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Division of Administration
Division of Administration (Chancellor's Office)
Chancellor's Office

**EMPLOYEE LISTING**

**Professional, unclassified staff**

James B. Henderson, M.S.A.
Juanita Epps, B.S.
Allison Martin, M.A.
Tracy McGill, B.A.
Christy Moore, A.A.S.
Karen Recchia, M.A.
Stephanie Rogers, B.A.
Toya Tucker, B.A., M.S.
Stan Wilkins, Ph.D.
Tom Williams, M.A.

** Classified staff**

Stormy Epps, A.G.S.

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**DIVISION SUMMARY**

The Chancellor's Office has continued to collaborate with local universities on articulations and Memorandums of Understanding. Once again, the 2012-2013 semesters at Bossier Parish Community College brought record number of enrollments and record number of graduates to the fall and spring commencements. In an effort to address the needs of its underprepared and underserved populations, BPCC designed and launched the first developmental-level, cross-curricular series of open-source courses, "Open Campus." Within the first five weeks of its availability, five open campus courses had enrolled over 350 students. BPCC became the lead college for the consortium of a $14.7 million TAACCCT grant to expand job training through local employer partnerships and will soon become home for a new $22 million training facility for Benteler Steel/Tube of Germany. The College continues to invest in programs that meet employer needs and student demands.

**ADVANCED DEGREES OR CERTIFICATIONS**

Chancellor Henderson was awarded his doctoral degree in management from University of Maryland.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

BPCC awarded their first Associate of Science in Engineering.
BPCC was named to the 2013 Military-Friendly Schools list.
BPCC was awarded all six CNSS (Committee on National Security Systems) certifications.

Dr. Jim Henderson:
"Leading Men of Bossier" by Southern Hospitality Magazine
Honorary Chairman of BizCamp Banquet

Organizations:
CERT Board President
AACC Implementation Team (one of 16 chosen)
BPCC 100
BPCC Planning Council
BPCC Executive Council
Bio-Med Foundation
Bossier Arts Council
Bossier Chamber, Chair-Elect
Career Compass of LA
Coordinating and Development Corporation
Cyber Innovation Center
Committee of 100
Community Renewal
Junior League Community Advisory Board
Military Affairs
Sci-Port
Shreveport Rotary
Strive Core Leadership Team
SB Magazine Editorial Board
Shreveport Chamber
United Way of NW LA

PROFESSIONAL DEVELOPMENT
<table>
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<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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<td>Dr. James B. Henderson</td>
<td>Board meetings (quarterly) - CERT, Planning Council, CAF</td>
<td>Board meetings (monthly)</td>
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<td>Be Back meetings, 8/13, 1/7</td>
<td>Board meetings of LCTCS, Bossier Chamber, CERT, Planning Council, United Way, BioMed, Shreveport Rotary, Sci-Port</td>
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<td>Leadership LA, 9/28</td>
<td>Board meetings (quarterly)</td>
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<td>Chancellor's Forum, 10/25, 4/12</td>
<td>C100, Shreveport Chamber</td>
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<td>Advocacy Tour w/Dr. May, 2/26</td>
<td>AACC, Washington DC 7/19-20</td>
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<td></td>
<td>Bob Alexander: &quot;What Makes A Competent Communicator&quot;, 3/7</td>
<td>Bossier Chamber New Teacher Luncheon, 8/1</td>
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<td>Chancellor's Roundtable, 4/16-17</td>
<td>Economic Development meeting, 8/8</td>
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<td>Sandra Kinney: &quot;Where Does the Data Go&quot;, 4/13</td>
<td>BPCC@GSU, 8/18</td>
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<td>First year full-time faculty meeting, 5/3</td>
<td>Leadership Louisiana, 9/28</td>
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<td>LDOE, 6/20</td>
<td>CIC, 10/24</td>
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<td>Christy Moore</td>
<td>Executive Council Board meetings, monthly</td>
<td>Benteler Announcement Ceremony - 10/26</td>
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<td>CERT Board meetings, quarterly</td>
<td>Community Renewal Banquet, 11/15</td>
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<td>Christmas Show committee member 2012-2013</td>
<td>SACS Annual Convention, 12/8-11</td>
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<td>Leadership LA 9/28</td>
<td>Goodwill Tour, 12/18</td>
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<td>Chancellors Forum 10/25, 4/12</td>
<td>Sci-Port Chairman's luncheon, 1/14</td>
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<td></td>
<td>Service Delivery: &quot;Communicating w/our Students&quot; 1/8</td>
<td>Bossier Chamber Gala, 1/22</td>
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<td>Advocacy meeting, Dr. May 2/26</td>
<td>Youth Challenge Program at Camp Minden, 1/29</td>
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<td>Financial Aid: &quot;FAQ's&quot; 3/4</td>
<td>LOGA luncheon, 2/14</td>
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<td>Bob Alexander: &quot;What Makes For A Competent Communicator&quot; 3/7</td>
<td>Benteler Project meeting, 2/15</td>
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<td>Bob Alexander: &quot;What Makes For A Competent Communicator&quot; 3/7</td>
<td>Tax Reform Seminar, 2/25</td>
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<td>Christy Moore Executive Council Board meetings, monthly</td>
<td>C100 meeting, 2/28</td>
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<td></td>
<td>CERT Board meetings, quarterly</td>
<td>LCTCS Conference, 3/12-15</td>
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<td>Christmas Show committee member 2012-2013</td>
<td>52nd Annual Community Celebration, 4/30</td>
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<td>Leadership LA 9/28</td>
<td>Leadership Council, 5/1</td>
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<td>Chancellors Forum 10/25, 4/12</td>
<td>2nd BW quarterly luncheon, 5/2</td>
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<td>Service Delivery: &quot;Communicating w/our Students&quot; 1/8</td>
<td>Design Institute Conference, 5/16</td>
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<td>Advocacy meeting, Dr. May 2/26</td>
<td>Lunch honoring U.S. Senator Mary Landrieu, 5/28</td>
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<td>Financial Aid: &quot;FAQ's&quot; 3/4</td>
<td>STEP Forward Leadership Team meeting, 6/5</td>
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<td></td>
<td>Bob Alexander: &quot;What Makes For A Competent Communicator&quot; 3/7</td>
<td>NFWS Annual Conference, Atlanta GA, 6/11-12</td>
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</table>
Dr. Charles Schroeder: Service Excellence 3/22
Li. Walt Hollis: "Identity Theft" 4/18
HR: Forms training 5/24
HR: "Preventing Sexual Harassment" 6/13
Legislative Wrap-up 6/17
LDOE 6/20

Stormy Epps

Chancellor's Forum, 10/25, 4/12
Service Delivery: Communicating with our Students, 1/8
Financial Aid: "FAQ's", 3/4
Bob Alexander: "What Makes For A Competent Communicator", 3/7
Social Media Options: "What Can PR Do For You", 4/10
Li. Walt Hollis: "Identity Theft", 4/18

Allison Martin

Workshops Presented:
“Legends of the Fall: Student Success through Resiliency" (August, 2012)
“Remix of Legends of the Fall: Student Success through Resiliency (Sept., 2012)
“Lecture-Capture: It’s Easier Than You Think” (co-presenter, Sept., 2012)
“A Conversation about Volunteer Mentoring” (co-presenter, Oct., 2012)
“New Faculty Orientation” (Jan., 2013)
“Staff and Faculty Mentoring” (Jan., 2013)
Bethanie Tucker: Understanding and Engaging the Under-resourced Student, facilitator (Funded by Title III): 2/4
Patricia Tymon: Engaging Students in a Dynamic, Blissful Classroom Setting, facilitator (Funded by Perkins): 4/11
Fall ’12 Offerings: 10 (170 attendees)
Spring ’13 Offerings: 19 (380 attendees)

Implemented Open Campus, Lecture-Capture, Discover BPCC, Faculty Mentoring
SACS 5th year review, Editor

Committees and Boards:
Academic Advising Team
Attendance Policy Review
Service Delivery
New Student Orientation
Planning Council
Education Advisory Board Representative

Nacada Summer Institute, July ‘12
Nacada National Conference, October ‘12
SACS Annual, December ‘12
AACC General Ed. and Assessment, February ‘13
LCTCS, March ‘13
AACC National Convention, April ‘13
Nacada International, June ‘13
Presenter at:
AACU Gen. Education and Assessment: Boston, 2/28
AACU Annual Convention: San Francisco, 4/10
NACADA International: Maastricht, Netherlands, 6/5

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Dr. Jim Henderson:
Fox33 Interview, 7/17
KTAL Interview, 8/8
KTBS Interview, 9/14
LSUS ribbon cutting for LSUS@BPCC, 9/20
BPCC 100, 9/24
This is BPCC segment, 9/28
KSLA Interview, 10/26
The Switch Project, 11/14
Guest Speaker for C100, 12/6
BPCC Science, Nursing and Allied Health Pinning Ceremony, 12/6
Guest Speaker for CLTC, 12/7
PTK Ceremony, 12/7
Bossier Lions Club speaker, 12/20
Shreveport Kiwanis speaker, 1/17
Forum Interview, 3/19
Chancellor's Forum, 10/25, 4/12
Bossier Press Interview, 4/12
Career Compass Speaker, 5/9
Shreveport Rotary speaker, 5/17
Commencement speaker at GED graduation at LTC Shreveport, 5/24
AFCEA Scholarship Banquet, 5/30
Signing Ceremony SB204 at Central LA Community College, 6/17

Christy Moore:
CALL Video Shoot, 7/11
BPCC 100, 9/22
BPCC Christmas Show, 11/28
BPCC Science, Nursing and Allied Health Pinning Ceremony, 12/6

Allison Martin:
Presentations:
AAC&U Gen. Education and Assessment: Boston, Feb 28
AACC Annual Convention: San Francisco, April 10
NACADA International: Maastricht, Netherlands, June 5
Fall ’12 Offerings: 10
Spring ’13 Offerings: 19

Productions:
Creation of five "Open Campus" courses.
Piloting "Lecture Capture" in the classroom.
Discover BPCC Series - nine mini lectures
## Significant Contracts or Grants

- TAACCCT Grant of $14.7 million
- BPCC awarded $18.5 million for new STEM building through SB204

## Strategic Planning

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<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>Increase partnerships with secondary school districts to enhance growth of dual enrollment.</td>
<td>Increase enrollment in secondary school dual enrollment.</td>
<td>Dual Enrollment increased by 20%.</td>
<td>Growth experienced.</td>
<td>The Office of the Chancellor will continue to increase partnerships with secondary school districts to enhance the growth of dual enrollment.</td>
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<tr>
<td>Serve as an advocate to support the mission of Bossier Parish Community College and that of the Louisiana Community and Technical College System.</td>
<td>1. Number of public speeches and presentations. 2. Number of active memberships in community organizations.</td>
<td>Chancellor Henderson gave seventeen speeches and presentations to local organizations and media. Chancellor Henderson is an active member in twenty-one organizations.</td>
<td>Increased community awareness of BPCC and its programs and growth.</td>
<td>The Office of the Chancellor will continue to serve as an advocate to support the mission of Bossier Parish Community College to increase community awareness of BPCC and its programs.</td>
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<th>Department Measurable Strategy</th>
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<th>Strategy(ies) for the Future</th>
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<tbody>
<tr>
<td>Expand the Acquisition of private funding for student scholarships, professional development programs for faculty and staff.</td>
<td>By the number of scholarships and professional development programs.</td>
<td>BPCC Foundation awarded eighty-eight scholarships totaling $81,136.00. The number of</td>
<td>Dramatic increase from previous year.</td>
<td>The Office of the Chancellor will continue to support student scholarships and professional development programs for faculty and staff.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
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<tr>
<td>Expand professional development training for faculty and staff.</td>
<td>Executive Leadership Workshop and Coaching through ERI Services, Inc.</td>
<td>ERI assisted in developing learning modules and a plan for professional development for ED099 instructors and students.</td>
<td>Expand use of learning modules to other courses with similar student learning outcomes.</td>
<td>Continue to expand learning modules and professional development.</td>
</tr>
<tr>
<td>Build collaborative linkages across the campus among faculty, staff, administrators, and students in an effort to identify and implement strategies that increase the student success.</td>
<td>Changes implemented as a result of Foundation of Excellence Action Plan.</td>
<td>1. As noted by FoE professional development recommendations, orientation, and advising recommendations, faculty and staff attended the National Academic Advising Association Summer Institute in order to develop a plan to enhance advising and orientation. Orientation changes begin fall 2013 with a newly developed online orientation.</td>
<td>No changes.</td>
<td>1. Advising changes began spring 2012 with the pilot of an Advising Syllabus and will continue with intrusive advising for a specific cohort of students during 2013-2014. Orientation changes begin fall 2013 with a newly developed online orientation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. No changes.</td>
<td>2. No changes.</td>
<td>2. Identify new ways to support students at a distance with pre-enrollment services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. No changes.</td>
<td>3. No changes.</td>
<td>3. Offer more quality service professional development sessions to a broader audience of faculty and staff.</td>
</tr>
</tbody>
</table>
orientation, and advising recommendations, 5 staff attended the Annual ACT Southwest Region Postsecondary Conference on Student Success and developed plans to host registration and placement testing at high schools.

3. As noted by FoE professional development recommendations, 52 faculty and staff attended a Service Excellence workshop and learned new ways to provide quality service to students.

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<tbody>
<tr>
<td>Expand the acquisition of external funding to support new program development and existing program growth.</td>
<td>1. Number of grants funded. 2. Amount of funding received.</td>
<td>1. Numerous grants were funded and distributed throughout the College. 2. Total funding surpassed $14,995,130.00 excluding grants received through Carl Perkins, Rapid</td>
<td>The Office of the Chancellor will continue to expand the acquisition of external funding to support new program development and existing program growth.</td>
<td></td>
</tr>
</tbody>
</table>
Department Measurable Strategy

Increase student lead generation, lead conversion, and student completion rates.

Performance Indicators

1. 14th class day headcount enrollment for fall 2012.
2. Dual Enrollment headcount.
3. Fall to spring 2013 retention of first-time, full-time freshmen.

Assessment Results

1. The 14th day enrollment for fall 2012 was 7,936.
2. The total headcount for Dual Enrollment for fall 2012 was 299 and for spring 2013 was 478.
3. The total of first-time full-time students returning from fall 2012 to spring 2013 was 975 students.

Changes Based on Assessment Outcomes

1. Growth experienced from previous academic year.
2. Growth experienced from both semesters.

Strategy(ies) for the Future

The Office of the Chancellor will continue to increase student lead generation, lead conversion, and student completion rates.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The continued success, growth, and quality of education at Bossier Parish Community College is attributed to the dedication of its learning community. The College has continued to experience record enrollment, expand programs and partnerships, and plans to surpass what has already been achieved during the 2012-2013 academic year.

PRIORITIES FOR THE COMING ACADEMIC YEAR

BPCC has committed to provide professional development and instructor support for enhancing students' access to quality learning environments. Also, the College will continue to focus upon developing career pathways that reflect regional industry needs.
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 2012-2013 fiscal year, the Office of Alumni Affairs and Development executed a Plan of Action as outlined in Strategies for Success as follows: increase access by increasing the number of scholarships awarded; enhance level of support for special programs campus-wide; work with CAF Board to identify and begin work on an Athletic fundraiser; provide professional development opportunities to faculty and staff; expand current and forge new collaborative partnerships; advance to Phase II of major gifts fundraiser: General Campaign for BPCC; and enhance overall operating efficiency of inter-office team through professional development.

ADVANCED DEGREES OR CERTIFICATIONS

Graduate studies continued - S. Rogers (Industrial & Organizational Psychology, LA Tech.)

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Named on of “Top 10 Leading Women in Bossier City” by Mayor Lo Walker for Southern Hospitality Magazine
Senator Mary Landreu : Commendation Letter
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>Stephanie Rogers</td>
<td>Nov. '12: “Modern Strategies for Major Gifts Campaign” Dallas, TX.</td>
<td>January 7, 2013: “Leadership, Diversity and Cultural Awareness”</td>
</tr>
<tr>
<td></td>
<td>February 12, 2013 (1:00 pm) Webinar by Harris Connect: “Strategies For a Successful Annual Giving Campaign”</td>
<td>February 20, 2013 Webinar by Blackbaud: “Is Your Community College Fundraising Plan on Target”</td>
</tr>
<tr>
<td></td>
<td>February 20, 2013 Webinar by Blackbaud: “Is Your Community College Fundraising Plan on Target”</td>
<td>Host: Steve Klingaman, Author “Fundraising Strategies”</td>
</tr>
<tr>
<td></td>
<td>More than 40 additional face-to-face meetings within community</td>
<td>March 7, 2013: Staff Senate Meeting: “Communicating Effectively”</td>
</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

• Presenter, 2013 LCTCS Annual Conference (Baton Rouge): “Putting the Fun Back Into Fundraising”
• Optimist Club of Bossier City, Presentation
• Association for Fundraising Professionals (general speaking engagement)
• Airline HS Graduation, Awards Presenter
• Annual Drive Campaign (internal and external material)
• Organizer, 2012, BPCC 100 Fundraiser
• Facilitator, 2013 Annual Scholarship Reception Event
• Designed, Implemented and Facilitated 2013 (Inaugural) Chancellor’s Roundtable Advisory Group
• Facilitator, Major Gifts Steering Committee Meetings
• Annual Partners Recognition Board (new design, mounted in Admin. Bldg.)

