, 2011

Performed in Faculty Christmas Concert.
December 8, 2011

Directed and edited the BPCC Film Institute Production of “The Road to Destiny”
July 2011 – May 2012

Shot and edited video for Sports Care USA’s “Sign Up Saturday”
July 2011

Provided play-by-play and public address for BPCC Cavalier Basketball home games
Oct 2011 – March 2012

Edited awards show for ArkLaTex Sports Museum of Champions
July 2011

Produced the Guest Artists Series events including a performance by the Shreveport Opera Express
March - April, 2012

Directed live game video for Northwestern State University Football
Aug – Dec 2011

Produced the Spring Pops Concert featuring the Concert Choir and Concert Winds
March 9, 2012

National Association of Broadcasters Conference
Las Vegas, NV
April 15-20, 2012

Johnson, Rusty

Kaszuba, Paula

“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

Louisiana Community and Technical College System Annual Conference
Lea-Birck, Melanie

“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data”
August 15, 2011

“Pedagogy and Online Instruction”
August 15, 2011

“Academic Advising and General Education”
August 16, 2011

“Appreciative Advising”
September 12, 2011

“Faculty Insight into Student Retention – Results and Discussion”
January 9, 2012

“Generation NeXt Comes to College: Understanding Today’s Learners”
January 11, 2012

“Teaching Today’s Learners”
January 12, 2012

“Quality Matters”
January 27, 2012

Leber, Rona

Designed Costumes for the BPCC Theatre productions of Echoes, The Spitfire Grill, and The Matchmaker
July, 2011 – April, 2012

Presented “Applying for Promotion: What you need to know”
August 18, 2011

2011-2012 BPCC Planning Council Subcommittee Chair
August, 2011 – May, 2012

“Appreciative Advising”
September 12, 2011

Presented “Classroom Management Roundtable”
October 26-28, 2011

Served as Graduation Marshall

Shreveport, LA
March 6-9, 2012

Louisiana Community and Technical College System Annual Conference
Shreveport, LA
March 6-9, 2012
December 16, 2011
“Quality Matters”
January 27, 2012

Siah, Lendah
BPCC Telecommunications Media Portfolio Panel
November 14, 2011

“Generation NeXt Comes to College: Understanding Today’s Learners
January 11, 2012

Eddy Shell Invitational Speech and Debate Tournament
Served as Judge
March 2, 2012

Slaughter, Stephen W
Produced the BPCC Theatre productions of Echoes, The Spitfire Grill, Sleeping Beauty, and The Matchmaker
July, 2011 - April, 2012

BPCC Theatre Program Professional Juries - served as juror for departmental auditions for students preparing for performance and technical theatre employment
December 9, 2011 and May 4, 2012

“Resolution in the Workplace”
January 9, 2012

“Team Building/Leadership”
January 9, 2012

“Teaching Today’s Learners”
January 12, 2012

Production Director of the BPCC Theatre production Sleeping Beauty
February, 2012

Composed Music and Lyrics for the BPCC Theatre production Sleeping Beauty
February, 2012

Designed set for the BPCC Theatre production Sleeping Beauty
February, 2012

Contributed poster art and layout for the BPCC Theatre production Sleeping Beauty
February, 2012

White, David
Designed scenery and provided technical direction for the BPCC Theatre productions of Echoes, The Spitfire Grill, BPCC Christmas Show, Sleeping Beauty, The Matchmaker, and the Fall and Spring Festival on One Act Plays

Recruiting Event at the Fourth Annual 8th Grade Expo
Bossier Civic Center, Bossier City, LA
April 25-26, 2012

Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 16-19, 2011

Production Director for annual Christmas production of “Santa’s Star Search”
Bossier Civic Center, Bossier City, LA
November 30 – December 1, 2011

Wrote the script for annual Christmas show, “Santa’s Star Search”
Bossier Civic Center, Bossier City, LA
November 30 – December 1, 2011

Contributed poster art and layout for annual Christmas show, “Santa’s Star Search”
Bossier Civic Center, Bossier City, LA
November 30 – December 1, 2011

Designed lights for fourteen productions at Shreveport Little Theatre including Little Shop of Horrors, Dear Edwina, Hairspray, Mahalia, Lend Me A Tenor, Dividing the Estate, The Laramie Project, Footlights Performance, Some Enchanted Evening, Winnie the Pooh, Over the
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

“This is BPCC”
21 episodes

Bossier City Council Meetings
25 Sessions

Provided technical services for nineteen BPCC Music productions including two Choir Concerts, two Concert Wind Concerts, three Jazz Ensemble Concerts, and twelve student and faculty recitals

Performed technical duties for 11 BPCC (non-performing arts) events held in the Performing Arts Theatre including the Student Life Talent Show, Ms. BPCC Pageant, PTK induction ceremony, Middle College Graduation and the TEDx Conference as well as several professional development events and a screening of the Communication Media original movie

Provided technical services for Krewe of Gemini Bal
Shreveport Convention Center, Shreveport, LA
February 4, 2012

Louisiana Kennedy Center American College Theatre Festival
Lake Charles, LA
November 16-19, 2011

Provided Technical Services for Krewe of Gemini Bal
Shreveport Convention Center, Shreveport, LA
February 4, 2012

National Association of Broadcasters Conference
Las Vegas, NV
April 15-20, 2012

Provided audio and video services for the BPCC Film Institute production of “The Road to Destiny”

Provided audio support for forty campus events including the “See You at the Pole” event

Division tour coordinator and recruiter for multiple groups including Many Junior High School, Airline High School, Parkway High School, the Greater Shreveport Young Leadership Department, and the Caddo Career and Technology Center
Echoes
BPCC Theatre Production
July 22 - 29, 2011

“Coffee Break”
40 episodes
September, 2011 – May, 2012

“Homework Hotline”
96 shows
September, 2011 – May, 2012

BPCC News
125 shows
September, 2011 – May, 2012

“Strategies for Living”
26 episodes
September, 2011 – May, 2012

Documentary Film – “This Was My Life”
Houston International Film Festival
October, 2011

Commercial for the Northwest Louisiana Food Bank
October – November, 2011

Student Music Recital #1
October 27, 2011

BPCC Choir Performance
“Out of Darkness” Community Walk
October 29, 2012

Cavalier Show Band Appearance
Opening BPCC Basketball Game
November 1, 2011
Student Music Recital #2
November 3, 2011

BPCC/LSUS Red River Swing Speech and Debate Tournament
Co-Host with Louisiana State University – Shreveport (LSUS)
November 4 – 6, 2011

The Spitfire Grill
BPCC Theatre Main Stage Production
November 9-13, 2011

Student Music Recital #3
November 10, 2011

Fall Festival of One-Acts
Student Directed Short Plays
November 15, 2011

Fall Concert
BPCC Jazz Ensemble
November 17, 2011

Fall Concert
BPCC Concert Choir
November 18, 2010

"Santa’s Star Search"
BPCC's Annual Christmas Show
November 30 and December 1, 2011

Fall Concert
BPCC Concert Winds
December 2, 2011

Student Music Recital #4
Theatre Voice Students
December 6, 2011

BPCC Jazz Band Performance
LA Clerks of Court Dinner
December 6, 2011

Faculty Christmas Concert
December 8, 2011

BPCC Jazz Band Performance
BPCC Faculty/Staff Luncheon
December 15, 2011

BPCC Concert Winds Performance
BPCC Graduation Ceremony
December 16, 2011

BPCC Jazz Band Performance
Barkus and Meoux Krewe Luncheon
January 29, 2012

“The Picture Show”
7 episodes
February – April, 2012.

Minden-St Jude Telethon
Minden Civic Center
February 3-5, 2012

Sleeping Beauty
Children's Show
February 10 - 19, 2012

Cavalier Show Band Appearance
BPCC Homecoming Basketball Game
February 18, 2012
Eddy Shell Invitational Speech and Debate Tournament  
March 2 - 4, 2012

BPCC Jazz Band Performance  
Cross Lake Ballroom Dance Club  
March 3, 2012

Opening “Red Carpet” Event and Entertainment  
Louisiana Community and Technical College System Annual Conference  
Shreveport, LA  
March 7, 2012

Artwork and Videos  
Louisiana Community and Technical College System Annual Conference  
Shreveport, LA  
March 7-9, 2012

Spring Pops Concert  
BPCC Concert Winds and Concert Choir  
March 9, 2012

BPCC Jazz Band Performance  
Black Tie or Not Ball  
March 10, 2012

The Matchmaker  
BPCC Theatre Main Stage Production  
March 22 – April 1, 2012

TEDX Conference  
March 26, 2012

Guest Artist Series  
Dr. Cain Budds - Classical Guitar  
March 27, 2012

Student Music Recital #5
March 29, 2012
Student Music Recital #6
April 12, 2012

Spring Festival of One-Act Plays
Student directed short plays
April 17, 2012

Student Music Recital #7
April 19, 2012

Guest Artist Series
Shreveport Opera Express
April 19, 2012

Spring Concert
BPCC Concert Choir
April 20, 2012

Student Recital #8
Theatre Voice Students
April 24, 2012

Spring Concert
BPCC Jazz Ensemble
April 26, 2012

Spring Concert
BPCC Concert Winds
April 27, 2012

Sophomore Solo Music Recital
April 30, 2012

Feature Film - “The Road to Destiny”
Robinson Film Center
May 8, 2012

BPCC Concert Winds Performance
BPCC Graduation Ceremony
May 13, 2012

SIGNIFICANT CONTRACTS OR GRANTS

Student Tech Fee Grant for $17,613.72
Awarded to: Keith Bruce
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $1,595.00
Awarded to: Keith Bruce
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $5,999.50
Awarded to: Jonathan Elmore
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $29,805.20
Awarded to: Russell Johnson
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $5,239.50
Awarded to: Russell Johnson
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $1,048.06
Awarded to: Paula Kaszuba
BPCC Student Government Association
October, 2011
Student Tech Fee Grant for $3,424.85
Awarded to: Louis Williams
BPCC Student Government Association
October, 2011

Student Tech Fee Grant for $15,499.95
Awarded to: Keith Bruce
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $2,684.10
Awarded to: Keith Bruce
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $18,175.95
Awarded to: Pat Divietro
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $13,113.46
Awarded to: Pat Divietro
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $4,470.00
Awarded to: Pat Divietro
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $4,544.10
Awarded to: Jonathan Elmore
BPCC Student Government Association
March, 2012

Student Tech Fee Grant for $49,466.45
Awarded to: Russell Johnson
<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>Expand portfolio requirements for graduation</td>
<td>Revised portfolio checklist.</td>
<td>The Communication Media faculty reviewed the portfolio requirements and made adjustments as needed.</td>
<td>No changes are needed.</td>
<td>The portfolio requirements will be reviewed as needed</td>
</tr>
<tr>
<td>Seek funding for travel and fees associated with training, workshops, and seminars to maximize the effectiveness of teaching current industry standard technology to the students and communities served.</td>
<td>Documentation of training, workshops and seminars.</td>
<td>The Communication Media faculty and staff attended several professional development events such as the Managers and Supervisors conference and the National Association of Broadcasters conference.</td>
<td>No changes are needed.</td>
<td>The Communication Media faculty and staff will be encouraged to participate in professional development opportunities for the next academic year.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
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<td>Strategy(ies) for the Future</td>
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<tr>
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</tr>
<tr>
<td>Participate in professional development opportunities.</td>
<td>Document the 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 197 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>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 seventy-eight (78) 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>
<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 25 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>Review course syllabi including course learning outcomes of all music courses.</td>
<td>Documented changes in course syllabi including course learning outcomes to improve student learning.</td>
<td>This process was started but not completed.</td>
<td>Changes were made to the reviewed syllabi as needed.</td>
<td>The music faculty and staff will continue to review the course syllabi and make updates as needed.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Review course syllabi including course learning outcomes of all theatre courses.

Performance Indicators
Documented changes in course syllabi including course learning outcomes to improve student learning.

Assessment Results
This process was started but not completed.

Changes Based on Assessment Outcomes
Changes were made to the reviewed syllabi as needed.

Strategy(ies) for the Future
The theatre faculty and staff will continue to review the course syllabi and make updates as needed.

Department Measurable Strategy
Utilize the College website for advertising Performing Arts events.

Performance Indicators
1. Number of Performing Arts events placed on the Student Events Calendar.
2. Number of updates each semester placed on the Performing Arts Calendar.

Assessment Results
1. The Performing Arts placed forty-eight (48) events on the Student Event Calendar.
2. The Performing Arts updated their calendar three (3) times each semester.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Performing Arts faculty and staff will utilize the Performing Arts website, the Student Events Calendar, and the Performing Arts Calendar for the next academic year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Communication and Performing Arts had a very productive and successful year. For the 2011-2012 academic year, thirty-two graduates received the Associate of Applied Science in Telecommunications degree, two graduates received the Associate of Arts in Music degree, one graduate received the Associate of Arts in Performing Arts (Music Concentration) degree, nine graduates received the Associate of Arts in Theatre degree, and two graduates received the Associate of Arts in Performing Arts (Theatre Concentration) degree. Also, thirty-six students received the Certificate of Technical Studies in Telecommunications, three students received the Certificate of Technical Studies in Music, and ten students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (8), Broadcasting (20), Business of Music (3), Computer Animation (5), Costume Design (2), Directing (4), Film (20), Graphic Design (13), Media for the Ministry (20), Photography (20), Radio (11), Sound Recording Technology (10), Theatre Technician (1), and TV Production (19). The Communication Media Program had 614 majors, the Music Program had forty majors and the Theatre Program had forty-one majors. Student success rates for the academic year were outstanding: telecommunication courses – a ninety-three percent (93%) success rate, speech courses – a ninety-one percent (91%) success rate, music courses – a ninety-seven percent (97%) success rate and theatre courses – a ninety six percent (96%) success rate.

The Communication Media program produced numerous projects for the college and for the community including video PSA’s and promotional spots for a number of institutions including the Food Bank of Northwest Louisiana; sound and music support for BPCC and area high school programming; and broadcasting support for St. Jude’s annual fundraising telethon. 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 over 10,000 people, making the college a highly visible part of the community.
In January of 2012 the Division of Telecommunications, the Division of Performing Arts (Music and Theatre), and the Speech Discipline (housed in Liberal Arts) combined to form the Division of Communication and Performing Arts. The Division now comprises four programs: Communication Media, Speech, Music, and Theatre.

In addition to teaching duties and producing theatrical and musical events, the dedicated faculty and staff of the Division of Communication and Performing Arts participated in recruiting and 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 Division of Communication and Performing Arts events.
3. Participate in recruiting activities for the Division of Communication and Performing Arts.
4. Provide opportunities for Communication Media and Performing Arts majors and students interested in communication, music and/or theatre to perform and to showcase their talents.
5. Produce television, film, theatre, and music events to showcase students and offer entertainment to the college community and to the public.
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
Abby Benzinger, Recruiting Coordinator
Lynne McCoy, Retention and Transition Advisor

Classified staff

Linda N. Lofton, Administrative Assistant III
Mary Ann Heim, Administrative Coordinator III

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. The establishment of this academic division aligned with Bossier Parish Community College's mission of promoting the attainment of educational goals through the creation of innovative and quality courses. The Innovative Learning Department is an ever expanding area that currently encompasses programs such as Early Start (formerly Dual Enrollment), Veteran Education Services, and Off Campus studies. Generally the Department also provides service information on retention, advising, and recruitment for Carl Perkins students and Career Compass applicants. Lastly, Innovative Learning took on a new role as the “Help Center” during registration to assist all students log onto their campus accounts and register for their courses.

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 Career Institute.

Also, the Division of Innovative Learning offers students receiving veteran benefits a central location to certify their college enrollment to the Department of Veterans Affairs. This area provides specific information for GI Bill recipients, V.A beneficiaries, and is a resource to all veterans on campus. The Division has served approximately 1,000 veteran students in fiscal year 2011-2012 with 979 enrolled, 54 graduates, and 269 new students. Through the efforts of this Division BPPC was recognized as a “Military Friendly School” by GI Jobs Magazine out of 12,000 schools nationwide which ranks BPCC in the top 15% of colleges in the nation due to our exemplary service to our veterans and their families. 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 1,000 BPCC enrollment applications were received through the efforts of the Career Compass team. Recruitment efforts were much stronger than in previous years including mailers, email marketing, phone calls, and direct contact with each of the applicants whenever possible.

Another piece of the Division of Innovative Learning is the management of a Carl D. Perkins grant since 2009. The goal of the Carl D. Perkins Vocational and Technical Education grant is to improve the quality and availability of career technical education (CTE). The annual grant period is from July 1 to June 30. Ongoing efforts to improve retention among CTE students include strengthening instruction through professional development, providing resources geared toward CTE student success, and improve communication between all CTE stakeholders.

Lastly, Innovative Learning took on the role of becoming the Help Center during summer and fall registration. This new role meant providing assistance with the new Banner logon program, advising, registration, and general question help. The success of the Help Center means our customer service support will continue to all prospective and current students on campus into the future.

**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>Blood Borne Pathogens Training, 2011</td>
<td>NACADA Annual Conference</td>
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<tr>
<td></td>
<td>Defensive Driver Training, 2011</td>
<td>Denver, CO</td>
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<td></td>
<td>CALL Webinar: Retention, 2011-2012</td>
<td>October 2011</td>
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<td></td>
<td>CALL Webinar: Emerging Trends, 2011-2012</td>
<td>LCTCS Conference</td>
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<td>Course 360 Presentation Session, 2011-2012</td>
<td>Shreveport, LA</td>
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<td>March 2012</td>
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<tr>
<td></td>
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<td>Career Compass State Presentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Baton Rouge</td>
</tr>
<tr>
<td>Event Description</td>
<td>Date</td>
<td>Location</td>
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<tr>
<td>CALL Webinar: Appreciative Advising Workshop</td>
<td>September 2011</td>
<td></td>
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<tr>
<td>Carl Perkins Grant Reporting Workshop</td>
<td>October 2011</td>
<td></td>
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<tr>
<td>CALL Webinar: Academic Integrity</td>
<td>November 2011</td>
<td></td>
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<tr>
<td>CALL Webinar: What is the Research Telling Us?</td>
<td>November 2011</td>
<td></td>
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<tr>
<td>Ethics Training for Public Servants</td>
<td>February 2012</td>
<td></td>
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<tr>
<td>Kathy Vercher: Banner Training</td>
<td>August 2011, February 2012 &amp; March 2012</td>
<td></td>
</tr>
<tr>
<td>CALL Webinar: Appreciative Advising Workshop</td>
<td>September 2011</td>
<td></td>
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<tr>
<td>Generation Next Comes to College: Understanding Today’s Learners Seminar</td>
<td>January 2012</td>
<td></td>
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<tr>
<td>Ethics Training for Public Servants</td>
<td>February 2012</td>
<td></td>
</tr>
<tr>
<td>Renee Sears: Carl Perkins Grant Reporting Workshop</td>
<td>October 2011</td>
<td></td>
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<tr>
<td>Generation Next Comes to College: Understanding Today’s Learners Seminar</td>
<td>January 2012</td>
<td></td>
</tr>
<tr>
<td>Ethics Training for Public Servants</td>
<td>February 2012</td>
<td></td>
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<tr>
<td>Carl Perkins Technical Addendum Update</td>
<td>March 2012</td>
<td></td>
</tr>
<tr>
<td>Abby Benzinger: Banner Webinar Training</td>
<td>March 2012</td>
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<tr>
<td>Defensive Driver Training</td>
<td>March, 2012</td>
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<tr>
<td>Ethics Training for Public Servants</td>
<td>April 2012</td>
<td></td>
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<tr>
<td>Lynne McCoy: Carl Perkins Grant Reporting Workshop</td>
<td>October 2011</td>
<td></td>
</tr>
<tr>
<td>Generation Next Comes to College: Understanding</td>
<td>September 2011</td>
<td></td>
</tr>
</tbody>
</table>
Today’s Learners Seminar, January 2012
Banner Training
February 2012 & March 2012
Ethics Training for Public Servants, February 2012

NACADA Annual Conference
Denver, CO
October 2011

National Middle School Association
Louisville, KY
November 2011

Council for Exceptional Children Conference
Austin, TX
November 2011
Carl Perkins Statewide Meeting
Shreveport, LA
March 2012

LCTCS Conference
Shreveport, LA
March 2012

LDOE IHC Literacy Symposium
West Baton Rouge, LA
May 2012

NACADA Summer Institute
Austin, TX
June 2012

Susan Stakes
Defensive Driver Training, 2011

CALL Webinar: Appreciative Advising Workshop, September 2011

CALL Webinar: Developing Staff through Foundation Funding, October 2011

CALL Webinar: Academic Integrity, November 2011


CALL Webinar: What is the Research Telling Us? November 2011

CALL Webinar: Teaching Adults in Accelerated Learning Programs, December 2011

Generation Next Comes to College: Understanding Today’s Learners Seminar, January 2012

Ethics Training for Public Servants, February 2012

WAVES Conference
Irving, TX
July 2011

LCTCS Conference
Shreveport, LA
March 2012
STRATEGIC PLANNING

**Department Measurable Strategy**
Review course syllabi including course learning outcomes of off-campus classes.

**Performance Indicators**
Documented changes in course syllabi.

**Assessment Results**
On Campus and Off Campus Syllabi were updated so information matched. Minimal documented changes needed to be made.

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
This information should be reviewed on a yearly basis.

**Department Measurable Strategy**
Implement a plan to bolster retention of Carl Perkins CTE first time full time freshmen.

**Performance Indicators**
The number of Carl Perkins CTE students that are retained in their programs.

**Assessment Results**
75.07% retention rate of Carl Perkins CTE students.

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
Increase professional development opportunities, resources available to CTE students, and communication between all stakeholders.

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**SIGNIFICANT CONTRACTS OR GRANTS**

Carl D. Perkins Grant, July 1, 2011-June 30, 2012

Board of Regents CALL Grant, July 1, 2010-June 30 2012

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**Banner Webinar Training, March 2012**

Linda Lofton

Spiritual Wellness Series- “The Renewing of Your Mind”, September 2011

Defensive Driver Training, 2011

CALL Webinar: Developing Staff through Foundation Funding, October 2011

“Elements of Leaders of Character”, February 2012

Ethics Training for Public Servants, February 2012

MaryAnn Heim

Ethics Training for Public Servants, February 2012

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LCTCS Conference
(Awarded Outstanding Professional Support Staff Member)
Shreveport, LA
March 2012

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LCTCS Conference
Shreveport, LA
March 2012

---

Banner Webinar Training, March 2012

LCTCS Conference
(Awarded Outstanding Professional Support Staff Member)
Shreveport, LA
March 2012

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LCTCS Conference
Shreveport, LA
March 2012
Department Measurable Strategy
Increase the number of Veteran, Dual Enrollment, and Off Campus student enrollments.

Performance Indicators
The number of veteran, dual and off campus student enrollment.

Assessment Results
Veteran enrollments increased by 13%
Dual enrollments increased by 14%
Off Campus enrollments decreased by 29%

Changes Based on Assessment Outcomes
Off Campus enrollments may have decreased due to the restructuring of some of the off campus course syllabi.

Strategy(ies) for the Future
To continue to increase the number of Veteran, dual enrollment, and off campus applicants.

Department Measurable Strategy
Support staff professional development.

Performance Indicators
The number of professional development activities each employee participates in.

Assessment Results
Overall change of professional development from last year increased by 53%

Changes Based on Assessment Outcomes
None

Strategy(ies) for the Future
To continue to support staff professional development and encourage participation both on and off campus.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Innovative Learning continually works toward providing potential BPCC students, current BPCC students, faculty and staff the best service possible. During the course of the 2011-2012 year, Innovative Learning assisted over 2,800 current and potential students between the Early Start Program (Dual Enrollment), off-campus studies, veteran services, and career compass applicants. There was also hundreds of additional students we provided assistance to as the Help Center at BPCC on a daily basis.

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 through a variety of avenues. 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 to serve our veteran population on campus by answering questions and processing benefit verification forms. Also, Innovative Learning will continue collaborating with other departments in order to increase campus recruitment and retention efforts. Finally, the Division will continue to supply support to other divisions, faculty, staff, and students through the continued success of the Help Center.
Division of Academic Affairs
Division of Learning Resources

EMPLOYEE LISTING

Professional, unclassified staff
Brenda Brantley, M.L.S.
Pam Harris, A.A.S.
Patrick Jolley, B.A.
Laura Jones, M.A.
Kim Nugent, M.A.
Tim Osteen, M.L.I.S.

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

FACULTY LISTING

Assistant Professor
Debra Harmon, M.L.S.

Instructor
Katie Jones, M.L.I.S.
Adam Viator, M.L.I.S.

DIVISION SUMMARY

The 2011-2012 academic year continued to bring changes to the Division of Learning Resources. Ginger Bryan, Dean of Learning Resources, retired after 42 years of service to Bossier Parish Community College. Brenda Brantley was appointed in early spring as the new dean. Four library
positions were filled with Adam Viator, systems librarian, Debra Harmon, catalog librarian, Timothy Osteen, library assistant, and Katie Jones, reference librarian. Brenda Brantley continued as the editor of the “BPCC Library News” newsletter and Pat Jolley edited "Tutor Talk,” the monthly TLC newsletter. Brenda also attended the LALINC Deans and Directors meeting in Alexandria. Adam Viator attended the LUC conference and presented at the LLA conference. Pat Jolley conducted Mobile TLC which promotes TLC in other academic departments. 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 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, meeting with library liaisons, the division website, library orientations, Facebook, the Cavalier Connection’s C3, and the College’s PEG channel were all employed to promote learning resources services. The Library published a spring newsletter, “BPCC Library News.” Exhibits ranged from “All That Jazz” to “Silver and Gold Christmas.” Displays included those for The Wonderful World of Disney, Constitution Week, Banned Books Week, Black History Month, Women’s History Month, and Gardening.

All Learning Resources faculty and staff volunteered for various service activities. During the Thanksgiving-Christmas seasons the Division organized its annual “Food for the Holidays” food donation drive under Stephanie Cox’s leadership and collected a total of 937 pounds of nonperishable food items for the Northwest Louisiana Food Bank. The Library also partnered with the collegiate food drive where colleges and universities banned together to help feed families for the holiday. The SGA sponsored “A Week of Caring” in which the library participated in donating children’s books (new or used) to distribute to area elementary schools. Brenda Brantley served as a judge on both the Bossier Parish Student of the Year Committee and the Physical Therapy Assistant (PTA). The Division’s faculty and staff were very involved in the BPCC Foundation’s BPCC 100 NASCAR race held in September. Brenda Brantley chaired the Hospitality Committee; Adam Viator supervised the track area. Debra Harmon volunteered at the 2012 Barksdale Air Show. The Library reported a total of 67 hours of volunteer work.

The Division continues its pursuit of service to the students. The Library gave 150 orientations (501.45 hours) to 3957 BPCC students, and circulated 11,904 items. Study rooms were used 781 times. Student usage of the Library’s laptops continues to be in great demand. In the fall laptop checkout was 1785 and 1865 in the spring. By the end of the spring semester students visited the Library 90,147 times in one capacity or another during the academic year. Total student count of the Technology Resource center was 45,384. The Learning Center was visited 38,690 times by students, and 121 tours were given. All Learning Center tutors participated in at least four tutor trainings throughout the year, and its tutoring program has maintained its certification through the National Tutor Association. Writing Support Services tutors reviewed 1,784 drafts. Students now have access to 4 study rooms. The Learning Center enrolled 842 students in 18 Education2020 custom classes.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Brenda Brantley
Promoted to Dean of Learning Resources, February 7, 2012.

Laura Jones
Achieved advanced level certification through The National Tutoring Association, November 17, 2011.
Adam Viator  
Beta Phi Mu. School of Library and Information Science honor society initiate, February 17, 2012.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
Stephanie Cox
"Genealogy for Beginner” workshop. October 5, 2011.
“Developing Staff through Foundation Funding” workshop. October 21, 2011.
“Stuck in the Middle” workshop. April 20, 2012.

Debra Harmon
“PearsonVUE Certified Test Administrator.” November 4, 2011.
“Workflows 3.4.1 Update Training Session: Item Group Editor” workshop. March 6, 2012.
“Stuck in the Middle” workshop. April 2, 2012.

Stuck in the Middle.” Shreveport Convention Center, March 8, 2012.
CA, September 22, 2011.


Pam Harris

“Commonly Used Reference Sources for English 102.” October 7, 2011.

“Developing Staff through Foundation Funding.” October 21, 2011.


"2012 Ethics Training for Public Servants.” April 12, 2012.

“Stuck in the Middle” workshop. April 20, 2012.


Roxie Johnson

“Commonly Used Reference Sources for English 102.” October 7, 2011.
“Developing Staff through Foundation Funding.” October 21, 2011.
“Workflows 3.4.1 Update Training Session: Item Group Editor.” March 6, 2012.
“Stuck in the Middle” workshop. April 20, 2012.

Pat Jolley

Retirement Committee. August 17, 2011.

Laura Jones

“Commonly Used References in English 102.” October 7, 2011.
Title 3 Site visit. March 13, 2012.
“Stuck in the Middle” workshop. April 20, 2012.

Susie McDowell

“Developing Staff through Foundation Funding” workshop. October 21, 2011.


“Stuck in the Middle- Challenges for Middle Management.” Shreveport Convention Center, March 8, 2012.


“Workflows 3.4.1 Update Training Session: Item Group Editor.” March 6, 2012.

“Stuck in the Middle” workshop. April 20, 2012.

Kim Nugent


“Workflows 3.4.1 Update Training Session: Item Group Editor” workshop. March 6, 2012.


“Stuck in the Middle” workshop. April 20, 2012.


Tim Osteen


Adam Viator


“Center for Community College Student Engagement: Overview of BPCC’s SENSE Data.” August 15, 2011.

“Center for Community College Student Engagement: What Are Students Saying about BPCC?” August 15, 2011.


“BPCC’s Crisis Intervention Team.” August 16, 2011.


“Blackboard Online Training Course.” September 1, 2011.

“Commonly Used Reference Sources for English 102.” October 7, 2011.


LOUIS System Administrator Boot Camp. Louisiana State University, August 10, 2011.

LOUIS System Administrator Meeting. Louisiana State University, August 11, 2011.


“Literati by Credo Training for LOUIS.” Credo Webinar, November 9, 2011.

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Brenda Brantley
“Stuck in the Middle” workshop.” Bossier Parish Community College Library, April 20, 2012.
Appeared on BPCC News channel for National Library Week, Bossier Parish Community College Library, April 2012.

Roxie Johnson
“All That Jazz.” February 5-March 1, 2012.

Pat Jolley
Fifty TLC Orientations. Fall 2011.
Authored monthly “TutorTrac.” Fall 2011.
Mobile TLC. October 17-21, 2011.
Twenty-eight TLC Orientations. Spring 2012.

Laura Jones
Strategic Planning


Kim Nugent

Adam Viator
“Workflows 3.4.1 Update Training Session: Item Group Editor.”  Bossier Parish Community College, March 6, 2012.

Significant Contracts or Grants

Adam Viator
Bossier Parish Community College Student Technology Fund.  Fall 2011, $17,405.63.

Strategic Planning

Department Measurable Strategy

Execute Learning Resources training for BPCC full-time and part-time employees

Performance Indicators

1. Presentation of workshops for Learning Resources staff.
2. Placement of presentations and handouts on Library’s website.
3. Creation of PowerPoint supplements for tutor training.

Assessment Results

1. Several presentations were given and staff was well-attended.
2. Handouts were distributed; policies and presentations were shared throughout department on “L” drive.
3. Four tutor trainings were done in the fall and spring.

Changes Based on Assessment Outcomes

1. Created library handouts for the different workshops presented.
2. Presentations allowed large scale changes of equipment and audiovisual movement.
3. Tutors were aware of reference guides available for evening shift.

Strategy(ies) for the Future

1. Continue Learning Resources presentations/workshops for BPCC library staff and faculty.
2. Provide more space and film presentations and store in archives.
3. The Learning Center staff will work evening to monitor tutors.

Department Measurable Strategy

Evaluate existing Learning Resources materials to ensure relevancy

Performance Indicators

Report of Learning Resources holdings reviewed.