More than 40 additional face-to-face meetings within community

SIGNIFICANT CONTRACTS OR GRANTS

1) Mendenhall Family Award ($6,000/3yr)
2) Bodcau Water & Soil($6,000/3yr)
3) Red River Revel ($6,000/3yr)
4) Hand Construction ($10,000)
5) BoR First Gen. Match($20,000)
6) Mike Woods First Gen. ($35,000)
7) Chancellor’s Student Scholarship ($10,000)
8) Jayma Ware Memorial (EMT) ($4,000)
9) John Palmer ($30,000)
10) Com. FNDN Healthcare/ Energy ($50,000)
11) Storer Foundation ($150,000)

Total Income: $362,233.51
   Restricted: $222,989.44
   Unrestricted & Fundraisers: $139,244.07
Foundation Total Current Assets $1,438,085.32

**STRATEGIC PLANNING**

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<tr>
<th>Department Measurable Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Increase donor prospect list, identify prospects' propensity to give and at what levels, and increase marketing campaign efforts</td>
<td>number of new relationships built with donors</td>
<td>increased donor lists through alumni prospects; new partners; and enhanced ability to gauge donors' giving potential through online support and partner's donor software</td>
<td>working smarter, with more intelligent information. Results more effective</td>
<td>Utilize national fundraising resources more</td>
</tr>
<tr>
<td>Fine-tune campaign calendar to avoid solicitation campaigns conflicts</td>
<td>Enhanced Project implementation Chart for more effective execution of campaigns</td>
<td>Master schedule created to reflect all events for two boards, school activities and committee meetings</td>
<td>Conflicts avoided</td>
<td>Maintain same system</td>
</tr>
<tr>
<td>Develop Cavalier Athletic Foundation marketing plan for effective fundraising campaign</td>
<td>amount of money raised for athletic programs</td>
<td>CAF Board in process of designing Athletic fundraiser and collaborating with BPCC Foundation</td>
<td>Demonstration of cohesive effort to raise funds for campus</td>
<td>Implement campaigns and monitor progress</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>
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</tr>
<tr>
<td>Add additional personnel to actively manage the e-marketing campaigns and ad campaigns on the social media networks.</td>
<td>amount of responses received from new social media marketing campaign over previous years</td>
<td>Lauren Swift served as intern for three months and maintained social media site; worked with athletics coaches to advertise games to alumni; advertised BPCC 100 on Constant Contact e-marketing site</td>
<td>responses suggest alumni more engaged through social media posts and e-blast notices; increased awareness of sports events; increased awareness of fundraising event via e-marketing</td>
<td>secure personnel to resume these duties</td>
</tr>
<tr>
<td>Increase unrestricted donations to have available funds to better serve the professional development needs of the faculty and staff.</td>
<td>the number of faculty and staff benefiting from professional development opportunities</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Refine direction and scope of Cavalier Courtyard Brick Plaza project to increase number of scholarships awarded.</td>
<td>number of bricks sold to increase scholarship awards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create/administer survey for students who are served by alumni affairs/development department.</td>
<td>Monitor survey responses by students and make adjustments as needed</td>
<td>In process via new software, Alumni Research</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Changes Based on Assessment Outcomes**

- Lauren Swift served as intern for three months and maintained social media site; worked with athletics coaches to advertise games to alumni; advertised BPCC 100 on Constant Contact e-marketing site.
- Responses suggest alumni more engaged through social media posts and e-blast notices; increased awareness of sports events; increased awareness of fundraising event via e-marketing.

**Strategy(ies) for the Future**

- Secure personnel to resume these duties.
<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 community partnerships through chief fundraiser to raise more funds for students</td>
<td>Amount of money raised from BPCC 100 over previous year.</td>
<td>Forged new partnerships with Capital One, Omni and other new vendors.</td>
<td>More people saw the campus who had not been here before</td>
<td>Secure more teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Raised $46,000 cash from BPCC 100 and $20,000 in-kind contributions</td>
<td>Cash total a 23% decrease from previous year due to lack of cash Title Sponsor (In-Kind Title Sponsor)</td>
<td>Secure cash sponsors.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall, the office of Alumni Affairs and Development was successful in achieving its mission of identifying and securing sources of charitable gifts to support the school through scholarships, school enhancements, employee development and program/facilities. The BPCC Foundation - a service area of the Alumni Office - managed gifts that totalled a record net of $1.4M net assets for the Foundation; paid a record $81,130 in scholarship dollars to BPCC in scholarship awards on behalf of 88 students; paid over $100,000 in additional overall support to or on behalf of BPCC.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Implement Capital Campaign!
Division of Administration (Chancellor's Office)
Internal Audit

EMPLOYEE LISTING

Professional, unclassified staff
Juanita Epps, B.S.

DIVISION SUMMARY

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 recommendations were addressed with appropriate corrective action taken.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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</thead>
</table>
| Juanita Epps | On-line training: "Preventing Sexual Harrassment", 03/06/13 (LEO system).  "What Makes For a Competent Communicator?": Bob Alexander - BPCC  
Liberal Arts Faculty; Staff Senate, 03/07/13.  "Identity Theft": Lt. Walt Hollis - Bossier Parish Sheriff's Dept.; Staff Senate, 04/18/13.  
BPCC Executive Council Meetings  
BPCC Planning Council Meetings  
Memberships:  
ACUA (Association of College and University) Auditors  
LACUA (Louisiana Association of College and University Auditors)  
ACFE (Association of Certified Fraud Examiners)  
BPCC Staff Senate  
Technology Fee Voting Verification  
Service:  
BPCC 100 Mini Nascar Event (09/21/12-09/22/12) | LACUA Fall Conference, October 25-26, 2012 at Grambling State University:  
"Financial Aid & the Changes with Verification" - Dr. Albert Tezeno, Grambling State Univ.  
"Internet Security & Fraud" - Michael Richmond, CISSP, CNE, MCP, CSE, VCP, CCNA  
"Realizing the Value of Project Management" - Drew Blanchard, CIA  
"The Geometry of Fraud: To the Triangle and Beyond" - Raymond Abraham, Grambling State University, CPA |
STRATEGIC PLANNING

Department Measurable Strategy
Provide accounting assistance to BPCC Foundation and Cavalier Athletic Foundation.

Performance Indicators
Document financial transactions through spreadsheets and QuickBooks.

Assessment Results
All receivables and payable transactions for both CAF and BPCC Foundation. Monthly bank reconciliations for CAF. Monthly bank reconciliation for two Foundation checking accounts and three Foundation investment accounts. Monthly profit and loss reports; and balance sheets for both foundations. Year End tax letters for both foundations.

Changes Based on Assessment Outcomes
No changes warranted.

Strategy(ies) for the Future
Assist BPCC Foundation in all areas of accounting.

Department Measurable Strategy
Implement follow-up procedures for annual Audit Plan.

Performance Indicators
Quarterly reports issued to the Chancellor.

Assessment Results
Annual Audit Plan approved by the Chancellor. The plan allocated hours for planning; training; financial, compliance and operational audits of the college along with quarterly follow-up procedures.

Changes Based on Assessment Outcomes
Recommendations discussed with management and agreement reached on necessary corrective action.

Strategy(ies) for the Future
Audit areas will be considered in the annual plan based on prior findings and recommendations from the Chancellor, LCTCS Director of Internal Audit and the Legislative Auditors Office.
Department Measurable Strategy
Attend at least one semi-annual LACUA conference during the fiscal year.

Performance Indicators
LACUA conference attendance certificate.

Assessment Results
Attended the LACUA Fall Conference, October 25-26, 2012.

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

Strategy(ies) for the Future
Attend at least one semi-annual LACUA conference during the fiscal year.
Participate in audit related video conferences where possible.

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 2013. Areas included - Outside Employment; Property Inventory; Fraud Prevention Checklist; Surprise Cash Counts; Culinary Arts Purchasing Research; Travel/Other Expenditures; Technology Fees and Quarterly Follow-Up.

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

PRIORITIES FOR THE COMING ACADEMIC YEAR

Provide management with appropriate support in auditing and foundation accounting.
Division of Administration (Chancellor's Office)
Public Relations

EMPLOYEE LISTING

Professional, unclassified staff

Tracy McGill, B.A.
Director

Kimberli Webb, B.A.
Social Media Coordinator

Heather Hoffee, B.A.
Creative Services Coordinator

Classified staff

Laney Boyd
Katrina Sproles, B.A.

DIVISION SUMMARY

The Public Relations Office's mission is to promote and maintain comprehensive external and internal college marketing and communications program. The Public Relations Office also serves as the publication/media relations office for the College.

In 2012-2013, the Office produced many publications for the College including all program degree brochures; the general viewbook; Student Services brochure; Financial Aid brochure; the Application Packet; pushcards for academic and service programs; three graduation programs; and recruitment postcards.

The Public Relations Office coordinates all campus memos generated for campus use. This year, a new Campus Memo/BPCC Daily memo system was implemented. Each day, BPCC Daily is posted with daily College basic information and Campus Memo is reserved for Admissions, Financial Aid, Blackboard, LoLA, and emergency information.

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 147 press releases to local media.
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. The Public Relations Office is charged with implementing the First Call Alert System when the administration needs to close the campus for some reason. The Public Relations Office has used the following social media outlets this year to promote the College with students and the public: Facebook, Twitter, YouTube and Pinterest.

**ADVANCED DEGREES OR CERTIFICATIONS**

Katrina Sproles:
4/6/13 Young Professionals’ Initiative Strategic Planning Retreat

Kim Webb:
2/13 Prezi Presentation Cloud Software Webinar

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Katrina Sproles:
2013 Young Professionals’ Initiative Professional Development Chair
2012 Young Professionals’ Initiative 40 under 40 Recipient
2012 Young Professionals’ Initiative Community Outreach Co-Chair

**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>Tracy McGill</td>
<td>2012-13 Christmas Show committee member</td>
<td>2012-2013 Southern Public Relations Federation (SPRF) member</td>
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<tr>
<td></td>
<td>2012-13 Planning Council member</td>
<td>3/13-3/15/13 LCTCS Conference, Baton Rouge, LA</td>
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<tr>
<td></td>
<td>10/25/12 Forum – Dr. Jim Henderson</td>
<td>9/20/12 LCTCS Conference planning committee meeting</td>
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<tr>
<td></td>
<td>1/7/13 Leadership, Diversity &amp; Change: Can You Handle the Heat?</td>
<td>7/13 Statewide LCTCS PR Council workshop</td>
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<tr>
<td></td>
<td>2/26/13 Forum - Dr. Joe May</td>
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<td>3/7/13 What Makes for a Competent Communicator?</td>
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<td>3/21/13 Service Excellence Workshop</td>
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<td>4/10/13 Social Media Options: What Can PR Do for You?</td>
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<td></td>
<td>4/12/13 Forum – Dr. Jim Henderson</td>
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<tr>
<td></td>
<td>4/18/2013 “Identity Theft” Staff Senate –Lt. Walt Hollis Bossier Parish Sheriff’s Department</td>
<td>2012-13 PRAL (Public Relations Association of Louisiana) member</td>
</tr>
<tr>
<td></td>
<td>3/33/2013 “Service Excellence” Workshop – Dr. Charles Schroeder</td>
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</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

PRESENTATIONS:
Tracy McGill:
5/17/13 Southeast Rotary Club – Chancellor presentation
5/9/13 United Way organizational meeting
4/26/13 Business Workshop – Leadership 1 @ First United Methodist Church
4/9/13 Shreveport Chamber Leadership Louisiana Higher Ed Roundtable speaker
4/1/13 Participated as interviewer in Occupational Therapy Assistants mock interviews
2/22/13 Optimist Club of Shreveport - speaker
12/19/12 Loyola College Prep faculty – tour of CAPA Comm Media
12/7/12 PTK Ceremony
12/6/12 BPCC Science, Nursing and Allied Health Pinning Ceremony
11/28/12 BPCC Christmas Show program – Bossier Civic Center
11/14/12 The Switch Project video showing
11/13/12 PTA Program Site visit - Interviewee

Katrina Sproles
5/23/13 Bob Boykin-Staff Senate end-of-year luncheon
4/26/13 LCTCS President Dr. Joe May Forum
4/18/13 Identity Theft
4/18/13 Service Delivery: Communicating with our students
4/12/13 BPCC Chancellor’s Forum
4/10/13 Social Media Options: What can PR do for you?
3/22/13 Service Excellence: Dr. Charles Schroeder
3/21/13 Banner Roundtable Discussion: What do you need to know?
3/7/13 What makes for a competent communicator?
11/27/12 Defensive Driver Training

Kim Webb
5/25/2012 Banner Workshop
1/13 “Service Delivery, Communication” Workshop, Abby Benzinger & Lynn McCoy
1/13 “Advising” Workshop, Jennifer McMullen
4/22/2013 “Service Excellence” Workshop, facilitated by Dr. Charles Schroeder
4/22/2013 “BPCC Student Success Planning” Workshop, facilitated by Dr. Charles Schroeder

Heather Hoffee
4/22/2013 “Service Excellence” workshop, facilitated by Dr. Charles Schroeder
4/22/2013 “BPCC Student Success Planning” workshop, facilitated by Dr. Charles Schroeder

3/13-3/15/2013 LCTCS Conference, Baton Rouge, LA
3/28/13 Taxes for the Young-YPI March Lunch & Learn
7/17/12 LCTCS Public Relations Council Planning Session
3/13 LCTCS Annual Conference
2012-13 PRAL (Public Relations Association of Louisiana) member
3/13 LCTCS Annual Conference
2012-13 PRAL (Public Relations Association of Louisiana) member
Kim Webb:

PUBLICATIONS/PRODUCTIONS: PR Office as a whole
Comprehensive redesign and restructuring of the BPCC website – making it more student/parent/visitor-focused than internal/departmental driven.
Creation of a campus-wide virtual tour and mobile app
Creation of a quality social media presence – Facebook, Twitter
Production of the Gymnasium floor redesign to encompass the BPCC brand
Hiring of contract photographer to take high-quality photos for use in ads, website, publications, etc
Building A window decals
Implementation of New BPCC Daily and redesign of Campus Memo campus-wide notification system
Production of “60 seconds of fame” for the LCTCS Annual Conference
Production of Chancellor’s Prezi presentation for speaking engagements
Production of Prezi presentation for Open Campus initiative
Utilizing new advertising venues for promoting the College:
Production of billboards – I-49: image-building and 3 registrations
Updating stationery, business cards, signage for the Campus as a wholes, using the Graphic Standards Guide.
Production of Fall, Spring & Summer catalogs for Workforce Development & Continuing Education department
Writing and distribution of 147 news releases on BPCC programs, registrations, events throughout the year
12,038.13 inches of unpaid media articles
Participated in TV news interviews for College in absence of Chancellor
Planned LSUS Information Office ribbon cutting ceremony and scheduled with LSUS representatives
Planned signing ceremonies with other colleges – ULM
Produced recognition canvas and banner for Coach Mike McConathy
Production of College ads for:
  SB magazine (monthly)
  Forum News (monthly)
  Billboards – registration
  Mobile advertising
  Internet advertising – ShreveportTimes.com Sliding ads – Mondays
  Radio
  Shreveport Times – Thanksgiving Day circular ad
Wrote and compiled BPCC story information for La Oil & Gas newsletter
Wrote article for Shreveport Times 2012 Student Guide; Forum; SB Magazine
Redesigned and replaced banners on Highway 80
Production of advertising, flyers, postcards, videos, promotional items, signage for various departments:
  - Career Compass Registration Day
  - Registration signs
  - Rewrite of Admissions letter for email to all new students
  - Energy program info meeting
  - Production of flash drives for Recruiting – Cavalier Connection
  - Energy program – design of flyers and poster
  - BPCC 100 – advertising and signage
  - Produced video for City of Shreveport website
  - Planned advertising for CAPA’s 25th anniversary – using advertising already purchased through contracts AND new advertising
  - Discover BPCC promotion
  - Nurse’s Pinning Ceremony; Programs, photography
  - 7th annual softball showcase; photography
  - Middle College Graduation; program & photography
  - Creation of BPCC Live; Ustream platform - branding, logo design
  - Production for statewide video CALL program
  - Redesign of Workforce/Continuing Ed – Online webpage banner
  - Promotion of TAA Grant: Push cards
  - CNA program: Graduation invitations program & photos
  - Workplace Literacy department: Bossier Youth Leadership promotion event
  - Christmas Show: Apply Online Now flyer, Performers List, VIP reservations & BPCC display table
  - Graduation; photography, press releases
  - BPCC Foundation needs – flyers, programs, certificates, pledge card
  - Energy Camp Flyer for CERT
  - Bossier Chamber AD
  - Recruiting invitation – Senior Fling
  - Cavalier basketball programs
  - Open Campus table-top display
  - Logos for Open Campus, Communication Media, Theatre, Music
  - BPCC Accelerated logo
  - Middle College flyers, postcards
  - Student Life support – Ms BPCC, PTK ceremony, Back to School Bash
  - Industrial Readiness Open House Comment Card, Invite, poster, press release
  - Camp Cavs Youth summer camp flyers
Military Relocation Guide ad
School ads:
  Fair Park HS yearbook ad
  Loyola College Prep yearbook ad
  Bossier Press Tribune High School newspaper ads- Airline, Bossier, Parkway, Benton
Human Resources’ Adjunct Job Fair flyers, signs
Regional Science Fair promotion/photography
Attended events off-campus representing BPCC
  DigiFest opening at Bossier Civic Center; provided display materials for festival
  Bossier Chamber of Commerce’s Patriot Awards ceremony
  LCTCS Public Relations Council Planning Session-Baton Rouge, LA
  Bossier Chamber of Commerce’s New Teacher Luncheon (Bossier Schools)
  Margaritaville-Construction field trip
  LCTCS Annual Conference Task Force meeting in Baton Rouge with others from around the state
Attended off-campus events representing BPCC
  Assisted Chancellor in speaking engagements – slide presentation setup
  Represented Chancellor and spoke at Leadership Louisiana luncheon, Optimist Club of Shreveport and Bossier Chamber Lunch meeting
  Oversaw LA. Film Festival entry – film production using BPCC Nursing Sim Lab
  Participated in OTA student mock interviews – Fall and Spring semester
  Participated in Maroon Jackets interviews
  Implemented student housing survey to all students with use of Blackboard; sent results to company requesting
Guest on This is BPCC television show – spoke of all events going on at the College
Photography of Math instructors photos for FB page
Admission assistance during Fall registration
  Produced answering voice message
  Produced “temporary” call center
Organized group events campus – tours: Bossier High Reunion tour; Loyola College Prep; Leadership Louisiana
Assisted in promotion and photography of Icing on the Cake Competition, BPCC Campus (Building F)
Update College Closure contact list
Provided LCTCS PR office with weekly News Clips for information on BPCC

STRATEGIC PLANNING

**Department Measurable Strategy**
Devise a more accurate method of tracking all forms of media containing non-paid information regarding the College.

**Performance Indicators**
- Count number of column inches of stories in print media; count number of online stories from media outlets; count number of

**Assessment Results**
This strategy was implemented by measuring the number of column inches on daily unpaid media

**Changes Based on Assessment Outcomes**
Employees will continue the same process to count and calculate the unpaid

**Strategy(ies) for the Future**
As finances allow, consider using a professional media tracking company to calculate unpaid media articles.
Department Measurable Strategy
Track use of College website.

Performance Indicators
Monthly data generated from website tracking system.

Assessment Results
This strategy was not implemented through a website tracking system.

Changes Based on Assessment Outcomes
A website tracking system will be considered to see if website usage has increased.

Strategy(ies) for the Future
As finances allow, consider using a professional website tracking system.

Department Measurable Strategy
Implement new social networking tools.

Performance Indicators
Number of daily and weekly Facebook, Twitter & YouTube posts.

Assessment Results
Social Media Coordinator implemented social media and has begun to calculate monthly Facebook, Twitter and YouTube posts.

Changes Based on Assessment Outcomes
Coordinator will continue to calculate monthly Facebook, Twitter and YouTube posts.

Strategy(ies) for the Future
As social media outlets become available, Coordinator will implement for the College, if appropriate.

Department Measurable Strategy
Attend more workshops and seminars.

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
Employees attended monthly local PR organization meetings which included a seminar. Other workshops were attended throughout the year.

Strategy(ies) for the Future
As finances will allow, PR personnel will attend more workshops and seminars.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

With the retirement of the former Director of Public Relations, the PR Office went through an organizational change. One of the first goals of the new Director of Public Relations was to create a PR Office for BPCC which mirrored the organizational structure of an advertising agency. Hiring a Social Media Coordinator and Graphic Designer allowed the PR Office to surpass expectations in producing the BPCC message. Additionally, in...
November, a permanent, full-time Front Desk Receptionist was hired to enhance our visitors’ first-impression experience when visiting the College. With this reorganization, the PR Office was able to produce the messaging needed to begin to build a comprehensive identity and brand for the College.

PRIORITIES FOR THE COMING ACADEMIC YEAR

• Restructuring BPCC’s publications
  - 16-page Guidebook – all-inclusive – division info, admissions, financial aid, student life, athletics
  - Production of pushcards for every program in each division (not all programs currently have pushcards)
• Utilize a new advertising medium
  - ads in local restaurants/places of business using ThinkMedia
  - ads in East Texas magazine – IN magazine (reaching markets – Tyler, Longview, Marshall)
• Utilize a new billboard vendor in key locations in Caddo parish
• Update College Emergency Alert System
• Begin researching a new Academic Catalog process
• Setup up photo shoot for professors/instructors/deans/staff to be photographed for use in advertising, news releases, website
• Begin to utilize targeted Facebook advertising
• Continually update the website
  - Update the PR webpage and create an online job request form
• Rework videos for all auxiliary departments for use in orientation
• Assist with the implementation and promotion of BPCC@LSUS program
Division of Administration (Chancellor's Office)
Student Success Initiatives

EMPLOYEE LISTING

Professional, unclassified staff

Toya Tucker, M.S.
Kirsten Wheeler-Brown, M.S.

Classified staff

Petra Battlefield

DIVISION SUMMARY

The mission of the Office of Student Success Initiatives is to enhance the student experience through comprehensive evaluation of the student experience and implementation of evidence-based retention activities. Student Success Initiatives met this mission by implementing faculty and staff professional development and student support activities. The office successfully coordinated the BPCC/NSU Title III Cooperative Project and drafted the Blueprint for Student Success.

The Title III Project continued to support faculty and staff professional development. Faculty attended the Human Anatomy and Physiology Society (HAPS) Conference. Faculty attending HAPS learned new approaches to teaching complex science concepts and networked with peer faculty upon return to the campus on how to best teach underprepared students. As a result, faculty decided to begin the development of a introductory science model for underprepared students.

The Title III Project Student Success Coordinator presented in anatomy and physiology classes in an effort to induce students to partake in the Project’s activities. The Student Success Coordinator also hosted student success workshops on various topics, which included study habits, coping strategies, and learning styles. Throughout the year, the Project partnered with faculty to identify students at-risk of failure.

Student Success Initiatives continued to collaborate with the campus in its goal of positively affecting the student experience. The Blueprint for Student Success provided a framework in which advising and orientation taskforce could focus their efforts. The taskforce attended the National Academic Advising Association (NACADA) Summer Institute and, as a result, developed an advising syllabus that is currently being piloted in one academic division and the academic advising center. The taskforce also begin development of an online orientation for students at the Summer
Institute. The Student Services division is currently editing final portions of the online orientation. The Blueprint also provided insight into professional development opportunities for the Office of Institutional Effectiveness. The Blueprint will continue to navigate the campus in implementing promising practices that impact student success.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Petra Battlefield, Staff Senate Member of the Year

**PROFESSIONAL DEVELOPMENT**

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<tr>
<td></td>
<td>Understanding and Engaging Under-resourced College Students (February 2013)</td>
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<tr>
<td></td>
<td>“What Makes For a Competent Communicator?” (March 2013)</td>
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<td>Service Excellence (March 2013)</td>
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<td></td>
<td>Identify Theft (April 2013)</td>
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<tr>
<td>Toya Tucker</td>
<td>Leadership, Diversity, and Change: Can You Handle the Heat? (January 2013)</td>
<td>Association for Institutional Research Forum (June 2012)</td>
</tr>
<tr>
<td></td>
<td>FAQs about Financial Aid (January 2013)</td>
<td>NACADA Summer Institute (June 2012)</td>
</tr>
<tr>
<td></td>
<td>Understanding and Engaging Under-resourced College Students (February 2013)</td>
<td>Increase Student Completers through Strong Campus Engagement (September 2012)</td>
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<tr>
<td></td>
<td>Service Delivery (March 2013)</td>
<td>US Department of Education Annual Project Director’s Meeting (March 2013)</td>
</tr>
<tr>
<td>Kirsten Wheeler-Brown</td>
<td>Service Excellence (March 2013)</td>
<td>National Association of Student Personnel Administrators Conference (April 2013)</td>
</tr>
<tr>
<td></td>
<td>Social Media Options: What Can PR Do for You? (April 2013)</td>
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**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Director co-presented “Faculty and Staff Mentoring” workshop
Director co-presented “Blueprint for Student Success” session at Planning Council (2 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

**SIGNIFICANT CONTRACTS OR GRANTS**

The Office continued to receive funding from the U.S. Department of Education for the BPCC/NSU Title III Cooperative Project.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
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<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institute student assessment activities.</td>
<td>1. Number of Title III SENSE/CCSSE student surveys administered. 2. Number of Title III sponsored student focus groups. 3. Meeting minutes and documents that detail linkage of Title III and campus-wide assessment results to plans for improvement.</td>
<td>1. Five hundred twenty Title III SENSE/CCSSE student surveys were administered. 2. One Title III sponsored student focus group was hosted. 3. Meeting minutes and documents that detail linkage of Title III and campus-wide assessment results to plans for improvement were secured.</td>
<td>Expand the availability and awareness of survey results in order to create increased opportunities for student success.</td>
<td>The Office will continue to administer the SENSE and CCSSE surveys to science, nursing and allied health students.</td>
</tr>
<tr>
<td>Increase academic and career advising activities.</td>
<td>1. Number of Title III orientation sessions in Science, Nursing and Allied Health courses. 2. Number of Title III offerings, including workshops and advising sessions.</td>
<td>1. Five hundred twenty Title III SENSE/CCSSE student surveys were administered. 2. One Title III sponsored student focus group was hosted. 3. Meeting minutes and documents that detail linkage of Title III and campus-wide</td>
<td>Expand the availability and awareness of survey results in order to create increased opportunities for student success.</td>
<td>The Office will continue to administer the SENSE and CCSSE surveys to science, nursing and allied health students.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
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<tr>
<td>Provide learning resources for the Division of Science, Nursing and Allied Health and the Learning Center.</td>
<td>1. Number of student-centered web-based modules for students enrolled in gateway science courses. 2. Tracking results from modules' website. 3. Meetings’ minutes from module development team meetings.</td>
<td>1. Eight modules are available for students. An introductory science module is currently under development, as well as the remaining two modules for chemistry and two for physiology students. 2. Tracking results have been secured and represent tremendous usage for the anatomy modules and minimal use for the physiology and chemistry modules. 3. Minutes have been secured for five module development team meetings.</td>
<td>Increase the relevancy of the modules’ content through faculty and student critically revising content.</td>
<td>The Office will continue to build synergies between the College and Northwestern State University in order to better support science, nursing and allied health students.</td>
</tr>
<tr>
<td>Implement the Blueprint for Student Success (Foundations of Excellence ® Plan).</td>
<td>1. Final copy of the Blueprint for Student Success. 2. Agendas and planning documents from meetings that discuss the Blueprint and related student success activities. 3. Number of campus-wide</td>
<td>1. The final copy of the Blueprint for Student Success has been available at <a href="http://www.bpcc.edu/studentsuccess/documents/blueprint.pdf">http://www.bpcc.edu/studentsuccess/documents/blueprint.pdf</a> since August 2012.</td>
<td>Increase communication between the Office and the campus with regard to implementation and further planning of</td>
<td>The Office will link portions of the Blueprint for Student Success to the College’s committees’ activities for 2013-2014.</td>
</tr>
</tbody>
</table>
student focus groups.
4. Website link that includes assessment results.

2. Eight agendas, along with planning documents, were secured for meetings with institutional research and grants, institutional effectiveness, public relations, and the Advising Taskforce.

3. No campus-wide student focus groups were hosted. Focus groups were conducted in science courses during fall 2012.

4. A website link has not been created with regard to assessment.

Identify opportunities to gain qualitative feedback from a greater sample of students.

**Department Measurable Strategy**

Coordinate professional development activities that align with the College’s strategic goals.

**Performance Indicators**

1. Number of attendees of on-campus and off-campus sessions facilitated by Student Success Initiatives/Title III sponsored facilitators.

**Assessment Results**

Fourteen faculty and staff attend the National Academic Advising Association Summer Institute and continued to finalize plans derived at the Institute upon their return to the campus.

Six faculty and staff attended the National Academic Advising...

**Changes Based on Assessment Outcomes**

Increase the number of attendees who have not previously attended a professional development event sponsored by the Office.

**Strategy(ies) for the Future**

The Office will continue to align professional development opportunities with the strategic direction of the College.
Fifty-two faculty and staff attended the Noel-Levitz Service Excellence workshop.

Five staff attended the Annual ACT Southwest Region Postsecondary Conference on Student Success.

Three faculty and staff attended the Human Anatomy and Physiology Annual Conference.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Student Success Initiatives collaborated with several areas of the College in order to further enhance the student experience. The Title III Project embarked on a fourth year of grant activities and further investigated methods to better support students in the Division of Science, Nursing and Allied Health. The Project afforded faculty and staff professional development opportunities that otherwise would have been nonexistent without grant funding. In addition, the Project continued to link students to viable options to increase their academic and career preparedness.

Through meetings centered on the Blueprint for Student Success, faculty and staff holding distinctly different responsibilities connected in order to identify ways to better advise and orient students to the college environment. The Office was instrumental in providing funding and coordination of such individual in order to advance the mission of the College. Overall, the Office was effective identifying and implementing ways to enhance student success.

PRIORITIES FOR THE COMING ACADEMIC YEAR

The Office will be more intentional in implementing the Blueprint for Student Success. As such, the office will coordinate implementation of a
series of student success workshops, development of a student success newsletter for faculty and staff, and lead a first-year student mentoring program. The Office will collaborate with different offices and divisions in order to meet these priorities.
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 2012-2013 academic year. The Office

* Facilitated the approval of the CTS in Energy Services;
* Facilitated the consolidation of BPCC’s Cyber associate degrees into the Associate of Applied Science in Cyber Technology;
* Served on the College’s SACS Fifth-year Interim Report Committee;
* Facilitated BPCC @ Grambling State University, BPCC @ Northwestern State University, and BPCC @ La Tech 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 on and off campus with College personnel to improve services of academic affairs to internal and external constituents;
* Managed student and faculty concerns and challenges;
* Prepared GRAD Act 3 Report;
* Facilitated the preparation of Low Completer reports in Medical Assistant and Care and Development of Young Children associate degrees.