Assessment Results

Weeding was done in 600 areas that focused on Allied Health

Changes Based on Assessment Outcomes

Shelf space is available and added 87 additional

Strategy(ies) for the Future

Revise guidelines for the evaluation of Learning Resources especially when
materials. Allied Health link was evaluated for accuracy. Removed 262 outdated titles and replaced 71 links. Fifty-four reference and circulation materials has also been added with an addition of a cataloger.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
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</thead>
</table>
| Market Learning Resources      | 1. Number of mini-camcorders checked out.  
2. Number of software licenses increased. | 1. A total of 10 mini-camcorders were checked out.  
2. The number of software licenses increased from 50 Plato to 75 E2020 licensures. | 1. Mini-camcorders proved to be useful in many research projects.  
2. Students had more access to software and fewer technical issues occurred. | 1. Increase and promote the availability of mini-camcorder checkout.  
2. Promote and market the availability of E2020 Licensures. |

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

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

The spring 2012 Graduation Exit Survey disclosed that 86.5 percent of students answering the survey strongly agreed or agreed that “There were library books and/or resources related to my degree program,” with 5.4 percent disagreeing or strongly disagreeing. When surveyed that “I used and improved my library skills while at BPCC,” 76.1 percent strongly agreed or agreed, while 15.1 percent disagreed or strongly disagreed. Asked if, “I utilized the Technology Resources Center in the Library,” 78.5 percent of graduates strongly agreed or agreed and 13.4 percent disagreed or strongly disagreed. Inquired as to whether they utilized The Learning Center, 69 percent strongly agreed or agreed that they did so, while 20.4 percent disagreed or strongly disagreed. Graduate Exit Survey for the summer 2011 reported that 88.5 percent strongly agreed or agreed of those answering the survey strongly agreed or agreed that “There were library books and/or resources related to my degree program.” There were only 3.8 percent did not agree with that statement. When asked if, “I used and improved my library skills while at BPCC,” 80.8 percent strongly agreed or agreed that they had done so, while 15.3 percent disagreed or strongly disagreed with the statement. This same survey showed that 88.4 percent of those surveyed strongly agreed or agreed that they had “utilized the Technology Resources in the Library,” and 3.8 percent disagreed or strongly disagreed with that statement. When evaluating The Learning Center, 76.9 percent of graduates strongly agreed or agreed that “I utilized The Learning Center,” while 3.8 percent of graduates disagreed or strongly disagreed. Graduate Exit Survey for the fall 2011 revealed that 90.6 percent of those surveyed strongly agreed or agreed that “There were library books and/or resources related to my degree program,” while 1.2 percent disagreed or
strongly disagreed. This survey also recorded that 77.7 percent of graduates strongly agreed or agreed that “I used or improved my library skills while at BPCC,” and 10.6 percent disagreed or strongly disagreed with the statement. When asked if “I utilized the Technology Resource Center in the Library,” 83.3 percent of graduates strongly agreed or agreed that they did while 9.5 percent disagreed or strongly disagreed with the statement. Evaluations for The Learning Center showed that 68.2 percent strongly agreed or agreed that “I utilized The Learning Center,” and 17.6 percent disagreed or strongly disagreed with the statement.

The BPCC Report Card for 2011-2012 reported that the Library received a 3.66 out of a 4.0 rating for “Overall quality of service provided” and an overall average score of 3.64. The Learning Center received a 3.37 out of a 4.0 rating for “Overall quality of service provided” and an overall average score of 3.32.

The 2011-2012 ACT Student Opinion Survey Comparison Report rated the “Library/Learning Resources Center Facilities & Services” as 4.48, compared with a national average of 4.25. “College-Sponsored Tutorial Services” were rated 4.41, compared with a national average of 4.15. Both the Library and The Learning Center were rated in the “Top 5 for Your Institution,” Library/Learning Resources as number one and Tutorial Services as number three.

BPCC student survey gave the Library an overall average of 97.6 percent of satisfactory or better, including a 98.4 percent average for “friendly and helpful staff.” Of those students who surveyed The Learning Center, only 2.1 percent reported that the “staff was not courteous or friendly,” and 2.8 percent “would not recommend The Learning Center to other students.”

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

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Based on Assessment Results from the Learning Resources Strategic Planning of 2011-2012, the Division will continue Learning Resources presentations/workshops for BPCC library staff and faculty; provide additional space and film presentation and storage in archives; provide staff in The Learning Center during the evenings; revise guidelines for the evaluation of learning resources especially when weeding materials; increase and promote the availability of mini-camcorders checkout; promote and market the availability of E2020 licensures.
Division of Academic Affairs
Division of Liberal Arts

EMPLOYEE LISTING

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

Classified staff
Linda Fomby, A.G.S.

FACULTY LISTING

Professor
Genevieve Tournebize, M.A.

Associate Professor
Catherine Hammel, M.A.
Gayle Labor, M.A.
Allison Martin, M.L.A.
Danny Williams, M.F.A.

Assistant Professor
Cieltia Adams, M.A.
Ellen Boose, M.L.A.
Jessica Cobbs, M.A.
Yolanda Cooper, M.Ed.
Candice Gibson, M.A.

Instructor
Dr. Frances Conley, Ed.D.
Sarah Culpepper, M.A.
Anna Dickson, M.L.A.
Karen Guerin, M.L.A.
Jennifer Laufenberg, 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 2011, fall 2011, and spring 2012, 143 graduates received the Associate of General Studies degree. Additionally, 141 students received a Certificate of General Studies credential.

A focus in the Liberal Arts Division in 2011-2012 was curricular offerings to promote success for students needing preparatory coursework and ensure course articulation for transferring students. In its efforts to increase student success in the classroom, the Liberal Arts Division implemented its new developmental course, ENGL099 Fundamentals of Composition, during 2011-2012. After piloting the course in the fall and adjusting instructional design, student achievement of learning outcomes for ENGL099 was very high, with 85.71% as the lowest achievement rate of any single ENGL099 learning outcome for Spring 2012. Also, the Liberal Arts Division added a new literature course to its curriculum, ENGL257 Introduction to African-American Literature, a new humanities elective for transferring students. Furthermore, a Board of Regents initiative for articulation resulted in the division’s collaboration with four-year colleges to synchronize English and foreign language course learning outcomes to benefit students transferring to those institutions.

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. Moreover, the Donna Service Gallery hosted BPCC student exhibitions in both the fall and spring semesters. Recruiting efforts were highlighted with high school student exhibitions in the gallery, including the Caddo Talented Arts Program and the Congressional Art Show, and collaboration with other institutions resulted in a Louisiana Tech student sculptural exhibit.

The Liberal Arts Division recognizes the mission of student success and achievement and is committed continue its work to benefit the college and our students as we move forth into the 2012-2013 academic year.

ADVANCED DEGREES OR CERTIFICATIONS

Kelly McDade earned a Masters of Liberal Arts degree from LSUS in December 2011.

Holly French-Hart completed 16 hours of doctoral coursework toward the Doctorate of Management in Community College Policy and Administration from UMUC.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Dr. Frances Conley
Honored in "Salute to…Notable Black Women in Shreveport" on February 18, 2012
Honored among "Black Women in American History and Culture" for authoring three books

Yolanda Cooper
Recognized as BPCC’s Outstanding Faculty Member for 2011-2012.

Candice Gibson
_Savoir Faire_ received the Associated Collegiate Press Honorable Mention in fall 2011 for the design of the spring 2011 magazine.

Gayle Labor
Recognized as Who’s Who in the South and Southwest Professional Accomplishments 1990-Present.

Allison Martin
Received the LADE Uncommon Professor Award for Piloting Online Developmental Writing in October 2011.

Danny Williams
Selected artist for 3-man show “Artists-At-Work” presented by the Meadows Museum of Art at Centenary College of Louisiana from May 8 – June 29, 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>Name</td>
<td>Events</td>
<td>Locations</td>
</tr>
<tr>
<td>---------------------</td>
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<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Holly French-Hart</td>
<td>Purchasing Department Training on June 20, 2011; &quot;CCCSE: Overview of BPCC SENSE Data&quot; on August 15, 2011; &quot;Appreciative Advising Workshop&quot; on September 12-13, 2011; Constitution Day Debate on September 6, 2011; &quot;Classroom Management Roundtable” on October 26, 2011; &quot;Faculty Insight into Student Retention - Results and Discussion&quot; on January 9, 2012; &quot;Generation NeXt Comes to College: Understanding Today’s Learners&quot; on January 11, 2012; 1st Annual National African-American Literary Read-In on February 15, 2012.</td>
<td>LCTCS Conference on March 7-9, 2012, in Shreveport, LA</td>
</tr>
<tr>
<td>Cathy Hammel</td>
<td>“2012 Ethics Training for Public Servants” on March 6, 2012 and “LOLA Training” in April 2012.</td>
<td>Louisiana Council of Teachers of English (LCTE) Conference in</td>
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<td>Gayle Labor</td>
<td>“2012 Ethics Training for Public Servants” on March 6, 2012 and “LOLA Training” in April 2012.</td>
<td></td>
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<tr>
<td>Jennifer Laufenberg</td>
<td>“2012 Ethics Training for Public Servants” on March 6, 2012 and “LOLA Training” in April 2012.</td>
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</tbody>
</table>
Ellen Boose
Read the poem “Taps” at the Veteran’s Day Celebration on November 11, 2011 and held two research paper workshops on September 3, 2011 and January 28, 2012.

Produced “Lt. Finder Mystery” on February 2012.

Jessica Cobbs

Dr. Frances Conley

Published Genealogy/History of Home to Holly Grove: Cherishing our Rich Heritage in July 2012.

Linda Fomby
Attended Faculty Christmas Concert on December 8, 2011; Santa’s Star Search November 30-December 1, 2011; The Spitfire Grill November 9-13, 2011; Sleeping Beauty February 10-19, 2012; The Matchmaker March 22-April 1, 2012

Allison Martin
“Appreciative Advising in Fall 2011; “Blackboard Upgrades” in December 2011; and “Lola/Banner Training” in March 2012.

LADe State Conference in Baton Rouge, La in October 2011 and LCTCS State Conference in Shreveport, LA in April 2012

Kelly McDade
“Appreciative Advising Workshops” on September 12, 2011 and “Teaching Today’s Learners” and “Generation Next Comes to College” on January 11 & 12, 2012.


Genevieve Tournebize
“Teaching Today’s Learners” on January 12, 2012; “Generation Next Comes to College” on January 11, 2012; “Quality Matters” on September 30, 2011; “TellMeMore” webinar on August 9, 22, 24, September 9, October 18, November 28, and December 1, 2011; “Center for Community College Student Engagement” on August 15, 2011; and “WebEx #1 Training” on March 6, 2012.
Candice Gibson
Produced two *Savoir Faire* Magazines and six issues of the *Kaleidoscope*.

Allison Martin

Published Power for Today International Devotional Magazine from January – March 2012.

Kelly McDade
Faculty Exhibition at the Donna Service Gallery from January – February 2012.

Genevieve Tournebize
Presented the Hispanic Heritage Month on September 29, 2011.

Danny Williams
Art Consultant for Savoir Faire for Fall 2011 and Spring 2012
Faculty Exhibition at the Donna Service Gallery from January – February 2012.

### SIGNIFICANT CONTRACTS OR GRANTS

Kelly McDade
Awarded a Student Technology Fee Proposal of $10,882.79 for the purchase of two color printers, a table, a storage cabinet, printer cartridges and a table scanner.

### STRATEGIC PLANNING

**Department Measurable Strategy**
Meet the demands of increased enrollment by maximizing spatial availability for afternoon, evening, and weekend classes as well as increasing online course offerings.

**Performance Indicators**
Increased number of classes offered in the afternoons, evenings, online, and weekends.

**Assessment Results**
In 2010-2011, the Liberal Arts Division offered 50 afternoon classes, 41 evening classes, and 59 online classes throughout the year. However, in 2011-2012, the Liberal Arts Division offered 63 afternoon classes,

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
As facility challenges increase with student enrollment and student needs, the division will create alternative ways to offer quality courses, including hybrid classes as well as afternoon, evening, weekend, and online classes.
44 evening classes, and 68 online classes. This data reflects an increase of 26% for afternoon classes, 7.3% for evening classes, and 15.25% for online classes. A Saturday morning class was offered but was cancelled due to low enrollment.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Propose a technical writing course for the college curriculum to meet the needs of students pursuing vocations and programs requiring those skills for success.</td>
<td>New course proposal submitted to the College Curriculum Committee.</td>
<td>Because of the emphasis on the Board of Regents initiative and ACT 356, a different English course, ENGL257 Introduction to African-American Literature, was added to the curriculum for better transferability. A meeting coordinated by the Board of Regents and attended by two-year and four-year colleges resulted in &quot;common&quot; English course offerings to for articulation; because technical writing is a 300-level course at many four-year colleges, the decision</td>
<td>None</td>
<td>Possible integration of technical writing skills and concepts may be considered for imbedding into existing courses for technical programs.</td>
</tr>
<tr>
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<tr>
<td>Increase the number of Interpretation courses in the college curriculum to meet community needs for interpreters.</td>
<td>The number of INTR courses added to the college curriculum.</td>
<td>Four INTR courses were submitted and approved by the Curriculum Committee: INTR203 American Sign Language III; INTR206: Interpreting III; INTR204 American Sign Language IV; and INTR207: Interpreting IV.</td>
<td>None</td>
<td>Further study will be done to determine if any other courses are needed in the field of interpretation.</td>
</tr>
<tr>
<td>Promote the arts on campus through exhibitions scheduled, including the works of student artists as well as local and regional artists.</td>
<td>Number of exhibitions in the Donna Service Gallery as well as works displayed in other areas on campus.</td>
<td>During the 2011-2012 academic year, the Donna Service Gallery hosted six art exhibitions, including two BPCC student exhibits, two high school student shows, a faculty art show, and a Louisiana Tech student art show.</td>
<td>None</td>
<td>The Liberal Arts Division will look for more opportunities to promote the arts on campus and demonstrate our commitment to the community and student achievement.</td>
</tr>
<tr>
<td>Encourage attendance at professional development workshops, both on and off campus.</td>
<td>Documentation of attendance such as sign-in sheets or certificates awarded for workshops and seminars.</td>
<td>Faculty and staff attended professional development workshops and</td>
<td>None</td>
<td>The Liberal Arts Division will locate other funding sources for professional development 2012-2013.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
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<tr>
<td>Review course learning outcomes for updating and revisions of master syllabi for all courses in the division.</td>
<td>New course learning outcomes indicated on updated master syllabi.</td>
<td>New course syllabi were created for ENGL099 and ENGL257. Course learning outcomes were also revised for HMAN201 and HMAN202 and reflect more critical thinking and synthesis.</td>
<td>None</td>
<td>The division will monitor the program and curriculum needs of our students to determine if further revisions need to be made.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

With a focus on improving academics through our course offerings, promoting achievement through showcasing student talent, maximizing opportunities for professional development, and addressing facility challenges, the 2011-2012 academic year was a very successful year for the Liberal Arts Division. The division recognizes the importance of evaluating current conditions and responding to changing needs and priorities for our students. The Liberal Arts Division supports the college mission of "innovative delivery of quality courses and programs that provide sound academic education" by maintaining high standards, promoting student success, considering alternative scheduling, adding courses to the curriculum, and revising course learning outcomes. Moreover, we will continue to develop professionally and acquire knowledge and expertise to enhance instruction.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Meet the demands of increased enrollment by maximizing spatial availability for afternoon, evening, and weekend classes as well as increasing online and hybrid course offerings.
2. Promote the arts on campus through exhibitions scheduled, including the works of student artists as well as local and regional artists.
3. Encourage attendance at professional development workshops, both on and off campus.
4. Assess needs for additional courses to enhance the college curriculum.
5. Increase retention in ENGL098 and ENGL099.
6. Pursue external funding of instructional equipment.
7. Update the Liberal Arts web page with current educational offerings and opportunities for the community.
Division of Academic Affairs
Division of Science, Nursing, and Allied Health

EMPLOYEE LISTING

Professional, unclassified staff
Carolyn Burroughs, M.S.
Marilyn Persley, A.S.
Sandra Partain, M.H.S.
Karen A. McCart, B.S.

Classified staff
Linda Stark
Wanda Buckley-Coody
Tonia Sharp

FACULTY LISTING

Professor
Bob Boykin, M.S.
Ty Bryan, M.S.
Laura Bryant, M.Ed.
Margaret E. Cox, Ph.D.
Vernon Leggett, D.D.S.
Charles Reed, M.S.
Pam Tully, M.H.S.

Associate Professor
Judith Coston, M.S.
Kim Cox, M.Ed.
Cammie Emory, M.S.
Kenneth D. Franks, M.S.
Allen Smith, M.Ed.
Constance Winter, M.P.H.
Assistant Professor
Danny R. Hoston, M.S.
Roishene Johnson, M.S.
Stephanie A. Nix, D.V.M.
Sandra Vickers, M.A.

Instructor
Jeffery D. Anderson, B.S.
Rachel C. Basco, M.H.S.
Kelly Brandon, B.S.
Tara Breeland, M.S.
Thomas C. Carson, M.S.
Michelle Dillon, A.A.S.
Terrie D. Durel, M.S.N.
Ashley Dulle, M.B.A.
Mary E. Gleason, B.S.
Jamie J. Jackson, M.S.
Carole Jorstad, M.S.N.
Amy E. Knighton, B.S.N.
Paul Lowe, B.S.
Wendy McGee, B.S.N.
Kerry McNamara, M.S.
Terri Mundy, B.S.
Melanie G. Petchak, M.S.N
Katherine M. Salley, M.S.N.
Leif Sherry, Ph.D.
Dee Ann Staats, Ph.D.
Sharon L. Turley, M.S.N.
Charlotte Ware, B.S.
Amy Knighton, M.S.N.
During the 2011-12 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.

The Division offered 572 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, respiratory therapy, and surgical technology. The Division realized a record course enrollment of 12,817 (4% increase) and program enrollment 2530 (8% increase). Two hundred ninety-two (7% increase) associate degree and certificate credentials were awarded.

In the fall 2011, Dr. Paula Rhoades and Ricky Jones retired. Dr. Dee Ann Staats, Dr. Leif Sherry, and Jamie Jackson joined the faculty in the fall 2011 and Karen McCart was hired as the assistant laboratory coordinator.

The Division reached significant academic milestones. Following completion of a self-study and an onsite evaluation, the National League of Nursing granted the Associate degree in Nursing Program initial accreditation. The first cohort of the Occupational Therapy Assistant and Nursing programs graduated in December 2012.

The faculty and staff were actively involved in community and institutional service and professional development activities. The Division sponsored tours and informational meeting for community and high school groups. The Division sponsored M.A.S.H. (AHEC) program which allowed 16 high school students the opportunity to earn college credit and participate in college level science lab experiences. The Division also offered AHEC day; providing tours, lab activities and information to 110 high school students. The faculty mentored numerous students with development of science fair projects, participated in activities in support of local charity and service organizations, volunteered at the BPCC 500, judged area science fairs, and participated in numerous other community service events. The faculty and staff participated in hundreds of hours of professional development workshops and attended state, local, and national conventions.

The Region I Science and Engineering Fair was held on March 1-3, 2012, at the Bossier Civic Center. Approximately three hundred students from a five parish area (Bossier, Caddo, DeSoto, Red River, Webster) competed for prizes, the ability to continue in competition at the state level and the Intel international Science and Engineering Fair in Pittsburg, Pennsylvania.

ADVANCED DEGREES OR CERTIFICATIONS

Sandra Partain. American Heart Association, BLS core instructor certification

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Jeffery Anderson
BPCC Faculty Senate President
Laura Bryant
Promoted to Professor

Judith Coston-
Promoted to Associate Professor

Michelle Dillon
Louisiana Society of Health System Pharmacist Pharmacy Technician of the Year (2011)

Cammie Emory
Promoted to Associate Professor
NISOD Teaching Excellence Award, 2011-12
Louisiana Region I Science and Engineering Fair Director's Award, 2012

Kenneth Franks
Promoted to Associate Professor

Dr. Vernon Leggett
Promoted to Professor

Terri Mundy
American Society of Health Systems Pharmacists SAG Committee

Stephanie A. Nix
Promoted to Assistant Professor

Charles Reed
Promoted to Professor

Pam Tully
Promoted to Professor

**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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<tbody>
<tr>
<td>Stephenie Nix</td>
<td>Classroom Management roundtable (October 27, 2011)</td>
<td>2011 LVMA Equine Committee Annual Seminar: Shreveport</td>
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<td>(September 25-27, 2011)</td>
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Test Enhanced Learning (August 16, 2011)

Self Regulation and the Underprepared Student (August 16, 2011)

Teaching Today's Learners (January 12, 2012)

Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)

Follow-up on Self-Regulation (January 9, 2012)

Sandra Partain

Test Enhanced Learning (August 16, 2011)

Developing Faculty through Foundation Funding (October 21, 2011)

Elements of Leaders of Character (May 16, 2012)

Self Regulation and the Underprepared College Student (August 16, 2011)

Teaching Today's Learners (January 12, 2012)

Team Building (January 9, 2012)

Conflict Resolution in the Work Place (January 11, 2012)

Marilyn Persley

Active Learning (August 15, 2011)

Teaching Today's Learners (January 12, 2012)

Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)

Team Building (January 9, 2012)

Melanie Petchak

Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)

Teaching Today's Learners (January 12, 2012)

Charles Reed

Quality Matters (fall 2011)

Camtasia Studio 7 (October 12, 2011)

Teaching Today's Learners (January 12, 2012)

Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)

Katherine Salley

Quality Matters (fall 2011)

Louisiana Veterinary Medical 2012 Winter meeting; Bossier City (January 27-29, 2012)

2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)

The Clinicians Guide to PAP Adherence (September 26, 2011)

A Guide to Aerosol Delivery Devices (September 26, 2011)

2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)

The Microscopy Workshop; Ruston, LA (October 14, 2011)

2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)

Assessment and Management of Pain in the End of Life (April 18, 2012)

Influenza: A Comprehensive Review (April 18, 2012)

2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)

NISOD International Conference on Teaching and Learning: Austin, TX (May 29- June 1, 2011)
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<tr>
<th>Presenter</th>
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<tr>
<td>Leif Sherry</td>
<td>Classroom Management roundtable</td>
<td>October 26, 2011</td>
<td>Shreveport</td>
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<td>Allen Smith</td>
<td>Teaching Today's Learners</td>
<td>January 12, 2012</td>
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<td>Generation Next Comes to College: Understanding Today's Learners</td>
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<td>Building Bridges for Student Success</td>
<td>September 23, 2011</td>
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<td>Dee Ann Staats</td>
<td>Conflict Resolution in the Workplace</td>
<td>January 11, 2012</td>
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<td>Building Bridges for Student Success</td>
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<td>Prezis: A New Presentation Software</td>
<td>January 9, 2012</td>
<td>Shreveport</td>
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<tr>
<td>Linda Stark</td>
<td>Developing Staff through Foundation Funding</td>
<td>June 20, 2011</td>
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<td>Elements of Leaders of Character</td>
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<td>Sharon Turley</td>
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<td>Alzheimer's Conference: The Basics</td>
<td>April 18, 2011</td>
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<td>Alzheimer's Conference: Insulin Treatment of Type III Diabetes</td>
<td>April 18, 2012</td>
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<td>Teaching Well Online</td>
<td>March 28, 2012</td>
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<td>2012 Annual Louisiana Community and Technical College System</td>
<td>March 8, 2012</td>
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<td>Thermo Scientific Orion pH Care and Maintenance</td>
<td>August 19, 2011</td>
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<td>American Association of Operating Room Nurses: New Orleans</td>
<td>March 24, 2012</td>
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<td>The Microscope Workshop</td>
<td>October 12, 2011</td>
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<td>Pam Tully</td>
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- **Nursing Educator's International Conference for Evidence-Based Nursing Education; Albuquerque, NM (July 14-19, 2011)**
- **LACANE: Baton Rouge, LA (October 12, 2011)**
- **Louisiana Nursing Administrators meeting; Baton Rouge (March 28-29, 2012)**
- **American Association of Medical Assistants 55th Annual Conference: Indianapolis, IN (September 23-25, 2011)**
- **2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)**
- **Clinical Laboratory Update; LSU Health Science Center, Shreveport (May 21, 2011)**
- **AHIMA Faculty Development Institute and Assembly on Education for Coding Information; San Antonio, TX (July 22-28, 2011)**
- **American Health Information Management meeting; Salt Lake City, Utah (September 30-October 7, 2011)**
Pedagogy and Online Instruction (August 16, 2011)
Self-Regulating and the Underprepared College Student (August 16, 2011)
Teaching Today's Learners (January 12, 2012)
Ingenix Coding and Billing Essentials Conference; Las Vegas, NV (November 27 - December 2, 2011)
ICD Coding Summit; Baton Rouge (March 15 - 17, 2012)
AAPC National Conference; Las Vegas, NV (March 31 - April 5, 2012)
LHIMA Conference; Lafayette, LA (April 17 - 21, 2012)
AIHC Conference; Tampa, FL (May 7 - 12, 2012)

Constance Winter
Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)
Quality Matters Rubric training (Fall 2011)
Classroom Management Roundtable (October 27, 2011)
Faculty Insight into Student Retention (January 9, 2012)
Teaching Today's Learners (January 12, 2012)
American Association of Medical Assistants 55th Annual Conference; Indianapolis, IN (September 23 - 25, 2011)
Western Schools Continuing Education; online (December 2011)
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)

Carolyn Burroughs
Active Learning (September 15, 2011)
Building Bridges for Student Success (September 23, 2011)
Quality Matters (September 30, 2011)
Team Building (January 9, 2012)
Winning by Design (September 2011)
Using Digital Technology Effectively in the A&P Classroom (March 9, 2012)
Connect (May 9, 2012)
Generation Next Comes to College (January 11, 2012)
Teaching Today's Learners (January 12, 2012)
Conflict Resolution in the Classroom (January 11, 2012)
Southern Association of Colleges and Schools Commission on Colleges Annual meeting; Orlando, FL (December 3 - 6, 2011)
Human Anatomy and Physiology Society, 26th Annual Conference, Tulsa, OK (May 26 - 31, 2012)
2012 Annual Louisiana Community and Technical College System conference, Shreveport (March 8 - 9, 2012)

Jeffery D. Anderson
Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)
Teaching Today's Learners (January 12, 2012)
Emergenetics Introductory Training (December 15, 2011)
Preparing Your Students for Success on FISDAP webinar (March 21, 2012)
Commission on Accreditation of Emergency Medical Services Professions Accreditation workshop; Dallas, TX (January 9 - 10, 2012)
Texas Emergency Medical Service Conference; Austin, TX (November
Rachel C. Basco

Quality Matters (fall 2011)
Building Bridges for Student Success (September 23, 2011)
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Self-Regulation and the Underprepared College Student (August 16, 2011)
Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)
Teaching Today's Learners (January 12, 2012)

Bob Boykin

Education 2020 (August 15, 2012)
Pedagogy and Online Instruction (August 16, 2012)
Foundations of Excellence (August 16, 2012)
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Teaching Today's Learners (1/12/12)
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Kelly Brandon

Teaching Today's Learners (1/12/12)
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2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 7-9, 2012)
Louisiana Association of Nationally Registered Emergency Medical Technicians; Kenner (June 9-13, 2012)
Gathering of Eagles Conference; Dallas, TX (February 23-25, 2012)
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)
McGraw Hill Anatomy and Physiology Teaching Conference; San Francisco, CA (February 23-26, 2012)
National Science Teacher's Association Regional Conference; New Orleans (November 10-12, 2011)
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)
Louisiana Occupational Therapy Association District meeting; Shreveport (March 9, 2012)
Louisiana Occupational Therapy Association Spring Conference; Bossier City (March 23-24, 2012)
2012 Annual Louisiana Community and Technical College System
Tara B. Breeland  
Teaching Today's Learners (1/12/12)  
Applying for Promotion, What You Need to Know (8/16/11)  
Building Bridges for Student Success (9/23/11)  

Ty W. Bryan  
Teaching Today's Learners (January 12, 2012)  
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Prezis: A New Presentation Software (January 9, 2012)  
Education 2020 (Augst 15, 2011)  
Building Bridges for Student Success (September 23, 2011)  

Laura Bryant  
Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)  
Teaching Today's Learners (January 12, 2012)  
Louisiana Physical Therapy Association Spring Conference; Bossier City (March 2, 2012)  
New Methods of Management of Soft Tissue Injuries; Bossier City (November 8, 2012)  
Louisiana Physical Therapy Association Fall conference; Baton Rouge (September 16-18,2011)  
Louisiana Physical Therapy Association Jurisprudence course; Shreveport (March 6, 2012)  
Clinical Decision Making; Baton Rouge (Septemb 16, 2011)  

Wanda Buckley-Coody  
Elements of Leaders of Character (February 3, 2012)  

Thomas C. Carson  
Test Enhanced Learning (August 16, 2011)  
Applying for Promotion: What You Need to Know (August 16, 2011)  
Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)  
Self-Regulation and the Underprepared Student (August 16, 2011)  
Academic Advising and General Education (August 15, 2011)  
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Conflict Resolution (January 11, 2012)  
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)
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<th>Speaker</th>
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<tr>
<td>Judith Coston</td>
<td>Faculty Insight into Student Retention</td>
<td>January 9, 2012</td>
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<td>Self Regulation and the Underprepared College Student</td>
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<td>Margaret Elaine Cox</td>
<td>Education 2020</td>
<td>August 15, 2011</td>
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<td>Classroom Management Roundtable</td>
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<td>Follow-up on Self Regulation</td>
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<td>Kim Cox</td>
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<td>Faculty Insight into Student Retention: Results and Discussion</td>
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<td>Michelle L. Dillon</td>
<td>Conflict Resolution in the Workplace</td>
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<td>2012 Annual Louisiana Community and Technical College System Conference; Shreveport (3/8/12)</td>
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Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)
Prezis: A New Presentation Software (January 9, 2012)

Terrie D. Durel
Blackboard Version 9 (August 29, 2011)
Teaching Today's Learners (January 12, 2012)
Generation Next Comes to College: Understanding Today's Learners (1/11/12)

Cammie Emory
Building Bridges for Student Success (September 23, 2011)
Quality Matters Rubric training (fall 2011)
Test Enhanced Learning (August 16, 2011)
Academic Advising and General Education (August 15, 2011)
Self Regulation and the Underprepared College Student (August 16, 2011)
Teaching Today's Learners (January 12, 2012)
Generation Next Comes to College: Understanding Today's Learners (1/11/12)
Pedagogy and Online Instruction (August 16, 2011)
Conflict Resolution (January 11, 2012)

Kenneth D. Franks
Academic Advising and General Education (August 15, 2011)
Applying for Promotion: What You Need to Know (August 16, 2011)
Test Enhanced Learning (August 16, 2011)
Self-Regulation and the Underprepared College Student (August 16, 2011)
New Quality Matters Rubric training (Fall 2011)
Building Bridges for Student Success (September 23, 2011)

2012 Annual Louisiana Community and Technical College System Conference; Shreveport (March 8, 2012)
2011 Annual Pharmacy Technician Education Conference; Memphis, TN (7/14-16/11)
Vital Sim Training; online (October 9, 2011)
SIMNEW B training, online (October 5-6, 2011)
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)
Gaunard training (online) (8/11/11)
METI training (online) (7/26/11)
New Methods of Management of Soft Tissue Injury; Bossier City (November 8, 2011)
Louisiana Pest Management Association and LSU AgCenter Commercial Pesticide Applicators Conference; Bossier City (March 21, 2012)
Louisiana Physical Therapy Board Jurisprudence Continuing Education: Shreveport (February 28, 2012)
2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)
Physical Therapy Continuing Education courses (online) (November 2011)
2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)
<table>
<thead>
<tr>
<th>Name</th>
<th>Topics</th>
<th>Locations</th>
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<tbody>
<tr>
<td>Mary Elizabeth Gleason</td>
<td>Teaching Today's Learners (January 12, 2012)</td>
<td>2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)</td>
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<td>Generation Next Comes to College (January 11, 2012)</td>
<td>Louisiana Occupational Therapy Association District meeting; Shreveport (March 8)</td>
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<td>Danny R. Hoston</td>
<td>Building Bridges for Student Success (September 23, 2011)</td>
<td>2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)</td>
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<td>Jamie J. Jackson</td>
<td>Building Bridges for Student Success (September 23, 2011)</td>
<td>2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)</td>
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<td>Classroom Management Roundtable (October 28, 2011)</td>
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<td>Prezis Software (January 9, 2012)</td>
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<td>Carole Jorstad</td>
<td>Teaching Today's Learners (January 12, 2012)</td>
<td>Nursing Educators International Conference for Evidence-Based Nursing Education; Albuquerque, NM (July 17-19, 2011)</td>
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<td>Amy E. Knighton</td>
<td>Classroom Management Roundtable (October 26, 2011)</td>
<td>Preparing Your Students for Success on the FISDAP exam; online (March 21, 2012)</td>
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<td>Event Title</td>
<td>Presenter</td>
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<td>Generation Next Comes to College: Understanding Today's Learners (January 11, 2012)</td>
<td>Vernon Leggett</td>
<td>LSU Health Center Trauma Symposium; Shreveport (October 17, 2011)</td>
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<td>2012 Annual Louisiana Community and Technical College System conference (March 8, 2012)</td>
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<td>Karen A. McCart</td>
<td>Thermo Scientific Orion pH Care and Maintenance webinar (August 19, 2011)</td>
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<td>Bloodborne Pathogens; online (August 7, 2011)</td>
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<td>Wendy McGee</td>
<td>2012 Annual Louisiana Community and Technical College System conference; Shreveport (March 8, 2012)</td>
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<td>Lippincot, Wilkins, and Wilkins Nursing Continuing Education courses; online (fall 2011)</td>
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<td>Kerry McNamara</td>
<td>2012 Annual Louisiana Community and Technical College System conference; Shreveport (Mach 8, 2012)</td>
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<td>Developing Staff through Foundation Funding (October 21, 2011)</td>
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<td>Genealogy for Beginners (October 5, 2011)</td>
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<tr>
<td>Team Building (1/9/12)</td>
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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Jeffery Anderson  
"Cannibalism in EMS", Texas EMS Conference, November 2011

Tara Breeland  
"Active Learning in Anatomy", Bossier Parish Community College, September 2011

Dr. Leif Sherry  

SIGNIFICANT CONTRACTS OR GRANTS

"Curricular Revisions to Expand Access to Health Information Management Training", Louisiana Board of Regents, Two Year Enhancement; Principal Investigator Charlotte Ware; Award $59,239
"Workforce Innovations in Northwest Louisiana", Healthcare Alliance, Administrator Sandra Partain; Award $9695

"Meeting Healthcare Industry Needs for Medical Coders", Louisiana Community and Technical College System Workforce Training Rapid Response Grant; Grant Administrator Carolyn Burroughs, Award $100,000

"Anatomy Models", BPCC Technology Fee, Ty Bryan, Award $9,575

**ACADEMIC PROGRAM REVIEW**

**Physical Therapist Assistant**

The review of the Physical Therapist Assistant program concludes that the program successfully fulfills its mission to provide an accredited program of instruction in Northwest Louisiana and the surrounding area for students who desire to pursue education in physical therapy at the associate degree level and to serve the needs of the regional physical therapy community through graduating well-qualified physical therapist assistants to work under the direction of physical therapists in a variety of clinical environments. Enrollment in the preclinical program remains consistently high, providing an excellent applicant pool for selection of program (clinical) level students who have the academic preparation necessary for success. Retention and graduation rates are excellent. Faculty evaluations, the PTA program exit survey, and the BPCC Exit survey indicate a high level of student satisfaction with program instruction, resources, and curriculum. The program faculty are highly qualified and committed to ongoing professional development to improve instructional skills and to remain current within the physical therapy profession. Adjunct faculty, who work in the physical therapy field, provide excellent input on changing aspects of clinical practice. The PTA program faculty engage in ongoing program review, embracing a culture of continuous improvement. The Physical Therapy Assistant program is supported by the local healthcare community through active membership on the PTA Advisory committee and by providing clinical placement sites and clinical instructors. A review of program learning outcome assessment indicates that the curriculum prepares graduates who meet the identified program outcomes. Program graduate success on the PTA licensure examination is excellent, job placement is very high and employer surveys reveal a high level of satisfaction with the skills and knowledge of program graduates. The Bossier Parish Physical Therapy Assistant program is an integral, valued component of the Division of Science, Nursing, and Allied Health. The program consistently meets and exceeds all identified outcome goals and standards.