During the 2012-13 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; promoted the involvement of academic advisory committees in the College’s academic programs; 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 meetings in support of academic affairs activities.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

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

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stan Wilkins</td>
<td>Member, Deans Council, Executive Council, and Planning Council</td>
<td>LCTCS Chief Academic Officers Meetings</td>
</tr>
<tr>
<td></td>
<td>Member, BPCC Foundation and Staff Senate</td>
<td>Cyber Innovation Center Meetings</td>
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<td></td>
<td>Degree and Certificate Advisory Committee Meetings</td>
<td>Academic and Student Affairs Leaders Meetings</td>
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<tr>
<td></td>
<td>Ex-Officio member of Standing and Adhoc College Committees</td>
<td>SACS-COC Summer Trustees Meeting, Washington, DC, 6/18/12 – 6/21/12</td>
</tr>
<tr>
<td></td>
<td>Administrative Committee Member Title III Initiative</td>
<td>SACS-COC Annual Meeting, Dallas, TX 12/2/12 – 12/8/12</td>
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<td></td>
<td>Division of Liberal Arts Theater Productions and Music Recitals</td>
<td>Consortium for Education, Research, and Technology</td>
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<td></td>
<td>BPCC@GSU Meetings</td>
<td>Northwest Louisiana Police Academy</td>
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<td></td>
<td>BPCC@NSU Endeavor</td>
<td>Committee of 100</td>
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<td></td>
<td>BPCC@La. Tech University Endeavor</td>
<td>Learning Center of Rapides Parish</td>
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<td></td>
<td>SACS 5th Year Interim Report Committee</td>
<td>Northwestern State University – System President Welcome</td>
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<td>Saff Senate Meetings</td>
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<td>Program Advisory Committees</td>
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<td>Ethics Training for Public Servants</td>
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<td>ULM Day @ BPCC</td>
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<td></td>
<td>The Center for Integrated Engineering Technologies (CIET) – June, 25, 2012</td>
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<td>Banner Professional Development – July 25, 2012</td>
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<td>“Legends of the Fall: Teaching Student Success Through Resiliency – September 6, 2012</td>
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<td>Veterans Day Commemoration – November 9, 2012</td>
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<td></td>
<td>CAPP Professional Development Workshop – October 30, 2012</td>
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<td>Service Excellence” Workshop, Dr. Charles Schroeder – March 21, 2013</td>
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<td>&quot;Where Does the Data Go?&quot; Sandra Kinney and Sheila Duplechain - April 12, 2013</td>
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<tr>
<td>Donna Branch</td>
<td>Lola Web Training Time Entry - June 12, 2013</td>
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<td>ORM Defensive Driving - October 11, 2012</td>
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<td>Chancellors Forum - October 25, 2012</td>
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<td>CAPP Professional Development Workshop - October, 30, 2012</td>
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<td>State of the System Address Presented by Dr. Joe May - February 26, 2013</td>
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<td>CPTP PES Basics-WBT - March 6, 2013</td>
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<td></td>
<td>CPTP Preventing Sexual Harassment - March 6, 2013</td>
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<td>Forms Compliance Training - May 24, 2013</td>
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</tbody>
</table>

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ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2012-2013 academic year: (refer to the individual division reports for analysis and recommendations)

Associate Degrees:
Care and Development of Young Children
Information Network Security Specialist
Information Network Specialist
Nursing
Paramedic
Respiratory Therapy

Certificates/Diplomas:
Paramedic

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>Provide professional development opportunities for faculty and staff.</td>
<td>Number of professional development opportunities offered to faculty and staff.</td>
<td>Professional Development Initiatives moved to the office of Institutional Effectiveness Initiatives</td>
<td>Strategy completed.</td>
<td></td>
</tr>
</tbody>
</table>

Assessment Results

- Professional Development Initiatives moved to the office of Institutional Effectiveness Initiatives
- Increase tuition 10% effective 2013-2014.

Changes Based on Assessment Outcomes

- Professional development transferred.
- Strategy completed.
- Strategy completed.
- Strategy completed.

Strategy(ies) for the Future

- Strategy completed.
- Strategy completed.
- Strategy completed.

Changes not feasible.
Associate of Applied Science in the Care and Development of Young Children to the Associate of Applied Science in Early Childhood Development and Education.

Degree not feasible. Changes not feasible.

Associate of Applied Science in Technical Studies.

Department Measurable Strategy
Review academic programs in accordance with the cyclical rotation.

Performance Indicators
Program reviews.

Assessment Results
Program reviews completed

Changes Based on Assessment Outcomes
Improvements made in programs.

Strategy(ies) for the Future
Continue program reviews according to cycle.

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 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.

PRIORTIES FOR THE COMING ACADEMIC YEAR

GOALS: 2013-2014

Administrative
• LA GRAD Act Activities – Prepare LA GRAD Act 4 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.

Programmatic/Curricular
• Adjust course offerings to address new enrollment changes/challenges.
• Attend academic program advisory meetings.

• Participate in LCTCS Chief Academic Officer Council.

Professional Growth
Attend BPCC professional development offerings.
Division of Academic Affairs
Academic Advising

EMPLOYEE LISTING

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

Classified staff
Toni Brown, A.S.

DIVISION SUMMARY

The Academic Advising Center was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2012-2013 fiscal year. The Center advised 2,472 students during the summer 2012 semester, which was an increase of 1.77% over the last summer semester. The Center advised 5,343 students during the fall 2012 semester which was an increase of 2.18% over the last fall semester, and 4,581 students during the spring 2013 semester, which was an increase of 1.17% over the last spring semester. The number of students advised for the 2012-2013 fiscal year was 12,396, an increase of 1.60% over the previous year. During the month of August, the Center (3 advisors) with the help of additional faculty advisors, saw 2,380 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 and 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, Jennifer McMullen, and Donna Wallace attended two training sessions 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 June 2012, they attended the NACADA (National Academic Advising Association) Summer Institute conference in Austin, Texas and in October 2012, they attended the NACADA Annual Conference held in Nashville, Tennessee. By means of the travel budget, Mr. Robins and Miss McMullen attended the LCTCS (Louisiana Community and Technical College System) 10th Annual conference in March 2013. In addition, Miss McMullen attended the LCTCS "Convening of ISP Fellows" conference in October 2012 and was a presenter at the LCTCS 2013 Annual Conference in Baton Rouge, Louisiana.

Throughout the 2012-2013 year, the Academic Advising Center continued to make an intensive effort to provide quality advising and promote student success.

The Academic Advising Center, in cooperation with the Office of Financial Aid, continues to participate in the ongoing process of implementing the recently drafted Student Academic Progress (SAP) policy. The SAP policy, as necessitated by changes in Federal Financial Aid guidelines, allows students the opportunity to improve their course completion rates in an effort to re-qualify to receive federal financial aid.

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, Operation Santa Claus give away, United Way, and by 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>
<tbody>
<tr>
<td>Peggy Fuller</td>
<td>BPCC Planning Council</td>
<td>NACADA Academic Advising Summer Institute</td>
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<tr>
<td></td>
<td>July-April, 2013</td>
<td>Austin, Texas</td>
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<td></td>
<td>&quot;almost, maine&quot;</td>
<td>June 24-29, 2012</td>
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<td></td>
<td>A Cavalier Players Production</td>
<td>NACADA Annual Conference</td>
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<td></td>
<td>July 27-August 5, 2012</td>
<td>&quot;Empowering Students to Write Their Own Songs of Success&quot;</td>
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<td>BPCC Summer Commencement</td>
<td>Nashville, Tennessee</td>
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<td>July 31, 2012</td>
<td>October 4-7, 2012</td>
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<td></td>
<td>Banner Professional Development Workshop</td>
<td>2012 SACSCOC Annual Meeting</td>
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<td>August 13, 2012</td>
<td>Dallas, Texas</td>
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<td>&quot;Organic Innovations: Solo Art Exhibition by Sierra Pearce&quot;</td>
<td>December 8-11, 2012</td>
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<td></td>
<td>September 10-October 19, 2012</td>
<td>Board of Regents Matrix meeting</td>
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<td></td>
<td>4th Annual BPCC 100 Go-Kart Race</td>
<td>Baton Rouge, Louisiana</td>
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<td></td>
<td></td>
<td>LCTCS 10th Annual Conference</td>
</tr>
</tbody>
</table>
4th Annual BPCC 100 Mini NASCAR Race  
September 21-22, 2012

"A Conversation About Volunteer Mentoring"  
October 18, 2012

Service Delivery Committee  
October 18 and November 2, 2012

SACS Fifth Year Report Meeting  
November 27, 2012

"The Runaway Christmas Toys" Christmas Program  
November 28-29, 2012

Nursing Program Pinning Ceremony  
December 13, 2012

BPCC 62nd Fall Commencement  
December 14, 2012

"Academic Advising 101"  
January 8, 2013

VITA/TCE Certification Course  
February 5, 2013

Memo of Understanding between BPCC and NSU  
March 6, 2013

"What Makes For a Competent Communicator?"  
March 7, 2013

"Service Excellence: A Key to Student and Institutional Success" Workshop  
March 21-22, 2013

"High Impact-Low Cost Student Success Improvement Strategies for the Engaged Campus" Workshop  
March 21-22, 2013

"The Role of the Engaged Campus in Student Success: Principles & Strategies" Workshop  
March 21-22, 2013

"Dark of the Moon"  
A Cavalier Players Production  
April 11-21, 2013

Theatre Voice Recital

Baton Rouge, LA  
March 13-15, 2013

17th Annual ACT Southwest Region Postsecondary Conference  
Grapevine, Texas  
April 10-12, 2013

Board of Regents Matrix meeting  
Baton Rouge, Louisiana  
April 30-May 1, 2013
April 16, 2013

BPCC 63rd Spring Commencement
May 10, 2013

Richard Robins
Staff Senate Treasurer
July 2012-June 2013

Member of Planning Council
July 2012-June 2013

Member of Ad Hoc Attendance Policy Committee
November 2012-March 2013

Member of Advising Committee
July 2012-June 2013

"CAPP Professional Development Workshop"
October 30, 2012

"What Makes For a Competent Communicator"
March 7, 2013

"Service Excellence" Workshop
March 22, 2013

Jennifer McMullen
Staff Senate Member
July 2012-June 2013

Member of Planning Council
July 2012-June 2013

Member of Advising Committee
July 2012-June 2013

Assisted the Division of Science, Nursing, and Allied Health with fall, spring, and summer semester pre-advising
August 2012-May 2013

"Legends of the Fall: Teaching Student Success Through Resiliency"
August 16, 2012

"Lecture Capture: It's Easier than you Think"
September 13, 2012

Presenter for "Developmental Success: 'Best Practices' Panel Discussion"
September 20, 2012

Administration of the Survey of Entering Student Engagement (SENSE) survey to students

NACADA Academic Advising Summer Institute
Austin, Texas
June 24-29, 2012

NACADA Annual Conference
"Empowering Students to Write Their Own Songs of Success"
Nashville, Tennessee
October 4-7, 2012

LCTCS 2013 Annual Conference
Baton Rouge, Louisiana
March 13-15, 2013

LCTCS 2013 Annual Conference
Presentation of "Using Google Docs Spreadsheet to Track Students"
Baton Rouge, Louisiana
March 14, 2013

NACADA Academic Advising Summer Institute
Austin, Texas
June 24-29, 2012

2012 Salzburg Global Seminar
Salzburg, Austria
July 8-15, 2012

BPCC at GSU Registration
Grambling, Louisiana
August 18, 2012

NACADA Annual Conference
"Empowering Students to Write Their Own Songs of Success"
Nashville, Tennessee
October 4-7, 2012

LCTCS "Convening of ISP Fellows"
Baton Rouge, Louisiana
October 22-23, 2012

Board of Regents Matrix Meeting
Baton Rouge, Louisiana
February 25-26, 2013
September 7-21, 2012
"A Conversation About Volunteer Mentoring"
October 18, 2012
CAPP Professional Development Workshop
October 30, 2012
Member of Ad Hoc Attendance Policy Committee
November 2012-March 2013
Assisted with and Performer in "The Runaway Christmas Toys" Program
November 28-29, 2012
Faculty Christmas Concert
December 6, 2012
Presenter in "Academic Advising 101"
January 8, 2013
"Reducing Stress and Improving Health by Beginning Meditation"
March 20, 2013
"Service Excellence" Workshop, facilitated by Dr. Charles Schroeder
March 22, 2013

Donna Wallace
Member of Planning Council
July 2012-June 2013
Member of Ad Hoc Attendance Policy Committee
November 2012-March 2013
Member of Advising Committee
July 2012-June 2013
Assisted the Division of Technology, Engineering, and Mathematics with CIT
Mock Interviews for student interns
October 22, 2012
"CAPP Professional Development Workshop"
October 29, 2012
Assisted the Division of Science, Nursing, and Allied Health with spring
semester pre-advising
October 16-November 5, 2012
Assisted the Division of Business with IRS FSA (Facilitated Self-Assistance)
Center
February 12-April 15, 2013

Attended LCTCS Pre-Conference Salzburg Mini-Seminar and was
Presenter at LCTCS 2013 Annual Conference
Baton Rouge, Louisiana
March 13-15, 2013
Financial Aid: Truths and Myths Workshop
March 4, 2013

Assisted the Division of Technology, Engineering, and Mathematics with CIT
Mock Interviews for student interns
March 18, 2013

Student Success Demo
March 19, 2013

BPCC Senior Fling Open House
March 21, 2013

Service Excellence Roundtable-Title III
March 22, 2013

Attendance Policy Review
October 25, 2012

Toni Brown
Banner Professional Development Workshop
July 24, 2012

CAPP Professional Development Workshop
October 30, 2012

"Banner Roundtable Discussion: What Do You Need to Know?"
February 27, 2013

"What Makes For a Competent Communicator?"
March 7, 2013

"Identity Theft"
April 18, 2013

**STRATEGIC PLANNING**

**Department Measurable Strategy**
Create an advising syllabus for campus wide usage.

**Performance Indicators**
Number of copies of syllabus.

**Assessment Results**
The advising syllabus was piloted in spring 2013.

**Changes Based on Assessment Outcomes**
The Academic Advising Center is modifying the syllabus based on

**Strategy(ies) for the Future**
Administer the advising syllabus campus wide.
<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>Implement an online survey.</td>
<td>Survey results.</td>
<td>This did not work for the Academic Advising Center.</td>
<td>Create an academic plan for students regulated by the Student Academic Progress (SAP) policy.</td>
<td></td>
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<tr>
<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Provide professional development opportunities.</td>
<td>Number of professional development opportunities in which the Academic Advisors/Counselors participate.</td>
<td>The Advisor/Counselors participated 100% in various seminars and/or workshops.</td>
<td>None</td>
<td>Continue to participate in professional development seminars and/or workshops.</td>
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<tr>
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</thead>
<tbody>
<tr>
<td>Create a new innovative way to enhance the Academic Advising Center Advisory Board.</td>
<td>List of the members and businesses represented on the advisory board; number of improvements based on recommendations of the board.</td>
<td>This did not work for the Academic Advising Center.</td>
<td>Create a new Academic Advising Advisory Board.</td>
<td></td>
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</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**

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 graduation information for the graduation programs, the College community and area newspapers, and the 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 2012, two in fall 2012, and two in spring 2013. The number of graduates conferred for the 2012-2013 academic year was 814, the largest number of graduates in the history of the College. The College awarded 1,176 associate degrees, certificates, and technical competency areas to these 814 graduates.

The Office of the Associate Vice Chancellor of Planning and Instruction was responsible for many activities this academic year. The Office provided 144 regularly scheduled and on demand placement testing opportunities during the academic year. During the 2012-2013 academic year, 7,470 placement tests were administered, and twenty-two (22) Ability-to Benefit tests were administered during the 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 2012, fall 2012, and spring 2013 graduating classes. The information concerning general education competencies gathered from this standardized testing of 185 candidates for graduation will be used for measurement and documentation of general education competencies for graduates for the Southern Association of Colleges and Schools Commission on Colleges. Additionally, during the 2012-2013 academic year, 387 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; coordinated the courses for the College for the Louisiana Board of Regents Master Course Articulation Matrix; provided Banner support and professional development workshops related to Banner and Curriculum, Advising, and Program Planning (CAPP); 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 (66 students in the fall semester and 94 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.