**Pharmacy Technician**

The review of the Pharmacy Technician program concludes that the program successfully fulfills the program goal to prepare graduates to function as certified, entry-level pharmacy technicians in...
retail and hospital pharmacies. Program enrollment increased by 52% within the last year. The graduation rate increased by 8%; with a future rise expected because of increased program enrollment. Faculty evaluations, the Pharmacy Technician program exit survey, and the BPCC Exit survey indicate a high level of student satisfaction with program instruction, resources, and curriculum. The program faculty are highly qualified and committed to ongoing professional development to improve instructional skills and to remain current within the profession of pharmacy practice. The program director is actively involved in state and national professional pharmacy organizations. Both faculty have been recognized for excellence within the profession. The Pharmacy Technician program faculty engage in ongoing program review, embracing a culture of continuous improvement. The program responded to the needs of the community by providing certification in sterile products, embedded in the curriculum. The Pharmacy Technician program is supported by the local healthcare community through active membership on the Pharmacy Technician Advisory committee and by providing training sites. A review of program learning outcome assessment indicates that the curriculum prepares graduates who meet the identified program outcomes. Program graduate success on the PTCB certification success rates are excellent, job placement is very high and employer surveys reveal a high level of satisfaction with the skills and knowledge of program graduates. The Bossier Parish Physical Pharmacy Technician program is an integral, valued component of the Division of Science, Nursing, and Allied Health. The program consistently meets and exceeds all identified outcome goals and standards.

Medical Assistant

The review of the Medical Assistant Program concludes that the program successfully meets the program goal to prepare competent entry-level medical assistants in the cognitive, psychomotor, and affective learning domains. While preclinical program enrollment is down slightly, from 112 in fall 2009 to 102 in fall 2010, the enrollment numbers reflect a continued strong interest in this degree program. Enrollment in program courses doubled and graduation increased from 3 graduates in 2009-10 to 13 students in 2010-11. Overall, these numbers reflect a significant increase in enrollment and retention for the program. Faculty evaluations, student and faculty program surveys, and the BPCC Exit Survey indicate an acceptable level of student satisfaction with the program instruction, resources, and curriculum. The program director is highly qualified and committed to ongoing professional development to improve instructional skills and to remain current within the profession. Additional program faculty, including faculty on full time and adjunct appointment, provide excellent instruction and input on specialized areas of the medical assisting profession, including coding and billing, medical laboratory, and medical office operation. The Medical Assistant Program Director engages in ongoing program review; embracing a culture of continuous improvement. The Medical Assistant Program is supported by the local healthcare
community through active membership on the Medical Assistant Advisory committee and by providing clinical placement sites and preceptors. A review of program learning outcome assessments indicates that the curriculum adequately prepares graduate who meet the identified program outcomes. The pass rate of 60% on the AAMA (American Association of Medical Assistants) national certification exam is an area of concern that is being addressed through positive improvement strategies. Job placement for graduates remains excellent and employer and graduate surveys indicate a high level of satisfaction with the extent to which the curriculum is providing Medical Assistant program graduates with the skills and knowledge necessary for successful employment. The Bossier Parish Community College Medical Assistant program is an integral, valued component of the Division of Science, Nursing, and Allied Health. The program consistently meets and exceeds identified goals and standards.

## 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>
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<tbody>
<tr>
<td>Pursue external funding sources for enhancement and expansion of programs and services.</td>
<td>Document submission of grant proposals</td>
<td>The Division received three major grants which were successfully implemented. Two Board of Regents grants were submitted and have received funding approval for next year.</td>
<td>Grant funds provided for the upgrades of the biotechnology laboratory equipment and expansion of the Medical Office Specialist Program.</td>
<td>Pursue external funding sources for enhancement and expansion of programs and services.</td>
</tr>
<tr>
<td>Increase student learning and success through improvement in faculty instructional skills, use of technology, and through increased student support.</td>
<td>Documented faculty participation in professional development activities</td>
<td>All faculty and staff participated in professional development, as listed in the Professional Development section of the annual report.</td>
<td>No changes</td>
<td>Increase student learning and success through faculty participation in professional development activities, use of technology, and student support.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
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<tr>
<td>Increase enrollment and access to science, nursing, and allied health</td>
<td>Compare number and format of course offerings with data from previous years</td>
<td>The following courses were offered for the first time in an alternative format; ALHT 207 (hybrid), BLGY 120 (online), BLGY 224 (hybrid), CHEM 108 (online), and NURS 101 (online). BLGY 107, offered both face to face and online, and PHYS 211 were newly offered courses. Student success in courses offered in an alternative format were consistently low, compared to sections offered in the traditional, face to face format. Total division enrollment increased by 4%.</td>
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<td>courses and programs while maintaining high academic standards</td>
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<td>A need to provide students enrolled in online courses with increased support was identified.</td>
<td>Increase enrollment in programs and courses while maintaining high academic standards.</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>Achieve accreditation of the Nursing program, while maintaining accreditation of all eligible programs.</td>
<td>Document progress toward accreditation of the nursing program and continued accreditation of other eligible programs.</td>
<td>On March 2, 2012, the National League of Nursing Accreditation Commission granted the BPCC Associate Nursing Program accreditation until fall 2016.</td>
<td>Implement suggestions to address areas of concern identified by the NLNAC accreditation review.</td>
<td>Maintain accreditation of all eligible programs.</td>
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</table>
All other eligible programs submitted necessary documents and met established benchmarks to maintain continuing accreditation.

Implement strategies to increase pass rates on certification exam for the Surgical Technology program to meet accreditation standards.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Science, Nursing, and Allied Health provided excellent classroom instruction and service to the community. The Division continued to experience increased enrollment in both programs and courses. The faculty and staff actively participated in professional development opportunities.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Maintain accreditation of all eligible program.
2. Increase student learning and success through faculty participation in professional development activities, use of technology, and student support.
3. Increase enrollment in programs and courses while maintaining high academic standards.
4. Faculty and staff engagement in community and institutional service.
5. Pursue external funding sources for enhancement and expansion of programs and services.
Division of Academic Affairs
Division of Technology, Engineering, and Mathematics

EMPLOYEE LISTING

Professional, unclassified staff
Laura Goadrich, M.S., M.S., Dean
Amber Latson, Ph.D., Math Coordinator
Stephanie Pedro, M.S., Interim Program Coordinator

Classified staff
Cynthia McCreary, A.D., Administrative Coordinator III
Jennifer Parish, Administrative Coordinator III
Christina Poole, B.A., Administrative Coordinator III

FACULTY LISTING

Professor
Achla Agarwal, M.A.
Donna Densmore, M.Ed.
Paul Weaver, Ph.D.

Associate Professor
Virginia Eaves, M.Ed.
Jack Raley, Ph.D.
Chris Rondeau, M.Ed.
Pam Stogsdoll, M.S.
Frank Viviano, M.S.

Assistant Professor
Stacey Black, M.S.
Edward Chopin, M.S.
Deanna Hardy, M.S.
Miles Hitchcock, Sc.D.
Pam Milstead, M.S.
Annette Shows, M.B.A.

**Instructor**

Jessica Cleaver, M.S.
Jason Cooper, M.S.
Rocky Duplichan, B.A.
Dalia Gumeel, M.I.S.
Eddie Horton, M.Ed.
Tom Hopkins, M.A.
Lili Kassae, M.S
Allan Pratt, M.S.
Richard Robins, M.Ed.
Carrie Salinas, M.S.
James Scott, M.S.
Chris Shaw, M.Ed.
Linda Sonnier, B.Arch
Ed Thomas, Ph.D.
Michelle Villemearette-Barnickel, M.S.

**DIVISION SUMMARY**

During the 2011-2012 academic year, the division made many contributions toward the continued success and growth of the Bossier Parish Community College Community. During fall 2011, the Division of Cyber Information Technology merged with the Division of Mathematics and Technical Education creating the Division of Technology, Engineering and Mathematics. The division faculty are housed in buildings G and E with classrooms spanning also to buildings D and F.

The division completed two follow-up reports for the Louisiana Board of Regents. One report updated the status of the Cyber Technology programs’ accreditation approval from the Association of Technology, Management, and Applied Engineering. The second report updated the Associate of Science in Engineering. Following the guidelines of the Board of Regents, the division received an accreditation visit for three more programs by the Association of Technology, Management, and Applied Engineering and will be recommended for accreditation before the board in fall 2012.

The division also applied for and received the Committee on National Security Standards certifications for 4013 and 4014. As the division now has
4011-4014, we were also designated a Center for Academic Excellence for Two Year colleges.

The division hired two new faculty members in fall 2011: Rocky Duplichan (oil and gas technology), Van Hutches (construction technology), Jessica Cleaver (program director of construction technology). In spring 2012, the division hired: Stephanie Pedro (coordinator for the Community Foundation WINLA grant), Christina Poole (managing grants and financial resources), Amber Latson (math coordinator for SACS), and Michelle Villemarette-Barnickel (math instructor).

The division renewed all current articulation agreements with four-year institutions including the University Maryland University College (for all six cyber degree programs), Louisiana State University-Shreveport (for all six cyber degree programs), Barksdale Air Force Base (to offer certification-based courses and expand the campus’ Testing Center), Louisiana Technical University (for the Engineering program). The division was proud to add an agreement with Northwestern State University for Bossier Parish Community College's Associate of Applied Science in Computer Information Systems degree program.

The division became a Cisco Academy in summer 2010 and began teaching the Cisco Exploration curriculum in spring 2011. We qualified as an independent academy in spring 2012. Working with the Division of Innovative Learning, division faculty have collaborated with the area high school faculty to expand dual enrollment offerings. The first cyber camp was offered for high school students in summer 2011.

Overall, the division was able to secure $1,089,346.75 in funding from grants and outside resources. These grants came from federal, state and local sources and has been critical for ensuring the success of the students in the Technology, Engineering and Mathematics programs. In addition to improving campus classroom facilities, these grants allowed us to offer training classes in cyber disciplines to area institution instructors. In cooperation with the Workforce Division, one of our grants allowed us to offer classes and training approved by the National Center for Construction Education and Research. The area of Oil and Gas Production technology received $300,000 from Encana for our new Center for Integrated Engineering Technology facility.

The Mathematics area created a new course, MATH 101 titled Applied Algebra for College Students, in spring 2012. Stacey Black and Deanna Hardy are developing the course, will be offered for the first time in summer 2012. Starting in spring 2012, Stacey Black took the role of Dual Enrollment Mathematics Liaison for Developmental Courses; in fall 2011, she was the Mathematics Liaison for adjunct instructors.

To best meet the needs of the growing number of online students, we were approved to offer a math testing center in spring 2012. This testing center may be used by any instructor on campus and allows for a quiet testing environment for all online students. With the support of the division and college, Donna Densmore played an integral part in setting up the center and developed procedures for the instructors, students and proctor that made the center function smoothly.

In fall 2011, we received approval to offer the new Associate of Applied Science in Industrial Technology with two concentrations: Automation and Controls, Engineering Graphics. Allan Pratt is the program director of the concentration in Automation and Controls. The program director of the concentration of Engineering Graphics is Edward Chopin. The Industrial Technology degree has an articulation agreement with Northwestern State University with their associated Bachelors program.
The division was proud to graduate the first student from the Associate of Applied Science in Oil and Gas Production Technology in summer 2012. Linda Sonnier also received the acclaimed Council for Resource Development Partnership Award with Encana for 2011.

ADVANCED DEGREES OR CERTIFICATIONS

Jason Cooper
*Microsoft Office Specialist Certification, April 13, 2012
*Interconnecting Cisco Network Devices 1 Certification, April 2012

Tom Hopkins
*Committee on National Security Systems 4011, 4012, 4013E, 4014E, June 3, 2011
*Network+ Certification, April 13, 2012

Eddie Horton
*Committee on National Security Systems 4011, 4012, 4013E, 4014E, June 3, 2011
*Storage+ Certification, September 23, 2011

Pam Milstead
*Microsoft Office Specialist: Microsoft Office Word 2010 Certification, March 8, 2012

Annette Shows
*Microsoft Office Specialist: Microsoft Office Word 2010 Certification, March 8, 2012
*Microsoft Office Specialist: Microsoft Office Excel 2010 Certification, March 9, 2012

Paul Weaver
*Microsoft Office Specialist: Microsoft Office Word 2010 Certification, March 8, 2012
*Microsoft Office Specialist: Microsoft Office Excel 2010 Certification, March 9, 2012

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Jason Cooper
*Bossier Press Tribune-LEGO Robotics Article, July 1, 2011
*Truecrypt Presentation to Louisiana Community and Technical College System, March 9, 2012
*Judge at Skills USA, April 19, 2012
Eddie Horton  
*Truecrypt Presentation to Louisiana Community and Technical College System, March 9, 2012  
*Judge at Skills USA, April 19, 2012

Chris Rondeau  
*Judge at International Sustainable World Energy, Engineering, & Environment Project Olympiad, May 4-9, 2011  
*Lead on project application for Committee on National Security Systems 4013-4014, Awarded to College on May 13, 2011  
*Lead on project application for Committee on National Security Systems Center for Academic Excellence for Two Year Colleges in Information Assurance, Awarded to College on May 13, 2011

Linda Sonnier  
*BPCC/Encana Partnership Award from Council on Resource Development 1111  
*Award for the best partnership in the U.S. between a Community College and an employer partner  
*Awarded preliminary accreditation for the Associate of Applied Science for Oil and Gas Production Technology from ATMA, March 20, 2012

PROFESSIONAL DEVELOPMENT

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<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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<tbody>
<tr>
<td>Achla Agarwal</td>
<td>Using Truecrypt to Protect Your Portable Data, August 15, 2011</td>
<td>LCTCS Conference, March 7-9, 2012, Shreveport, La</td>
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<td>Center for Community College Student Engagement, August 15, 2011</td>
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<td>The Renewing of Your Mind, September 13, 2011</td>
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<td>CIS 105 Orientation, September 16, 2011</td>
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<td>Lego Robotics Sumo Competition @ BPCC Gym, September 19, 2011</td>
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<td>Quality Matters Training, October 28, 2011</td>
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<td>VenyuCloud: Your Cloud Made Invincible, November 18, 2011</td>
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<td>Prezis - A New Presentation Software, January 9, 2012</td>
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<td>Introduction to Java Programming class, Spring 2012</td>
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<td>2012 Ethics Training for Public Servants, March 7, 2012</td>
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Banner Training, April 2012
SIGCSE - January 21 - February 1, 2012

Stacey Black
BPCC Crisis Intervention Team, August 16, 2011
Learning Outcomes on Google Docs, August 19, 2011
Academic Advising & General Education, August 15, 2011
Using True to Protect Your Portable Data, August 16, 2011
Applying for Promotion: What You Need to Know, August 16, 2011
Teaching Today's Learners, January 12, 2012
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
MyLabPlus Conference Call, September 28, 2011
MyMathLab, August 18, 2011
Overview of SENSE Data, August 15, 2011
2012 Ethics Training for Public Servants, March 9, 2012

Edward Chopin
Using Truecrypt to Protect Your Portable Data, August 15, 2011
Center for Community College Student Engagement: Overview of BPCC's SENSE Data, August 15, 2011
Applying for Promotion: What You Need to Know, August 16, 2011
Test Enhanced Learning, August 16, 2011
BPCC Crisis Intervention Team, August 16, 2011
Google Doc Learning Outcomes, August 17, 2011
Faculty Insight Into Student Retention - Results and Discussion, January 9, 2012
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
MyMathLab Training, January 12, 2012
Defensive Driver Training, January 2012
2012 Ethics Training for Public Employees, March 9, 2012

LoLA (Banner) Training, March 30, 2012

Memberships:
*Served as Chairman - Institutional Research Committee 2011-2012

*American Technical Education Association

Jessica Cleaver

Defensive Driver Training, September 7, 2011

Blood Borne Pathogens Training, September 7, 2011

2012 Ethics Training for Public Servants, March 8, 2012

Memberships:
*American Society of Civil Engineers, Membership

*Associated General Contracts - Student Advisor

NCCER Master Training January 9, 2012- January 12, 2012

Associated February 19, 2012- Fenway 21, 2012

LCTCS Conference March 8, 2012, Shreveport, La

Jason Cooper

Using Truecrypt to Protect Your Portable Data, August 15, 2011

Quality Matters Training, October 28, 2011

Emergenetics, November 15, 2011

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Teaching Today's Learners, January 12, 2012

2012 Ethics Training for Public Servants, March 7, 2012

Memberships:
*IEEE, 2011-2012

*ATMAE, 2011-2012

The Colloquium: CISSE Conference, June 12-14, 2011, Dayton, OH

New Horizons-Lafayette ICND1 Training, August 1-5, 2011, Bossier City, LA

New Horizons-Dallas ICND2 Training, October 31 - November 4, 2011, Bossier City, LA

ATMAE Conference, November 9-12, 2011, Cleveland, OH

New Horizons-San Antonio IINS for Cisco Training, November 28-December 2, 2011, Bossier City, LA

Secure Coding, February 9-10, 2012

LCTCS Conference, March 8-9, 2012, Shreveport, LA

Donna Densmore

Using Truecrypt to Protect your Portable Data, August 15, 2011

Overview of BPCC's SENSE Data, August 15, 2011

Google Doc Learning Outcomes, August 17, 2011

Quality Matters Training, September 2, 2011

MyLabsPlus conference call, September 28, 2011

Emergenetics, Fall 2011

LaMsMatyc, October 2011, Eunice, LA

Pioneers, October 2011, Louisville, KY

AMATYC, November 2011, San Antonio, TX

LCTCS Conference, March 8, 2012, Shreveport, LA

ICTCM, March 21 - 24, 2012, Orlando, FL
Teaching Today's Learners, January 12, 2012

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Rocky Duplichan

Blood Borne Pathogens Training, August 4, 2012

Defensive Driving, August 4, 2011

BPCC SENSE Data, August 15, 2011

Academic Advising & General Education, August 15, 2011

Applying For Promotion: What You Need to Know, August 16, 2011

Google Docs Learning, August 19, 2011

Norm Surveying and Control, November 2, 2011

Lab Volt Training on 3531, July 22, 2011

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

2012 Ethics Training for Public Servants, March 9, 2012

Banner WebEX, March 21, 2012

Membership

*Nmedic First aid Training Center and Instructor renew, December 19, 2011

James Gregory

Faculty Insight Into Student Retention-Results and Discussion, January 1, 2012

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Teaching Today's Learners, January 12, 2012

Memberships:

*American Society Agricultural and Biological Engineers, 2012

*American Academy of Sleep Medicine, 2012

Virginia Eaves

Center for Community College Student Engagement: Overview of BPCC's SENSE Data, August 15, 2012

Using Truecrypt to Protect Your Portable Data, August 15, 2012

Google Docs Learning Outcomes, August 17, 2012

LCTCS Annual Conference, March 8, 2012, Shreveport, LA

Simtronics User Conference, November 11, 2011 League City, TX

Shell Mansfield Grand Opening, October 4, 2011, Carmel, LA

LCTCS Conference, March 8, 2012, Shreveport, LA

Virginia Eaves

Center for Community College Student Engagement: Overview of BPCC's SENSE Data, August 15, 2012

Using Truecrypt to Protect Your Portable Data, August 15, 2012

Google Docs Learning Outcomes, August 17, 2012

College Algebra Symposium, March 29 - April 1, 2012, Scottsdale, AZ

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Laura Goadrich

Defensive Driver Training, June 3, 2011
Purchasing and Receiving Training, June 20, 2011
LaTech Architecture student conference, June 8, 2011
MyMathLab Training at BPCC, August 18, 2011
Cyber Security Education Consortium Conference Call, September 1, 2011
Quality Matters Training, September 2, 2011
Jennifer Bloom Workshop, September 12, 2011
MyLabsPlus, September 28, 2011
SAM 2010 Overview, September 29, 2011
Education 2020, August 15, 2012
Center for Community College Student Engagement Overview of BPCC’s SENSE Data, August 15, 2011
MyMathLab Training, October 19, 2011
Generation NeXt Comes to College: Understanding Today’s Learners, January 11, 2011
Sungard Training, February 7-9, 2012
2012 Ethics Training for Public Servants, February 15, 2012
TED Unplugging to Connect, March 26, 2012

Memberships:
*Association for Computer Machinery (ACM)
*Armed Forces Communications and Electronics Association (AFCEA) International
*The Association of Technology, Management, and Applied Engineering (ATMAE)
*Texas Educator TEA certificate

Cyber Innovation Center Monthly Member Luncheon, May 18, 2011, Bossier City, LA
Hitachi Group Meeting, June 1-2, 2011, Dallas, TX
Cyber Innovation Center Educational meeting, June 3, 2011, Cyber Innovation Center
Raytheon meeting, June 9, 2011, Cyber Innovation Center
Double Eagle Grand Opening, June 16, 2011, Bossier City
Barksdale course planning meeting, June 21, 2011, Barksdale AFB
Reviewing Articulation Agreements with LSUS, June 24, 2011, LSUS
Leadership in Energy and Environmental Design Green Meeting at Regional Commerce Center, June 28, 2011, Shreveport, LA
Cyber Innovation Center Educational meeting, July 8, 2011, Cyber Innovation Center
Cyber Security Education Consortium Retreat, July 9-10, 2011, Oklahoma City, OK
Cyber Innovation Center Educational meeting, July 15, 2011, Cyber Innovation Center
American Council for Construction Education Conference, July 20-22, 2011, Minneapolis, MN
Louisiana Chapter Green Meeting, July 28, 2011, Shreveport, LA
Cyber Innovation Center Monthly Member Luncheon, August 9, 2011, Bossier City, LA
Cyber Innovation Center Educational meeting, August 19, 2011, Cyber Innovation Center
Cyber Innovation Center Educational meeting, August 26, 2011, Cyber Innovation Center
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<th>Event</th>
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<td>*BPCC Transitions Dimension Committee for Foundations of Excellence</td>
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<td>*BPCC Planning Council</td>
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<td>*BPCC Step Council</td>
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<td>*BPCC Capital Campaign committee for CIET building</td>
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<td>*Chair of Volunteers for the BPCC 100 for 2012</td>
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<td>Cyber Innovation Center Educational meeting</td>
<td>September 2, 2011</td>
<td>Shreveport</td>
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<td>LOGA Luncheon, September 13, 2011, Shreveport, LA</td>
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<td>ATE Grant, September 13, 2011, Cyber Innovation Center</td>
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<td>Engineering ASLT, September 16, 2011</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, September 21, 2011</td>
<td>September 21, 2011</td>
<td>Bossier City, LA</td>
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<td>ATMAE Conference, November 8-12, 2011, Cleveland, OH</td>
<td>November 8-12, 2011</td>
<td>Cleveland, OH</td>
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<td>National Fund for Workforce Solutions Grant Recipient Meeting</td>
<td>November 15, 2011,</td>
<td>Shreveport</td>
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<td>CIET building to Petrohawk, November 16, 2011, Haughton, LA</td>
<td>November 16, 2011,</td>
<td>Haughton, LA</td>
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<td>Board of Regents Mathematics meeting</td>
<td>November 21, 2011,</td>
<td>Baton Rouge, LA</td>
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<td>SACS Annual Meeting, December 3-6, 2011, FL</td>
<td>December 3-6, 2011</td>
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<td>Caddo Career and Technology Center Advisory Council meeting</td>
<td>January 13, 2012,</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, January 18, 2012</td>
<td>January 18, 2012,</td>
<td>Bossier City, LA</td>
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<td>Encana luncheon, February 16, 2012, Bossier City, LA</td>
<td>February 16, 2012,</td>
<td>Bossier City, LA</td>
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<td>Special Interest Group for Computer Science Education, February 29-</td>
<td>February 29-March 3,</td>
<td>Raleigh, NC</td>
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<td>LCTCS Conference, March 7-9 2012, Shreveport, LA</td>
<td>March 3, 2012,</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, March 21, 2012,</td>
<td>March 21, 2012,</td>
<td>Bossier City, LA</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, April 18, 2012,</td>
<td>April 18, 2012,</td>
<td>Bossier City, LA</td>
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<td>AFCEA Scholarship Banquet, April 19, 2012, Bossier City, LA</td>
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<td>Name</td>
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<td>Dalia Gumeel</td>
<td>Center for Community College Student Engagement Overview of BPCC Sense Data</td>
<td>August 15, 2011</td>
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<td>Using Truecrypt to protect your Portable Data</td>
<td>August 15, 2011</td>
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<td>Institutional Effectiveness for Planning Council</td>
<td>September 22, 2011</td>
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<td>Administration of the survey of entering student engagement Sense</td>
<td>September 26, 2011</td>
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<td>Quality Matter Training</td>
<td>October 28, 2011</td>
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<td>Understanding Today's Learners Workshop</td>
<td>January 11, 2012</td>
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<td>Teaching Today's Learner Workshop</td>
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<td>2012 Ethics Training for Public Servants</td>
<td>March 8, 2012</td>
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<td>Membership:</td>
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<td>*AMC-Association for Computing and Machinery Membership, 2012</td>
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<tr>
<td>Deanna Hardy</td>
<td>MyLabsPlus</td>
<td>September 28, 2011</td>
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<td>BPCC Crisis Intervention Team</td>
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<td>Academic Advising and General Education</td>
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<td>Applying for Promotion: What You Need to Know</td>
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<td>Using Truecrypt to Protect Your Portable Data</td>
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<td>MyMathLab Professional Development</td>
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<td>Google Docs Learning Outcome</td>
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<td>Quality Matters Training</td>
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<td>Teaching Today's Learners</td>
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<td>2012 Ethics Training for Public Servants</td>
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<tr>
<td>Dr. Miles Hitchcock</td>
<td>Quality Matters Training for Internet</td>
<td>September 2, 2011</td>
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<td>Pedagogy and Online Instruction</td>
<td>August 16, 2011</td>
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</tbody>
</table>
Student Engagement, August 15, 2011
Crisis Intervention, August 16, 2011

Membership:
*Rotary Club, Mid-City Organization, May 15, 2011 - May 1, 2012

Thomas Hopkins
Digital Forensics, May 31 - June 3, 2011
Using Truecrypt to Protect your Portable Data, August 15, 2011
Academic Advising and General Education, August 16, 2011
Pedagogy and Online Instruction, August 16, 2011
Quality Matters Training, September 14, 2011
Prezis - A New Presentation Software, January 9, 2012
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
Teaching Today's Learners, January 12, 2012
Armed Forces Communications and Electronics Association, February 24, 2011 - February 2014
2012 Ethics Training for Public Servants, February 27, 2012
Banner Training, March 21, 2012

Membership:
*Faculty Senate - August 17, 2010 to present

Eddie Horton
Quality Matters Training, October 28, 2011
Teaching Today's Learners, January 12, 2012
2012 Ethics Training for Public Servants, February 27, 2012
Banner Webinar, March 13, 2012
CSEC: Digital Forensics Training, May 31 - June 3, 2012
CISSP Domain 1 Info Security Risk, January 11 - 13, 2012
CISSP Domain 2 Access Control, January 16, 18 and 20, 2012

Junos Switching Enablement Bootcamp, April 5, 2012, Baton Rouge, LA
LCTCS Conference, March 8-9, 2012, Shreveport, LA
CISSP Domain 6 Op Sec, February 13, 15 and 17, 2012
Blackhat: Classification of Polymorphic Malware, February 23, 2012
CISSP Domain 10: Physical Security, March 12, 14 and 16, 2012
Membership:
*IEEE. January 1, 2012 - January 13, 2013

Lili Kassaee
Using Truecrypt to Protect your Portable Data, August 15, 2011
Quality Matters Training, October 28, 2011
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
Teaching Today's Learners, January 12, 2012
LA Board of Ethics Training, March 2012
2012 Ethics Training for Public Servants, March 7, 2012
Memberships:
*ACM - August 1, 2011 - July, 2012
*SIGCSE - March 1, 2012 - February 28, 2013
*Faculty Senate - 2011-2012

Amber Latson
Blood Borne Pathogens Training, March 28, 2012
Defensive Driver Training, March 28, 2012
Louisiana Board of Ethics Training for Public Servants, April 20, 2012
Blackboard Training, April 20, 2012

Cynthia McCreary
Purchasing Department Training, June 6, 2011
Assisting with the Administration of the ACT Student Opinion Survey 2012, March 27 - March 9, 2012
2012 Ethics Training for Public Servants, March 13, 2012
Banner Training, 2011-2012

Pam Milstead
Center for Community College Student Engagement, August 15, 2011
Academic Advising and General Education, August 16, 2011
SIGCSE Conference, February 29 - March 2, 2012, Raleigh, NC
LCTCS Conference, March 8-9, 2012, Shreveport Convention Center
Banner Training, 2011-2012
CAPP Training, November 28 - December 1, 2012, Baton Rouge, LA
Course Technology 2012 Conference, March 2012, San Antonio, TX
Pedagogy and Online Instruction, August 16, 2011

Applying for Promotion: What You Need to Know, August 16, 2011

Quality Matters Training, September 16, 2011

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Teaching Today's Learners, January 12, 2012

2012 Ethics Training for Public Servants, February 29, 2012

Banner Training, March 19, 2012

Memberships:
*Beta Gamma Sigma Honorary Business Society - Lifetime Member

*SAM Advisory Board, Course Technology - 2010 to present

Jennifer Parish
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Purchasing Department Training, June 11, 2011

BPCC Purchasing Presentation to Faculty, June 21, 2011

2012 Ethics Training for Public Servants, February 20, 2012

Membership:
*Academic Admissions and Appeals Committee - 2011-2012

Stephanie Pedro
Blood Borne Pathogens Training

Christina Poole
Defensive Driver Training, January 2, 2012

Blood Borne Pathogens Training, January 2, 2012

Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012

Blackboard Training, January 27, 2012

2012 Ethics Training for Public Servants, February 16, 2012

Allan Pratt
Google Docs, August 17, 2011

Using True crypt to Protect Your Portable Data, August 16, 2011

Developing Competent Global Citizens, September 15, 2011

Professional Growth and Development, March 9, 2012
Appreciative Advising, September 12, 2011
Academic Advising, August 16, 2011

Dr. Jack Raley
Center for Community College Student Engagement, August 15, 2011
Using Truecrypt to Protect Your Portable Data, August 15, 2011
CIS 105 Orientation Blackboard and SAM Training, August 16, 2011
CIS 105 Rubrics Training, September 7, 2011
SAM 2010 Administrative Introduction, September 29, 2012
Team-Building, January 10, 2012
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
Teaching Today's Learners, January 12, 2012

Chris Rondeau
Center for Community College Student Engagement, August 12, 2011
Quality Matters Training, September 2, 2011
Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
Teaching Today's Learners, January 12, 2012
LA Board of Ethics Training, February 27, 2012
Banner Training, March 15, 2012
Blackboard Training, April 20, 2012
Memberships:
*AFCEA, 2011-2012
*Kappa Delta Pi - Life Member
*Phi Kappa Phi - Life Member
*Phi Delta Kappa - Life Member

Oil and Gas Advisory Board Committee Meeting, September 19, 2011
2012 Ethics Training for Public Servants, February 27, 2012
2012 Ethics Training for Public Officials, February 27, 2012
LCTCS Conference, March 8, 2012, Shreveport, LA
Banner Training, March 12, 2012
The Colloquium: CISSE Conference, June 12-14, 2011, Dayton, OH
AFCEA TECH Ruler Meeting, September 20, 2011
VenuCoud Webinar, September 21, 2011
Bossier Marshall's Office Visit to learn about their Crime Lab, September 26, 2012, Bossier Marshall's Office
TECHRouler, September 29, 2011, CoHabitat, BoomTown Casino, Shreveport, LA
Cyber Engineering Research Conference, November 7, 2011, Shreveport Convention Center
Global Strike Technology & Innovation Symposium, November 7-9, 2011, Shreveport Convention Center
AFCEA Moonbot Studios, January 17, 2012, BoomTown Casino, Shreveport, LA
CIC Lockheed Martin Space System, February 15, 2012, Silver Star, Bossier City, LA
LCTCS Conference, March 7-9, 2012, Shreveport, LA
Access Data Training, May 8-10, 2012, Las Vegas, NV
NISOD, May 27-30, 2012, Austin, TX
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<th>Name</th>
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<td>Carrie Salinas</td>
<td>2012 Ethics Training for Public Servants, March 1, 2012</td>
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<td>Lab Volt Training, July 22, 2011</td>
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<td>Academic Advising and General Education, August 15, 2011</td>
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<td>Cleveland, OH</td>
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<td>James Scott</td>
<td>2012 Ethics Training for Public Servants, March 12, 2012</td>
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<td>Chris Shaw</td>
<td>Overview of BPCC's SENSE Data, August 15, 2011</td>
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<td>Database Security Computer</td>
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<td>Understanding Today's Learners, January 12, 2012</td>
<td>Science Course, Fall 2011,</td>
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<td>2012 Ethics Training for Public Servants, March 5, 2012</td>
<td>Sam Houston State University</td>
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<td>Membership</td>
<td>Network Security Digital</td>
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<td>*AFCEA - 2011-2012</td>
<td>Forensics Course, Spring 202</td>
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<td>Annette Shows</td>
<td>Center for Community College Student Engagement, August 15, 2011</td>
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<td>Academic Advising and General Education, August 16, 2011</td>
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<td>Quality Matters Training, September 16, 2011</td>
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<td>Teaching Today's Learners, January 12, 2012</td>
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<td>2012 Ethics Training for Public Servants, January 29, 2012</td>
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<td>Membership</td>
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<td>*SAM Advisory Board, Course Technology - 2010 to present</td>
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<td>Linda Sonnier</td>
<td>Purchasing Department Training, June 20, 2011</td>
<td>San Antonio, TX</td>
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<td>Visiting Team Trainee,</td>
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<td>American Council for</td>
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<td>Construction Education</td>
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Simtronics Faculty Training, July 7, 2011
Center for Community College Student Engagement - SENSE Data, August 15, 2011
Google Doc Learning Outcomes, August 19, 2011
Appreciative Advising, September 12, 2011
Qmatters Webinar, September 16, 2012
SOGO Presentation - Geographic Information Systems, October 27, 2012
LCTCS Future, Dr. Joe May, November 3, 2011
Chancellor's Forum, November 16, 2011
Generation Next Comes to College: Understanding Today's Learners, January 11, 2012
LabVolt 3531 Training, February 8-9, 2012
2012 Ethics Training for Public Servants, March 3, 2012
Chancellor's Forum, April 17, 2012
National Network of Sector Partners Webinar - The ABC's of College Navigation, May 9, 2012
U. S. Green Building Council (North Louisiana Chapter), June 28, 2011
Energy Camp Louisiana, Summer 2011
Memberships:
*Community Renewal International, Continuing from 2010-2011
*Louisiana Tech Alumni Association - Architecture, Continuing from 2010-2011

Pam Stogsdill
MyLabsPlus conference call, September 28, 2011
Using Truecrypt to Protect your Portable Data, August 15, 2012
Google Doc Learning Outcomes August 19, 2011
Teaching Today's Learners, January 12, 2012
Generation Next comes to College: Understanding Today's Learners January 11, 2012
Banner Training, March 21, 2012

Minneapolis, MN
Texas E-Tech Curriculum Conference, July 25 - 26, 2011, Houston, TX
Breakfast with Senator David Vitter, Guest of Associated Builders and Contractors, August 17, 2012, Shreveport, LA
NISOD Learning Outcomes Webinar, September 12, 2011
Meet with Workforce Programs at East Mississippi Community College, November 8, 2011, EMCC, Starkville, MS
Storer Energy Solutions Conference, February 13, 2012, Shreveport, LA
LCTCS Conference, March 8, 2012, Shreveport, LA
National Fund for Workforce Solutions Conference, June 19-20, 2012,
Dr. Ed Thomas
- Completed Math 251 Calculus II, January - May 2012
- Completed Math 112 Trigonometry, January - May 2012
- 2012 Ethics Training for Public Servants, March 2, 2012

Michelle Villemarette-Barnickel
- Teaching Today's Learners, January 12, 2012
- 2012 Ethics Training for Public Servants, March 9, 2012
- Banner WebEX, March 21, 2012
- Engaging Online Learners, April 19, 2012

Frank Viviano
- Overview of BPCC's SENSE Data, August 15, 2011
- Learning Outcomes for Google Docs, August 16, 2011
- BPCC Crisis Intervention Team, August 16, 2011
- MyMathLab New Features, August 16, 2011
- Quality Matters Training, September 7, 2011
- MyMathLab Conference Call, September 28, 2011
- Classroom Management Roundtable Discussions, October 28, 2011
- Prezis: A New Presentation Software, January 9, 2012
- Conflict Resolution in the Workplace, January 11, 2012
- Generation NeXt Comes to College: Understanding Today's Learners, January 11, 2012
- 2012 Ethics Training for Public Servants, March 9, 2012
- Banner WebEX March 21, 2012

Dr. Paul Weaver
- Quality Matters Training, September 2, 2011
- Course Technology 2012 Conference, March 2012, San Antonio, TX
- Generation NeXt Comes to College: Understanding Today's Learners, January
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Achla Agarwal
*Paper was accepted in CCSC South Central conference "Python and Visual Logic - A Good Combination for CS0", April 20-21, 2012, Canyon, TX

Jason Cooper
*Truecrypt Presentation to LCTCS, March 19, 2012, Shreveport, LA
*Judge for SKILLS USA, April 9, 2012, Shreveport, LA

Edward Chopin
*Speech and Power-Point Presentation at Shreveport Manufacturing Managers Council Meeting, September, 2011
*Coordinated efforts to develop standardized "Oral Communication" Guidelines for TEED/Engineering Students at BPCC, Spring 2012
*Edited Professional Article on "Oral Communication" (in conjunction with James Gregory- Engineering Instructor), Spring 2012
*Speech for Haughton High School seniors, promoting AASIT Degree, April 19, 2012
*Speech for Caddo Career & Technology Center senior Drafting students, promoting AASIT Degree April 24, 2012
*Administered 'Challenge Exam' to Caddo Career & Technology senior Drafting students for 'Clep' credit for TEED 140 & Teed 143, April 24, 2012
*Wrote text and created basic design for AASIT-Engineering Graphics 'Push-Card' Fall 2011
*Wrote text and created basic design for AASIT-Engineering Graphics 8 1/2" X 11" 'Flyer 'Fall 2011
*Worked "8th Grade Expo" at Bossier Civic Center April 26, 2012
*Worked with representatives from Northwestern State University to coordinate requirements for AASIT/BS 2+2 transition with NSU, Fall 2011
*Wrote two news releasesAASIT Degree - September 2011, TEED 161 - SolidWorks class - January 2012
*Wrote ad promoting AASIT Degree, for broadcast on BPCC's C3 network

Donna Denmore
*New features of MML October 1, 2011, Eunice La
*Adjunct training on MML October 19, 2011, BPCC
*Best practices of MML October 21, 2011, Louisville KY
*Technology Toys October 22, 2012, Louisville KY
*MML training Session January 12, 2012, BPCC
Basics of MML March 15, 2012, NSU
Best practices of MML March 22, 2012, Orlando
Best practices of MML April 3, 2012, Univ of Ark, Fayetteville
Basics of MML April 24, 2012, LaTech

Laura Goadrich:
“Technology, Engineering and Mathematics Division” for Raytheon, June 9, 2011 at 10:30am
“BPCC’s Barksdale offerings and statistics” for BEPAC meeting, October 24, 2011 at 2pm
“Learning Outcomes on Google Docs” for BPCC faculty and staff, August 16, 2011 at 1:30pm, August 19, 2011 at 10:30pm, August 31, 2011 at 2pm, September 2, 2011 at 2pm, November 1, 2011 at 2pm at BPCC
“Effective Collation of Campus-Wide Learning Outcomes Using Google Documents” at SACS, December 5, 2011
“Cyber at BPCC” for Bossier Youth Leadership, March 13, 2012 at Cyber Innovation Center

Deanna Hardy
Reappointment to the Louisiana Commission for the Deaf, December 6, 2011, Baton Rouge, LA

Miles Hitchcock
Elected Treasurer of Faculty Senate 2011-2012

Eddie Horton
Truecrypt Presentation to BPCC Faculty, August 15-16, 2011, BPCC
Truecrypt Presentation to Louisiana Community and Technical College System, March 9, 2012, Shreveport, LA

Tom Hopkins
Cyber Division Presentation to EDUC 099, July 5, 2011
Three Tech Fee Proposal Presentations, September 27, 2011
Presentation of Learning Objectives to Division Administration, February 2012
Presented at the Division Administration Subcommittee, October 5, 2011

Lili Kassaee
ACA in Web Communication using Dreamweaver CS5, February 14, 2012

Pam Milstead
SAM 2010 Presentation to CIS Faculty, August 16, 2011, BPCC
CIS 105 Rubric Training, September 7, 2011, BPCC
Prezi Presentation to BPCC Faculty, January 9, 2012, BPCC
Jack Raley
*Presentation of CIS 105 Rubrics Training, September 12, 2011, BPCC
*Presenting at the CIS Advisory Board Meeting, October 6, 2011, BPCC

Chris Rondeau
*CSEC Network Security Training, August 8-12, 2011, Shreveport, LA
*KSLA Interview on Facebook Security, November 15, 2011
*NISOD CSEC: Implementing the National Strategy to Secure Cyberspace, May 27-30, 2012, Austin, TX
*CSEC Enterprise Security Management, April 2-4, 2012, Baton Rouge, LA

Annette Shows
*SAM 2010 Presentation to CIS Faculty, August 16, 2011, BPCC
*CIS 105 Rubric Training, September 7, 2011, BPCC
*Prezi Presentation to BPCC Faculty, January 9, 2012, BPCC

Linda Sonnier
*Petrohawk Human Resources Meeting, Belinda Bailey, July 25, 2011, Houston, TX
*LaTech Architecture students BPCC Master Plan, Summer, 2011, BPCC
*Altrusa Club of Shreveport Bossier - Engineering Technologies Programs8/9/2011Bossier City, LA
*OG Instructor Summit August 15, 2011, BPCC
*Capital Funding Presentation - Susan Thompson, Encana, August 11, 2011, Bossier City, LA
*Capital Funding Presentation - Mike Martin, Petrohawk August 18, 2011, Haughton, LA
*Internship and Hiring Meeting - Valerus Gas Compression August 19, 2011, Bossier City, LA
*Oil and Gas Advisory Committee Chair September 9, 2011, BPCC
*National Network of Sector Partners - Employer-Driven Programs, October 6, 2011, Jackson, MS
*Construction Advisory Committee Meeting Chair September 24, 2011, BPCC
*Meet with Community Relations Director, Chesapeake October 27, 2011, BPCC
*Engineering Advisory Board Meeting November 3,2012, BPCC
*Presentation of CIET Building REVIT Model to Chancellor November 17, 2011, BPCC
*Capital Funding Presentation - Kevin McCotter, Chesapeake December 22, 2011, BPCC
*KMSS Television Interview, NCCER January 11, 2012, BPCC
*OG Advisory Committee February 14, 2012, Bossier City, LA
*Host "Encana Week" at BPCC February 14 - 16, 2012, BPCC
*NFWS Grant Presentation at Community Renewal Meeting March 7, 2012, Shreveport, LA
*WINLA NFWS Grant Defense before Funding Collaborative March 14, 2011, Shreveport, LA
*Capital Campaign Presentation - BHP Billiton (Petrohawk) VP March 23, 2012, BPCC
*WINLA Grant Intake Events March 11, 18, 25 and 27, 2012, BPCC
*Foundation Board Meeting Presentation - Capital Campaign March 18, 2012, BPCC
*Shreveport Times Article - Energy Programs in NW Louisiana April 21, 2012, Shreveport, LA

Paul Weaver
*Online development in Accelerated classes, March 15, 2012

**SIGNIFICANT CONTRACTS OR GRANTS**

Jason Cooper
*Rapid Response Grant for $97,956.35 for Cyber Information Technology programs, November 4, 2011

Edward Chopin
*Technology Fee Grant for $4,825 to purchase SolidWorks software, September 7, 2011

Donna Densmore
*Math Testing Center, 2011-2012

Rocky Duplichan
*BPCC Carl Perkins for $432.40 used for travel to Users Conference Instructor Skills Workshop Registration
*BPCC Carl Perkins for $7,000 to purchase animated power points for OGPT classes

Virginia Eaves
*Technology Fee Grant for $10,361.22 to purchase projectors, carts, tablet PC's, and slates, spring 2012

James Gregory
*Student Technology Fee for $16,701 to purchase replacement classroom computer for E-145, spring 2012

Deanna Hardy
*BPCC Carl Perkins provided travel to attend AMATYC Conference, November 2011

Tom Hopkins
Technology Fee Grant for $27,086 to purchase replacement computers for G216, October 12, 2011
Technology Fee Grant for $29,268 to purchase replacement computers for G219, October 12, 2011
Technology Fee Grant for $29,268 to purchase replacement computers for G319, October 21, 2011
BPCC Carl Perkins for $6,000 to purchase Cisco Training, fall 2011
Eddie Horton
*Technology Fee Grant for $2,509.45 to purchase IPAD cases, fall 2011
*Technology Fee Grant for $4,648.45 to purchase memory for G203, fall 2011
*CALL Member Challenge Grant for $9,582 to purchase server for Barksdale Offerings, fall 2011

Lili Kassaee
*BPCC Carl Perkins request for travel to attend SIGCSE 2012, February 1, 2012
*BPCC Carl Perkins request for travel to attend SIGCSE 2013, March 28, 2012

Allan Pratt
*Board of Regents Grant for $108,000 to purchase equipment for robotics lab and TEED 210 class, spring 2012
*BPCC Carl Perkins for $40,000 to purchase motor controls equipment for 5 labs stations, fall 2012

Jack Raley
*Assisted with Board of Regents Grant to purchase Mobile Electronic Devices into Cyber Information Technology Instruction, fall 2011

Chris Rondeau
*Technology Fee Grant for $472.50 to purchase laptop cases, fall 2011
*Technology Fee Grant for $494.00 to purchase laptop cases, fall 2011
*Technology Fee Grant for $26,217.55 to purchase laptops and wireless, fall 2011
*Board of Regent Grant for $62,000 to purchase Mobile Electronic Devices into Cyber Information Technology Instruction, fall 2011

Carrie Salinas
*BPCC Foundations for $20,000 to cover Scholarships for OGPT Students, 2011-2012

Linda Sonnier
*WINLA Grant for $100,000 to fund Community Foundation, spring 2012
*Encana for $400,000 to cover capital campaign with the CIET Building, 2011-2012
*Shell for $25,000 to cover OGPT program.
*BPCC Carl Perkins Grant for $443.12 to cover National Network of Sector Partners Conference
*BPCC Carl Perkins Grant for $586.56 to purchase construction tools and equipment
*Technology Grant from Shell for $25,000 for CIET Facility, December 2011
*Academic Affairs Award for $45,000 to oil and gas equipment, fall 2011
*Assisted with Board of Regents Grant for Industrial Technology Robotics Trainers, spring 2012
*BPCC Carl Perkins Grant for $35,000 to purchase oil and gas equipment, spring 2011
*Established dual College CTS degree program agreement with NWLTC - Shreveport campus for NFWS Grant Energy programs, February 20, 2012
*NFWS Grant for $100,000 for Energy Program, April 2012
ACADEMIC PROGRAM REVIEW

Program Review:
* AAS Computer Information Systems

Board of Regents follow-up reports:
* AS Engineering
* AAS Industrial Technology: Automations and Control, Engineering Graphics

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>
| Update existing courses mapped with national certifications. | Number of existing courses mapped with national certifications that were updated. | Four course certifications were updated
* CIT 170 Server+
* CIT 171 Linux+ Part 1 LXO-101
* CIT 272 Linux+ Part 2 LXO-012.  * CIT 280 Computer Hacking Forensic Investigator | Successful                          | Update course certifications as needed.                                    |

<table>
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</table>
| Increase number of courses mapped with national certifications. | Number of new courses mapped with national certifications. | 7 new courses are mapped to national certifications:
* CIS 114 Microsoft Windows 7 | Successful                          | Update certification mappings as needed.                                    |
<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Apply for the Association of Technology, Management and Applied Engineering (ATMAE) accreditation.</td>
<td>Application to ATMAE.</td>
<td>Applied for ATMAE certification in AAS OGPT, CONS, and ISAS.</td>
<td>Successful</td>
<td>Implement ATMAE visiting team recommendations.</td>
</tr>
<tr>
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</tr>
<tr>
<td>Apply for Committee on National Security Systems (CNSS) accreditations. Apply for the Center for Academic Excellency for 2 Year colleges.</td>
<td>Applications to the Committee on National Security Systems.</td>
<td>Applied for and received CNSS 4013 and 4014 accreditation. Applied and received CAE2Y credential.</td>
<td>Successful</td>
<td>Maintain accreditations.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
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<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
</tr>
<tr>
<td>Incorporate the recommendations made by the ATMAE visiting team.</td>
<td>Number of successful recommendations implemented in accredited programs.</td>
<td>All recommendations in the 7 compliance areas were incorporated in the appropriate programs.</td>
<td>Successful</td>
<td>Follow new procedures to ensure ATMAE accreditation is maintained.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
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</tr>
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<td>---------------------------------------------</td>
</tr>
<tr>
<td>Encourage division of Technology, Engineering and Mathematics faculty and staff to pursue discipline related certifications.</td>
<td>Number of certifications division of Technology, Engineering and Mathematics faculty and staff attempt and receive.</td>
<td>The division faculty received fifteen certifications in 2011-2012</td>
<td>Successful</td>
<td>Continue to encourage division faculty to achieve certifications.</td>
</tr>
<tr>
<td>Establish advisory boards for new degree programs in Industrial Technology and Engineering</td>
<td>Number of advisory board meetings for new degree programs in Industrial Technology and Engineering</td>
<td>There were four advisory board meetings for the new programs.</td>
<td>Successful</td>
<td>Ensure that the advisory boards meet at least once a year.</td>
</tr>
<tr>
<td>Apply for grant and tech fee opportunities to enhance program offerings.</td>
<td>Number of applications for grants.</td>
<td>Approved for 25 grants for a total of $1,089,346.75 funding dollars.</td>
<td>Successful</td>
<td>Continue to pursue grants.</td>
</tr>
<tr>
<td>Create master curriculum material for MATH 097, 098, 099, and 102 to ensure consistency in courses for expanded access to dual enrollment and off-campus offerings.</td>
<td>Number of master curriculum courses created.</td>
<td>All four classes have master curriculum courses that are shared with all adjuncts and faculty.</td>
<td>Successful</td>
<td>Create master MyMathLab courses.</td>
</tr>
<tr>
<td>Update the Computer Information System's Learning Outcomes to better reflect the goals of the degree program.</td>
<td>Updated outcomes posted in the catalog.</td>
<td>Updated Learning Outcomes were approved and posted: Recipients of the Associate of Applied Science in Computer Information Systems</td>
<td>Successful</td>
<td>Review all learning outcomes annually.</td>
</tr>
</tbody>
</table>
will have demonstrated:
A. ability to perform basic tasks in the Windows operating system.
B. Ability to create and edit word processing documents involving formatting skills.
C. Ability to create and edit electronic spreadsheet documents utilizing basic mathematical skills.
D. Ability to create and edit relational databases.
E. Ability to create and edit electronic presentations.
F. Ability to navigate and utilize the Internet.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2011-2012 academic year has been successful and productive for the Division of Technology, Engineering and Mathematics. Program enhancement based on industry expertise and achieving mapping to national 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

* Two year follow-up report for ATMAE on accredited 2011-2012 Cyber programs.
* Address recommendations from ATMAE visiting team for 2012-2013 programs recommended for accreditation.
* Submit application for remaining Committee on National Security Systems 4015-4016 certifications.
* Update courses mapped with national certifications.
* Encourage faculty and staff to pursue related certifications.
Division of Academic Affairs
Educational Technology

EMPLOYEE LISTING

Professional, unclassified staff
Merry Kathleen Gay, Dean B.A., M.Ed.
Charley Cameron, Assistant Director
B.A., & M.A.
Gary Ware, Instructional Technology Specialist

Classified staff
Ya'Rhonda Wells, Administrative Assistance III

DIVISION SUMMARY

The Division of Educational Technology under the direction of the Dean, experienced significant success and growth to the College's electronic 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, continued to contribute to the growth and strength of the College's electronic learning enterprise. For the 2011-2012 academic year, the final student enrollment in electronic learning courses numbered 8156. During the present academic year, students enrolled in electronic learning courses were geographically located in 46 parishes across the state, and throughout the 21 states of Alabama, Arizona, Arkansas, California, Colorado, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Maryland, Mississippi, Nevada, New Jersey, New York, North and South Carolina, Tennessee, Texas, and Utah. The College also enrolled students from the armed forces in the Pacific. The academic divisions of the College offered and delivered 417 individual course sections in the online and hybrid formats during the present academic year. New online and hybrid courses in the academic divisions of Behavioral and Social Sciences, Business, Communications and Performing Arts, Liberal Arts, Science, Nursing, and Allied Health, and Technology, Engineering, and Mathematics. The College continued to serve the educational needs of students located at the Louisiana Technical College campuses located in Regions 6 and 7, by delivering general education courses utilizing compressed video technology.

During the present academic year, 990 new students enrolled in electronic learning courses for the first time, participated in the Blackboard Online Student Orientation. The total number of unique student users in the College's Learning Management System for the 2011-2012 academic year was
16,000. This is an increase of over 3,000 users of our Learning Management System over the previous academic year. The total number of unique faculty/staff users was 1,000. In an effort to provide campus-wide technical support, the Division responded to over 3,000 phone calls and emails from faculty/staff and students during the 2011-2012 academic year.

The Division offered over 30 professional development training seminars and webinars for faculty/staff during the 2011-2012 academic year, as well as continuing our online certification program in utilizing the College's Learning Management System. During the spring 2012 semester, the Division developed and implemented our live video-streaming production of classroom lectures, which lead to the development and implementation of our "BPCC Sampler" production. The "BPCC Sampler" showcases brief video clips of course lectures given by our instructors which are accessible from the College's home page. Potential students can click on and view samples of 12 to 15 minute mini-lectures from core courses like English Composition I, Algebra, History, and Biology. This is an on-going process and will be used as a recruiting tool. During the summer/fall 2012 semesters, the Division will implement phase two of this production. Phase two is the "BPCC Open Campus." From the College's Learning Management System Portal, students will be able to participate in non-credit online, video-based, and self-contained preparatory courses such as English 098 and 099, and Math 097, 098, and 099. These projected course offerings would reflect their "for-credit" counterparts in general content and learning outcomes, but would not require textbooks, nor would students have direct access to instructors. This project will be used for recruitment purposes as well as preparation for placement testing, refresher, and building community relationships. Our target audience will be under represented populations, high school students, home bound/abroad/military/and work restricted people. It will also be used as a supplement to students enrolled in preparatory courses at the College, those students who are home-schooled, and the curiosity seeker.

The Division also implemented two new building blocks to our Learning Management System during the spring 2012 semester. EvaluationKit was piloted during the spring semester and will be fully implemented during the summer 2012 semester. EvaluationKit is a software package utilized to evaluate courses. The Division piloted online courses for the spring semester and will implement this evaluation software to conduct student evaluations of all courses regardless of delivery format for the summer 2012 semester. The Division also launched "Internships.com" which is an on-campus job search and career development option for our students that can be accessed through the College's Learning Management System. During the spring 2012 semester, the Division made an upgrade to level 9.8 for the College's Learning Management System which provided our faculty numerous new features in which to deliver course content to our students.

The Division staff attended, presented at, and participated in various statewide and national conferences, seminars, and workshops for the purpose of promoting and advancing electronic learning "best practices" and the utilization of innovative technologies. Kathleen Gay, Dean of the Division, attended and presented at the fall 2011 Mid-South Distance Learning Conference in Little Rock, Arkansas, and the spring 2012 LCTCS (Louisiana Community and Technical College System) Conference in Shreveport, Louisiana. Ms. Gay also presented several training webinars on "Quality Matters" for the LCTCS and for South Arkansas Community College in El Dorado, Arkansas. Ms. Gay will represent the College at the SACS/COC Summer Institute in Atlanta, Georgia during the summer 2012 semester. The Dean of the Division is a member of various statewide and Louisiana Board of Regents tasks force committees for the purpose of promoting electronic 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, as well as serving as the College's E-Learning Coordinator at the campus and state levels. Ms. Gay served a second year as a member of the Louisiana Board of Regents' Electronic Learning Strategic Planning Task Force. Dean Gay served as the Co-Chair of the e-Learning Standing Committee and the Retention Committee at the College for the 2011-2012 academic year. Continued efforts were made in networking with state and local entities for
the purpose of developing collaborative partnerships in electronic learning.

Charles Cameron, Assistant Director of Educational Technology, assisted in the continued promotion and utilization of electronic learning technologies at the College. Mr. Cameron conducted numerous training sessions in the utilization of SoftChalk and CAMTASIA technologies, as well as continuing as the Division's coordinator of the College's online training for the Learning Management System Blackboard. Charles updated the College's Blackboard Online Training to reflect additional features, and continued to facilitate the training for all new faculty/staff members. Mr. Cameron created a series of video tutorials to address dynamic issues in the College's Learning Management System as well. He also managed the daily operation and use of our compressed video classrooms, and served as the College's regional contact person for technical support in the utilization of compressed video technology and served as the Louisiana Board of Regents' site coordinator for compressed video technology. Mr. Cameron participated in the Learning Resources Grant and the Prior Learning Assessment Grant in which he provided editing expertise for a number of video tutorials associated with these grants. Charles served as the College's Educational Interpreter Performance Assessment (EIPA) site coordinator for compressed video conferences for EIPA and served on the College's Academic Misconduct Appeals Standing Committee.

Gary Ware, Systems Administrator for the College's Learning Management System Blackboard, has continued to play a vital role in the implementation and promotion of the many upgrades and improvements made to the Division's overall services and support provided to the College. Mr. Ware has clocked over 15,000 service hours in maintaining our Learning Management System, and has devoted countless hours in providing technical assistance to the College. He is instrumental in the implementation of video streaming technology on our campus and in developing the College's new BPCC "Open Campus" project. He has successfully taken the College to a new level in Blackboard technology by overseeing the upgrade to the College's Learning Management System, and facilitated in the development and deployment of tutorial videos that are available to faculty and students. Gary has kept current on new technologies and has participated in numerous webinar trainings on utilizing the features of the Learning Management System Blackboard. Mr. Ware served on the College's Electronic Learning Standing Committee for the 2011-2012 academic year, and was instrumental in the deployment of our new student online evaluation project titled EvaluationKit.

Ya'Rhonda Wells, Administrative Assistant III for the Division, is the newest member of our team. Ms. Wells has been with the Division since spring 2012. She is actively involved in providing assistance and support for all our electronic learning initiatives at the College, as well as assisting our Division with the technical support for faculty/staff and students. Ya'Rhonda maintains our Student Online Orientation database, as well as providing assistance to the operation of the College's Learning Management System Blackboard.

**ADVANCED DEGREES OR CERTIFICATIONS**

Kathleen Gay, Dean of Educational Technology
- Certification in "Quality Matters" as Independent Trainer
- Certification in "Quality Matters" Publisher Rubric
- Certification as a "Quality Matters" Master Reviewer

Charles Cameron, Assistant Director of Educational Technology
- Certified Peer Reviewer for "Quality Matters"
- Certification Stanford Computer Information Course
Gary Ware, Systems Administrator for Blackboard LMS
Certification as a GUI Administrator for Blackboard LMS

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

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/EDUC 099 Training
BPCC's SENSE Data
Pedagogy and Online Instruction
Appreciative Advising
Generation Next Comes to College: Understanding Today's Learners
Teaching Today's Learners
Louisiana Board of Ethics Training
Blackboard Internship.com
Faculty Insight Into Student Retention                                                                 | Mid-South Distance Learning Conference
Louisiana Community and Technical College System Conference
Quality Matters South Arkansas Community College                                                                 |
| Charles Cameron       | Louisiana Board of Ethics Training
Blackboard Training
SoftChalk
CAMTASIA                                                                   | Stanford University Computer Information                                                                 |
| Gary Ware             | Blackboard
Louisiana Board of Ethics Training                                                                                           | Chic-Fil-A Leadercast Workshop                                                                 |
| Ya'Rhonda Wells       | Louisiana Board of Ethics Training                                                                                             |                                                                                                  |

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Kathleen Gay, Dean of Educational Technology

Charles Cameron, Assistant Director of Educational Technology
Blackboard video tutorials

Gary Ware, Systems Administrator for Blackboard Learning Management System
BPCC Sampler Project
SIGNIFICANT CONTRACTS OR GRANTS

State of Louisiana and Board of Regents Contract Funding of Videoconferencing Telecommunications Services
FY 2011-2012
$8,100

Louisiana Board of Regents Funding for "Quality Matters" statewide initiative
FY 2011-2012
$25,000

BPCC Student Technology Fee Funding
FY 2011-2012
$34,337.82

STRATEGIC PLANNING

Department Measurable Strategy
Expand the number of online and hybrid courses/programs offered by 15% for the 2011-2012 academic year.

Performance Indicators
Number of new courses/programs offered by the academic divisions as indicated in the fall/spring academic bulletins, the College website, and other college publications.