Additionally, the individuals within the Division participated in 118 professional development activities and served on several committees. Mrs. Lesa Taylor-Dupree, Associate Vice Chancellor of Planning and Instruction, attended several conferences including the National Academic Advising Association (NACADA) Summer Institute, the NACADA Annual Conference, the Southern Association of Colleges and Schools Commission on Colleges Annual Meeting, the LCTCS Annual Conference, and the ACT Southwest Region Postsecondary Conference, and she attended professional development seminars relating to college administration, student success, general education, academic advising, placement testing, GRAD Act, Banner implementation, mentoring, articulation, leadership, and service delivery. She served as the leader of the Planning Council, a LCTCS representative on the Statewide General Education Committee as a part of the Statewide Articulation Transfer Council, and the Chief Articulation Officer submitting the courses for the College to the Louisiana Board of Regents Master Course Articulation Matrix. 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 Academic Advising Task Force, the Service Delivery Committee, interview committees for hiring college staff, and several committees regarding student success, 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 certificates and degrees. Mrs. Taylor-Dupree, also, attended various academic program advisory committee meetings and meetings of the General Education Assessment Committee, the Christmas Committee, the Graduation Committee, the Service Delivery Committee, and the Academic Advising Task Force. Mrs. Taylor-Dupree gave several presentations 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, and she attended the ACT Southwest Region Postsecondary Conference. She served on an interview committee for hiring college staff, participated in the Compass Users Network, and received recertification 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. Rachael Carter, Coordinator for CAPP, served on the Graduation Committee and an interview committee for hiring college staff. Additionally, Mrs. Carter presented sixteen professional development workshops related to CAPP and Banner in which there were 391 attendees. Mrs. Carter attended meetings regarding CAPP, Banner, popsel training, registration, advising, and Compass placement testing and student success, and she attended the ACT Southwest Region Postsecondary Conference. 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, Banner training, Compass placement testing, student success, financial aid, and service delivery, and she attended the ACT Southwest Region Postsecondary Conference. She participated in the Compass Users Network and received recertification 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.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lesa Taylor-Dupree
Statewide General Education Committee
As a part of the Statewide Articulation Transfer Council
LCTCS Representative
July 2012 – June 2013

Lesa Taylor-Dupree
BPCC Chief Articulation Officer
Louisiana Board of Regents Master
Course Articulation Matrix
July 2012 – June 2013

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesa Taylor Dupree</td>
<td>Executive Council Meetings</td>
<td>NACADA Academic Advising</td>
</tr>
<tr>
<td></td>
<td>August 2012 – May 2013</td>
<td>Summer Institute</td>
</tr>
<tr>
<td></td>
<td>Planning Council Meetings</td>
<td>Austin, Texas</td>
</tr>
<tr>
<td></td>
<td>August 2012 – May 2013</td>
<td>June 24-29, 2012</td>
</tr>
<tr>
<td></td>
<td>Deans Council</td>
<td>NACADA Annual Conference</td>
</tr>
<tr>
<td></td>
<td>June 2012 – May 2013</td>
<td>Nashville, Tennessee</td>
</tr>
<tr>
<td></td>
<td>BPCC Academic Advising Task Force</td>
<td>October 4-7, 2012</td>
</tr>
<tr>
<td></td>
<td>June 2012 – May 2013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SACS Fifth-Year Interim Report Committee</td>
<td></td>
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<tr>
<td></td>
<td>June 2012 – May 2013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Graduation Committee</td>
<td>Southern Association of Colleges and</td>
</tr>
<tr>
<td></td>
<td>June 2012 – May 2013</td>
<td>Schools Commission on Colleges</td>
</tr>
<tr>
<td></td>
<td>Ex-officio member</td>
<td>Annual Meeting</td>
</tr>
<tr>
<td></td>
<td>BPCC Staff Senate Member</td>
<td>Dallas, Texas</td>
</tr>
<tr>
<td></td>
<td>August 2012 – May 2013</td>
<td>December 8-11, 2012</td>
</tr>
<tr>
<td></td>
<td>BPCC Foundation Member</td>
<td>LCTCS Annual Conference</td>
</tr>
<tr>
<td></td>
<td>August 2012 – May 2013</td>
<td>Baton Rouge, Louisiana</td>
</tr>
<tr>
<td></td>
<td>General Education Assessment</td>
<td>March 13-15, 2013</td>
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<tr>
<td></td>
<td></td>
<td>ACT Southwest Region</td>
</tr>
<tr>
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</tbody>
</table>
and Curriculum Committee  
August 2012 – May 2013  
Ex-officio member

Christmas Committee  
August 2012 – May 2013  
Ex-officio member

Service Delivery Committee  
August 2012 – May 2013

LoLA Web Time Entry Training  
June 19, 2012

BPCC and NSU Title III Cooperative  
Project Meeting  
June 19, 2012

Banner Professional Development Workshop  
July 25, 2012

Almost Main  
BPCC Cavalier Players Production  
July 27, 2012

Banner Professional Development Workshop  
August 13, 2012

“Legends of the Fall: Teaching Student Success Through Resiliency”  
Professional Development Workshop  
September 6, 2012

BPCC and NSU Title III Cooperative  
Project Meeting  
September 17, 2012

BPCC/LSU Information Office  
Ribbon Cutting  
September 20, 2012

4th Annual BPCC 100  
September 22, 2012

BPCC Respiratory Therapy Advisory  
Board Meeting  
October 10, 2012

Avenue Q  
BPCC Cavalier Players Production
October 18, 2012

“A Conversation About Volunteer Mentoring”
Professional Development Workshop
October 18, 2012

BPCC Criminal Justice Advisory
Committee Meeting
October 26, 2012

TOTAL Mathematics Presentation
October 30, 2012

Banner and CAPP
Professional Development Workshop
October 29 and 30, 2012

BPCC Phlebotomy Advisory
Committee Meeting
November 2, 2012

BPCC Title III Internal Meeting
November 8, 2012

A Very Tough Course
The BPCC Film Institute
November 8, 2012

BPCC Pharmacy Technician Advisory
Board Meeting
November 9, 2012

BPCC Physical Therapist Assistant
Accreditation Meeting
November 12 and 14, 2012

BPCC Fall Festival One Acts
BPCC Cavalier Players Production
November 13, 2012

BPCC Jazz Ensemble Concert
November 15, 2012

BPCC and the City of Bossier
Christmas Production
November 28 and November 29, 2012

BPCC Christmas Music Faculty Concert
December 6, 2012
“Academic Advising 101”
Professional Development Workshop
January 8, 2013

Trade Adjustment Assistance Community College
and Career Training Grant Meeting
January 28, 2013

“Entering Classes”
Banner Professional Development Workshop
February 7, 2013

Industrial Readiness Training Open House
February 25, 2013

Industrial Technology Advisory Committee Meeting
March 1, 2013

“Financial Aid FAQs”
Professional Development Workshop
March 4, 2013

“What Makes for a Competent Communication?”
Professional Development Workshop
March 7, 2013

“Service Excellence”
Professional Development Workshop
Dr. Charles Schroeder
March 21 and March 22, 2013

Surgical Technology Advisory Board Meeting
April 5, 2013

BPCC and NSU Title III Cooperative Project Meeting
April 8, 2013

“Service Delivery: Communicating with our Students”
Professional Development Workshop
April 18, 2013

Care and Development of Young Children
Advisory Board Meeting
May 21, 2013

Peggy Spilker
Graduation Committee
June 2012 – May 2013

ACT Southwest Region
Postsecondary Conference
Grapevine, Texas
Academic Misconduct Appeals Committee
August 2012 – May 2013

LoLA Web Time Entry Training
June 13, 2012

Banner Professional Development Workshop
“Lab Helpers”
July 25, 2012

WebEx-Popsel
September 27, 2012

Graduation/Banner Meeting
Patty Stewart
October 15, 2012

Chancellor’s Forum
October 25, 2012

BPCC Talent Show
November 3, 2012

Veterans’ Day Commemoration Program
Colonel Andrew J. Gebara, Commander, 2nd bomb wing, Barksdale Air Force Base
November 9, 2012

BPCC and the City of Bossier
Christmas Production
November 28, 2012

BPCC Christmas Music Faculty Concert
December 6, 2012

Banner Professional Development Workshop
“Entering Schedules”
February 7, 2013

Banner Transcript Training
Mary Lyles-Mitchell
February 21, 2013

LCTCS President Joe May
February 26, 2013

Banner Professional Development Workshop
“Banner Roundtable Discussion:
What Do You Need to Know”
February 27, 2013
Safety Training—Preventing Sexual Harassment
February 27, 2013

Banner Transcript Training
Mary Lyles-Mitchell
March 4, 2013

Financial Aid-FAQ
Professional Development Workshop
March 4, 2013

Banner Training
Lin Bowen
March 5, 2013

Banner Graduation Training
Lin Bowen
April 9, 2013

Rachael Carter
WebEx: Popsel
September 27-28, 2012

WebEx: End of the Semester Training
November 15, 2012

WebEx: CAPP
March 1, 2013

WebEx: CAPP Refresher
April 22-23, 2013

“CAPP Training”
Baton Rouge, LA
August 6-9, 2012

ACT Southwest Region
Postsecondary Conference
Grapevine, Texas
April 10-12, 2013

Laura Fowler
Graduation Committee
June 2012– May 2013

BPCC Staff Senate Member
August 2012– May 2013

Financial Aid Appeals Committee Volunteer
August 2012– May 2013

LoLA Web Time Entry Training
June 13, 2012

Banner Professional Development Workshop
“Lab Helpers”
July 25, 2012

Chancellor’s Forum
October 25, 2012
CAPP Professional Development Workshop  
October 30, 2012

BPCC and the City of Bossier  
Christmas Production  
November 28, 2012

BPCC Christmas Music Faculty Concert  
December 6, 2012

Banner Professional Development Workshop  
“Entering Schedules”  
February 7, 2013

Banner Transcript Training  
Mary Lyles-Mitchell  
February 21, 2013

LCTCS President Joe May  
February 26, 2013

Banner Professional Development Workshop  
“Banner Roundtable Discussion:  
What Do You Need to Know”  
February 27, 2013

Safety Training-Preventing Sexual Harassment  
February 27, 2013

Professional Development Workshop  
Financial Aid-Q&A  
March 4, 2013

Banner Training  
Lin Bowen  
March 5, 2013

Professional Development Workshop  
“Banner Roundtable Discussion:  
What Do You Need to Know”  
March 21, 2013

“Service Excellence” Workshop  
Dr. Charles Schroeder  
March 22, 2013

BPCC Jazz Ensemble Concert  
April 5, 2013
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Rachael Carter
CAPP Meetings with Academic Deans
June 4, June 6, June 8, June 12,
June 14, and June 18, 2012

“Banner Workshop Lab Helpers”
BPCC Presenter
July 23-25, 2012

“Banner Professional Development Workshop”
BPCC Presenter
July 23-25, 2012

“Banner Professional Development Workshop”
BPCC Presenter
August 13-14, 2012

“CAPP Workshop”
BPCC Presenter
October 29-30, 2012

“CAPP/Banner Workshop”
BPCC Presenter
January 7-8, 2013

“Banner Workshop: Entering Schedules”
BPCC Presenter
February 7, 2013

“Banner Workshop: Faculty Registration & Advising”
BPCC Presenter
February 27, 2013
### STRATEGIC PLANNING

**Department Measurable Strategy**
Create and implement the Curriculum, Advising and Program Planning (CAPP) within Banner for the College.

**Assessment Results**
The Coordinator for CAPP created 477 programs with 533 areas within CAPP. This includes all the credentials offered by the College currently and for three previous academic years.

**Strategy(ies) for the Future**
New CAPPs will be created as new credentials are created and offered by the College. As soon as a transfer credit is verified in Banner, CAPPs will be available to students.

**Changes Based on Assessment Outcomes**
The Coordinator for CAPP will update credentials in CAPP as changes are made to the curriculum.

---

**Performance Indicators**
Number of Curriculum, Advising and Program Planning (CAPPs) created for the College.

**Assessment Results**
The Coordinator for CAPP created 477 programs with 533 areas within CAPP. This includes all the credentials offered by the College currently and for three previous academic years.

**Strategy(ies) for the Future**
New CAPPs will be created as new credentials are created and offered by the College. As soon as a transfer credit is verified in Banner, CAPPs will be available to students.

**Changes Based on Assessment Outcomes**
The Coordinator for CAPP will update credentials in CAPP as changes are made to the curriculum.

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**Department Measurable Strategy**
Address initiatives with the Planning Council to improve the effectiveness of the College and to provide access and success to students.

**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 expanded to seventy-six (76) members. New members, primarily faculty, were added to the Planning Council as a part of the restructuring of the Planning Council as a part of the restructuring of the Planning Council to improve the effectiveness and

**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 effectiveness of the decision making processes of the Council. Several initiatives of the Planning Council included a thorough review of each department's
3. The Planning Council addressed and was involved in sixteen (16) initiatives this academic year.

**Department Measurable Strategy**
Monitor general education core competency assessments for candidates for graduation.

**Performance Indicators**
1. Number of Educational Testing Service Proficiency Profiles administered 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.

**Assessment Results**
1. The College administered the Educational Testing Service Proficiency Profile to 185 associate degree candidates for graduation in the summer 2012, fall 2012, and spring 2013 graduation classes.
2. The information gathered concerning 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, an involvement in BPCC’s Blueprint for Student Success and the Academic Advising Task Force, and a review and update of the BPCC Report Card. The Planning Council also attended many functions of the College.

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

**Strategy(ies) for the Future**
The Educational Testing Services Proficiency Profile and the Bossier Parish Community College Graduation Survey will be administered to candidates for graduation each semester during the next academic year. Results will be provided to appropriate personnel.
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 387 candidates for graduation during the 2012-2013 academic year.

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in professional development opportunities.</td>
<td>Number of professional development opportunities in which the individuals in the Academic Planning Division participate.</td>
<td>The Office of the 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 118 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>
<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>Utilize the College website and/or</td>
<td>1. Number of updates of</td>
<td>1. The Office of the</td>
<td>No changes are</td>
<td></td>
</tr>
</tbody>
</table>

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the Blackboard website for the Planning Council, graduation information, placement testing and Ability to Benefit testing information.

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.

Associate Vice Chancellor of Planning and Instruction revised and updated Planning Council information on the College Blackboard website nine (9) times during the academic year.
2. The Office of the Associate Vice Chancellor of Planning and Instruction revised and updated graduation information on the College website eight (8) 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-three (23) times during the academic year.

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.

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**Department Measurable Strategy**
Monitor the Activating Inquisitive Minds (AIM) Program students.

**Performance Indicators**
Dissemination, collection, and review of progress reports for the AIM students twice during the fall semester and twice during the spring semester.

**Assessment Results**
The Office of the Associate Vice Chancellor of Planning and Instruction disseminated, collected, and reviewed changes based on assessment outcomes.

**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 oversee and monitor the AIM student progress reports for the next academic year.
Department Measurable Strategy
Provide scheduled and on demand placement testing opportunities for students.

Performance Indicators
Number of opportunities for scheduled and on demand placement tests during the 2012-2013 academic year.

Assessment Results
The Office of the Associate Vice Chancellor of Planning and Instruction provided 144 opportunities for students to take placement tests. Also, the Office of the Associate Vice Chancellor of Planning and Instruction administered 7,470 placements tests to

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 meet the demands of students by providing all scheduled and on demand placement testing opportunities for the next academic year.

progress reports for the AIM students twice (September 25-October 3, 2012 and November 6-14, 2012) during the fall semester for sixty-six (66) students and twice (February 13-22, 2013 and April 1-10, 2013) during the spring semester for ninety-four (94) 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.
<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 workshops regarding Banner to the faculty and staff.</td>
<td>Number of professional development workshops regarding Banner provided to the faculty and staff.</td>
<td>The Coordinator for CAPP offered 16 professional development workshops concerning CAPP and Banner during the 2012-2013 academic year. A total of 391 faculty, staff, and administrators attended these workshops.</td>
<td>No changes are needed.</td>
<td>The Office of the Associate Vice Chancellor of Planning and Instruction and the Coordinator for CAPP will offer CAPP and Banner professional development workshops as needed during the next academic year.</td>
</tr>
</tbody>
</table>

**Department Measurable Strategy**

Implement a new online student evaluation of faculty instruction for 2012-2013 academic year.

**Performance Indicators**

Number of online student evaluations of faculty instruction administered during the 2012-2013 academic year.

**Assessment Results**

The Office of the Associate Vice Chancellor of Planning and Instruction coordinated with the Division of Educational Technology to implement a new online evaluation of faculty instruction for all academic classes, including face-to-face, Internet, and hybrid, for the 2012-2013 academic year. The new online evaluation process was a success. A total of 2,501 evaluations were administered.

**Changes Based on Assessment Outcomes**

Improvements in the template will be made for the reporting process of classes to be evaluated.

**Strategy(ies) for the Future**

The College will use this online format of student evaluation of faculty instruction for classes during the next academic year. Deans will be provided additional professional development to learn more concerning the accessing and generating of reports.
courses were evaluated. A total of 55,592 surveys were administered to 21,640 users, and 35,636 responses were received which was a seventy percent (70%) response rate. Deans and faculty learned how to access results of the student surveys and review results.