Assessment Results
Over twenty new online and hybrid courses were designed and delivered during the 2011-2012 academic year as indicated by the schedule of classes bulletin and BPCC website.

Changes Based on Assessment Outcomes
All online and hybrid courses offered by the College will be assessed using the new "Quality Matters" Rubric for course design 2011-2013.

Strategy(ies) for the Future
Promote the design, development, and implementation of new hybrid and online courses within the academic divisions.

Department Measurable Strategy
Increase training opportunities for the e-Learning technologies.

Performance Indicators
1. Number of faculty/staff and students participating in onsite and online training formats.
2. Document number of

Assessment Results
As a result of the Performance Indicators, the Division documented the number of new

Changes Based on Assessment Outcomes
The Division will continue to develop, promote, and implement online training modules for

Strategy(ies) for the Future
Continue and expand our new BPCC "Open Class" project for recruiting purposes and to provide our students with supplemental information to
students participating in the onsite and online orientation sessions.

3. Number of support resources posted for faculty/staff and students on the College website and on the College Learning Management System.

4. Number of courses reviewed and evaluated; number of training sessions presented.

As a result of the Performance Indicator, 990 students participated in the Division's online training format for the Blackboard LMS. Participation is documented through sing-on procedures for training as well as completion of modules and certificates awarded to faculty/staff for completing training. All documentation is kept in the offices of the Dean and Assistant Director.

New resource and support sites were developed by the Division as well as numerous video tutorials during the 2011-2012 academic help them succeed in preparatory courses.

faculty/staff/ and 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 videos and resources for "best practices" in course design and delivery.
Department Measurable Strategy
Offer 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.
2. Documentation presented in the Division's portfolio and the College Annual Report.

Assessment Results
As a result of the Performance Indicators, the Division participated in over 20 professional growth opportunities attended by the Division would be to ensure that the information learned would be shared among the Division staff and the College. When appropriate, information would be included in future training modules for faculty/staff.

Changes Based on Assessment Outcomes
Changes made in regards to professional growth opportunities attended by the Division.

Strategy(ies) for the Future
Continue to participate in professional development and utilize the information to develop and implement future training opportunities.

Department Measurable Strategy
Utilize assessment and evaluation results of the Division's services provided to the College in order to improve upon and increase the scope of those services.

Performance Indicators
1. "Student Support Surveys."
2. "Student Evaluations" of online and hybrid course offerings.
3. Faculty and staff "Support Surveys."
4. BPCC Report Card.
5. BPCC Retention Reports.

Assessment Results
As a result of the online "Student Support Surveys," the response time in effectively assisting our students in a timely manner was exceptionally good, and valued. All evaluation results are housed in the office of the Dean.

Changes Based on Assessment Outcomes
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 and our students. Online training is the preferred method of receiving professional development training, therefore Division

Strategy(ies) for the Future
Develop and implement tutorial resources in the utilization of electronic leaning technologies for faculty/staff and students.
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. The support provided to them was helpful. Evaluation results are
As a result of the Performance Indicator "Student Evaluations" of online/hybrid courses, support and training in the form of student orientations are beneficial, needed, and valued. Results of evaluations are housed in the office of the Dean.

**Department Measurable Strategy**
Assess the quality and validity of the College's electronic learning programs.

**Performance Indicators**
Sustained implementation of the "Quality Matters" Assurance Standards and Criteria as a means of documenting "best practices" in e-Learning, and the validity and success of the College's electronic learning program.

**Assessment Results**
As a result of the Performance Indicator, the Division provided updated training to faculty/staff in the utilization of the new 2011-2013 Quality Matters Rubric for online and hybrid course design and trained faculty/staff in "best practices" in electronic learning.

**Changes Based on Assessment Outcomes**
The Division will continue to implement "Quality Matters" as a means of a quality assurance measurement for the College's electronic learning program.

**Strategy(ies) for the Future**
Make "Quality Matters" a part of the Division's Blackboard Online Training for faculty/staff.

**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 electronic 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 2011-2012 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 21 states and 46 parishes within Louisiana. The College enrolled several students in online courses who were deployed in the Pacific. There were 417 unduplicated online and hybrid course sections delivered during the academic year, and the College increased its online/hybrid course offerings within the divisions of Nursing, Science, and Allied Health; Behavioral and Social Sciences, Business Administration, Cyber Technology, Engineering and Math, Communications and Performing Arts, and Liberal Arts.

A new level of the Blackboard Learning Management System was implemented summer 2012. 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 2011-2012 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 fit 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 9.8 Learning Management System, and develop these modules with the "Quality Matters" standards as a guide.
3. To continue to increase the number of online and hybrid courses and programs offered at the College.
4. 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.
5. 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.
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.
7. Expand the Division's new "Open Campus" Project.
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.
Sierra Pearce, B.F.A.

DIVISION SUMMARY

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 Kansas Study). Four large federal grants, nine state grants, and two local foundation grants were written and submitted representing $17,267,157. The second annual GRAD Act report to the Legislature was submitted to the Board of Regents in April 2012 which received the highest possible evaluation designation of Green.

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; 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 2011-12 fiscal year, 15 competitive funding proposals were developed and submitted to external funding agencies. At the writing of this report, eight had been funded representing $552,503, three were declined, and announcements were expected on the other four in summer 2012. Sixteen current grants representing $1,098,598 in competitive funding were administered and monitored for compliance. Final reports were submitted to the respective funding agencies by June 30, 2012.

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; 2011-12 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; 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; 2011-12 SACS Institutional Profile; 2011-12 SACS Financial Profile and Indicators Data; fall 2011 Retention Report; and the 2011-12 BPCC Report Card. The College 2010-11 Annual Report was compiled from submissions from all campus units, published during the fall 2011 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 GRAD Act, the SACS-Quality Enhancement Plan (QEP), the Fifth Year Interim Report, and The Kansas Study. 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 22 online surveys for various departments which were issued, collected, and analyzed using electronic software. Included in this electronic collection were recurring surveys for the Academic Advising Center, Library, Human Resources, Staff Senate, Division of Business, The Learning Center, Student Services, 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 2011. SENSE was administered to 1,604 entering students in the first few weeks of classes to gauge their perception of their entering student experience. The Office received 1,046 responses, a return rate of 65%. The ACT Student Opinion Survey was administered to 1,500 students in February with 974 responses for a return rate of 65%. The BPCC Report Card was administered to 335 faculty and staff in March. The number of surveys returned was at 271 for a return rate of 81%. On a scale of zero to four, the overall average of BPCC was 3.39.

In fall 2011, the IR&G Director conducted a “Meeting of the Minds” workshop 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. The workshop attendees included 25 faculty and staff who were recently added to the College Planning Council.

ADVANCED DEGREES OR CERTIFICATIONS

Director attended Harvard Graduate School of Education- Performance Assessment in Higher Education, Cambridge, MA, November 2011

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lisa Wheeler submitted a proposal for the 2012 Not-for-Profit/Education Emergenetics Best Practices Award and was selected as one of two recipients.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
LCTCS Reporting Team, July 2011;
Center for Community College Student Engagement: Overview of BPCC’s SENSE Data, August 2011;
“Great to World Class” Chancellor’s Luncheon, August 2011;
Emergenetics Student Workshop-Middle College, September 2011;
Emergenetics Workshop- EDUC099 Instructors Training, September 2011;
Emergenetics Workshops- EDUC099 Students-Marjoree Harper, October 2011;
Emergenetics Workshops- EDUC099 Students-T.J. Forrest, October 2011;
Dr. Joe May’s Visit, November 2011;
SPINPlus Higher Ed Teleconference, December 2011;
Emergenetics Facilitator’s Training, December 2011;
Faculty Insight into Student Retention- Results and Discussion, January 2012;
Generation Next Comes to College: Understanding Today’s Learners, January 2012;
Workforce Innovations for Northwest Louisiana Funder Collaborative, January-March 2012;
Student Data Security Workshop-Dr. Albertha Lawson, February 2012;
LCTCS Leader’s Meeting, February 2012;
Emergenetics Workshop Oil and Gas Technology Program Faculty and Students, February 2012;
Emergenetics Workshop Caddo Parish Juvenile Drug Court Presentation, February 2012;
Energy Employers and Stakeholders Meeting-Steve Quimby Visit, February 2012;
Emergenetics Workshops-ED099 Marjoree Harper, February 2012;
Encana Campus Outreach Event-Don McClure visit to BPCC, February 2012;
2012 Ethics Training for Public Servants, February 2012;
Emergenetics Workshop Chancellor’s BADM Class, February 2012;
Community College Attrition, Retention, and Completions Webinar, March 2012;
GRAD Act Audit Senior Higher Educaton Auditor, March 2012;
TAACCT Grant Teleconference, March 2012;
UAW LETC/St. Louis Community College Bossier Parish Exploration, March 2012;
BPCC & RPCC Emergenetics Implementation Campus Visit, May 2012;
Retraining the Gulf Coast Workforce through IT Pathways Consortium, Tarrant County College District-Energy Technician Project, Complete College America, and National Consortium for Program-Embedded Remediation TAACCT Grants for Bossier Parish Community College-Bossier City, Louisiana, May 2012;
Partnership for the Assessment of Readiness for College and Careers (PARCC) & COMPASS Grant, May 2012

Penny Carroll-Jeter, Assessment Specialist

LCTCS Reporting Team Conference Call, July 2011;
Gainful Employment Changes Webcast, July 2011;
The Entering Student Experience: What are students saying about BPCC?, August 2011;
Foundations of Excellence Presentation, August 2011;
Center for Community College Student Engagement: Overview of BPCC’s SENSE Data, August 2011;
IPEDS Webinar, August 2011;

LCTCS Annual Conference 2012, March 2012
LA, August 2011;
LCTCS Leader’s Meeting, Baton Rouge, LA, September 2011;
Harvard Graduate School of Education- Performance Assessment in Higher Education, Cambridge, MA, November 2011;
CRD 45th Annual Conference, Washington, D.C., November 2011;
BPCC & ENCANA Partnership Honoring Ceremony, Washington, D.C., November 2011;
Workforce Innovations in Northwest Louisiana Funder Collaborative, Shreveport, LA, November 2011;
LCTCS 2012 Annual Conference, Shreveport, LA, March 2012;
Complete College America-TAACCT Technical Assistance Workshop, Rosemont, IL, April 2012;
LCTCS Louisiana GRAD Act Peer Review Session, Alexandria, LA, April 2012;
Louisiana Supreme Court Louisiana Judicial Leadership Institute Emergenetics Session, Shreveport, LA, April 2012;
GM Shreveport National Emergency Grant Training, Bossier City, LA, May 2012;
AIR/LAIR IPEDS Workshop, Monroe, LA, May 2012;
LAIR 2012 Annual Conference, Monroe, LA, May 2012;
AIR Annual Forum, New Orleans, LA, June 2012
Lumina & Kresge Foundations “Credit When It’s Due” Collaborative Orientation @ NSU, Natchitoches, LA, June 2012

214
| Jonnie Young, Planning and Research Coordinator | Gainful Employment Webinar  
July 12, 2011 | LCTCS Operational Plan Roundtable Meeting, Northwest LTC Natchitoches Campus, June 20, 2011 |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>IPEDS Webinar, August 18, 2011</td>
<td>LCTCS 2012 Annual Conference, Shreveport Convention Center, March 8, 2012</td>
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<tr>
<td></td>
<td>Student Data Security Workshop, February 3, 2012</td>
<td>2012 LAIR Annual Conference, ULM Campus, Monroe, LA May 17, 2012</td>
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<tr>
<td></td>
<td>Staff Senate “Elements of Leaders of Character” February 3, 2012</td>
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</tr>
</tbody>
</table>
Sierra Pearce, Administrative Coordinator III

Emergentics/ED099 and Middle School Facilitator’s Training Meeting, December 2011;
Blood Borne Pathogens Training, December 2011;
Defensive Driving Training, December 2011;
Student Data Security Workshop, February 2012;
“Elements of Leaders of Character, Leadership Education, & Development”, February 2012;
2012 Ethics Training for Public Servants, February 2012;
Comprehensive Public Training Program: PES Basics-WBT, May 2012;
SENSE Orientation Webinar, May 2012

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

GRAD Act Year Two Report to the Louisiana Board of Regents, April 2012;
Director hosted Emergentics Training for Planning Council, November 2011

SIGNIFICANT CONTRACTS OR GRANTS

Proposal Submissions/Awards 2011-2012

<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>Board of Regents</td>
<td>PARCC &amp; COMPASS</td>
<td>Stan Wilkins</td>
<td>$4,000</td>
<td>funded</td>
<td>$5,500</td>
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<tr>
<td>Board of Regents</td>
<td>Accelerated Learning</td>
<td>Donna Womack</td>
<td>$61,242</td>
<td>funded</td>
<td>$61,242</td>
</tr>
<tr>
<td>Board of Regents 2Yr Enhancement</td>
<td>iPads for Cyber Information Technology Students</td>
<td>Chris Rondeau &amp; Jack Raley</td>
<td>$92,791</td>
<td>funded</td>
<td>$62,000</td>
</tr>
<tr>
<td>Board of Regents 2Yr Enhancement</td>
<td>Active Learning Strategies for Anatomy Physiology Majors</td>
<td>Carolyn Burroughs &amp; Cammie Emory</td>
<td>$95,295</td>
<td>funded</td>
<td>$79,714</td>
</tr>
<tr>
<td>Board of Regents 2Yr Enhancement</td>
<td>Enhancing Microbiology Lab</td>
<td>Elaine Cox &amp; Judith Coston</td>
<td>$65,794</td>
<td>funded</td>
<td>$60,794</td>
</tr>
<tr>
<td>Board of Regents 2Yr Enhancement</td>
<td>Post Production Lab for Telecommunications</td>
<td>Keith Bruce, Bonnie Van, &amp; Pat Divietro</td>
<td>$52,162</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Board of Regents CALL Operations</td>
<td>University of LA at Lafayette subcontract w/ BPCC</td>
<td>Donna Womack</td>
<td>$11,582</td>
<td>funded</td>
<td>$11,582</td>
</tr>
<tr>
<td>Board of Regents Rapid Response</td>
<td>Meeting Healthcare Industry Needs for Medical Coders</td>
<td>Carolyn Burroughs</td>
<td>$100,000</td>
<td>funded</td>
<td>$100,000</td>
</tr>
<tr>
<td>Organization / Foundation</td>
<td>Project Description</td>
<td>Principal Investigator(s)</td>
<td>Amount Funded</td>
<td>Funded Status</td>
<td></td>
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<tr>
<td>Board of Regents Traditional UG 4yr</td>
<td>Robotics Equipment for Industrial Technology</td>
<td>Allan Pratt &amp; Jim Gregory</td>
<td>$108,495</td>
<td>funded</td>
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<tr>
<td>Board of Regents Traditional UG 4yr</td>
<td>Global Studies Curriculum Development</td>
<td>Kay Boston &amp; Brookie Walker</td>
<td>$24,586</td>
<td>not funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents Traditional UG 4yr</td>
<td>High Definition TV and Film Studio</td>
<td>Keith Bruce, Bonnie Van, &amp; Pat Divietro</td>
<td>$121,400</td>
<td>not funded</td>
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</tr>
<tr>
<td>Lumina and Kresge Foundations</td>
<td>Credit When It's Due: Reverse Transfer between LA Community Colleges and Universities</td>
<td>Lisa Wheeler</td>
<td>$500,000</td>
<td>pending</td>
<td></td>
</tr>
<tr>
<td>National Science Foundation</td>
<td>CSEC</td>
<td>Laura Goadrich</td>
<td>$49,000</td>
<td>funded</td>
<td></td>
</tr>
<tr>
<td>TAACCCT</td>
<td>Accelerating Opportunities - IT w/ Jobs for the Future, Boston &amp; LA &amp; MS</td>
<td>Lisa Wheeler</td>
<td>$14,710,838</td>
<td>pending</td>
<td></td>
</tr>
<tr>
<td>TAACCCT</td>
<td>Embedded Remediation: Complete College of America, w/ Mt.Wachusetts Community College, MA + 10 states</td>
<td>Toya Tucker</td>
<td>$325,000</td>
<td>pending</td>
<td></td>
</tr>
<tr>
<td>TAACCCT</td>
<td>Energy - Tarrant County Community College District - TX &amp; LA</td>
<td>Laura Goadrich, Linda Sonnier</td>
<td>$856,463</td>
<td>pending</td>
<td></td>
</tr>
<tr>
<td>The Community Foundation of N LA (agent for Workforce Innovations for NW LA Funder Collaborative)</td>
<td>Energy Workforce Partnership - WINLA College Readiness Innovation = Energy Technology Career Success</td>
<td>Linda Sonnier, Carolyn Burroughs</td>
<td>$110,333</td>
<td>funded</td>
<td></td>
</tr>
<tr>
<td>US Dept ED</td>
<td>Title III - Yr 3 of 5</td>
<td>Toya Tucker</td>
<td></td>
<td>funded</td>
<td></td>
</tr>
<tr>
<td>Women's Philanthropy Network</td>
<td>Care and Development of Young Children Enhancements</td>
<td>Kathy Porter &amp; Dee Dee Mitchell</td>
<td>$100,000</td>
<td>not funded</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>$1,096,598</strong></td>
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</tbody>
</table>

**STRATEGIC PLANNING**

**Department Measurable Strategy**

Pursue external funding opportunities as available.

**Performance Indicators**

Number of proposals submitted to state and federal agencies.

**Assessment Results**

15 new proposals were submitted.

**Changes Based on Assessment Outcomes**

No changes required.

**Strategy(ies) for the Future**

Identify potential grant concepts for fall cycle before faculty leave for summer.

**Department Measurable Strategy**

Supply data to units of College to enhance institutional effectiveness and assist in decision making.

**Performance Indicators**

Data Request Log, reflecting both requested and self-initiated data communications.

**Assessment Results**

84 formal data requests were fulfilled for faculty, staff, and

**Changes Based on Assessment Outcomes**

No changes required.

**Strategy(ies) for the Future**

Ensure data requests are routed through CPR.
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 multiple 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.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Anticipate data needs for faculty, staff, and administration.
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.
Host a data-sharing event with faculty and staff on student retention/success issues.
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 of 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>Campus Facilities, Inc. Meeting, 9/7/11; 12/5/11; 2/13/12;</td>
<td>LCTCS Board of Supervisors and CFO Meetings, Baton Rouge, LA -</td>
</tr>
</tbody>
</table>
Planning Council Meetings, 9/9/11; 11/4/11; 2/3/12; 5/1/12.

Nursing Department Ribbon Cutting Ceremony, 10/19/11.

LCTCS System President's Address, 11/3/11.

Chancellor's Forum, 11/16/11; 4/17/12.

Executive Council Meetings, 9/8/11; 11/7/11; 12/12/11; 2/6/12; 3/5/12; 4/2/12; 5/7/12.

MOU with NSU Signing Ceremony, 3/13/12.

BPCC @ GSU Meeting, 1/5/12.

SACS Fifth Year Reporting Meeting, 2/14/12.

Legislative Auditor Meeting, 8/8/11.

Scholarship Presentation, 2/16/12.

Fighter Jet Presentation, 4/20/12.

Ethics Training, 4/12.

Safety Training - Drowning, 8/11.

Safety Training - Holiday Safety, 11/11.

Safety Training - Violence in the Workplace, 3/12.

Carliss Pierce

Volunteer for Financial Aid Appeals Committee Meetings, 7/14/11; 8/11/11; 9/8/11; 10/10/11; 12/8/11; 1/12/12; 2/9/12; 3/5/12; 5/10/12; 6/14/12.

BPCC 100, Served as a Volunteer, 9/23/12.

Genealogy for Beginners Workshop, 10/5/11.

Chancellor's Forum, 11/16/11.

Fighter Jet Presentation, 4/20/12.

Ethics Training, 4/12.

Safety Training - Drowning, 8/11.

8/9/11 - 8/11/11; 9/13/11 - 9/15/11; 10/13/11; 11/10/11; 12/14/11 - 12/15/11; 2/7/12 - 2/9/12; 3/7/12 - 3/8/12; 4/12/11; 5/8/12 - 5/10/12; 6/12/12 - 6/14/12.

David Vitter, 8/17/11 - Shreveport, LA

Northwest Louisiana Town Hall Meeting, 8/17/11 - Shreveport, LA

CNG Station Grand Opening, 8/23/11 - Bossier City, LA

Emergency Groundwater Meeting, 8/25/11 - Shreveport, LA

LCTCS Advocates Training Workshop, 12/13/12 - Shreveport, LA

LCTCS Annual Conference, 3/7/12 - 3/9/12 - Shreveport, LA

Training for GM Shutdown, 3/21/12 - Bossier City, LA

Ark-La-Tex Energy Forum and Luncheon, 3/29/12 - Bossier City, LA

Bossier City Mayor's Breakfast, 4/11/12 - Bossier City, LA

Scout's Kickoff Breakfast, 4/19/12 - Shreveport, LA

Bossier Parish Sheriff's Breakfast, 10/12/11; Benton, LA

LCTCS Annual Conference, Served as Volunteer, Shreveport, LA; 3/7/12 - 3/9/12.

Inspiring Women Week Luncheon, Bossier City, LA; 4/4/12.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
</table>
| Seek and obtain IWTP contracts for area employers. | 1. Number of IWTP grants written and received.  
2. Number of IWTP participants trained.  
3. Quality rating received for services provided to employers. | 1. Four IWTP grants were written and received, with twelve currently in development.  
2. One thousand, four hundred sixty-four IWTP participants were trained.  
3. A quality rating of 9.3 out of 10 was received for services provided to employers. | None |
<p>| Promote funding for the Center of Excellence, which will accommodate one - two academic divisions. | Center of Excellence is adequately funded. | The Center of Excellence is adequately funded. | Promote funding for the Center of Excellence, which will accommodate one - two academic divisions. |
| Pursue funding for leasing of facilities. | Number of proposals submitted in pursuit of funding. | The College is working with Cyber Innovation to lease part of their new building. | Complete the lease agreement with Cyber Innovation. |
| Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time. | Verifiable information on the fiscal health of the institution is available at all times. | A comptroller position was added to assist in completing the restructuring. | Monitor the financial model to indicate more clearly the fiscal health of the institution at any given point in time. |</p>
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Strategy(ies) for the Future</th>
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</thead>
<tbody>
<tr>
<td>Integrate a classroom management model to optimize classroom usage for projected enrollment growth.</td>
<td>Provide documentation that verifies classroom space is available for usage with an increase in enrollment.</td>
<td>Software applications are being researched to verify classroom space is available for usage with an increase in enrollment.</td>
<td>Integrate a classroom management model to optimize classroom usage for projected enrollment growth.</td>
</tr>
<tr>
<td>Reduce spending by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.</td>
<td>Reduction in the number of extra service contracts for student organization advisors, elimination of unnecessary travel, and overtime.</td>
<td>The number of extra service contracts for student organization advisors and overtime hours have been reduced, and unnecessary travel has been eliminated.</td>
<td>Reduce spending by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.</td>
</tr>
<tr>
<td>Increase self-generated funds.</td>
<td>Percentage of increased self-generated funds received.</td>
<td>Increased self-generated funds by 12%.</td>
<td>Increase self-generated funds.</td>
</tr>
<tr>
<td>Offer Workforce programs to meet the needs of business and industry.</td>
<td>Number of workforce programs offered to meet the needs of business and industry.</td>
<td>Eighty programs were offered to meet the needs of business and industry.</td>
<td>None</td>
</tr>
<tr>
<td>Increased availability and visibility of officers to respond to campus needs.</td>
<td>Number of officers, hours, and locations assigned.</td>
<td>There are approximately 28 officers employed by the College who work from 7:00am to 10:00 pm. Officers are assigned to patrol all buildings, parking lots and fields.</td>
<td>Increased availability and visibility of officers to respond to campus needs.</td>
</tr>
<tr>
<td>Plan and evaluate the fiscal and physical properties of the College, while challenging staff to continue</td>
<td>Annual Budget, Space Utilization Report, Monthly Budget statements, End of Year Fiscal</td>
<td>The Annual Budget, Space Utilization Report, Monthly Budget statements, and the End of Year</td>
<td>Plan and evaluate the fiscal and physical properties of the College, while challenging staff to</td>
</tr>
</tbody>
</table>
excellent reporting. Continue excellent reporting.

**Department Measurable Strategy**

Provide professional development through participation in local, regional and national business affairs and economic development organizations.

**Performance Indicators**

Number of professional development activities attended by workforce staff.

**Assessment Results**

Staff attended professional development and continuing education programs less frequently due to budget constraints and staffing.

**Strategy(ies) for the Future**

None

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

During FY 12 BPCC received additional budget reductions. While the budget was deflated, the College experienced growth in student enrollment for both the fall and spring semesters of FY12.

The Workforce Development and Continuing Education Division increased customized training offerings for employers and added a Business Development Representative to the team. The role of the Business Development Representative is to have a daily presence in the community to promote all of Workforce Development and Continuing Education’s programs to employers, networking organizations, and schools. These include IWTP, continuing education courses, customized training, Camp Cavs, credit courses open to non-credit students, and Workplace Literacy initiatives such as the 8th Grade Expo. The division continues to obtain funding and revenues from IWTP, Rapid Response and other collaborative grants with partner organizations and colleges.

The Department of Environmental Health and Safety electronically delivered safety training. The College received a 94 percentile compliance score in Risk Management.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Promote funding for the Center of Excellence.
2. Complete lease agreement with Cyber Innovation.
3. Monitor the Financial model of the institution.
4. Research software applications that will provide a classroom management model to optimize classroom usage for projected enrollment growth.
5. Reduce spending.
6. Increase self-generated funds.
7. Increase visibility of security officers.
8. Plan and evaluate the fiscal and physical properties of the College.
DIVISION SUMMARY

The Testing Center continues to provide a wide range of test services needed by the Region's workforce, students, and members of the military. Test services include high-stakes professional certification and licensure exams, information technology certifications, final exams that require completion of an industry-based certification, credit-by-examination, distance education proctoring, DANTES-funded testing, and national test services. Tests are delivered at two locations, the Testing Center located at BPCC and the National Test Center located in the Education Building at Barksdale Air Force Base. The Testing Center has a staff of two—a Director and Testing Coordinator. The Testing Coordinator position has been vacant since March 1.

The number of testers for 2010-2011 was 2596. The number of testers for 2011-2012 will be approximately 2700. Revenue generated for 2010-2011 was $47,758. Revenue generated for 2011-2012 will be approximately $55,000. There are opportunities to increase testing and increase revenue. Opportunities to increase testers and revenue are limited by size of testing rooms, length of exams delivered, shortage of staff to increase testing hours, and the highly technical nature of computer-based testing which requires considerable time and technical expertise to maintain computer labs.

Current test services include ACT Center, Pearson VUE, Certiport, Castle Worldwide, College Board "CLEP," NOCTI Business Solutions, Prometric "DSST," distance education proctoring, ETS Praxis, and Law School Admission Test. Exams including Accuplacer and COMPASS are occasionally offered.

The Testing Center adds additional services to help meet workforce and academic testing needed in Northwest Louisiana. The next test services which will likely be added to the Testing Center are the new computer-based GED test once this exam is available in Louisiana and computer-based Commercial Contractor License exams that are currently only offered in Baton Rouge.
PROFESSIONAL DEVELOPMENT

Name Professional Development (at BPCC) Professional Development (other location)

Staff Senate 2011-2012 LCTCS Conference. Shreveport Convention Center - March 7, 2012
Electronic Learning Committee 2011-2012 Pearson VUE Certified Test Administrator recertification - November 4, 2011
Banner Training – August 2011
2012 Ethics Training for Public Servants Workshop, April 5, 2012
Workplace Violence - April 2012
ATMAE Accreditation Team Meeting - March 2012

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Commander-In-Chief Installation Excellence Award Presentation, Barksdale Air Force Base - January 2012

SIGNIFICANT CONTRACTS OR GRANTS


STRATEGIC PLANNING

Department Measurable Strategy Identify an additional workforce testing service needed by area employers.

Assessment Results NOCTI Business Solutions was added to provide test services for General Electric Energy.

Changes Based on Assessment Outcomes Continue providing services to General Electric Energy.

Strategy(ies) for the Future Encourage other employers to explore the assessment services offered through NOCTI Business Solutions.

Department Measurable Strategy Achieve Board of Regents' Adobe Certified Associate grant objectives.

Performance Indicators Number of ACA practice tests completed by students. Number of ACA certification exams completed by students. Number of ACA industry-based certifications earned by students.

Assessment Results During Spring 2012: Sixty-eight ACA practice tests were completed by students. Sixty ACA certification exams were completed by students. Seven

Changes Based on Assessment Outcomes Director will continue to assist Dreamweaver and Photoshop instructors who require students to complete ACA practice tests and

Strategy(ies) for the Future During Spring 2013, Director will meet with instructors who are using ACA Campus Licenses to discuss interest in purchasing an ACA Campus License for 2013-2014. Students would pay a fee.
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Pursue grant funding necessary to improve Testing Center including new computers.</td>
<td>Submission of grant proposal.</td>
<td>An additional grant proposal was not submitted. The current Board of Regent's grant will continue through 2012-2013. Two new computers will be purchased with grant funds as well as an ACA Campus License for 2012-2013.</td>
<td>Director is focused on continuation of current grant.</td>
<td>Director will seek budget funds to purchase additional computers. Director will also seek additional grant opportunities.</td>
</tr>
<tr>
<td>Expand test services available in College's National Test Center at Barksdale Air Force Base.</td>
<td>Revenue generated by DANTES-funded testing. Revenue generated by delivery of Information Technology exams. Revenue generated by delivery of non-DANTES funded exams to military spouses and dependents.</td>
<td>Test services in NTC were not expanded during 2011-2012 due to lack of staff to operate the NTC when it is open.</td>
<td>Director has requested to fill the staff vacancy so current level of test services can be maintained and expanded.</td>
<td>Once staff vacancy is filled at BPCC, testing at the National Test Center will be expanded to include one additional day of testing. If a full-time position is available for the NTC, additional test hours and other services will be added to the NTC.</td>
</tr>
<tr>
<td>Offer professional and technical skill development through participation in local, regional and national professional development and testing organizations.</td>
<td>Number of professional development activities attended.</td>
<td>Director and Testing Coordinator attended National College Testing Association conference and participated in excellent professional</td>
<td>Director added Law School Admission Test following NCTA Conference. Other changes were made to test delivery based on</td>
<td>Request permission to attend 2012 NCTA Conference to gather information about GED computer-based testing, other testing opportunities and technical skill development.</td>
</tr>
</tbody>
</table>

ACA industry-based certifications were earned by students. ACA certification exams similar to fees currently paid by CIT and CIS students to purchase exam vouchers.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Testing Center (formerly the ACT Center) celebrated its tenth anniversary on November 23, 2011. Over the last ten years, the Testing Center has grown to include a wide range of test services and now includes a second location at Barksdale Air Force Base. The Testing Center has always had a staff of two—a Director and a Testing Coordinator. With these two positions the Testing Center has added test services, provided extended hours, and had adequate staff to cover testing at BPCC and one day a week at the BAFB NTC. The Testing Center's ability to provide all current test services at BPCC and at BAFB has been affected by the vacancy of the Testing Coordinator position since March 1.

Final exam testing grew as more Technology, Engineering and Mathematics Division courses were mapped to information technology industry-based certifications. Almost 400 CompTIA, Microsoft and other exam vouchers were ordered at a total cost of over $40,000. In addition to many CIT courses, certification exams were optional for several CIS courses. The Adobe Certified Associate Board of Regent's grant provided resources needed so that Dreamweaver students could complete Adobe Certified Associate exams as their final exam. The Telecommunications Division's Photoshop students also completed ACA exams as their final exam. Approval was received to purchase one additional ACA Campus License with
funds that remained in the BOR grant budget so students will continue to have free access to ACA certification exams and practice exams during 2012-2013.

After one full year of operation in the Education Building at BAFB, BPCC's National Test Center has the maximum number of DANTES-funded CLEP and DSST exam registrations almost every Wednesday. At a rate of $20 per DANTES-funded exam, the National Test Center averages $400 to $500 in revenue most Wednesdays. Pearson VUE testing is also available for students who complete CIT courses on Base. There are significant opportunities to increase test services in the NTC to include more appointments for DANTES-funded testing, test services for non-military students attending classes for other colleges in the Base Education Building, and military spouses and dependents who have access to the Base Education Building. There are also opportunities to add additional test services and offer other services to students who have access to the Education Building.

National test services offered at BPCC grew to include the Law School Admission Test. This is in addition to ETS Praxis. Subject-specific GRE will be offered for the first time during 2012-2013. These national test services bring as many as 250 test candidates to BPCC's campus, usually on Saturdays, and require as many as 20 room supervisors and proctors.

Increased final exam testing, increased registrations in the National Test Center, the addition of a national test service, and implementation of the Board of Regent's Adobe Certified Associate grant helped make 2011-2012 a busy and productive year. The vacancy of the Testing Coordinator position resulted in reduced testing hours and reduced test times for some test services. The Director is pleased with all that has been accomplished during 2011-2012 and looks forward to 2012-2013.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Fill the vacant Testing Coordinator position. Duties will include test services primarily at BPCC and providing technical support in BPCC's Testing Center and the BAFB National Test Center.

Fill a new position, Testing Coordinator at BAFB National Test Center. Duties to include expanding hours and testing services in NTC and other duties as assigned.

Add additional test hours and test services to BAFB National Test Center.
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>
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<td>Difibulator trained</td>
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</tbody>
</table>

STRATEGIC PLANNING

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<thead>
<tr>
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<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hire students for Campus Watch who are eligible for Federal Work Study.</td>
<td>1. Document students hired for Campus Watch.</td>
<td>1. Four (4) students hired for Campus Watch.</td>
<td>Assessment complete.</td>
<td>Continue to hire students for Campus Watch who are eligible for Federal Work Study.</td>
</tr>
<tr>
<td></td>
<td>2. Document requests received from faculty and staff.</td>
<td>2. There were no requests by faculty, staff or students.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evaluate the Emergency Notification System.</td>
<td>Document the evacuations of the campus, both real life and mock scenarios.</td>
<td>The Emergency Notification System &quot;First Call&quot; as used by faculty, staff, and students for notifications of school closures. There were no evacuations this year.</td>
<td>Assessment complete.</td>
<td>Evaluate the Emergency Notification System.</td>
</tr>
<tr>
<td>Use 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.</td>
<td>1. All parking permits and violations are posted to proper accounts.</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>Provide campus-specific training to officers.</td>
<td>Documentation of training received by officers.</td>
<td>All officers working for Bossier Parish</td>
<td>Assessment complete.</td>
<td>Documentation of training received by officers.</td>
</tr>
</tbody>
</table>
Community College are versed in police procedures and applicable laws.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Our division effectiveness is determined by the amount of crime on campus. It is the goal of the department to insure a safe environment for both students and employees and to increase awareness of crime prevention.

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 vehicles 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 ACT Student Opinion Survey was rated at 4.11 of a possible 5. The national average is 3.92.

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.

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.
Gloria A. Freeman, A.D.
Kori Hearon, A.D.
Gary L. Hollatz
Juanita McGinty
Edwin A. Smith, B.A., M.A
Chad Owen, B.B.A.
Adam Hofslund, A.A.S.
Joshua McCoy, B.S.

Classified staff
Suzanne Brooks
Ashley N. Fontenot, A.A.S
Sherry Roberson
Cindy Watson

DIVISION SUMMARY

In addition to the Computer Services department activities listed as Measurable Strategies, the following was done during the 2011-2012 year:

Personnel:
Lost one PC/Telephone Technician, Chad Owen
Added one PC/Telephone Technician, Adam Hofslund
Lost one Administrative Assistant III, Ashley Fontenot
Added one Administrative Assistant III, Cindy Watson

Administrative:
Focus has been transitioning the college to Banner ERP systems and providing training to staff to support the conversion. BPCC IT policies and procedures are under review to accommodate the new environment.

Programming:
The programmers have attended various training sessions, such as COGNOS and SQL Developer, to write reports in the new system.

Support and Operations:
Rebuilt/Replaced 13 physical servers due to water damage from leaking a/c unit.
Replaced Fiber Channel Storage Area Network and 2VMMware ESXi Servers.
Replaced Web Content filtering appliance.
Resolved 1,896 work requests submitted through service desk.
Added, replaced, and/or reloaded 474 computers.
Installed 2 new computer labs.

Analyst Projects and Web:
Completed site survey to design and expand wireless network on campus.
Replaced and upgraded email server.
Catalog revised with new web design.

Telephone Communications:
Automated monthly telephone reports.

ADVANCED DEGREES OR CERTIFICATIONS

Adam Hofslund completed COMPTIA Security+ Certification on 5/24/12

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Eddy Smith</td>
<td>Developing Staff through Foundation Funding 10-21-11</td>
<td>Elements of Leaders Character 2-3-12</td>
</tr>
<tr>
<td>Cindy Watson</td>
<td>Developing Staff through Foundation Funding 10-21-11</td>
<td>Elements of Leaders Character</td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Expand capacity of wireless network on campus.

Performance Indicators
1. Increased number of available network addresses for portable and mobile devices.
2. Increased wireless coverage area.

Assessment Results
1. Identified number of network addresses needed.
2. Wireless site survey completed.

Changes Based on Assessment Outcomes
1. The pool of network addresses has been increased to meet demand.
2. Currently waiting on vendor installation.

Strategy(ies) for the Future
1. Increase bandwidth to meet the demand of the increased network addresses.
2. Complete fill-in and outdoor access availability.

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Wesley Bange, Certificate of Appreciation, Staff Senate
Eddy Smith, Certificate of Appreciation, Staff Senate

Gary Hollatz
WebEx-Banner Document Management System Admin Training, 8/24/11
WebEx-COGNOS Technical Training, 3/1 - 3/2/12
WebEx-Banner Security and User Provisioning Training, 4/3 - 4/5/12
WebEx-E-Print Admin Training 5/8 - 5/9/12

Randy Case
WebEx-Banner Security and User Provisioning Training, 4/3 - 4/5/12

Wendy Billingsley
WebEx-COGNOS Training, 8/2 - 8/4/11
WebEx-Student Technical Training, 8/9 - 8/11/11
WebEx-COGNOS Training, 3/2 - 3/3/12
WebEx-Student Records Training, 6/5/12
WebEx-Banner Relationship Management Training, 6/19 - 6/21/2012
WebEx-ERP Financial Aid Team Meeting, 6/29/12

Gloria Freeman
WebEx-COGNOS Training, 8/2 - 8/4/11
WebEx-Student Technical Training, 8/9 - 8/11/11
WebEx-COGNOS Training, 3/2 - 3/3/12
WebEx-Banner Relationship Management Training, 6/19 - 6/21/12

Juanita McGinty
WebEx-ODS Training, 2/28/12 - 3/1/12
WebEx-Banner Security Training, 4/3/12
WebEx-Banner Data Corrections Training, 5/2/12
WebEx-Payroll to Finance Process Training, 5/16/12
WebEx-Student Records Training, 6/5/12

Student Technical Training, Baton Rouge, 8/9 - 8/11/11
Banner Finance Technical Training, Baton Rouge, 9/13 - 9/15/11
COGNOS Training, Baton Rouge, 9/13 - 9/15/11
Banner Security Training, Baton Rouge, 9/16/11
<table>
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</thead>
<tbody>
<tr>
<td>Improve access to online help for students, faculty and staff.</td>
<td>Increased utilization of self help resources.</td>
<td>Added additional resources and updated existing resources.</td>
<td>Added Banner Resources and Training.</td>
<td>Continue to add/update resources to meet changing needs.</td>
</tr>
<tr>
<td>Provide training opportunities to staff during transition to the Banner ERP environment.</td>
<td>Decreased reliance on legacy ERP environment and increased utilization of web based training tools.</td>
<td>Several departments transitioned to appropriate Banner modules.</td>
<td>Digital Campus Academy, a self-paced on-line learning tool for Banner, has been located on BPCC web site.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate accountability of Computer Services Department through submission of internal reports.</td>
<td></td>
<td>1. Report card rating improved from previous years. 2. Monitored results. 3. Monitored results 4. Monitored results</td>
<td>1. Addressed any issues identified on BPCC report card. 2. Addressed any issues identified from statistics report. 3. Addressed any issues identified from audit reports. 4. Addressed any issues identified from reports.</td>
<td>1. Continue to strive for improved ratings. 2. Continue monitoring results. 3. Continue monitoring results. 4. Continue monitoring results.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

According to the Planning Council's 2012 Report Card, 215 faculty and staff surveyed gave the department an overall score of 3.28 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. Restructure 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 incidents 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 filings 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 guests.

ADVANCED DEGREES OR CERTIFICATIONS

Certified ORM Emergency Response Team Member
Certified Defensive Driving Instructor
Certified in the use of the automatic defibrillator
Certified Community Emergency Response Team Member

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>David Jones</td>
<td>Ethics Training for Public Servants March 9, 2012</td>
<td>ORM Regional Conference January 24, 2012  Bossier City, Louisiana</td>
</tr>
</tbody>
</table>
### SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

- **August 2011 - Safety Training: "Drowning"**
- **October 2011 - Safety Training "Halloween Safety"**
- **April 2012 - Safety Training "Workplace Violence"**

### STRATEGIC PLANNING

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Comply with the State Office of Risk Management regulations.</td>
<td>Changes made upon the Audit findings.</td>
<td>Verified through compliance review.</td>
<td>No changes necessary.</td>
<td>Continue current process.</td>
</tr>
<tr>
<td>Prepare for the full 3 year audit in 2012 by reviewing the past 24 month records.</td>
<td>Document corrective actions in previous compliance reviews and prevent repetitive findings.</td>
<td>Track corrective actions through the Physical Plant work order system.</td>
<td>No changes necessary.</td>
<td>Continue current process.</td>
</tr>
<tr>
<td>Increase safety training compliance.</td>
<td>Record percentage of delivery receipts</td>
<td>Delivery receipts confirm quarterly training.</td>
<td>Develop more effective process to provide safety training to adjunct and part time employees.</td>
<td>Deliver safety training sheets with contract.</td>
</tr>
<tr>
<td>Strengthen relationships with local public safety agencies to define special assistance and needs of the institution.</td>
<td>Review logged response times during calls for assistance.</td>
<td>Formed partnership with the local Office of Homeland Security to serve as a CERT training site.</td>
<td>Continue to further develop relationships with the local fire and police departments to assist in conducting drills.</td>
<td>Continue the current process.</td>
</tr>
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</tr>
<tr>
<td>Maintain rigorous inspection schedules to identify potential physical and litigious hazards</td>
<td>Maintain records of all inspections and associated correspondence requesting corrective actions</td>
<td>All records reviewed and approved by ORM auditors.</td>
<td>No changes necessary.</td>
<td>Continue the current process.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall effectiveness is measured through claim history and audit scores. Also, inspections by the Louisiana State Fire Marshal, elevator inspectors, and safety device inspections will measure effectiveness. All inspections have found no significant problems and the Environmental Health and Safety program designed for Bossier Parish Community College proves to be effective.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Continue to a more effective training method for adjunct employees.
2. Continue to refine online safety training.
3. Reduce the number of incidents and reduce loss from the FY 11-12 numbers.
Division of Business Affairs and Economic Development
Finance Department

EMPLOYEE LISTING

Professional, unclassified staff
Carol Bates, B.S., M.A.A.
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.
Ronald E. Viskozki, B.S.

Classified staff
Anita Drozd
Brenda S. Jones, B.A.
Tammy Kennedy
Gene Smith
Sherry M. Wilkerson, A.S.
Cindy Winham

DIVISION SUMMARY

The Finance Department is comprised of several areas including Accounting and Reporting, Grants Accounting, Accounts Payable, Budgeting and Reporting, Payroll, Student Billing and Receivables, and Collections. The overall mission of the Finance Department is to provide a functional financial operating system for the College. In striving to achieve this goal, the Finance Department changes and/or updates operations as needed.

During the fiscal year, the Finance 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 as well as the liaison between the legislative auditors and various departments on campus. The FY12 Annual Operating Budget was completed and submitted prior to the deadline of September 12, 2011, and the FY11 Annual Financial Report was completed and submitted before the deadline of August 26, 2011.
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>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carol Bates</td>
<td>Federal Student Aid Cash Management Webinar - 10/31/11</td>
<td>SACUBO Conference in Baton Rouge - 2/10/12</td>
</tr>
<tr>
<td></td>
<td>Elements of Leaders of Character by Wayne Hogue - 2/3/12</td>
<td>Banner Training in Baton Rouge - 2/27/12 - 2/29/12</td>
</tr>
<tr>
<td></td>
<td>2012 Ethics Training for Public Servants - 2/20/12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cash Net Training Webinar - 3/20/12 - 3/21/12</td>
<td></td>
</tr>
<tr>
<td>Michelle Brewer</td>
<td>Federal Student Aid Cash Management Webinar - 10/21/12</td>
<td>Banner Training in Baton Rouge - 11/1/11 - 11/3/11; 12/1/11 - 12/3/11; 1/23/12 - 1/26/12; 2/6/12 - 2/9/12; 2/22/12 - 2/24/12; 2/27/12 - 3/2/12; and 3/12/12 - 3/16/12</td>
</tr>
<tr>
<td></td>
<td>Elements of Leaders of Character by Wayne Hogue - 2/3/12</td>
<td></td>
</tr>
<tr>
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<tr>
<td></td>
<td>Cash Net Training Webinar - 3/20/12 - 3/21/12</td>
<td></td>
</tr>
<tr>
<td>Joey Brown</td>
<td>Developing Staff through Foundation Funding by Hedy Hebert - 10/21/11</td>
<td>LCTCS Conference 2012 Grad Act Performance</td>
</tr>
<tr>
<td></td>
<td>Dr. Joe May’s Advocacy Trip to Northwest Louisiana - 11/3/11</td>
<td>Objectives/Elements/Measures at Shreveport Convention Center - 3/7/12</td>
</tr>
<tr>
<td></td>
<td>Cash Net Training Webinar - 3/20/12 - 3/21/12</td>
<td>LCTCS Conference 2012 State of the System Address and Luncheon by Dr. Joe May at Shreveport Convention Center - 3/8/12</td>
</tr>
<tr>
<td></td>
<td>2012 Ethics Training for Public Servants - 4/4/12</td>
<td></td>
</tr>
<tr>
<td>Anita Drozd</td>
<td>Business and Industry Committee Meeting - 08/18/11</td>
<td>LCTCS Conference 2012 Resource Development &amp; Utilization with Higher One Cash Net Session at Shreveport Convention Center - 3/9/12</td>
</tr>
<tr>
<td></td>
<td>Developing Staff through Foundation Funding by Hedy Hebert - 10/21/11</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Joe May’s Advocacy Trip to Northwest LA - 11/03/11</td>
<td></td>
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<tr>
<td></td>
<td>United Way of Northwest Louisiana by Sherri Talley and Dr. Bruce Wilson - 11/18/11</td>
<td></td>
</tr>
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<td></td>
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<td>Lynn Lyle</td>
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<td>United Way of Northwest Louisiana by Sherri Talley and Dr. Bruce Wilson - 11/18/11</td>
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</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Identify and/or expand cost saving methods for the College.

Performance Indicators
Provide a report of any possible cost-saving expenses to the Vice Chancellor of Business Affairs and Economic Development.

Assessment Results
1. As cost savings opportunities were found, reports were forwarded to the Vice Chancellor of Business Affairs and Economic Development.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Identify and/or expand cost saving methods for the College.

Department Measurable Strategy
Provide training and information to campus departments on the Finance Department forms and web page. Promote professional development within the Finance Department.

Performance Indicators
1. Provide the Financial Forms Reference Guide, Budget Forms, and Records Retention training seminar to faculty and staff biannually.

Assessment Results
1. Finance provided training in the new Banner System as needed to all departments.
2. All of the Finance

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Provide training and information to campus departments on the Finance Department forms and web page, and promote professional development within the Finance Department.
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 in the Payroll System in Banner 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.
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

Classified staff
Christina Hughes

DIVISION SUMMARY

The Human Resources department focused on implementing the new data system, Banner HR module, for most of the 2011-2012 fiscal year. The “go-live” dates were postponed twice during the fiscal year and the anticipated “go-live” date begins with the pay period beginning June 25, 2012. The Department of Civil Service audited the HR department in March 2012. It was a full audit and BPCC HR received 100% compliance in 17 of the 18 categories reviewed.

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 third 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. The Board of Regents approved a salary increase for unclassified staff effective February 12, 2012. Chancellor Henderson with the assistance of Civil Service approved merit increases effective July 1, 2012 to the classified staff that BPCC froze merit increases during the periods of August 15, 2009 to June 30, 2010.

The Assistant Director 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 HR Coordinator provided annual form training for administrative assistants and coordinators. The annual benefits fair was conducted in October 2011 as the OGB moved to a calendar year enrollment period. The State of Louisiana mandated Ethics training for all state employees. At this time, we
are eighty percent compliant with ethics training for current employees. Cindy Darby, Multi-cultural and Diversity Coordinator provided several seminars for faculty and staff. The seminars were related to team building and conflict resolution. Ms. Darby participated in numerous community service events. The Multi-Cultural and Diversity Coordinator facilitated several activities and events throughout the year that provide employees and students a cultural, socioeconomic and educational opportunity.

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 HR department had several staff adjustments during the fiscal year. In September 2011, Christina Hughes joined the HR staff as an administrative coordinator. Donna Wallace moved to the academic advising center in May 2012 to seek career growth and development. The HR department positions were re-assessed to be more aligned with full-service to all employees and adjustments for payroll duties being centralized. Shannon Jones and Jamie Heller were promoted to positions of Assistant Directors in May 2012. These positions are generalist positions and provide a full-service to each classification of employees; unclassified and classified. It also provides the assurance of cross-training if they are any absences of HR staff. The new position of manager provides the same level of service for part-time employees. Rachael Peters joins the HR staff in June 2012 as the HR manager.

**PROFESSIONAL DEVELOPMENT**

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<tbody>
<tr>
<td></td>
<td>Violence in the Workplace Committee August 18, 2011</td>
<td>Banner Training - Web training September 21, 2011, October 6, 2011, April 2, 2012</td>
</tr>
<tr>
<td></td>
<td>Foundation of Excellence meeting July 13, 2011</td>
<td>TRSL Webinar February 10, 2012</td>
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<td></td>
<td>State Ethics training January 30, 2012</td>
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<td></td>
<td>Emergenetics meeting October 14, 2011</td>
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<td></td>
<td>Dean's meeting December 12, 2011</td>
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<td></td>
<td>SACS meeting February 14, 2012</td>
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<td>PES Implementation Teleconference March 22, 2012</td>
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<td></td>
<td></td>
<td>EO GOV Enhancement training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Banner Training -Web - based through year</td>
</tr>
</tbody>
</table>
CPTP Web based Training:
CS Essentials for Supervisors
CS Retaining Top Talent
CS Myths that affect good supervisors
CS Leave Management
CS Validating Employee Performance
CS PES Basic, Supervisory and Planning training


Jamie Heller  Safety Committee August 15, 2012


Banner Training - La Delta Com College November 29, 2011 CPTP Online Training May/June 2012 Ethics Training for Public Servants February 2, 2012 Banner Training -Web - based through year KTBS Channel 3, Alpha 1 Awareness November 22, 2011 KTBS Channel 3, Organ Donor Awareness April 5, 2012

STRATEGIC PLANNING

Department Measurable Strategy

Performance Indicators

Provide resources to foster cultural, socioeconomic, and educational diversity.

Number of professional development activities and/or events offered.

Assessment Results

Two professional development seminars and several activities/events were offered related to cultural, socioeconomic and educational diversity.

Changes Based on Assessment Outcomes

Professional development seminars, activates and events provided cultural, socioeconomic and educational diversity.

Strategy(ies) for the Future

Provide more professional development activities and/or events.
### Department Measurable Strategy Performance Indicators

**Department Measurable Strategy**

Train staff and faculty in the use of the new Banner HRS data system.

**Performance Indicators**

Attendance records at training.

**Assessment Results**

Implementation of Banner HRS data system postponed until July 2012.

**Changes Based on Assessment Outcomes**

Prepare to train staff and faculty of June 2012.

**Strategy(ies) for the Future**

Train staff and faculty when required.

### Department Measurable Strategy Performance Indicators

Create customer service training for new hires.

**Performance Indicators**

Customer Service Training Program.

**Assessment Results**

Difficulty in obtain cost-effective customer service training for new hires.

**Changes Based on Assessment Outcomes**

Seek cost-effective customer service training.

**Strategy(ies) for the Future**

Utilize in-house trainers or materials.

### Department Measurable Strategy Performance Indicators

Seek and review diversity training for faculty and staff.

**Performance Indicators**

Outcome of search for diversity training.

**Assessment Results**

A list of various types of diversity training was created.

**Changes Based on Assessment Outcomes**

There many types of diversity training.

**Strategy(ies) for the Future**

Develop list of types of diversity training.

### Department Measurable Strategy Performance Indicators

Implement a bi-weekly pay schedule for faculty in order to prepare for centralized payroll.

**Performance Indicators**

Faculty by-weekly pay schedule.

**Assessment Results**

Faculty paid on bi-weekly pay schedule.

**Changes Based on Assessment Outcomes**

Planning and providing information results in a smooth transition to new pay schedules.

**Strategy(ies) for the Future**

Implement required pay schedules as needed.

### Department Measurable Strategy Performance Indicators

Implement new benefits plans and enrollment based on calendar year rather than fiscal year.

**Performance Indicators**

Benefits plans and completed enrollment.

**Assessment Results**

Completed enrollment form received from eligible members.

**Changes Based on Assessment Outcomes**

Planning and providing information results in a smooth transition to new plans.

**Strategy(ies) for the Future**

Implement benefit plans as required.

---

**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 51 new hires, 30 terminations, 13 promotions and 26 payrolls for the fiscal year of 2011-2012. Nineteen New Hire Orientation sessions were conducted by the HR staff. Most goals set for the fiscal year of 2011-2012 were accomplished; staff and faculty will receive Banner training within this fiscal year, diversity training for faculty was conducted, faculty were moved to a bi-weekly pay schedule. The customer service training for new hires was put on hold for this fiscal year due to training...
requirements of Banner. 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. Develop customer service training for new hires.
3. Provide diversity training for faculty and staff.
4. Train all supervisors in the use of the new CS Performance Evaluation System.
Division of Business Affairs and Economic Development
Office of Physical Plant

EMPLOYEE LISTING

Professional, unclassified staff
Daniel Opperman, A.D.
Michael J. St. Andre', B.S., M.S.

Classified staff
Emma Brown
Jeanetta Caldwell
Sherry Carley
Djuana Carter
Larris Clark
James Crews
Lynda Dickson, A.D., CAP-OM
Geneva Dykes
Clyde English
Leo English
Barbara James
Juanita Jeter
Bo Little
McLain, David
Dave McQueen
Valarie Morris
Johnnie Redd
Fannie Reed
Lessie Remble
Kenneth Shaw
Anita Taylor
Willie Taylor
Dianne Tillman
Gary Van Wert
Miranda Wallace
Frank Zator
DIVISION SUMMARY

The staff of the Physical Plant Department works diligently to make sure the facilities at the College are maintained including the baseball and softball fields. Throughout the year, different divisions/departments request help from the department 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 department attended bi-weekly staff meetings, safety meetings, and mandatory campus-wide meetings. The Space Utilization Report was completed in the fall and submitted to LCTCS and the Board of Regents. HVAC technicians work diligently to maintain the cooling and heating for the campus. A meter was installed to calculate water evaporation on the cooling towers to lower the water bill.

Three of the department staff retired, Bill McConathy, Jody Staton and Robert Smith and two of our department staff passed away, Daisy Remble and Willie Washington.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bill McConathy received the Outstanding Retiree Award at the LCTCS Conference in April 2012. Lynda Dickson, International Association of Administrative Professionals (IAAP), Member of Excellence (Feb 2012)
Lynda Dickson, IAAP Pelican Chapter (Shreveport) Member of the Year

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Lynda Dickson | 1) Staff Development - Developing Staff through Foundation Funding, October 2011  
               | 2) Staff Development - Elements of Leaders of Character, February 2012  
               | 3) Ethics Training for Public Servants, February 2012                     | 1) "Becoming a More Competent Communicator", July 2011, Pelican Chapter (Shreveport), IAAP  
               |                                                                        | 2) "You Can't MapQuest Life", August 2011, Pelican Chapter (Shreveport), IAAP  
               |                                                                        | 3) "Using Learning Style Preferences to Enhance Business Communication", Sept 2011, Pelican Chapter (Shreveport), IAAP  
               |                                                                        | 4) "2010 Word and Excel Tips and Tricks, Sept 2011, webinar, IAAP          |
|               |                                                                        | 5) "Understanding Social Media for Business", Oct 2011, Pelican Chapter (Shreveport), IAAP  
               |                                                                        | 6) "Going the Distance, Achieving Your Highest Goals", Oct 2011, Las Colinas Chapter, (Los Colinas, TX), IAAP  
               |                                                                        | 7) "Overcoming Employment Issue Obstacles", Oct 2011, Las Colinas Chapter, (Los Colinas, TX), IAAP  
               |                                                                        | 8) "MS Office 2010/2007 Differences" Oct 2011, Las Colinas Chapter, (Los Colinas, TX), IAAP |
### 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 the efficiency of the vanpool service.</td>
<td>Combine or expand van routes as needed to meet the needs of the students. Ensure vehicle maintenance is up to date.</td>
<td>Vanpool schedules are adjusted as students drop or add classes.</td>
<td>No changes necessary.</td>
<td>Increase the efficiency of the vanpool service.</td>
</tr>
<tr>
<td>Evaluate the maintenance of the grounds and landscape to enhance the learning environment. Facilitate the maintenance requests/needs of the campus to ensure a clean and safe environment for students, faculty and staff.</td>
<td>Log of maintenance requests.</td>
<td>Outside vendor secured to maintain the landscape and grounds.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase use of electronic form for all maintenance requests from faculty and staff.</td>
<td>Maintenance Requests are submitted online through the Physical Plant webpage.</td>
<td>Over one thousand Maintenance Requests were received online. This number does not include emergency</td>
<td>No changes necessary.</td>
<td>Increase use of electronic form for all maintenance requests from faculty and staff.</td>
</tr>
</tbody>
</table>

9) "Career Management Isn't for Dummies", Oct 2011, Las Colinas Chapter, (Los Colinas, TX), IAAP
10) "Leadership Instinct", Nov 2011, Tyler Chapter, (Tyler, TX), IAAP
11) "Diversity in the Workplace", Feb 2012, Pelican Chapter (Shreveport) IAAP
12) "Developing Your Leadership Skills", Mar 2012, Pelican Chapter (Shreveport) IAAP
13) "Influencing Decision Makers" April 2012, Pelican Chapter (Shreveport) IAAP Administrative Professionals Day Luncheon/Seminar
14) "Sail Away with Us" May 2012, Texas-Louisiana Division Meeting and Education Forum, Galveston, TX
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Facilitate the maintenance requests/needs of the campus to ensure a clean and safe environment for students, faculty and staff.</td>
<td>Maintenance Requests are handled on an &quot;as needed&quot; basis.</td>
<td>Adjustments are made to handle the increased number of requests submitted.</td>
<td>No changes necessary.</td>
<td>Increase the efficiency of the method of prioritizing and following up on requests.</td>
</tr>
<tr>
<td>Coordinate the Maintenance Requests by date needed and handle emergency requests as soon as possible.</td>
<td>Time and date of completion.</td>
<td>Emergency requests are made as quickly as possible. Routine requests are handled by date requested.</td>
<td>No changes necessary.</td>
<td>Increase the awareness of faculty and staff of the importance of submitting requests in a timely manner.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

First impressions are important. The entire staff of the Physical Plant Department make it a priority to maintain the campus to ensure that impression. Adjustments are made by the Director to facilitate the needs requested by all the faculty and staff. Maintenance Requests received by electronic mail or by phone call are handled as quickly as possible. Vanpool drivers are alert and make sure that students are transported safely.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

The Physical Plant Department will continue to maintain the campus in a manner that ensures safety. BPCC remains an asset to the community. As our campus grows older, preventative maintenance will be done in a timely manner.
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

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<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</thead>
<tbody>
<tr>
<td>Gayle Doucet</td>
<td>Christmas Faculty/Staff&lt;br&gt; Luncheon/Meeting - 12/15/11&lt;br&gt; Planning Council Partnership&lt;br&gt; Scholarship Committee&lt;br&gt; Staff Senate Member - 2011 - 2012&lt;br&gt; Ethics Training for Public Servants - 2012</td>
<td>North Louisiana Chapter of NIGP Conference - Baton Rouge, LA 11/5/11 - 11/18/11 NIGP - 2010 - 2011</td>
</tr>
<tr>
<td>Chad Johnston</td>
<td>Violence in the Workplace Committee Member - 2011 - 2012&lt;br&gt; Christmas Faculty/Staff</td>
<td></td>
</tr>
</tbody>
</table>
Luncheon Meeting - 12/15/11
End of the Year awards - 5/10/12
Ethics Training for Public Servants - 2012
Staff Senate Member - 2011 - 2012

Les Gongre
2011 Member of BPCC Foundation
Christmas Faculty/Staff
Luncheon Meeting - 12/15/11
End of the Year awards - 5/10/12
Ethics Training for Public Safety - 2012
Staff Senate Member - 2011 - 2012

Martha Peters
Faculty/Staff Development Committee Member - 2011 - 2012
Christmas Faculty/Staff
Luncheon Meeting - 12/15/11
End of the Year Awards - 5/10/12
Ethics Training for Public Servants - 2012

Wayne Villemarette
Staff Senate member - 2011 - 2012
BPCC Retention Committee - 2011 - 2012
BPCC Multicultural Advisory Committee - 2011 - 2012
Participation in Hispanic Heritage month event 9/29/11
Registration Committee - 2011-2012
Christmas Faculty/Staff
Luncheon Meeting - 12/15/11
End of the Year Awards - 5/10/12
Member of Aneca Federal Credit Union Board of Directors (BPCC Stakeholder)
Ethics Training for Public Servants - 2012

**STRATEGIC PLANNING**

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</thead>
<tbody>
<tr>
<td>Provide training in the new Banner system to employees.</td>
<td>Number of employees that have attended training.</td>
<td>Two new employees trained. A training manual was given for future reference.</td>
<td>Additional training continues to be provided for the new Banner Software.</td>
<td>Provide assistance with the new Banner Software</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
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</tr>
<tr>
<td>Attend professional development opportunities provided to the staff.</td>
<td>Number of workshops, seminars and professional workshops attended.</td>
<td>Three workshops were attended. Each person received certificate of attendance.</td>
<td>Continue to attend the workshops and seminars offered.</td>
<td>We will attend the workshops and seminars that are offered at BPCC.</td>
</tr>
<tr>
<td>Ensure timely delivery of all purchases.</td>
<td>Log of deliveries.</td>
<td>Each item received was logged, delivered and signed by receiver on a daily bases.</td>
<td>Log of deliveries continues to keep track of all items received and delivered.</td>
<td>A delivery log will continue to be used.</td>
</tr>
<tr>
<td>Increase overall employee satisfaction by 5%.</td>
<td>BPCC report card</td>
<td>If contracts are received after the work is started and information is incorrect, this will delay the payments to the vendor.</td>
<td>Work toward the communication process and request requisitions and contracts to be entered on a timely basis.</td>
<td>Continue to assist faculty and staff with purchasing process and procedures.</td>
</tr>
</tbody>
</table>

The turn around time for a requisition consists of approvals in the system, price check and determination of a bid process.

The agenda we follow is determined by the state rules.

If we are unable to be reached, we are more than likely on the phone handling issues.
Voicemail and emails will be checked and answered.

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.
Sherie Phillips, A.S
Kelley Sledge
Sean Downing, B.S.

Classified staff

Veronica Baker
Lisa Barefield, B.A.
Laura Mackowiak, B.S.
Amanda Reese, B.A.
Cindy Watson
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] IWTP through the Louisiana Workforce Commission; [3] Workforce Training Initiatives; and [4] Coordinating 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. Web-based online registration system allows additional access to courses for the community.

Continuing Education completed customized training for U.L. Coleman, Valveworks, Clement, Bossier Parish Emergency Medicine, LaDanCo, Overton Brooks VA Center, and XTO Energy. Industry-specific courses included Food Safety Certification, Real Estate 90 hour pre-licensing program, Private Investigator Training, Construction Training, Certified Nursing Assistant Training, Paralegal Certificate, OSHA, Medical Coding, AutoCAD and Forest Management. Partnerships with the Division of Digital Media and the Division of Technology, Engineering and Mathematics led to offering non-credit students enrollment in academic courses for non-credit.