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 814 graduates during the 2012-2013 academic year, the largest number of graduates in the history of the College. The 814 graduates were awarded 1,176 associate degrees, certificates and technical competency areas. The Division offered 144 placement testing opportunities for the academic year. The total number of tests administered was 7,470 placement tests, and twenty-two (22) 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; coordinated the courses for the College for the Louisiana Board of Regents Master Course Articulation Matrix; provided Banner support and professional development workshops related to Banner and Curriculum, Advising, and Program Planning (CAPP); 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 (66 students in the fall semester and 94 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 education competencies for documentation for the Southern Association of Colleges and Schools Commission on Colleges. 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 2012, fall 2012, and spring 2013 graduating classes. The information concerning general education competencies gathered from this standardized testing of 185 candidates for graduation will be documentation of general education competencies for graduates for the Southern Association of Colleges and Schools Commission of Colleges. Additionally, during the 2012-2013 academic year, 227 candidates for graduation completed the BPCC Graduation Survey. The primary focus for this Division for 2012-2013 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 implementation of Curriculum, Advising, and Program Planning (CAPP) within the Banner system for the College and provide professional development opportunities for faculty and staff for Banner.
3. Provide faculty with information regarding advising policies and procedures, placement testing, general education competencies, and CAPP.
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 2013-2014 academic year.
7. Oversee the Planning Council.
8. Participate in professional development opportunities.
Division of Academic Affairs
BPCC @ Grambling

EMPLOYEE LISTING

Professional, unclassified staff
Sandra Willis-Theus, M.A.T
Willie J. Smith, MPA

Classified staff
April D. Hill

DIVISION SUMMARY

The BPCC @ GSU Division began in spring 2011 as the result of a collaborative effort between the two institutions, Bossier Parish Community College (BPCC) and Grambling State University (GSU). 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 students in 2011. The fall 2012 enrollment reached a record high of 366, and enrollment remained stable during the spring 2013 semester when it stood at 348; however, summer 2013 enrollment dropped to 65. This being due to the unavailability of pell grants and offering of only one summer term.

Overall, the BPCC@ GSU Division is still thriving. News of the program and its mission continues to spread throughout the academic community. Potential students from across the nation inquire about admission to the BPCC@GSU program. We are pleased to state that more than 150 divisional students transition into GSU each fall and spring semester. We are a viable entity, and we are definitely fulfilling our mission. Excitement over the program continues to flourish.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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</thead>
<tbody>
<tr>
<td>April Hill</td>
<td>Banner Training, November, 2012</td>
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<tr>
<td>STRATEGIC PLANNING</td>
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</tr>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
<td><strong>Performance Indicators</strong></td>
<td><strong>Assessment Results</strong></td>
</tr>
<tr>
<td>Provide professional growth opportunities for office personnel.</td>
<td>Number of professional workshops, seminars, or conferences.</td>
<td>Ten workshops, seminars, and/or conferences were attended.</td>
</tr>
<tr>
<td>Increase enrollment by 15%.</td>
<td>Number of students enrolled.</td>
<td>Enrollment increased seven percent (7%) over the previous year. There were 779 students enrolled this academic year. Summer enrollment dropped due to the unavailability of pell grants and offering only one summer term.</td>
</tr>
<tr>
<td>Increase academic effectiveness of BPCC @ Grambling.</td>
<td>1. Number of successful completers. 2. Feedback from student surveys.</td>
<td>1. A list of successful completers was provided to GSU Admissions office and BPCC Vice Chancellor for Academic Affairs. 2. Based on student evaluations a</td>
</tr>
</tbody>
</table>
conference was scheduled with each instructor.

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 access the effectiveness of collaborative efforts between the two universities. The increase in revenue to both universities has been substantial. BPCC students participate in extracurricular activities, therefore, student involvement has been enhanced. Several BPCC students were recognized at the Honors Convocation for 2012-2013.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Provide professional development opportunities.
2. Incorporate social networking to communicate with students.
3. Do more advertising for BPCC@GSU
4. Seek additional office space.
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 2012-2013 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 535 students in 2012-2013. 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. Even with the new requirements, bpcc@NSU students continue to successfully progress toward university admission. 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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LoLA Web Training Time Entry-June 12, 2012</td>
</tr>
<tr>
<td></td>
<td>Banner Training-November 15, 2012</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment Prevention Training on LEO-February 28, 2013</td>
</tr>
<tr>
<td></td>
<td>Financial Aid FAQs-March 4, 2013</td>
</tr>
<tr>
<td>Leigh Rush</td>
<td>LoLA Web Training Time Entry 6-12-12</td>
</tr>
<tr>
<td></td>
<td>Banner Training/Familiarization 11-6-12</td>
</tr>
<tr>
<td>Connie McConathy</td>
<td>LoLA Web Training Time Entry 6-12-12</td>
</tr>
<tr>
<td></td>
<td>Banner Training/Familiarization 11-6-12</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Hire the best and most qualified instructors.</td>
<td>Number of credentialed faculty hired.</td>
</tr>
<tr>
<td>Strengthen ties and communication with secondary schools.</td>
<td>1. Travel log of meetings with secondary schools. 2. Number of inquiries resulting from meetings.</td>
</tr>
<tr>
<td>Expand scope and offerings at Natchitoches and Leesville sites.</td>
<td>1. Number of course offerings. 2. Catalog of course selections.</td>
</tr>
<tr>
<td>Increase communications with staff and student population.</td>
<td>Number of documented communications.</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>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------</td>
</tr>
</tbody>
</table>
| Increase academic effectiveness of BPCC @ NSU. | 1. Number of successful completers.  
2. Feedback from student surveys.  
3. Log of student usage of labs and tutorial services. | Sixty-one students were eligible to attend university. | No changes. | Provide academic opportunities for success of bpcc@NSU students. |

**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 enter local universities, particularly Northwestern State University. The enrollment numbers for bpcc@NSU and bpcc@NSU/Leesville and the number of students who complete the transfer requirements indicate the importance of the presence of Bossier Parish Community College in central Louisiana. The number of successful completers of the bpcc@NSU program who are eligible to attend a university has grown and that is even after the newer standards of 18 college hours (including Math 102 and English 101) have been in place. The use of NSU services such as the academic services and the disabilities office has grown. Our staff has utilized the professional development opportunities, 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 campus, offering an array of courses that attract student and will enable students to meet the standards necessary for transfer to a university. Hire the most highly qualified and experienced instructors available. Continue to work with area high school counselors and the staff of Career Compass 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 the bpcc@NSU program. Operate within the planned program budget for 2013-2014.
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
Russell Johnson, BA Support Technician

Classified staff

Ya'Rhonda Wells, Administrative Assistant III

DIVISION SUMMARY

Under the direction of the Dean, the Division of Educational Technology put into effect many strategies, technological advancements, and software upgrades that contributed to and enhanced the growth of the College's electronic learning initiatives. Cooperative efforts between the College and other institutions of higher learning, new and improved technologies, outreach programs, and innovative training opportunities for faculty/staff, also contributed greatly to the strength and success of the College's electronic learning enterprise. For the 2012-2013 academic year, the 14-day student enrollment in electronic learning courses numbered 18,482. During the present academic year, students enrolled in electronic learning courses were geographically located throughout numerous parishes in the state of Louisiana, and across the United States, as well as in Europe and the Pacific. During the fall 2012 semester, students enrolled in electronic courses were located in 48 parishes of Louisiana, and 18 states. For the spring 2013 semester, students were located in 50 parishes of Louisiana, and 20 states. The academic divisions offered and delivered over 400 individual course sections in the online and hybrid formats across 16 individual sessions during the present academic year. The College continued to serve the general education needs of students located at the Louisiana Technical College campuses located in Regions 6 and 7, utilizing compressed video technology; as well as continuing our participation in the LCTCSOnline initiative.

During the 2012-2013 academic year, the total number of unique faculty/student users that utilized the College's Learning Management System was
over 29,000. This was a substantial increase over the previous academic year. In an effort to respond to the needs of our faculty/staff/ and students in the way of technical support, the Division logged over 4,000 phone calls and emails during the 2012-2013 academic year.

The Division presented over 20 professional development trainings, seminars, and webinars for faculty/staff during the 2012-2013 academic year, as well as upgrading and presenting our online certification program in utilizing the College's Learning Management System. The Division continued working with the Open Campus initiative that was implemented during spring 2012. Through this initiative, students are able to participate in non-credit online, video-based/self-contained preparatory courses in the disciplines of math, English, and reading. The student enrollment in these courses to date is 190. New building blocks were added and implemented to the College's Learning Management System allowing instructors to utilize various tools to improve upon course design and delivery.

In spring 2012, the Division piloted a software package, EvaluationKit, utilized to evaluate online courses. The pilot project was successful and EvaluationKit was launched campus-wide to evaluate courses regardless of delivery format. The response rate from the student evaluation of courses averaged over 80% for both fall 2012 and spring 2013 semesters. The number of courses evaluated totaled 2,501, and the number of evaluation surveys sent out totaled 55,592. The College was written up in a Case Study article by EvaluationKit citing our increase in achieved response rates from students on the evaluation of courses delivered.

The Division staff attended and participated in various campus, statewide, and national conferences, seminars, and workshops for the purpose of advancing electronic learning "best practices," and for providing better services to our faculty/students/ and staff who utilize innovative technologies. The Dean of the Division presented several trainings on the utilization of the new 2011-2013 Quality Matters Rubric in Course Design to the College faculty as well as to other institutions of higher learning in the Louisiana Community and Technical College System, and to the faculty/staff of South Arkansas Community College in El Dorado, Arkansas. She participated as a proposal reviewer for the Bill and Melinda Gates MOOC (Massive Online Courses Initiative), and was part of the teaching team for the College's I-BEST (Integrated Basic Education and Skills Training) Program. The Dean will represent the College at the SACS/COC Summer Institute in Daytona, Florida during summer 2013. The Dean 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. She serves on numerous College standing committees, is a member of the national WCET (Western Cooperative for Educational Telecommunications) Organization, serves as the College's E-Learning Coordinator at the campus and state levels, serves as the Quality Matters trainer for north Louisiana, and is a member of the Louisiana Board of Regents' Electronic Learning Strategic Planning Task Force Committee.

The Assistant Director of the Division was instrumental in the continued promotion, growth, and utilization of electronic learning technologies at the College. The Assistant Director conducted training sessions in the utilization of SoftChalk and CAMTASIA technologies, directed upgrades to many of our technologies used in electronic learning, and continued to serve as the coordinator/facilitator of the College's online training in the utilization of our Learning Management System. He also managed the daily operation and use of our compressed video technologies and serves as the College's regional contact person for technical support in the utilization of compressed video technology. The Assistant Director also serves as the Louisiana Board of Regents' site coordinator for compressed video technology and serves on the College's Academic Misconduct Appeals Standing Committee.
The Systems Administrator for the College's Learning Management System, has continued to play a pivotal 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. He was instrumental in the implementation of several technological projects to support and enhance electronic learning at the College that included the Banner integration into our Learning Management System, the Open Campus initiative, Lecture Capture, the integration of EvaluationKit into our Learning Management System, and LTC Record Classes On-Demand initiative. The Systems Administrator has successfully taken the College to a new level by overseeing the upgrades to our Learning Management System, and he has facilitated in the development of and deployment of the College's Help Desk support for faculty/staff and students. He has kept current on the latest and newest technologies and has participated in numerous webinar trainings on utilizing the latest features to the College's Learning Management System. He also served on the College's Electronic Learning Standing Committee for the 2012-2013 academic year.

The Support Technician for the Division became part of our team during the spring 2013 semester. He is actively involved in the support services offered through our Division as well as assisting the Systems Administrator in the daily operation of the College's Learning Management System. The Support Technician was instrumental in securing $20,000.00 in grant monies to be used to purchase equipment for the College's Open Campus initiative and for the portable lecture capture initiative. He served on the Faculty/Staff Orientation Standing Committee for the College and participated in the BPCC 100 during the 2012-2013 academic year.

The Administrative Assistant III for the Division was 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. She assisted in the daily operation of our Division and maintained our Student Online Orientation databases as well as providing assistance when needed to the operation of the College's Learning Management System. She was a member of the Electronic Learning Standing Committee for the College during the 2012-2013 academic year.

ADVANCED DEGREES OR CERTIFICATIONS

Dean of Educational Technology
  Certification as a "Quality Matters" Master Reviewer
  Certification as a "Quality Matters" Independent Trainer

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>Kathleen Gay</td>
<td>Banner Professional Development Workshop</td>
<td>Quality Matters trainings out of Maryland</td>
</tr>
<tr>
<td></td>
<td>&quot;Understanding and Engaging Under-Resourced College Students&quot;</td>
<td>Quality Matters South Arkansas Community College</td>
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<td></td>
<td>&quot;Service Delivery: Communicating With Out Students&quot;</td>
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<td></td>
<td>&quot;New faculty Orientation&quot;</td>
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<td>&quot;Emergenetics Workshop for College Success Instructors&quot;</td>
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<tr>
<td></td>
<td>&quot;A Conversation About Volunteer Mentoring&quot;</td>
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<tr>
<td></td>
<td>&quot;Legends of the Fall: Teaching Student Success Through Resiliency&quot;</td>
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</tbody>
</table>
"Mandatory reporting of Child Abuse for Higher Education"
"Human Resource Trainings"

Charley Cameron
- Banner Professional Development Workshop
- Service Excellence Workshop
- Human Resource Trainings
- Systems Administrator
- Banner/Blackboard Integration
- Open Campus Initiative
- EvaluationKit Integration

Russel Johnson
- Human Resource Trainings
- Banner Professional Development Workshop
- Systems Administrator
- SoftChalk Webinar Trainings
- Kaltura Video Delivery Trainings

Gary Ware
- Banner Professional Development Workshop
- Banner LMS Integration Trainings
- Banner Cognos Training
- LCTCS Disaster Recovery Webinar Training

Ya’Rhonda Autry-Wells
- Banner Professional Development Workshop
- Human Resource Trainings
- Service Excellence Workshop
- Wellness Wednesday Workshop

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Assistant Director of Educational Technology
B.O.L.T. Blackboard Online Training Initiative

Systems Administrator
- Banner/Blackboard Integration
- Open Campus Initiative
- EvaluationKit Integration

SIGNIFICANT CONTRACTS OR GRANTS

BPCC Student Technology Fee Funding
FY 2012-2013
$37,781.89

STRATEGIC PLANNING

**Department Measurable Strategy**
Make "Quality Matters" a part of the Division's Blackboard Online

**Performance Indicators**
Number of training sessions provided to faculty and staff

**Assessment Results**
As a result of the Performance Indicator,
The Division will

**Changes Based on Assessment Outcomes**
Incorporate "Quality Matters" principles into the design of
### Department Measurable Strategy

**Promote the design, development, and implementation of new hybrid and online courses.**

**Performance Indicators**

Number of new hybrid and online courses offered.

**Assessment Results**

Over 20 new online and hybrid courses were designed and delivered during the 2012-2013 academic year as indicated by the schedule of classes on the BPCC website.

**Changes Based on Assessment Outcomes**

All online and hybrid courses offered by the College will be assessed using the 2011-2013 "Quality Matters Rubric" for course design, and the results of the student evaluation of courses via EvaluationKit. Results of these two assessment tools will be used to improve upon course delivery by an electronic format.

**Strategy(ies) for the Future**

Promote the design, development, and implementation of new hybrid and online courses within the academic divisions.

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### Department Measurable Strategy

**Expand the new BPCC "Open Class" project.**

**Performance Indicators**

Number of new "open class" courses posted to the BPCC website each semester.

**Assessment Results**

As a result of the Performance Indicator, 5 "open class" courses are now posted to BPCC website, with an enrollment of 190 students.

**Changes Based on Assessment Outcomes**

Changes made to this initiative will be based upon impending assessment results of this initiative and the increase in enrollment in the hybrid courses.