A significant affect to the enrollment/revenue in 2011-12 was the decision to not produce a Fall 2011 catalog to determine what bearing the catalog has with enrollment/revenue. Catalogs typically reach 75,000 households. Comparing 2010-11 to 2011-12, enrollment in Continuing Education courses decreased by 405 from 2,100 to 1,695 for the 2011-12 academic year. The number of courses offered also decreased from 394 to 352. Even with the decrease in enrollment and course offerings, revenues realized from the enrollment were still $229,812, only a slight decrease from $237,823 (16.7%). Continuing Education still showed a net revenue percentage of 51% on Total Revenue Earned.

ADVANCED DEGREES OR CERTIFICATIONS

Kelley Sledge earned credentials as a National Rural Health Certified Medical Coder (NRHCMC) from the Association of Rural Health Professional Coders (ARHPC) on September 3, 2011. She also earned credentials as a Certified Professional Coder (CPC) from the American Academy of Professional Coders (AAPC) on April 21, 2012.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Sherrie Johnson was recognized at the Louisiana Council for Exceptional Children Annual Conference for our college partnership with the Bossier Parish School Board and the Career Development Institute. She was also recognized by the Bossier Chamber of Commerce as the Diplomat Team of the Quarter Captain and for serving on The Leadership Committee for 8 years; the Mayor’s Commission of Women for “Inspiring Women’s Week” contributions and in service work and as a mentor for high school senior women; as Team Captain for the Boy Scout Campaign for 2012; as BPCC Chairperson for the 2012 Youth Summit-WIA; as a Board Member for the Bossier Youth Leadership Program; and as Co-Convener of the Solutions To Poverty 8th Grade Career/Ed Expo. Sherrie was also appointed by the Bossier Parish School Board as a judge for The Senior Project for Bossier Parish High Schools each semester.

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>Lisa Wargo</td>
<td>Planning Council 2011-2012</td>
<td>Emergenetics Training, NWLTC Shreveport - September 2011</td>
</tr>
</tbody>
</table>
Jasmine Horton

- Safety Committee - August 2011
- Financial Aid Appeals - August 2011
- Ethics Training for Public Servants - April 2012

Sherrie Johnson

- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

Tiyonda McCoy

- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

Alisha Crowder

- Financial Aid Appeals - August 2011
- Banner Training - August 2011
- Developing Staff through Foundation Funding - October 2011
- Travel Expense Training - January 2012
- Elements of Leaders of Character - February 2012
- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

Madeline Priest

- Financial Aid Appeals - August 2011
- Banner Training - August 2011
- Developing Staff through Foundation Funding - October 2011
- United Way of Northwest Louisiana - November 2011
- Travel Expense Training - January 2012
- Elements of Leaders of Character - February 2012
- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

Natasha Melder

- Developing Staff through Foundation Funding - October 2011
- Emergenetics - November 2011
- United Way of Northwest Louisiana - November 2011
- Elements of Leaders of Character - February 2012
- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

Sherie Phillips

- Emergenetics - November 2011
- Ethics Training for Public Servants - April 2012

CPTP PES Basic, Louisiana Civil Service, June 2012
CPTP PES Planning Process, Louisiana Civil Service, June 2012
CPTP PES Evaluation Process, Louisiana Civil Service, June 2012
LCTCS Banner Implementation Continuing Ed, LCTCS Baton Rouge - May 2012;

CPTP PES Basics Training - May 2012

National Association of Job Training Assistance, Seattle, WA - October 2011;
LCTCS Annual Conference, Shreveport - March 2012;
National Association for Workforce Improvement, Boston, MA - May 2012;
Workforce Investment Act Regional Workshop, Shreveport - September 2011
Business Builder Workshops, Bossier - November 2011 & March 2012

Grantsmanship Center Program, Tampa, FL - September 2011;
Emergenetics, NWLTC Shreveport - September 2011;
LWC Meeting, Baton Rouge - January 2012;
LCTCS Workforce, Academic, Student Services & IR, Baton Rouge - February 2012;
LCTCS Workforce Committee Meeting, Alexandria - March 2012
LCTCS Banner Implementation Continuing Ed, LCTCS Baton Rouge - May 2012;

Board of Regents Workforce Council - January 2012,
LWC Regional IWTP Meeting - January 2012,
LCTCS Annual Conference - March 2012,
LCTCS Workforce Committee Meeting - March 2012

LCTCS Annual Conference, Shreveport - March 2012
AHIMA Academy for ICD-10 Trainers, New Orleans - June 2012
Physicians Productivity and Compensation, AAPC Practice Management, Online - April 2012
### SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Workforce Development and Continuing Education course catalogs for the Spring 2012 and Summer 2012 semesters.

Sherie Philips presented at the International Association of Industrial Accident Boards and Commissions (IAIABC) 2012 Forum, Seattle, WA - April 2012:

- **Impact of ICD-10 on Safety Net Providers**, (HRSA), Online - September 2011;
- **Taking the Scare Out of ICD-10**, (LHIMA), Baton Rouge - October 2011;
- **2012 Coding Update and Reimbursement**, (ARHPC), Marksville - December 2011;
- **Tips for Overcoming the Gray Areas of Meaningful Use**, (HRSA), Online - December 2011;
- **eMeasure Implementation: Implications in Small Practice Settings**, (NQF), Online - March 2012;
- **Overview of Meaningful Use Stage 2**, (HRSA), Online - March 2012

Kelley Sledge presented at the International Association of Industrial Accident Boards and Commissions (IAIABC) 2012 Forum, Seattle, WA - April 2012:

- **Workforce Development and Continuing Education course catalogs for the Spring 2012 and Summer 2012 semesters.**
- **Sherie Philips**
  - **Presented at the International Association of Industrial Accident Boards and Commissions (IAIABC) 2012 Forum**: "How You Can Benefit from eBilling."
- **Kelley Sledge**
  - **Presented at the LSU-HSC School of Allied Health Professions Physical Therapy in July 2011**: "Keys to Reimbursement - Getting Paid for What You Do."

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<th>Name</th>
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<td>Sherie Philips</td>
<td>Presented at the International Association of Industrial Accident Boards and Commissions (IAIABC) 2012 Forum: &quot;How You Can Benefit from eBilling.&quot;</td>
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<tr>
<td>Kelley Sledge</td>
<td>Presented at the LSU-HSC School of Allied Health Professions Physical Therapy in July 2011: &quot;Keys to Reimbursement - Getting Paid for What You Do.&quot;</td>
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</tbody>
</table>

**Kelley Sledge**

- Emergenetics - November 2011;
- Techno Bytes seminar - March 2012;
- Certified Professional Coder (CPC) Exam Prep - April 2012
- Ethics Training for Public Servants - April 2012

**Sean Downing**

- Emergenetics - November 2011
- Workplace Violence - April 2012
- Ethics Training for Public Servants - April 2012

**Veronica Baker**

- Ethics Training for Public Servants - April 2012

**Amanda Reese**

- Ethics Training for Public Servants - April 2012

**Pat Williams**

- Banner Training - August 2011;
- Developing Staff through Foundation Funding - October 2011;
- Emergenetics - November 2011;
- Workplace Violence - April 2012

**Laura Mackowiak**

**Lisa Barefield**

- Defensive Driver Training - December 2011
- Blood Borne Pathogens Training - December 2011

- **2012 CPT Coding Updates**, Baton Rouge - December 2011
- **International Association of Industrial Accident Boards & Commissions (IAIABC) 2012 Forum**, Seattle, WA - April 2012;
- **Medical Boot Camp**, (ARHPC), New Orleans - September 2011
- **Impact of ICD-10 on Safety Net Providers**, (HRSA), Online - September 2011
- **Taking the Scare Out of ICD-10**, (LHIMA), Baton Rouge - October 2011
- **2012 Coding Update and Reimbursement**, (ARHPC), Marksville - December 2011
- **Tips for Overcoming the Gray Areas of Meaningful Use**, (HRSA), Online - December 2011
- **eMeasure Implementation: Implications in Small Practice Settings**, (NQF), Online - March 2012
- **Overview of Meaningful Use Stage 2**, (HRSA), Online - March 2012

**LCTCS Annual Conference**, Shreveport - March 2012

**NWLA SHRM Conference**, Shreveport - May 2012

**iCapstone Leadership Training**, Online - May 2012
SIGNIFICANT CONTRACTS OR GRANTS

The Coordinating & Development Corporation, W.I.A. Bossier / Outlying Caddo Parish - $77,423.00
City of Shreveport W.I.A. grant funding for Shreveport - $85,120.50
Rapid Response:  NCCER-Craft Training Program - $100,000.00
Incumbent Worker Training Program
   Dr. Reddy’s Laboratories - $79,956.80
   Southland Printing - $101,452.85
   Legal Services of North Louisiana - $28,712.20
Workforce Innovations Practicum grant facilitated by C.E.R.T - $7,500.00
Office of Worker's Compensation-Fee Schedule Methodology & Revisions - $80,640

STRATEGIC PLANNING

Department Measurable Strategy
Recruit eligible students for W.I.A. Youth Programs.

Performance Indicators
Number of students to complete employment educational training program, gain credentials or diploma, show progress in numeric and literacy gains, find employment, and retain employment.

Assessment Results
Completed training program = 10; Gained credentials or diploma = 10; Progressed in numeric & literacy gains = 4; Found & retained employment = 4.

Changes Based on Assessment Outcomes
BPCC W.I.A. students will continue to be assessed and enrolled in accordance and as defined by the guidelines of The City of Shreveport.

Strategy(ies) for the Future
Continue to offer W.I.A. youth programs as long as funding allows.

Department Measurable Strategy
Recruit high school dropouts in Northwest Louisiana for training purposes.

Performance Indicators
Number of students placed in academic or non-academic workforce training programs.

Assessment Results
Marketing efforts through multi-media, mailouts, referrals and by word of mouth has resulted in Workforce Development placing 12 students in the academic or non-academic workforce training programs.

Changes Based on Assessment Outcomes
Continue to market BPCC academic and non-academic workforce programs through multi-media, mailouts, encourage referrals and by word of mouth.

Strategy(ies) for the Future
Continue to track Workforce Development's & Continuing Education's marketing results for student placement in academic, non-academic and workforce training 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>Evaluate marketing sources and tabulate results by source to determine marketing return on investments.</td>
<td>Number of registrations received via each marketing source.</td>
<td>Clients were made aware of our services and offerings through the following sources: BPCC Website = 407 BPCC Staff = 29 Chamber = 13 Continuing Ed Catalog = 476 DCFS/DHH = 27 Employer = 252 Former Student = 163 Friend = 221 Flyer = 19 Newspaper = 192 SB Magazine = 10 Forum = 18 KTBS.com = 6 Radio Ads = 4 Unknown = 98</td>
<td>Evaluate and change efforts to maximize ROI based on assessment results.</td>
<td>Continue to update marketing sources and track results by source to improve marketing ROI.</td>
</tr>
<tr>
<td>Pursue other funding opportunities to meet the demands of the workforce and community.</td>
<td>Number of additional funding opportunity proposals submitted.</td>
<td>1. LCTCS Rapid Response NCCER Craft Training was funded for $100,000. 2. LCTCS Rapid Response for Health Information Training Partnership submitted a consortium proposal which was not funded. 3. Workforce Innovations Practicum grant facilitated by C.E.R.T was funded for</td>
<td>Focus on increasing marketing efforts to grow enrollment in workforce training programs. Seek professional development training for Project Coordinators to develop innovative training courses.</td>
<td>Continue to pursue other funding opportunities to meet the demands of the community.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy

Meet the needs of employers in Louisiana through the IWTP program.

Performance Indicators

1. Number of IWTP grants written and received.
2. Number of IWTP participants trained.
3. Quality rating received for services we provided to employers.

Assessment Results

1. Four IWTP grants were written & received and 12 applications are in development.
2. Number of employees trained during the fiscal year from IWTP funding = 1,486.
3. The IWTP Customer Satisfaction Report completed by IWTP grant employers rated our services an average score of 9.3 out of 10 (very satisfied).

Changes Based on Assessment Outcomes

Workforce Development and Continuing Education work diligently to identify the training needs of local and state businesses to effectively and efficiently develop training programs that meet those needs.

Strategy(ies) for the Future

Continue to meet the needs of employers in Louisiana through the IWTP program.

Department Measurable Strategy

Provide professional development through participation in local, regional and nationwide workforce training and development organizations.

Performance Indicators

Number of professional development activities attended.

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 are less.

Strategy(ies) for the Future

Continue to offer and provide professional development through participation in local, regional and nationwide workforce training and development organizations.
Department Measurable Strategy
Analyze non-credit course and instructor evaluations and make any necessary changes to improve the quality of courses offered.

Performance Indicators
1. Course/Instructor evaluations completed by students.
2. Course cancellations.

Assessment Results
Evaluations measured the students responses on the following:
1. Student responses received = 991.
2. In 97% of responses, students rated Good or Excellent on courses meeting their expectations.
3. No classes were cancelled due to student evaluations.

Changes Based on Assessment Outcomes
Instructors will be encouraged to improve weak areas noted in evaluations. Courses have been modified to make improvements.

Strategy(ies) for the Future
Continue to monitor noncredit courses and instructor evaluations and make any necessary changes to improve the quality of courses offered.

Department Measurable Strategy
Schedule training on additional registration software features.

Performance Indicators
Additional training completed.

Assessment Results
Due to significant turnover within the department, no formal additional training was scheduled. However, employees did receive training on an individual basis as the need arose.

Changes Based on Assessment Outcomes
As new employees gain familiarity with Registration System, train them on additional registration features.

Strategy(ies) for the Future
No set training will take place. Individuals will be trained on an as-needed basis.

Department Measurable Strategy
Develop new courses and programs that lead to certification or licensure by increasing business and industry contacts.

Performance Indicators
Number of new courses developed.

Assessment Results
Five new certification courses were developed, of which 3 will lead to initial certification/licensure and 2 courses with CEUs that apply to recertification.

Changes Based on Assessment Outcomes
Focus on new course development that leads to certification or licensure.

Strategy(ies) for the Future
Develop new courses and programs that lead to certification or licensure by increasing business and industry contacts.
Partnerships with the Math & Technical Education and Cyber Technology were developed in order to offer non-credit students the dual enrollment opportunities in order to leverage resources.

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Grow enrollment by monitoring the needs of business/industry and community and developing courses that meet those needs.</td>
<td>1. Enrollment in non-credit courses by category. 2. Overall enrollment. 3. Course Cancellations.</td>
<td>1. Enrollment in non-credit courses by category: Camp Cavs = 179 Computer = 206 Dually Enrolled = 41 Online = 154 Personal Enrichment = 587 Professional Development = 528</td>
<td>Offer courses which meet the needs of the community. Continue catalog and marketing efforts.</td>
<td>Track overall enrollment in non-credit courses and by category, as well as net revenue earned.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<td>Track the number of courses offered by category and overall number of student enrollment as well as net revenue earned.</td>
<td>1. Enrollment by non-credit courses by category. 2. Overall enrollment. 3. Net revenue earned.</td>
<td>1. Number of courses offered by category: Camp Cavs = 18 Computer = 82 Dually Enrolled = 23 Online = 125 Personal Enrichment = 203 Professional</td>
<td>Continue to offer courses that meet the needs of students. Adjust marketing efforts to media that produces the greatest Return on Investment (ROI). Reaccess course pricing</td>
<td>Track the overall number of non-credit courses offered and by category, as well as the number of courses cancelled.</td>
</tr>
</tbody>
</table>
Development = 157  
2. Non-credit courses offered = 608  
3. Net revenue earned $112,602.86.  

each semester to remain profitable.

<table>
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<tbody>
<tr>
<td>Recruit subject matter experts for workforce initiatives.</td>
<td>Number of new subject-matter experts hired.</td>
<td>Thirty-five new subject-matter experts were hired in the fiscal year.</td>
<td>Continue to recruit subject matter experts for workforce initiatives.</td>
<td>Track the number of new subject matter experts hired.</td>
</tr>
</tbody>
</table>

**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**

1. Work towards becoming a true profit center.
2. Continue to adjust marketing efforts to provide opportunities for increased enrollment in academic, non-academic, and workforce development programs.
3. Continue rebranding Workforce Development and Continuing Education in the Northwest Louisiana business community through advertising, selling programs, and customer service.
4. Continue to grow Camp CAVS.
Division of Business Affairs and Economic Development
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff
Shelli Ulrich, B.S.
Mark Hux, B.A.
Linda Sandifer, A.A.
Kirsten Scott, B.S.
Justin Tison, B.A.

Classified staff
Amanda Reese, B.A.

DIVISION SUMMARY

Bossier Parish Community College's Workplace Literacy Program is designed to assess, build, and enhance current labor market skills. Programs include adult literacy, GED and post-secondary concurrent enrollment, English Language/Civics, pre-employment testing for business and industry, and career exploration/career development courses for middle and high school students.
The department spent 2011-2012 expanding access through collaboration with organizations serving youth. Workplace Literacy partnered with Louisiana National Guard Youth Challenge Camp Minden to provide concurrent GED and post-secondary enrollment to 58 qualified cadets. Adult Basic Literacy services were provided to City of Shreveport employees and participants of Goodwill of North Louisiana's job training programs. Workplace Literacy has expanded services to include English as a Second Language to 24 non-native English speaking residents of the Shreveport area. Additional projects offered through this department include College Life Is Possible (CLIP), Career GPS for High School students and the forth 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.

PROFESSIONAL DEVELOPMENT

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</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Shelli Ulrich presented the following:
Increasing Self Efficacy in Youth“ to Volunteers for Youth Justice, December 13, 2011
"BPCC: Your New Beginning" to Goodwill of North Louisiana Re-Entry Program, January 17, 2012 and residents of "Heart of Hope" maternity home, January 18, 2012
Emergenetics workshops to Middle College students, February 13-15, 2012
Shelli Ulrich and Justin Tison presented "Middle College: Model of Student Success" at the Louisiana Association of Public and Community Adult Education Annual Conference, June 5, 2012

**SIGNIFICANT CONTRACTS OR GRANTS**

Strategies to Empower People $63,340.00
Adult Education: Federal Carryover $2469.24
Adult Education STEP: Federal Funds $4356.00
Adult Education Basic: Federal Funds $48,220.00
Adult Education Basic Grant: State Funds $33,189.00
Adult Education Workready U: Federal Funds $100,000.00
Rapid Response: Workready U $100,000.00

**STRATEGIC PLANNING**

**Department Measurable Strategy**
Participate in Chamber of Commerce and North Shreveport Business Association in order to establish new formal partnerships.

**Performance Indicators**
Number of new formal partnerships formed with businesses.

**Assessment Results**
Two new and one continuing formal partnerships were formed: Goodwill of North Louisiana, Department of Child and Family Services, Louisiana National Guard Youth Challenge Program.

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

**Strategy(ies) for the Future**
Continue current efforts.

**Department Measurable Strategy**
Provide professional development through participation in national workplace literacy organizations and local training and development.

**Performance Indicators**
Number of professional development activities attended.

**Assessment Results**
All staff attended a minimum of one professional development conference related to adult education services.

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

**Strategy(ies) for the Future**
Continue current efforts.
<table>
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<tbody>
<tr>
<td>Implement intrusive advising practices.</td>
<td>Number of students retained fall to spring and fall to fall.</td>
<td>Case manager currently meets with each student to assess student resources and barriers. Fall to fall retention is below 50%.</td>
<td>A staff member will be assigned duties related to student follow-up after transition.</td>
<td>Students will be continually contacted and followed after transition to regular post-secondary courses.</td>
</tr>
<tr>
<td>Administer surveys regarding quality of instruction.</td>
<td>Evaluations of results and improvements made to quality of instruction and programming.</td>
<td>Surveys completed and submitted to Division of Academic Planning reflecting students satisfied with quality of instruction.</td>
<td>No changes at this time.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Work with Caddo Parish District Attorney to develop a formal diversion program for eligible City of Shreveport first time offenders. Develop relationships with Caddo Parish high school counselors.</td>
<td>Number of students participating in formal diversion program.</td>
<td>Informal diversion program operating as judicial representatives referred five offenders to Middle College for enrollment.</td>
<td>Continue to develop relationship with area District Attorney offices in order to develop a formal diversion program.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Provide college enrollment opportunities for GED students.</td>
<td>Increase enrollment in Middle College program by 75%.</td>
<td>College enrollment of GED students increased 127%, or one hundred seventy-seven students with the addition of Louisiana National Guard Youth Challenge program, Accelerating Opportunity Pilot, and a Middle College</td>
<td>Develop more short-term enrollment opportunities to increase enrollment and retention.</td>
<td>Workplace Literacy will develop multiple short-term opportunities for GED students to enroll in college courses.</td>
</tr>
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<tr>
<td>Create and develop satellite locations offering basic work skill and literacy instruction.</td>
<td>1. Number of satellite courses offered. 2. Number of students enrolled in satellite courses.</td>
<td>Workplace Literacy offered three satellite programs at Goodwill of Shreveport, City of Shreveport Mayor's Office, and Louisiana National Guard Youth Challenge Camp Minden, ninety-three students enrolled in satellite courses.</td>
<td>Workplace Literacy will continue to expand satellite offerings, including a strong presence in Shreveport.</td>
<td>Workplace Literacy will develop a program in Shreveport to serve residents of that area.</td>
</tr>
<tr>
<td>Provide online tutorials for adult basic education and remediation.</td>
<td>1. Number of tutorials for adult basic education and remediation offered. 2. Number of students enrolled in online tutorials.</td>
<td>Workplace Literacy provides access to three tutorial programs for adult education and remediation: Skills Tutor, Read-On, and Plato. One hundred fifty students enrolled in online tutorials for adult basic education.</td>
<td>No changes at this time.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Expand &quot;College Life Is Possible&quot; program allowing moderate cognitive disabled students to enroll in academic courses.</td>
<td>Number of moderate transition students from Bossier Parish high schools enrolled and trained in continuing education offerings.</td>
<td>&quot;College Life Is Possible&quot; (CLIP) has expanded to allow three moderate cognitive disabled Bossier Parish High School students access to college courses.</td>
<td>Workplace Literacy will partner with the Department of Education and Louisiana Rehabilitative Services to create a sustainable,</td>
<td>Workplace Literacy will complete steps to become an approved Louisiana Rehabilitative Services vendor.</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**

Develop formal referral process with Louisiana Rehabilitative Services. Develop formal referral process with service providers for significantly disabled individuals.

<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 students enrolled in College Life Is Possible offerings.</td>
<td>Workplace Literacy continues to work on a more lucrative relationship with Louisiana Rehabilitative Services (LRS). Rather than a formal referral process, the department is entering into a formal collaboration with LRS and the Department of Education to expand &quot;College Life Is Possible&quot; and develop a sustainable, self-sufficient program.</td>
<td>Workplace Literacy will partner with the Department of Education and Louisiana Rehabilitative Services to create a sustainable, long-term &quot;College Life Is Possible&quot; program effective fall 2012.</td>
<td>Workplace Literacy will complete steps to become an approved Louisiana Rehabilitative Services vendor.</td>
</tr>
</tbody>
</table>

**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. The program plans to address issues of long-term student retention and will continue to identify innovative methods to serve under resourced students. The College Life Is Possible program expanded to offer post-secondary access to three students. BPCC will continue to work with community stakeholders in an effort to build this program and increase capacity to serve the entire Shreveport-Bossier area.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Workplace Literacy will continue to provide adult basic and secondary education services with an increased focus on employment and credentialing. The program will develop short-term training programs allowing for earlier completion and multiple entry/exit points. English Language Services will expand to offer Civics instruction. Bossier Parish Community College will collaborate with Louisiana Department of Education and Louisiana Rehabilitative Services to increase capacity and scope of services in the "College Life Is Possible" program.
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 2011-2012 year. We have continued to be a part of the record enrollments that BPCC has experienced. The members of the Student Services Division have played a viable part in the growth and expansion of the College. Several changes have occurred in the Division in order to ensure the highest level of customer service is afforded to our clients and to the community.

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 the office include the Vice Chancellor for Student Services, the Student Services Coordinator, and an Administrative Coordinator 4. 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 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 opportunities 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. The Dean of Innovative Learning and the Vice Chancellor for Student Services traveled to Baton Rouge to attend the annual Career Compass Scholarship Luncheon. Much was learned from this luncheon on how we can improve our partnership in helping this special cohort of students. This Division and the Innovative Learning Division will continue to implement plans to aid and develop the Career Compass endeavor in North Louisiana. In addition, Innovative Learning and the Office of Recruiting have partnered to expand outreach to students in many parishes and to increase the admission/retention/graduation success for the Career Compass students.

Another partnership for the Division has been with Community Renewal. The Office of Student Life, led by Marjoree Harper, has engaged our student population in various ways to expand this partnership. A new student organization began this year: Caring Cavaliers. These students carry out the mission of service to the community through many and varied endeavors on and off our campus. In the spring, the Caring Cavaliers hosted a Week of Caring which included donation boxes for various items in each building and a beautification project with tree plantings (trees donated by the BPCC Foundation and the Cavalier Athletic Foundation) and a campus-wide clean up. The week ended on Saturday, April 28th with a Community Beautification project at the Allendale Garden of Hope and Love. The Caring Cavaliers are now working on plans for the 2012-2013 year in order to enhance the partnership with Community Renewal.

Several changes took place within the Division in 2011-2012. The Office of Recruiting moved from Building F to Building A in order to enhance the partnership with Innovative Learning and to be more visible to the vast number of visitors that enter Building A. The staff in Recruiting have worked together with the staff in Innovative Learning at the Barksdale Air Show and in contacting lists of students concerning registering for summer and fall 2012. Plans are in the works for more cooperative endeavors between these two entities. Academic Advising expanded into the vacated Recruiting Office in Building F, and Peggy Fuller became the Dean of Business and Career Services. Richard Robins became the Manager of Disability Services. Academic Advising and Career Services have become a "One-Stop Shop" for BPCC students to help them with academic advising and academic plans and choosing career paths.

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; the BPCC Christmas Show; Community Renewal We Care program; Sign Up Saturday; Life Share Blood Drives; elementary and high school dance line and cheerleader showcases; Operation Santa Claus; Highland Center Thanksgiving Blessing Boxes, and reading to elementary children.

Professional development is also an integral part of the Division. This year we had 100% participation of our staff 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.
<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>Karen Recchia</td>
<td>Boating Safety, Water Safety July 2011</td>
<td>BPCC @ GSU Registration Set Up July 2011</td>
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<tr>
<td></td>
<td>New Student Orientation August 2011</td>
<td>SACS 2011 Institute on Quality Enhancement and Accreditation Conference July 2011</td>
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<td>BPCC 100 September 2011</td>
<td>BPCC @ GSU Registration August 2011</td>
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<td>Academic Bulletin Restructure September 2011</td>
<td>LCTCS Conference September 2011</td>
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<td>Halloween Safety Guide October 2011</td>
<td>Community Renewal International @ Texas Christian University October 2011</td>
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<td>Out of the Darkness Community Walk October 2011</td>
<td>Red River Revel October 2011</td>
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<td>Veteran's Day-Honoring All Who Served November 2011</td>
<td>SACSCOC Annual Meeting December 2011</td>
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<td></td>
<td>The Spitfire Grill November 2011</td>
<td>BPCC @ GSU Registration January 2012</td>
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<td>Operation Santa Clause December 2011</td>
<td>LCTCS 2012 Annual Conference March 2012</td>
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<td>Student Technology Enhancement Planning Council</td>
<td>Career Compass Spring Luncheon May 2012</td>
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<td>Executive Council</td>
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<td>Planning Council</td>
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<td>Louisiana Association of School Executives</td>
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<td></td>
<td>Academic Admissions and Appeals Committee Supervisor</td>
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<td>Academic Misconduct Appeals Committee Supervisor</td>
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<td>Anti-Bullying Committee Supervisor</td>
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<td>Athletic Council Committee Supervisor</td>
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<td>Crisis Intervention Committee Supervisor</td>
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<td>Disciplinary Hearing Committee Supervisor</td>
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<td>Financial Aid Appeals Committee Supervisor</td>
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<td>Institutional Review Board for Research Committee Supervisor</td>
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<td>Judicial Affairs Committee Supervisor</td>
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<td>Multicultural Affairs Committee Supervisor</td>
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<td>Scholarship Committee Supervisor</td>
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<td>Sexual Harassment Committee Supervisor</td>
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<td>Student Life Committee Supervisor</td>
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<td>Student Technology Fee Committee Supervisor</td>
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<td>H1N1 Committee</td>
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<td>Career Compass Liaison</td>
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<td>Cavalier Athletic Foundation Registered Agent</td>
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<td>Foundation of Excellence</td>
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<td>Council on Law in Higher Education</td>
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<td></td>
<td>Staff Senate</td>
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<tr>
<td>Denise Morgan</td>
<td>Short's Travel and State of Louisiana Travel Training June 2011</td>
<td>BPCC @ GSU Registration August 2011</td>
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<td>CCCSE Workshop August 2011</td>
<td>BPCC @ GSU Registration January 2012</td>
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<td></td>
<td>The Spitfire Grill November 2011</td>
<td>BAFB Air Show April 2012</td>
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<td>Operation Santa Clause December 2011</td>
<td>Workplace Violence April 2012</td>
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<td>Ethics Training for Public Servants February 2012</td>
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<td>The Matchmaker March 2012</td>
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<td>Workplace Violence April 2012</td>
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<td></td>
<td>Staff Senate</td>
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<td></td>
<td>Retention Committee</td>
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</tbody>
</table>
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
Caddo Correctional Center Re-Entry Program
Scholarship Presentation at Caddo Magnet

Denise Morgan
Student Services ActiveData Calendar Administrator
Student Services Division Policies and Procedures Manual
Voter Registration Exhibit

Angie Cao
Judicial Affairs Disclosure Notification
Anti-Bullying Campus Notification
Athletic Title IX Compliance Manual
Registration Publications
Safety Awareness Week
Scholarship Presentation at Caddo Magnet

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>Sustain the partnership with Innovative Learning to provide educational access to high risk students.</td>
<td>Number of high risk students enrolled in the College from area high schools by spring 2012.</td>
<td>Approximately 360 high risk students enrolled for 2011-2012.</td>
<td>No changes at this time.</td>
<td>Enhance the partnership with Innovative Learning to continue to serve the high risk student population and to</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**

Deliver improved services to our clients via a BPCC Call Center.

**Performance Indicators**

Increase high risk student enrollment and retention.

**Assessment Results**

BPCC is looking into another avenue because of the high cost of a call center.

**Changes Based on Assessment Outcomes**

No changes at this time.

**Strategy(ies) for the Future**

Pursue other avenues such as Perceptis to better serve our students.

**Department Measurable Strategy**

Deliver improved services to our clients through participation in the Foundations of Excellence Self-Study.

**Performance Indicators**

Improve the quality of the self-study recommendations.

**Assessment Results**

Improvements are being made as a result of the self-study recommendations.

**Changes Based on Assessment Outcomes**

No changes at this time.

**Strategy(ies) for the Future**

Continue to institute improvements based on the Foundations Of Excellence Self-Study recommendations.

**Department Measurable Strategy**

Advocate 100% attendance by all Student Services staff to the Student Services Crisis Intervention seminars.

**Performance Indicators**

Number of Student Services staff attending the Crisis Intervention seminars by May 2012.

**Assessment Results**

This goal was not met because many of the Crisis Intervention Seminars were postponed.

**Changes Based on Assessment Outcomes**

Ensure that seminars are offered on a regular semester basis for staff to attend.

**Strategy(ies) for the Future**

Advocate that 100% of Student Services staff attend at least one of the Crisis Intervention Seminars.

---

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Student Services Division had a successful 2011-2012 year. The Office of Recruiting served 8,098 prospective students during 2011-2012. Career Services had the following statistics: Academic Advising served 7,211 students; Disability Services served 200 students; Job Placement hosted two job fairs, gave thirty-eight class presentations and/or seminars; attended twenty-one ribbon cuttings or ground breakings, and processed 799 student requests for job number information and 462 student worker applications. Student Life hosted many on campus activities, participated in numerous community activities, and awarded 255 talent-based scholarships for 2011-2012. The Athletic Department met its mission of assisting student-athletes in achieving a total educations experience: four student-athletes earned a 4.00 GPA and twenty-two student-athletes earned a 3.00 GPA or higher. The Financial Aid Office awarded over $15 million dollars in Pell, over $109,000 in Federal Work Study, over $10 million dollars in Stafford Subsidized loans, and over $11 million dollars in Stafford Unsubsidized loans for the academic year.

Student Satisfaction is an important indicator of the success of this Division. On the 2012 ACT Student Opinion Survey, the various departments of the Division fared very well compared to the national average: assistance provided by college staff when entering this college, 4.16 BPCC, 3.92 national average; general registration procedures, 4.02 BPCC, 3.92 national average; job placement services, 3.91 BPCC, 3.78 national average; college sponsored social activities, 4.07 BPCC, 4.04 national average; financial aid, 3.97 BPCC, 4.05 national average; rules governing student policies, 4.07 BPCC, 4.04 national average; academic advising, 4.07 BPCC, 4.07 national average; residence hall life, 4.07 BPCC, 4.06 national average; student life, 4.08 BPCC, 4.07 national average; student services, 4.07 BPCC, 4.07 national average; quality of student teaching, 4.10 BPCC, 4.08 national average; quality of student counseling, 4.10 BPCC, 4.08 national average; quality of student life, 4.07 BPCC, 4.05 national average; institutional image, 4.08 BPCC, 4.06 national average; student drinking and drug use, 4.09 BPCC, 4.08 national average; overall academic experience, 4.09 BPCC, 4.08 national average; overall student life, 4.07 BPCC, 4.06 national average.
conduct at this college, 3.98 BPCC, 3.88 national average; student voice in college policies, 3.70 BPCC, 3.58 national average, and concern for you as an individual, 3.92 BPCC, 3.74 national average. 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, Career Compass data, and student satisfaction surveys in each department and across the college as a whole.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Revise scholarship deadlines in order to be able to attend all high school award ceremonies and convocations.
Facilitate, along with the Student Government Association, positive changes in the Building F student lounge area in order to make this area a more customer and community friendly area of the College.
Create Learning Outcomes for the Student Services Division.
Continue the partnership with Innovative Learning and Career Compass to provide educational access to high risk students.
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 Harrison
Mary Lyle Mitchell
Cecilia O'Conner
Katherine Sanders
Tiesha Williams, A.S., B.A.
Katlin Womack
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 another successful and productive year. This office was instrumental in advanced 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 2011-2012 academic year was 800. The College awarded 630 associate degrees, 343 certificates and technical diplomas, and 337 technical competency areas.

In September, one of the Administrative Coordinator III's retired from the College. The Office was restructured and an Administrative Coordinator II was hired. The staff worked diligently to learn SunGard Banner for the implementation of the Admissions/Recruiting module in October 2011 and the Registration/Records module in April 2012.

The office staff are dedicated to making sure that all applications, documents, and drops/resignation forms are processed in a timely manner. The
College continued to break registration records for the summer 2011, fall 2011 and spring 2012 semester. The summer 2011 enrollment was 2,725, fall 2011 enrollment was 7,077, and spring 2012 enrollment was 6,993.

The Office had a successful 2011-2012 academic school year. The office staff worked extremely hard to meet the demands of the record enrollments for the 2011-2012 academic school year. The office staff worked extremely hard to learn the SunGard Banner system and meet the needs of the students.

The Office staff continues to support the Student Services Division mission by participating in at least two professional development opportunities per staff member for the 2011-2012 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>
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<tbody>
<tr>
<td>Jennifer Barnes</td>
<td>Safety Meeting July 2011</td>
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<td></td>
<td>Quarterly Safety Meeting October 2011</td>
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<td>Violence in the Workplace April 2012</td>
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<td></td>
<td>Banner Training</td>
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<tr>
<td>Richard Cockerham</td>
<td>Staff Senate Planning Council</td>
<td>2012 Ethics Training for Public Servants February 2012</td>
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<td>Safety Meeting July 2011</td>
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<td>Banner Training</td>
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<tr>
<td></td>
<td></td>
<td>LCTCS Conference Shreveport, LA March 2012</td>
</tr>
<tr>
<td>Lalandra Michelle Harrison</td>
<td>Safety Training July 2011</td>
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<tr>
<td></td>
<td>Quarterly Safety Training October 2011</td>
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<td></td>
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<td>Banner Training</td>
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<tr>
<td>Mary Lyle Mitchell</td>
<td>Staff Senate Safety Meeting July 2011</td>
<td>Leadership with Wayne Hogue February 2012</td>
</tr>
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<td></td>
<td>Quarterly Safety Meeting October 2011</td>
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</tbody>
</table>
Violence in the Workplace
April 2012
Banner Training

Cecilia O’Connor
Safety Meeting
July 2011
Quarterly Safety Meeting
October 2011
Violence in the Workplace
April 2012
Banner Training

Katherine Sanders
Safety Meeting
July 2011
Quarterly Safety Meeting
October 2011
Violence in the Workplace
April 2012
Banner Training

Patricia Stewart
Safety Meeting
July 2011
Quarterly Safety Meeting
October 2011
Violence in the Workplace
April 2012
Banner Training

Tiesha Williams
Safety Meeting
July 2011
Quarterly Safety Meeting
October 2011
Violence in the Workplace
April 2012
Banner Training

Katlin Womack
Violence in the Workplace
April 2012
Banner Training

Patricia Yorba
Safety Training
July 2011
Quarterly Safety Training
October 2011
Violence in the Workplace
April 2012
Banner Training

2012 Ethics Training for Public Servants
February 2012
LCTCS Conference Shreveport, LA
March 2012
STRATEGIC PLANNING

**Department Measurable Strategy**
Explore options available for professional conferences and meetings which pertain to International students.

**Performance Indicators**
Number of conferences and meetings attended pertaining to International students.

**Assessment Results**
This has not been achieved for the 2011-2012 academic year.

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

**Strategy(ies) for the Future**
Explore options available for professional conferences and meetings which pertain to International students.

**Department Measurable Strategy**
Implement the new web application for students.

**Performance Indicators**
Number of web applications processed by summer 2012.

**Assessment Results**
This has not been achieved for the 2011-2012 academic year.

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

**Strategy(ies) for the Future**
Implement the web application by fall 2012.

**Department Measurable Strategy**
Design and implement a Web based Admissions/Registrar's Survey.

**Performance Indicators**
Survey and survey results.

**Assessment Results**
This has not been achieved for the 2011-2012 academic year.

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

**Strategy(ies) for the Future**
Design a Web based Admissions/Registrar's Survey by spring 2013.

**Department Measurable Strategy**
Revise the current application process and implement a more student friendly process.

**Performance Indicators**
Implementation of the revised web application and the informational student application guide by summer 2012.

**Assessment Results**
This has not been achieved for the 2011-2012 academic year.

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

**Strategy(ies) for the Future**
Revise the current application process and implement a more student-friendly process by spring 2013.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Admissions/Registrar's office had a successful 2011-2012 academic school year. The office staff worked extremely hard to meet the demands of the record enrollments for the 2011-2012 academic school year. In addition, the office staff worked extremely hard to learn the SunGard Banner system and meet the needs of the students.

The office improved its rating with the BPCC faculty and staff on the BPCC Report Card 2011-2012 to 3.38 which was up from 3.34.

The ACT Student Opinion Survey of 974 BPCC students was given in spring 2012. The results of the survey showed that BPCC was above the national average in all categories: general admissions/entry procedures 4.04, 3.92 national average; accuracy of college information received prior to enrolling 4.02, 3.89 national average; assistance provided by college staff when entering this college 4.01, 3.87 national average; college
catalog/admissions publications 3.97, 3.91 national average; general registration 4.09, 3.91 national average.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Train staff on the new SunGard Banner system.
Promote professional development.
Division of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff

Karen Recchia, M.Ed
Martha Belk
Melissa France, B.S
Aaron Vorachek, B.S, M.S
Ashley Grisham, B.S, M.Ed
Joe St. Andre B.S, M.S

DIVISION SUMMARY

The Bossier Parish Community College Athletic Department is responsible for overseeing the three intercollegiate sports and one intramural team sport offered at the College. The three intercollegiate sports offered are men's basketball, men's baseball, and women's softball. The one intramural team sport offered is women's basketball. In addition, the Athletic Department is responsible for Title IX compliance as it relates to equity in athletics, fundraising, athletic camps, student-athlete eligibility, and community service.

The mission of the Athletic Department is to assist the student-athlete in achieving a total educational experience while competing at the intercollegiate or intramural level. Such competition parallels institution goals with a structured sport environment and enhances the student-athlete's personal growth and development. The Athletic Department strives to ensure that each student-athlete receives but is not limited to the following: the best educational opportunity; an athletic environment that enhances physical, mental, psychological, and social growth; the highest standards of health and safety during practice and games; and an understanding of and commitment to citizenship and community activity.

The Athletic Department had a successful 2011-2012 year as evidenced by the following accomplishments: one hundred percent of the staff participated in professional development seminars and workshops; in fall 2011 four (4) student-athletes finished the semester with a 4.00 grade point average, and thirty-four (34) student-athletes finished the semester with a 3.00 grade point average or higher; in spring 2012 six (6) student-athletes finished the semester with a 4.00 grade point average, and nineteen (19) student-athletes finished the semester with a 3.00 grade point average or higher; seven (7) student-athletes graduated in spring 2012 and six (6) student-athletes graduated in summer 2012.
Baseball
Forty-eight (48) student-athletes participated in 2011-2012

GPA
Fall 2011 - 3.035: one student-athlete with a 4.00 and seventeen student-athletes with 3.00 or higher
Spring 2012 - 2.630: two student-athletes with a 4.00 and eight student-athletes with 3.00 or higher
Cumulative - 2.832

Five graduates - Eleven transfers
Two receiving scholarships to Arkansas Monticello
Two receiving scholarships to Cameron University
One receiving scholarship to Southern University
One receiving scholarship to Southern Arkansas
One receiving scholarship to Grambling
Three walking on at LA Tech
Two walking on at Southern University
One walking on at Northwestern Oklahoma State University
One walking on at Oklahoma Wesleyan
One walking on at Ole Miss

One student-athlete NJCAA Award for Exemplary Academic Achievement
Three student-athletes Region XIV Conference All-Academic Team
Three student-athletes All-Conference Baseball Second Team

Community Service
Unloaded cookie dough for Apollo Elementary
BPCC Christmas Show clean up
Lawson Brandon Memorial Baseball Tournament
BPCC 100
Out of Darkness Walk
Sign Up Saturday

Basketball
Twenty-five (25) student athletes participated in 2011-2012

GPA
Fall 2011 - 2.621: one student-athlete with a 4.00 and five student-athletes with 3.00 or higher
Spring 2012 - 2.800: two student-athletes with a 4.00 and four student-athletes with 3.00 or higher
Cumulative - 2.710

Six graduates - Two transfers
One receiving a scholarship to University of South Alabama
Two walking on at LSUS

Community Service
Out of Darkness Walk
Basketball Clinic at Central Park Elementary

Softball
Fall 2011 - 3.073: two student-athletes with a 4.00 and twelve student-athletes with 3.00 or higher
Spring 2012 - 2.617: two student athletes with a 4.00 and seven student-athletes with 3.00 or higher
Cumulative - 2.845

Two graduates - One transfer
One receiving scholarship to Arkansas Tech
One pursing nursing degree at BPCC
One pursing PTA degree at BPCC
One working on second CIS degree from BPCC
One joining the US NAVY

Two student-athletes Region XIV Conference All-Academic Team
Two student-athletes Region XIV All Conference - First Team
Two student-athletes Region XIV All Conference - Second Team
Two student-athletes Who's who Among Students in American Junior Colleges

Community Service
Sign Up Saturday
Out of Darkness Walk
Concession workers - BPCC baseball, basketball, and softball games

BPCC Cavalier Athletic Foundation
President, Tommy Clark; Vice President, Jeff Wiese; Secretary, Keith Roberison; Treasurer, Pat McConathy; Advisor, Billy Wayne Montgomery; board members Bob Griffin, Darrell Rebouche, Robert Pou, Andy Shehee, Luke Turner, Ryan Thompson, and ex-officio Ray Tromba.
The Cavalier Athletic Foundation helped fund travel for student-athletes during the fall 2012 semester.
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 2011&lt;br&gt;Safety Meeting - January 2012&lt;br&gt;2012 Ethics Training for Public Servants&lt;br&gt;2011-2012 BPCC Planning Council&lt;br&gt;2011-2012 BPCC Athletic Council&lt;br&gt;2011-2012 BPCC Student-Athlete Council&lt;br&gt;2011-2012 BPCC Staff Senate member</td>
<td>Region XIV - Tyler, TX</td>
</tr>
<tr>
<td>Melissa France</td>
<td>Safety Meeting - February 2012&lt;br&gt;2012 Ethics Training for Public Servants</td>
<td></td>
</tr>
<tr>
<td>Anthony (T.J.) Forrest</td>
<td>BPCC Retention Committee&lt;br&gt;2011-2012 BPCC Athletic Council&lt;br&gt;2012 Ethics Training for Public Servants</td>
<td></td>
</tr>
<tr>
<td>Ashley Grisham</td>
<td>2011-2012 BPCC Athletic Council&lt;br&gt;2012 Ethics Training for Public Servants</td>
<td>Region XIV Softball - Mt. Pleasant, TX</td>
</tr>
<tr>
<td>Aaron Vorachek</td>
<td>Carl Perkins Professional Development Presentation&lt;br&gt;2012 Ethics Training for Public Servants&lt;br&gt;Team Building</td>
<td>Region XIV Baseball - Waco, TX</td>
</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Athletic Department Policies and Procedures, Department of Education Equity in Athletics Report, and Department of Education Graduation Report

STRATEGIC PLANNING

<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>Promote coach-monitored student-athlete study hall.</td>
<td>Number of student-athletes completing the three-hour per week study hall requirement as indicated by study hall sign-in sheets and by Learning Center records.</td>
<td>All student-athletes fulfilled requirements for study hall.</td>
<td>No changes</td>
<td>Continue coach-monitored student-athlete study hall.</td>
</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
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</tr>
<tr>
<td>Offer professional development opportunities for coaches and staff members.</td>
<td>Number of athletic personnel attending professional development opportunities.</td>
<td>All coaches and staff members attended required professional development opportunities.</td>
<td>No changes</td>
<td>Continue to offer professional development opportunities for coaches and staff members.</td>
</tr>
<tr>
<td>Ensure that student-athletes maintain a good relationship with teachers concerning athletic travel and the student-athletes' responsibility towards missed classroom assignments.</td>
<td>Number of telephone calls and emails received from the faculty concerning missed classes or missed assignments. Comparison of the cumulative GPA for each sport compared to the previous year cumulative GPA.</td>
<td>Telephone calls and emails were at a minimum from the faculty concerning missed classes or assignments. The cumulative GPA for BPCC student-athletes was .098 higher for 2011-2012 as compared to 2010-2011.</td>
<td>No changes</td>
<td>Continue to stress the importance of class attendance and the completion of assignments in a timely manner.</td>
</tr>
</tbody>
</table>

**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 and athletic staff. Continued professional development opportunities regarding compliance with ever changing 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 was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2011-2012 fiscal year. This department provided students with a positive atmosphere in which to explore career and employment options through the Job Placement Office, provided services and accommodations for students with disabilities through the Office of Disability Services, and worked in conjunction with the Academic Advising Center to provide academic advising for all students.

Within the Job Placement component of the Career Services, current students and alumni were assisted in locating employment which is compatible with their jobs needs and educational objectives. Job opportunities included 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 enabled Job Placement to be of greater assistance in the registration and employment process for students, alumni, and employers. Job Placement hosted annual Career fairs and on-campus job interviews with prospective employers and provided resume and cover letter writing and interview skills workshops. Additionally the staff member in Job Placement represented BPCC by attending numerous ribbon cutting and groundbreakings and attended monthly Bossier Chamber of Commerce meetings.

The second component of Career Services is the Offices of Disability Services. In compliance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, the Office of Disability Services ensures that eligible students received proper classroom modification and serves as a liaison between faculty and students. Students also received academic advising and assistance with registering for classes through the Office of Disability Services. In addition to working with the faculty and staff at Bossier Parish Community College, the Office of Disability Services also enlisted the aid of the Deaf Action Center and the Louisiana Association for the Blind. BPCC contracted with the Deaf Action Center to handle the
scheduling and oversight of interpreters for hearing impaired students. Included in this endeavor is Virtual Remote Interpreting (VRI) which assured that all hearing impaired students had access to interpreters at all times while in class.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Kathy Busch</td>
<td>BPCC Crisis Intervention Team, August 15, 2011&lt;br&gt;Center for Community College Student Engagement, August 15, 2011&lt;br&gt;Generation NeXt Comes to College, January 11, 2012</td>
<td>Ark-La-Tex-Ms College Career Fair, April 14&lt;br&gt;Louisiana Association of Colleges and Employers, May 17, 2012 at Centenary College&lt;br&gt;Bossier Chamber of Commerce Networking TLA's, July 28, September 29, December 15, and February 23</td>
</tr>
<tr>
<td>Cynthia Robinson</td>
<td>Spiritual Wellness Seminar, September 13, 2011&lt;br&gt;Hispanic Heritage Month, October 19, 2011&lt;br&gt;Generation NeXt Comes to College, January 11&lt;br&gt;American Heart Association, Go Red for Women, February 3, 2012</td>
<td>NACADA National Conference, Denver, October 2-5, 2011&lt;br&gt;Louisiana Board of Ethics, April 3, 2012&lt;br&gt;LCTCS Conference</td>
</tr>
</tbody>
</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Kathy Busch
Interview Skills and Resume Writing Skills, PHAR 102, PHAR 120 - 4 classes, ALHT 109 - 12 classes, OTA - 1 class, EDUC 099 - 19 classes, and Campus free periods - 2 seminars
BPCC Fall Job Fair, October 28

**STRATEGIC PLANNING**

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<tbody>
<tr>
<td>Utilize grant funding to provide improved assistive technology for students with disabilities.</td>
<td>Number of students with disabilities who utilize assistive technology</td>
<td>181 students were provided assistive technologies during the 2011-2012 year.</td>
<td>None</td>
<td>Continue to evaluate the effectiveness of the technologies available to students with disabilities.</td>
</tr>
<tr>
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</tr>
<tr>
<td>Offer at least two seminars for students with disabilities during 2011-2012.</td>
<td>Number of students who attended seminars for students with disabilities</td>
<td>During the 2011-2012 school year, 64 students attended nine</td>
<td>None</td>
<td>Continue offering monthly meetings and seminars to help students with disabilities recognize the valuable resources available to them.</td>
</tr>
<tr>
<td>Participate in professional development opportunities</td>
<td>Number of professional development opportunities in which the Disability Services Counselor and Disability Services Advisor participate in 2011-2012.</td>
<td>The Disability Services Advisors participated in fourteen (14) professional development workshops, presentations, and conferences.</td>
<td>None</td>
<td>Continued participation by the Disability Services Advisors in professional development opportunities.</td>
</tr>
<tr>
<td>Create and implement a satisfaction survey to be given at the end of the semester to students with disabilities.</td>
<td>Results of the survey and changes made based upon the survey.</td>
<td>Survey not given</td>
<td>Create and implement a satisfaction survey to be given at the end of the semester to students with disabilities.</td>
<td>Evaluate the validity and reliability of the survey instrument and update the survey items as needed.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

In keeping with its mission, Career Services provided assistance and career guidance to prospective and current students, both with and without disabilities. The Job Placement 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 799 student requests for Job Information, 462 worker applications, and offered thirty-eight (38) interview skills and resume writing seminars and/or classroom presentation. The Office of Disability Services accommodated ninety-two (92) students with disabilities for the fall of 2011. During the spring 2012 semester, forty-six (46) students continued to receive assistance and Twenty-three (23) new students were granted accommodations, including one GED and one Continuing Education student. The Office of Disability Services has continued to work diligently to provide assistive technology to these students.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**
Continue to explore ways in which we may better assist our students with disabilities.
Stay abreast of the current ADA laws to insure compliance with the most recent changes
Continue to work in conjunction with the Academic Advising Center to provide a full range of career services to our students.
Investigate methods and technologies to improve communicating job availability to students.
Division of Student Services
Financial Aid

EMPLOYEE LISTING

Professional, unclassified staff
Vicki Temple, M.A.
Quintina Miles, B.A.
Jon Carter, B.A.

Classified staff
Alice Joseph, A.D.
Yvonne Taylor
Jo Ann Barger
Tamekia Lewis, A.D
Mary Myers
Loma "Lori" McLain
Melissa Spilker
Mary Kemp
Kaycie Hicks

DIVISION SUMMARY

The Financial Aid office worked diligently to ensure that student financial aid awards for the fall/spring 2011-2012 semesters were processed in a timely and efficient manner. Staff members attended training workshops via webinars and also attended Banner training workshops in person and via webex. The Financial Aid office awarded $15,229,440.00 in federal Pell grants, $109,121.72 in federal Work-study, $10,050,254.00 in federal Stafford subsidized loans, and $11,223,754.00 in federal Stafford unsubsidized loans along with various other state grants, academic/athletic scholarships, waivers, and third-party scholarships.

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<tbody>
<tr>
<td>Vicki Temple</td>
<td></td>
<td>FSA Conference, Las Vegas, NV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LASFAA Fall Conference, Baton Rouge, LA</td>
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<td></td>
<td>LASFAA Spring Conference, Alexandria, LA</td>
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<tr>
<td></td>
<td></td>
<td>Banner Training, Baton Rouge, LA</td>
</tr>
<tr>
<td>Quintina Miles</td>
<td>Banner Training</td>
<td>LASFAA Fall Conference, Baton Rouge, LA</td>
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<td>Mary Myers</td>
<td>Banner Training</td>
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<td>Loma McLain</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
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<tr>
<td>JoAnn Barger</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
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<td>Alice Joseph</td>
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<tr>
<td>Tamekia Lewis</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
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<td></td>
<td>Code of Ethics Training</td>
<td></td>
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<tr>
<td>Melissa Spilker</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
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<td>Code of Ethics Training</td>
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<tr>
<td>Yvonne Taylor</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
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<tr>
<td></td>
<td>Code of Ethics Training</td>
<td></td>
</tr>
<tr>
<td>Kaycie Hicks</td>
<td>FSA Coach web-based training</td>
<td></td>
</tr>
<tr>
<td>Mary Kemp</td>
<td>FSA Coach web-based training</td>
<td></td>
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**STRATEGIC PLANNING**

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<tbody>
<tr>
<td>Streamline the financial aid process</td>
<td>Survey and focus group responses</td>
<td>Some surveys were mailed to students, but</td>
<td>No changes</td>
<td>Continue to plan, evaluate, and utilize assessment</td>
</tr>
</tbody>
</table>

298
Financial Aid Office Satisfaction and Expectation Survey and focus groups.

students did not return the surveys. Did not organize focus groups due to Banner implementation.

<table>
<thead>
<tr>
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<tr>
<td>Migrate to the Banner system to enable an electronic version of the Satisfaction Survey that will be easily communicated with students via the &quot;announcement&quot; area of Banner.</td>
<td>Responses received via the electronic version of the Satisfaction Survey and changes implemented.</td>
<td>Banner was not implemented in time to achieve this strategy.</td>
<td>No changes</td>
<td>Continue to plan, evaluate, and utilize electronic survey assessments.</td>
</tr>
</tbody>
</table>

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<tr>
<td>Encourage staff members to participate in professional development opportunities.</td>
<td>Attendance/participation records 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>

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<tr>
<td>Host the College Goal Sunday event in February and a FAFSA Marathon in April and invite all students, including high school students and parents.</td>
<td>Total student/parent attendance at financial aid awareness events.</td>
<td>The College Goal Sunday event in February hosted approximately 100 students and parents. The FAFSA Marathon was not held this year because of Banner conversion.</td>
<td>No changes</td>
<td>Host the FAFSA Marathon in April and invite all students, including high school students and parents.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
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</tr>
<tr>
<td>Migrate to the Banner system and implement processes within Banner to enable earlier packaging.</td>
<td>Number of students packaged before July 1, 2012 as compared to number of students packaged before July 1, 2011.</td>
<td>Banner conversion &quot;go live&quot; date was delayed by three months so early packaging was not achieved.</td>
<td>No changes.</td>
<td>Complete Banner implementation for the next award year so that early packaging should be achieved.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Financial Aid office had a very successful year processing record dollar amounts of financial aid. 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**

Automate the financial aid process by seeking new ways to package aid electronically for the 2012-2013 award year. Review financial aid processes in order to streamline these processes for the 2012-2013 award year.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Boyd, Janine, B.S.
Darby, Jerona, A.S.
Henley, Lacey, A.S.
Herren, Angela, A.S.

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 9,000 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 300 individuals and more than ten 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). This team also assisted with recruiting presentations and group tours as well as visiting local elementary schools and reading to the kindergarten classes. This student recruiting team also sponsored several fundraisers throughout the year.

The Recruiting Staff attended three LACRAO (Louisiana Association of Collegiate Recruiters and Admissions Officers) Articulation Workshops (Delta Community College, LSU-Shreveport, and LSU-Alexandria) and distributed information about the College to the high school counselors. The staff also attended the LACRAO State Conference held in Lafayette, Louisiana.

The staff served on the following College and Professional Organization committees:

Janine Boyd
Cavalier Connection (New Student Orientation) Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers

Jerona Darby
Cavalier Connection (New Student Orientation) Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers

Lacey Henley
Cavalier Connection (New Student Orientation) Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers

Angela Herren
Cavalier Connection (New Student Orientation) Committee, chair
Graduation Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers
8th Grade Expo Committee, Co-Chair
Planning Council
Physical Therapist Assistant Selection Committee
Student Life Committee

The staff participated in six community service opportunities.

**PROFESSIONAL DEVELOPMENT**

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<tr>
<td>Boyd, Janine</td>
<td>Ethics Training - April 2012</td>
<td>LCTCS Annual State Conference - Shreveport, LA  March 2012</td>
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<tr>
<td></td>
<td></td>
<td>Facebook Marketing Seminar - Shreveport, LA  April 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LACRAO Recruiting Services Meeting - McNeese (video conference) May 2012</td>
</tr>
<tr>
<td>Darby, Jerona</td>
<td>Welcome Back Luncheon/Speaker - August 2011</td>
<td>LACRAO Articulation Workshop - Delta Community College August 2011</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence Training - April 2012</td>
<td>LACRAO Articulation Workshop - LSU-Shreveport September 2011</td>
</tr>
<tr>
<td></td>
<td>Ethics Training - June 2012</td>
<td>LACRAO Articulation Workshop - LSU-Alexandria September 2011</td>
</tr>
<tr>
<td></td>
<td>CCCSE (Center for Community College Student Engagement) Workshop - August 2011</td>
<td>LCTCS Annual State Conference - Shreveport, LA  March 2012</td>
</tr>
<tr>
<td></td>
<td>Meet Generation NEXT Seminar - January 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ethics Training - February 2012</td>
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### STRATEGIC PLANNING

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<tr>
<td>Promote BPCC through social networking sites.</td>
<td>Number of requests from the site.</td>
<td>The Recruiting Fan Page added 317 friends from August 2011 to present.</td>
<td>No changes.</td>
<td>Continue to promote BPCC through social networking sites.</td>
</tr>
<tr>
<td>Promote professional development to enhance productivity and knowledge within the department.</td>
<td>Number of professional development opportunities attended by the staff members.</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>
<tr>
<td>Create and implement an evaluation tool for prospective students who have completed a campus visit.</td>
<td>Number of evaluations returned to the department. Tabulated results as indicated on the returned evaluations.</td>
<td>An evaluation tool was not created and implemented 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>

### 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 continue to be implemented for the 2011-2012 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 of Student Services
Student Life

EMPLOYEE LISTING

Professional, unclassified staff
Marjoree Harper, M.A.
Regina Terry, B.A.
Michelle Triplet, A.D.

Classified staff
Shaderrical Linnear, A.D.

DIVISION SUMMARY

Student Life had a very successful 2011-2012 year. A new staff member joined our team to serve as the Administrative Coordinator III. One of her primary roles is to increase our presence on social media. A Facebook page has been developed as well as a Twitter account. This is a way for current students to stay informed of what is happening on campus as well as keep Alumni abreast of news and information at the College.

A new student organization began this year: Caring Cavaliers. These students carry out the mission of service to the community through many and varied endeavors on and off our campus. In the spring, the Caring Cavaliers hosted a Week of Caring which included donation boxes for various items in each building and a beautification project with tree plantings (trees donated by the BPCC Foundation and the Cavalier Athletic Foundation) and a campus-wide clean up. The week ended on Saturday, April 28th with a Community Beautification project at the Allendale Garden of Hope and Love. The Caring Cavaliers are now working on plans for the 2012-2013 year in order to enhance the partnership with Community Renewal.

The year was filled with traditions of the College such as Talent Show, Homecoming, Fall and Spring Family Fests, Ms. BPCC and Miss Tiny Cavalier Pageant, Coffeehouse Series, and Fun Day. The Department also assisted with two special projects this year: ULM Day @ BPCC and the NSU @ BPCC Back To School Bash.

The Department staff were appointed to several special projects throughout the year: BPCC 100 Race, Cavalier Courtyard Committee, Career Expo, LCTCS Legislative Days, Salzburg Global Seminar International Study Program, as well as the Community Renewal International Steering Committee.
The Student Government Association and the Office of Student Life jointly participated in several community service projects: Community Renewal Barksdale Annex Friendship House Easter Egg Hunt, Volunteers of America Independent Lodge Christmas Decoration/Tree Lighting and the coordination of five (5) blood drives on campus for Life Share Blood Center. The Office of Student Life employees participated in at least three community services projects independently.

In addition to events, activities, special projects, and community service, the office administered 133 talent based scholarships in fall 2011 and 122 talent based scholarships in spring 2012. 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. 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. Advising, guiding, caring, and nurturing our students is an everyday part of what we do in the Office of Student Life.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Marjoree Harper, "SNAD ~ Something New and Different"; Association for the Promotion of Campus Activities Southcentral Region Conference; Corpus Christi, TX; November 4-6, 2011

Marjoree Harper, "Caring Cavaliers"; Delta Community College; Monroe, LA; February 14, 2012

STRATEGIC PLANNING

Department Measurable Strategy
Provide a variety of multicultural events for students.

Performance Indicators
Number of multicultural events offered to students by May 2012.

Assessment Results
A Women's History month entertainer was featured in March, 2012.

Changes Based on Assessment Outcomes
Work closely with the Student Government Association to enhance multicultural events.

Strategy(ies) for the Future
Increase the number of multicultural events offered to students in 2012-2013.

Department Measurable Strategy
Create either a Study Abroad program or a Disney Education Series program to enrich the out of class room experience for BPCC students.

Performance Indicators
Creation of a Study Abroad program or a Disney Education Series by summer 2012.

Assessment Results
Two students (Dezerra Wesley and Sarah Jones) attended the LCTCS / AT&T Global Seminar in Salzburg, Austria in June 2011. In June 2012, two students (Raylynn Rist and Kaytlyn Remedes) will be attending the Seminar. Marjoree

Changes Based on Assessment Outcomes
Information gathered at the 2012 Global Seminar will be brought back to the College to begin the process of forming a Study Abroad program.

Strategy(ies) for the Future
Identify College courses that will count as credit for students attending the Study Abroad Program.
Harper, Director of Student Life, will be attending as a Faculty Advisor.

Department Measurable Strategy
Utilize data from surveys to develop strategies to improve student services.

Performance Indicators
Improvements based on surveys.

Assessment Results
The scores for questions asked on the 2011 ACT Student Opinion Survey regarding the Office of Student Life were higher than the national sample.

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

Strategy(ies) for the Future
Continue to look for ways to improve the Office of Student Life.

Department Measurable Strategy
Ensure that each Student Life staff member utilizes professional development opportunities.

Performance Indicators
Number of professional development events attended by staff members.

Assessment Results
The staff participated in several professional development programs as indicated in the Professional Development section.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
Continue to make professional development opportunities available for staff members.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

According to the 2011 ACT Student Opinion Survey, the College sponsored social activities received a 4.07 compared to the national sample which received a 4.04; the purpose for which student activity fees are used received a 3.70 compared to the national sample which received a 3.52; the opportunities for personal involvement in campus activities received a 3.86 compared to the national sample which received a 3.72; the Student Government Association received a 3.70 compared to the national sample which received a 3.55; the campus media (campus newspaper, campus radio, etc.) received a 3.79 compared to the national sample which received a 3.58; the student voice in College policies received a 3.70 compared to the national sample which received a 3.58; and the Student Community Center/Student Union received a 3.82 compared to the national sample which received a 3.77.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Create an online archive for the Ms. BPCC pageants.
Create an online archive for the BPCC Talent Shows.
Create a student organization archive.
Utilize social media in a variety of ways to market Student Life at Bossier Parish Community College.
Create a Study Abroad program to enrich the out of classroom experience for BPCC students.