**Strategy(ies) for the Future**

To expand the "open class" concept to include all academic areas of the College.
<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 and utilize the information to develop and implement future training opportunities.</td>
<td>Number of professional development opportunities attended by the division and documented in files of the office of the Dean.</td>
<td>As a result of the Performance Indicator, the Division participated in 26 professional growth trainings and workshops during the 2012-2013 academic year. Attendance and participation is documented through certificates, agendas, sign-in sheets, as well as portfolio documentation kept in the office of the Dean.</td>
<td>Changes made in regards to 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.</td>
<td>Continue to participated in professional development and utilize the information to develop, implement, and improve upon the services provided by the Division.</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>Evaluate the tutorial resources utilized in electronic learning technologies by faculty/staff and students.</td>
<td>Results obtained from the Educational Technology Tech Support Survey distributed to faculty/staff and students.</td>
<td>As a result of the Performance Indicator, information was taken from the Technology Tech Support Survey to assess the tutorial resources utilized by faculty/staff/ and students. The majority of the users found the information to be helpful in their utilization of e-learning technologies.</td>
<td>Based on the survey results, the Division will continue to add new tutorial resources to the Help Desk Support for the College's Learning Management System.</td>
<td>Promote the design, development, and implementation of new tutorials to the College's Help Desk Center located on the web and through the Learning Management System.</td>
</tr>
</tbody>
</table>

"open class" courses.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division continues the responsibility of improving upon and enhancing the services provided by 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. Partnerships in the delivery of courses by electronic formats continued with institutions within the LCTCS, and online course offerings were delivered to students residing in numerous parishes across the state of Louisiana and beyond. The College increased its online/hybrid course offerings within the divisions of Nursing, Science, and Allied Health; Behavioral and Social Sciences, Liberal Arts, and Technology, Engineering, and Mathematics. The 2012-2013 BPCC Report Card results indicates the our Division does an exemplary job in providing technical support and services to our faculty/staff and students.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Resume the development of online trainings and professional growth opportunities for faculty and staff.
2. Develop and promote online course design modules utilizing the Blackboard Learning Management System, version 9.1 service pack 12, and develop these modules with the "Quality Matters" standards as a guide.
3. Continue to increase the number of online and hybrid courses and programs offered at the College.
4. Expand the College's "Open Class" concept.
5. Continue efforts in establishing collaborative partnerships with public and private institutions for the purpose of delivering academic, workforce, and technical courses/programs utilizing electronic course delivery formats.
Division of Academic Affairs
Institutional Research and Grants

**EMPLOYEE LISTING**

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

**Classified staff**
Sandra Guy, B.S.
Sierra Pearce, B.F.A.

**DIVISION SUMMARY**

Throughout the academic year, the Institutional Research and Grants 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; program accreditation visits and program reviews, and compiled data for upcoming Fifth Year Report to SACS-COC. The 3rd Annual GRAD Act report to the Legislature was submitted to the Board of Regents in April 2013. Thirteen competitive funding grants proposals were submitted.

**Grants**

In September 2012, BPCC was awarded a four-year workforce training grant by the US Department of Labor’s Trade Adjustment Assistance Community College Career Training Program (TAACCCT). The College was awarded $14,710,837 to administer the grant across a consortium of nine community colleges in Mississippi and Louisiana with a focus on information technology foundation skills leading to other sectors of employment which require an IT background.

The National Fund for Workforce Solutions funded a second year of workforce training in the amount of $120,000 to BPCC for careers in Energy through a workforce collaborative of employer partners, community leaders, and nonprofit representatives. 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 academic year, fourteen competitive funding proposals were developed and submitted to external funding agencies to include one large federal grants, six state grants, and six local foundation grants, representing $18,851,136. At the writing of this report, six had been funded representing $14,995,130, one pending award, seven were declined. Ten current grants representing $15,566,459 in competitive funding were administered and monitored for compliance. Three proposals will be announces in fall 2013. Final reports were submitted to the respective funding agencies by June 30, 2013.

Institutional Research

Reporting functions performed by the Office included the submission of the Common Data Set, 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; 2012-13 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; 2012-13 SACS Institutional Profile; 2012-13 SACS Financial Profile and Indicators Data; fall 2012 Retention Report; and the 2012-13 BPCC Report Card. The College 2011-12 Annual Report was compiled from submissions from all campus units, published during the fall 2012 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 GRAD Act, and SACS-Quality Enhancement Plan (QEP), Fifth Year Interim Report, and 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 eleven 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 2012. SENSE was administered in September 2012 to 1,607 entering students in the first few weeks of classes to gauge their perception of their entering student experience. The Office received 981 responses, for a return rate of 61%. IR&G personnel also coordinated the administration of the Community College Survey of Student Engagement (CCSSE) in March 2013. CCSSE was administered to 1255 students, and they were 709 respondents, for a return rate of 56%. The BPCC Report Card was administered to 352 faculty and staff in April 2013, with 256 survey respondents for a return rate of 73%. On a scale of zero to four, the overall average of BPCC was 3.09.

ADVANCED DEGREES OR CERTIFICATIONS

The Director of IR and Grants has completed the first year of coursework in pursuit of her doctorate of education in higher education administration.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

A consortium grant proposal to the US Department of Labor for $14.7 million dollars was awarded to the College in September 2012. The
consortium comprises nine colleges in Mississippi and Louisiana which are implementing evidence-based IT career pathway programs leading to industry-valued credentials and degrees, while providing TAA impacted workers and other students with comprehensive supports needed to boost completion. Using the evidence-based I-BEST model, each college develops and implements pathways that feature a new, core foundational IT curriculum integrating basic skills instruction with technical training to accelerate academic achievement and credential attainment. The common IT foundational curriculum leads to a marketable entry-level certification and lattices into multiple in-demand IT specialty pathways and certifications in Health Informatics, Cyber Security, and Industrial IT. Students have access to multiple entry and exit points along their chosen pathway and receive a number of support services throughout enrollment, including career counseling, advising and case management. Targeted credentials include Computer Support Specialist (foundational credential), Medical Records Specialist, Network Security Specialist, and IT for Industrial Maintenance. Industry-recognized certifications include A+, Network+, Security +, Certified Coding Associate (CCA), and NCCER Core.

PROFESSIONAL DEVELOPMENT

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Wheeler, Director</td>
<td>LCTCS BANNER Training, July 6, 2012;</td>
<td>AIR/LAIR IPEDS Workshop, Monroe, LA, May 16, 2012;</td>
</tr>
<tr>
<td></td>
<td>LCTCS BANNER Training, July 16, 2012;</td>
<td>LAIR 2012 Annual Conference, Monroe, LA, May 17, 2012;</td>
</tr>
<tr>
<td></td>
<td>LCTCS BANNER Training, July 17, 2012;</td>
<td>AIR Annual Forum, New Orleans, LA, June 8-10, 2012;</td>
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<tr>
<td></td>
<td>LCTCS BANNER Training, July 30, 2012;</td>
<td>Workforce Innovations for Northwest Louisiana Funder Collaborative, Shreveport, July 19, 2012;</td>
</tr>
<tr>
<td></td>
<td>Credit When It’s Due Webinar, August 3, 2012;</td>
<td>Workforce Innovations for Northwest Louisiana Funder Collaborative, Shreveport, August 9, 2012;</td>
</tr>
<tr>
<td></td>
<td>LCTCS BANNER Training, August 6, 2012;</td>
<td>Workforce Innovations for Northwest Louisiana Funder Collaborative, Shreveport, September 17, 2012;</td>
</tr>
<tr>
<td></td>
<td>IR Banner Demo and Conversation-Reporting WebEx, August 9, 2012;</td>
<td>Title III Site Visits, September 17-18, 2012;</td>
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<td></td>
<td>Banner IR Training, August 15, 2012;</td>
<td>BoR Campus Engagement Workshop, Baton Rouge, September 27-28, 2012;</td>
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<td>COGNS Training WebEx, August 21, 2012;</td>
<td>LA GRAD Act statewide User Training, Alexandria, October 11, 2012;</td>
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<tr>
<td></td>
<td>Banner IR Training, August 27, 2012;</td>
<td>Gulf States IT Consortium Fall Kick-Off Institute for TAACCCT, Jackson, MS, November, 26-28, 2012;</td>
</tr>
<tr>
<td></td>
<td>Bridging Skills Gap Webinar, August 29, 2012;</td>
<td>TAA Meeting with the Mississippi State Community College Board, Jackson, MS, December 18, 2012;</td>
</tr>
<tr>
<td></td>
<td>Banner IR Training, September 6, 2012;</td>
<td>Bill and Melinda Gates Foundation Learning Lab Convening for TAA, Anaheim, CA, February 2-4, 2013;</td>
</tr>
<tr>
<td></td>
<td>Science Foundation Advanced Technological Education (NSF ATE) grant program, September 12-13, 2012;</td>
<td>Emergentecics ERI Services, Inc. Annual Membership Meeting, Baton Rouge, April 29, 2013;</td>
</tr>
<tr>
<td></td>
<td>Lecture Capture: It’s Easier than You Think, September 13, 2012;</td>
<td>LCTCS Chief Academic/Student Affairs Officers Meeting, Baton Rouge, April 30, 2013;</td>
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<tr>
<td></td>
<td>Gulf Coast IT Consortium Conference Call, September 25, 2012;</td>
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<td></td>
<td>TAA Gulf Coast IT Consortium BPCC Campus Initial Implementation Meeting, September 27, 2012;</td>
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<tr>
<td></td>
<td>LCTCS Banner Operational Data Store Training by Ellucian, October 2-4, 2012;</td>
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<tr>
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<td>TAA Gulf Coast IT Consortium Technical Assistance Meeting, October 5, 2012;</td>
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<td></td>
<td>Gulf Coast IT Consortium Conference Call, October 10, 2012;</td>
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<tr>
<td></td>
<td>Gulf Coast IT Consortium Conference Call, October 17, 2012;</td>
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<td></td>
<td>IR Conference Call, October 22, 2012;</td>
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<td></td>
<td>Chancellor’s Forum, October 25, 2012;</td>
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<td>BPCC TAA Local Campus Staff Meeting, October 29, 2012;</td>
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<td></td>
<td>Gulf Coast IT Consortium Conference Call, October 31, 2012;</td>
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<td></td>
<td>TAA Gulf Coast IT Consortium Technical Assistance Meeting: The Aspen Institute Project Evaluation, November 5, 2012;</td>
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<tr>
<td></td>
<td>TAA Gulf Coast IT Consortium Technical Assistance Partners Meeting,</td>
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November 5, 2012;
BPCC/NSU Title III Cooperative Project Evaluation Team Meeting, November 7, 2012;
Gulf Coast IT Consortium Conference Call, November 7, 2012;
Round II Grantee Orientation for the TAACCCT Grant Program Webinar, November 13, 2012;
Gulf Coast IT Consortium Conference Call, November 14, 2012;
Gulf Coast IT Consortium Workforce Investment Board Meeting, November 15, 2012;
Emergentics EDUC 099 Instructor/ Facilitator Training, November 29, 2012;
BPCC TAA Local Campus Staff Meeting, December 4, 2012;
Gulf Coast IT Consortium Conference Call, December, 5, 2012;
TAA Gulf Coast Milestones Meeting, December 12, 2012;
TAACCCT Advisory Committee Meeting, December 17, 2012;
Round II TAACCCT Fiscal Training, December 17, 2012;
Gulf Coast IT Consortium Conference Call, January 9, 2013;
Jobs for the Future Conference Call, January 10, 2013;
IR Conference Call, January 10, 2013;
TAA Gulf Coast IT Consortium Data Collection and Management, January 11, 2013;
Community College Transformative Change Initiative Webinar, January 15, 2013;
Gulf Coast Consortium Conference Call, January 16, 2013;
TAACCCT Campus Core Team Meeting, January 23, 2013;
TAA Gulf Coast IT Consortium Data Collection and Management, January 25, 2013;
Gulf Coast Consortium Conference Call, January 30, 2013;
TAA Policy Meeting with MCCB Offices, February 5, 2013;
Gulf Coast Consortium Conference Call, February 6, 2013;
TAA Update to the BPCC Executive Council, February 11, 2013;
Gulf Coast Consortium Conference Call, February 13, 2013;
Gulf Coast Consortium Conference Call, February 20, 2013;
TAA Gulf Coast IT Consortium Data Collection and Management, February 21, 2013;
Dr. Joe May’s Visit, February 26, 2013;
Gulf Coast Consortium Conference Call, February 27, 2013;
Gulf Coast Consortium Conference Call Hiring Interview Content Knowledge Lead, February 28, 2013;
Financial Aid FAQs, March 4, 2013;
Memorandum of Understanding between BPCC and ULM, March 6, 2013;
TAA Executive Leadership Conference Call, March 7, 2013;
Getting a Title III or Title IV Grant- Everything You Need to Know Webinar, March 12, 2013;
Service Excellence Workshop, March 21, 2013;
Gulf Coast IT Consortium Leadership Conference Call, March 25, 2013;
Gulf Coast IT Consortium Conference Call Hiring Consortium Operational Manager, April 9, 2013;
Gulf Coast IT Consortium Leadership Conference Call, April 10, 2013;
Community College Transformative Change Initiative (CCTCI) Round 2
TAACCCT Consortium Application Conference Call, April 11, 2013;
Chancellor’s Forum, April 12, 2013;
Where Does the Data Go? LCTCS Workshop, April 12, 2013;
TAA Round 1 and 2 Webinar: Leveraging Dept. of Energy’s National Training
and Education Resource (NTER), April 12, 2013;
Gulf Coast Consortium Conference Call, April 17, 2013;
Scaling Developmental Education Reform Efforts Webinar, April 18, 2013;
Gulf Coast IT Consortium Leadership Conference Call, April 24, 2013;
Developing a Scaling Strategy Webinar, May 6, 2013;
Region 4 Round 2 TAACCCT Conference Call, May 7, 2013;

Jonnie Young, Planning and Research Coordinator
Banner Professional Development Workshop, July 24, 2012
Qualtrics Webinar
August 20, 2012
CAPP and Banner Professional Development Workshop
January 8, 2013
Banner Roundtable Discussion
February 27, 2013
Service Excellence: Consistent Communication and Support Workshop
March 22, 2013
Data Collection and Reporting Workshop
April 12, 2013

Penny Carroll-Jeter, Assessment Specialist
LCTCS Banner Training, July 6, 2012
LCTCS Banner Training, July 17, 2012
Banner Training Professional Development Workshop, July 24, 2012
LCTCS Banner Training, July 30, 2012
LCTCS Banner Training, August 6, 2012

LAIR 2012 Annual Conference,
Monroe, LA
May 17, 2012
IR Banner Training,
Baton Rouge, LA
June 27, 2012
Banner Demo & Conversation by Ellucian- Reporting WebEx,  
August 9, 2012

COGNOS Training,  
August 21, 2012

Middle College WINLA & United Way Workshop,  
August 27, 2012

Title III External Evaluation Site & Cooperative Project,  
September 17, 2012

Understanding & Engaging Under-Resourced College Students,  
September 21, 2012

CCSSE Orientation Webinar,  
November 27, 2012

Leadership Development,  
January 7, 2013

CAPP & Banner,  
January 8, 2013

IBM Webinar- “From Recruitment to Retention”  
February 28, 2013

Women Inspiring Innovation through Imagination “Celebrating Women in STEM”,  
March 21, 2013

Assessment at Work: Increasing Student Success Webinar,  
April 10, 2013

Where Does the Data Go?,  
April 12, 2013

Sandra Guy, Administrative Assistant III

LCTCS Banner Workshop,  
July 2012

TAAACCCT Gulf Coast IT Consortium Weekly Conference Calls,  
Oct 2012–May 2013

Title III Internal Committee Gathering,  
Sept 2012 & Nov 2012

EDUC 099 Instructor/Facilitator Training Emergenetics,  
Nov 2012

AIR/LAIR IPEDS Workshop,  
Monroe, LA  
May 2012

LAIR 2012 Annual Conference,  
Monroe, LA  
May 17, 2012

AIR Annual Forum,  
New Orleans, LA  
June 8-10, 2012
Webinar: TAACCCT Grantee Round II Orientation, Nov 2012

TAACCCT Advisory Committee, Dec 2012

Webinar: TAACCCT Fiscal & Administrative Training, Dec 2012

Understanding & Engaging Under-resourced College Students, Feb 2013

Dr. Joe May's Visit, Feb 2013

What Makes for a Competent Communicator? Mar 2013


Banner Roundtable Discussion: What Do You Need to Know, Mar 2013

Social Media Options: What Can PR Do for You, Apr 2013

Chancellor's Forum, Apr 2013

Where Does the Data Go?, Apr 2013

Identity Theft, Apr 2013

Service Delivery: Communicating with our Students, Apr 2013

Webinar: Subgrants vs. Subcontracts, Apr 2013

Podcast: Follow the Yellow Grant Road, Apr 2013

Podcast: Expatriate Funders, Apr 2013

Podcast: The Land of Misfit Grants, Apr 2013

IR Banner Training, Baton Rouge, LA June 2012

TAACCCT Gulf States IT Consortium Fall Kick-Off Institute, Jackson, MS, Nov 2012
Podcast: Grants.gov Fun,  
Apr 2013

Preventing Sexual Harassment,  
May 2013

Sierra Pearce, Administrative Coordinator III  

Lola Web Training Time Entry,  
June 12, 2012

LCTCS Banner Training,  
July 6, 2012

LCTCS Banner Training,  
July 16, 2012

Mandatory Reporting of Child Abuse for Higher Education Workshop,  
August 14, 2012

Helpful tips and tricks with Excel,  
November 16, 2012

2013 CCSSE Orientation Webinar,  
November 27, 2012

Leadership, Diversity, and Change: Can You Handle the Heat?,  
January 7, 2013

FAQ's about Financial Aid,  
January 8, 2013

Academic Advising 101,  
January 8, 2013

Understanding and Engaging Under-resourced College Students Workshop,  
February 4, 2013

Dr. Joe May's Visit,  
February 26, 2013

Women's Wellness Wednesday Workshops,  
March 6, 13, 20, 2013

What make for a Competent Communicator?,  
March 7, 2013

Women Inspiring Innovation through Imagination: Celebrating Women in Science, Technology, Engineering, and Math (STEM) Presentation,  
March 21, 2013

LAIR Annual Conference,  
Monroe, LA  
May 17, 2012

IR Banner Training,  
Baton Rouge, LA  
June 27, 2012
Preventing Sexual Harassment- 2013 Training, 
March 26, 2013

Chancellor's Forum, 
April 12, 2013

Where Does the Data Go? LCTCS Workshop, 
April 12, 2013

Identity Theft Session, 
April 18, 2013

Customer Service Interacting with Customers- WBT, 
April 26, 2013

Excel 2010 Conditional Formatting- WBT, 
April 26, 2013

Excel 2010 Create Formulas- WBT, 
April 26, 2013

Christina Poole, Consortium Grants Accountant

Perkins Travel Informational Meeting, 
July 10, 2013

Banner Professional Development Workshop, 
July 23, 2012

Dimension Elite 3-D Printer Training, 
August 7, 2013

TAACCCT Gulf Coast IT Consortium Weekly Conference Calls, 
October 2012–May 2013

TAACCCT Round 2 Orientation (Webinar) 
November 13, 2012

Uniform Administrative Requirements (Webinar), 
December 7, 2012

Administrative Costs and Indirect Costs (Online Training), 
December 7, 2012

Cost Principles and Selected Items of Cost (Online Training), 
December 7, 2012

Fiscal and Admin Live Q&A (Webinar), 
December 17, 2012

TAACCCT Performance Reporting Overview and Quarterly Progress Report Training (Webinar),

TAACCCT Gulf States IT Consortium Fall Kick-Off Institute, 
Jackson, MS 
November 27-28, 2012

LCTCS 2013 Annual Conference, 
Baton Rouge, LA 
March 13-15, 2013

Brustein & Mansevit, PLLC’s Spring 2013 Forum, 
Washington, D.C. 
May 8-10, 2013
January 7, 2013

HR Professional Development Seminar "How to be Spiritually Well",

January 8, 2013

QNPR Reporting System Orientation and Live Q&A (Webinar),

January 23, 2013

Introduction to Financial Reporting (Online Training),

January 31, 2013

ETA 9130 Reporting for ETA Discretionary Grantees (Online Training),

January 31, 2013

ETA 9130 Live Presentation and Q&A (Webinar),

January 31, 2013

CPTP Preventing Sexual Harassment,

February 26, 2013

What Makes For a Competent Communicator,

March 7, 2013

BPCC Celebrates Women's History Month,

March 21, 2013

Subcontracting under Your TAACCCT Grant (Webinar),

April 10, 2013

Identity Theft Session,

April 18, 2013

Introductory Webinar on the National TAACCCT Evaluation (Webinar),

May 22, 2013

How to Instill Excellence in Your Clients, Self, and Program,

May 24, 2013

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

The Director was selected as one of two recipients of the 2012 Not-for-Profit/Education Emergenetics Best Practices Award in June 2012. In July 2012, the Director presented the winning submittal for the Emergenetics Associate Webinar. The Director also presented a session introducing the TAACCCT consortium and its alignment with the Accelerating Opportunity Initiative at the LCTCS Conference in Baton Rouge in March 2013.

The Administrative Coordinator, Sierra Pearce, was featured in the Donna Service Art Gallery in a solo exhibition of her paintings, sculptures, and drawings in September 2012. She was also the featured speaker during Women’s History Month in “Celebrating Women in the Arts” where she spoke on the Phenomena of Nature, Science and Imaginative Themed Art in March 2013.
## SIGNIFICANT CONTRACTS OR GRANTS

**Proposal Submissions/Awards 2012-2013**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Title</th>
<th>Project Director</th>
<th>Requested Amount</th>
<th>Status</th>
<th>Funded Amount</th>
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<tbody>
<tr>
<td>Board of Regents</td>
<td>SREB - Yr 6</td>
<td>Dee Dee Mitchell</td>
<td>$13,186</td>
<td>funded</td>
<td></td>
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<tr>
<td>US Dept ED</td>
<td>Title III - Yr 4 of 5</td>
<td>Toya Tucker</td>
<td>$397,738</td>
<td>funded</td>
<td></td>
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<tr>
<td>USDOL TAAACCT Round 2</td>
<td>TAA - Retraining Gulf Workforce through IT Pathways</td>
<td>Jason Cooper</td>
<td>$14,710,837</td>
<td>funded</td>
<td>$14,710,837</td>
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<td>CERT &amp; The Community Foundation of N LA (agent for Workforce Innovations for NW LA Funder Collaborative)</td>
<td>YR2 - Community Foundation WINLA Energy - Workforce Partnership in Energy</td>
<td>Linda Sonnier</td>
<td>$120,000</td>
<td>funded</td>
<td>$120,000</td>
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<tr>
<td>LCTCS</td>
<td>PARCC &amp; COMPASS Core to College/CITAL</td>
<td>Stan Wilkins</td>
<td>$4,000</td>
<td>funded</td>
<td>$4,000</td>
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<tr>
<td>CERT &amp; The Community Foundation of N LA (agent for Workforce Innovations for NW LA Funder Collaborative)</td>
<td>Southern University Shreveport LA sub-award WINLA Healthcare Pharmacy Techs</td>
<td>Sandra Partain</td>
<td>$9,695</td>
<td>funded</td>
<td>$9,695</td>
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<tr>
<td>Board of Regents 2 year</td>
<td>GED at BPCC: Helping Dreams Come True</td>
<td>Lynn Brown, Shelli Ulrich</td>
<td>$83,592</td>
<td>funded</td>
<td>$83,592</td>
</tr>
<tr>
<td>Board of Regents 2 year</td>
<td>Enhancements to Communications Media Training Lab</td>
<td>Pat Divietro, Keith Bruce</td>
<td>$67,006</td>
<td>funded</td>
<td>$67,006</td>
</tr>
<tr>
<td>Board of Regents 2 year</td>
<td>Establishing a Proctored Testing Lab</td>
<td>Eddie Horton, Donna Densmore</td>
<td>$77,805</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Board of Regents 2 year</td>
<td>Implementing Video Lecture Capture in the Classrooms</td>
<td>Allison Martin, Gary Ware</td>
<td>$63,479</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Board of Regents 2 year</td>
<td>Industry-Recognized Credential Exam Preparation</td>
<td>Adam Viator, Brenda Brantley</td>
<td>$47,154</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Lumina/Kresge</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>not funded</td>
<td>$0</td>
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<tr>
<td>NSF-ATE</td>
<td>Working with Hanover: Creating a Regional TEM Education Center</td>
<td>Chris Rondeau</td>
<td>$2,953,568</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Gates Foundation</td>
<td>IPAS (Student Services)</td>
<td>Karen Recchia</td>
<td>$100,000</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>Gates Foundation</td>
<td>CCTCI / Enhance TAA</td>
<td>Lisa Wheeler</td>
<td>$100,000</td>
<td>not funded</td>
<td>$0</td>
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<tr>
<td>USDOL TAAACCT Round 3</td>
<td>Advanced Manufacturing, Mechatronics, &amp; Quality Processes</td>
<td>Linda Sonnier</td>
<td>pending development</td>
<td></td>
<td>$0</td>
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</table>
STRATEGIC PLANNING

**Department Measurable Strategy**

**Performance Indicators**

**Assessment Results**

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**

---

**Department Measurable Strategy**

**Performance Indicators**

**Assessment Results**

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**

---

**Department Measurable Strategy**

**Performance Indicators**

**Assessment Results**

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**

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USDOL TAAACCT Round 3  
Cybersecurity: with Richland CC in TX (lead institution), Stark State College, Pellissippi College, Palm Beach State College, Edmond CC  
Laura Goadrich pending development

USDOL TAAACCT Round 3  
Shipbuilding & Construction Trades: LCTCS  
Lisa Wheeler pending development

National Science Foundation  
Making it WeB WorK with LATech - 3rd party (Engineering)  
June Schneider pending award

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**Department Measurable Strategy**

Demonstrate fiscal and programmatic accountability through state and federal reports.

1. IPEDS reports.
2. LaPAS reports.
3. GRAD Act report.

All reports submitted on or before deadline.

Conduct face to face meetings with campus personnel contributing to IPEDS Surveys. Changes in surveys are expected in AY 2013-14.

Monitor data needed for GRAD Act throughout the fiscal year. Initiate information exchange with four-year schools for GRAD Act reports.

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**Department Measurable Strategy**

Provide Professional Development to enhance personnel qualification.

Number of, date, and personnel attending professional development events.

Number, date, and attendances reflected in Professional Development section above.

Ensure Professional Development experiences are shared among staff.

Provide Professional Development to enhance personnel qualification.

---

**Department Measurable Strategy**

Supply data to units of College to enhance institutional effectiveness and assist in decision making.

Number of, date, and personnel served with data requests.

70 data requests were fulfilled for faculty, staff, and external agencies.

No changes necessary.

Anticipate recurring data requests. Ensure campus personnel know to submit data requests on specified form through Coordinator for Planning and Research.

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89
<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>Pursue external funding opportunities as available.</td>
<td>Number of proposals submitted to state and federal agencies.</td>
<td>Thirteen new proposals were submitted.</td>
<td>No changes required.</td>
<td>Collaborate with division deans throughout academic years to identify potential grant projects and align with division strategies.</td>
</tr>
<tr>
<td>Support data collection efforts for campus initiatives.</td>
<td>CCSSE, SENSE, and MAPP survey data.</td>
<td>ACT SOS discontinued by ACT, Inc. BPCC Grads at Work data collection continuing throughout year SENSE administered fall 2012 to 1607 students. Received 981 responses. Return rate of 61%. CCSSE administered spring 2013 to 1255 students. Received 709 respondents. Return rate of 56%. BPCC Report Card administered spring 2013 to 352 faculty and staff. Received 256 responses. Return rate of 73%. ETS Survey administration supported each semester by IR&amp;G personnel.</td>
<td>Support collection of graduate placement data within divisions and programs.</td>
<td>Coordinate with deans and program director to track graduates.</td>
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</table>
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

Establish a campus-wide data taskforce comprising representatives from Finance, Financial Aid, HR, Admissions, Computer Services, and IR & Grants to ensure clean, accurate data on first submission. Foster a collaborative relationship among departments to exchange ideas and problem-solve data discrepancies.

Encourage IR & Grants personnel to participate in LCTCS’ professional development training related to clean, accurate data collection, data reporting, and data governance.

Clarify best practice for updating Gainful Employment Disclosures, Net Price Calculator, and how campuses can work together to post disclosures in a timely manner.

Stay alert to changes in IPEDS reporting requirements associated with new legislative and governmental action. Anticipate expansion of data elements. Communicate to campus.

Conduct regular reviews of external funding opportunities through listservs and websites. Coordinate with Deans to identify appropriate funding pursuits that align with their division’s strategic plan.

Expand application of Emergenetics principles to instructional strategies and teacher/student relationships.
Division of Academic Affairs
Division of Behavioral and Social Science

EMPLOYEE LISTING

Professional, unclassified staff

Dean
Michelle D "Dee Dee" Mitchell, M.A.

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 Coordinator 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.
Brookie Walker, M.A.
Dawn Young, Ed.D.

Associate Professor

Gail Hendrix, M.Ed.
Richard Pool, M.A.
Assistant Professor
John Agan, M.A.
Ashley Grisham, M.A.
Sharonda Mikle, M.A.
Linda Scott, M.A.
John Sells, M.A.
Sandra Todaro, Specialist in School Psychology
Brenda Woods, M.S.A.

Instructor
Anthony Forrest, B.A.
Tony French, M.Ed.
Wesley Hinze, Ph.D.
Jeff Lynn, M.A.
Thompson Calli, M.S.
Aaron Vorachek, M.S.
Michael Walker, M.A.
Rick Woodward, M.A.

DIVISION SUMMARY

During the 2012-2013 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 six years. To date, the program has seen 41 graduates. Twelve AST graduates have earned full teacher certification and are currently teaching.

The division continues to offer the Praxis Institute to students pursuing a degree in education. This preparatory course is offered on Saturdays, eliminating any conflicts with regard to class schedule. Initially, the workshop covered 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 35 preservice teachers have benefitted from this preparation for the Praxis exam. For the 2013-2014 academic year, the course will also include discussion of Praxis II.

The division has maintained its chapter of the Associated Professional Educators of Louisiana (A+PEL). 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. A+PEL has been helpful in promoting the AST program both on campus and off.

To assist childcare employees and others interested in the early childhood profession, the division offers the Associate of Applied Science (AAS) in Care and Development of Young Children (CDYC). CDYC program enrollment has increased 50% from its beginning in fall 2009. For the 2012-2013 year, 337 students were enrolled in one or more CDYC courses. The program completion rate for the capstone practicum course (taken during the last semester in anticipation of program graduation) was 100% for the 10 enrolled students, totaling 24 program graduates in 3 years. Childcare employees and center directors have continued to support the program and are encouraging more employees to enroll in BPCC’s CDYC program classes.

Accreditation for the CDYC degree, awarded by the National Association for the Education of Young Children (NAEYC), continues to be a major program goal. BPCC’s CDYC program coordinator renewed the self-study phase for accreditation in January 2013, and courses were aligned to the 2010 NAEYC Standards (also endorsed by NCAYE). Key assessments and rubrics from selected courses in the accreditation review will be implemented fall 2013. Plans to submit the self-study report are proposed for fall 2014. Projected date for the peer review site visit is March 2015; it is anticipated that accreditation will be awarded soon after.

Efforts to articulate program courses to 4-year institutions are ongoing. Through articulation agreements, students have the option to continue their education in advanced degree programs in early childhood education. In addition, the BrightStart Task Force Committee is revising CDYC curriculum state-wide to make articulations possible. However, these changes will not be implemented until fall 2015, after BPCC’s CDYC program accreditation has been awarded. Internal program CDYC courses have been substituted from approved electives to provide transferability to 4-year institutions.

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. Recruiting efforts for the division’s Criminal Justice program continue to be a high priority. Sixteen (16) presentations were made to area law enforcement academies during the 2012-2013 academic year. Two-hundred (200) law enforcement officers and academy recruits were provided information packets detailing the educational 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.

During the 2012-2013 year we have seen tremendous growth in CJUS graduates. There were 56 students who earned an Associate's of Applied Science in Criminal Justice this year. The program contributes the growth to year round division program advising, accelerated online formats for
criminal justice courses, aggressive recruiting at the local LA POST Academies, and strong criminal justice faculty and program coordination.

The Associate of Arts Louisiana Transfer-Social Sciences concentration is the newest academic program that comes to our division. The goal of the Louisiana Transfer Associate Degree is to maximize the transfer process, meet the needs of students who enroll at a 2-year college with the intent to work toward a baccalaureate, and develop a universal transfer program for which the coursework completed in pursuit of the degree will be accepted by all public universities in the state. This 2012 - 2013 year, 8 students graduated from the AALT-Social Science concentration.

The division worked to establish its own identity in promoting the accelerated, online programs for the college. Moving from the CALL logo to BPCC Accelerated was the first step. BPCC Accelerated has been committed to making a smoother transition for Louisiana adults, without a college degree, to enroll at a Louisiana public college or university and earn a degree or other college credential. New promotional specialty advertising items, printed materials, launching a social media site, along with innovative recruiting efforts, supported the campaign to promote the new brand. There were a total of 23 CALL graduates during the 2012-2013 academic year. BPCC Accelerated’s retention referral system has been a great resource for instructors teaching accelerated online courses.

### ADVANCED DEGREES OR CERTIFICATIONS

Michelle D "Dee Dee" Mitchell: LPC renewal for 2012 - 2014 - May 4, 2013; LPC- Board-approved supervisor for Counselor Interns (LPC-S) - October 19, 2013; CCE approved Distance Credentialed Counselor (DCC) - January 16, 2013;
NaBITA Behavioral Intervention Team (BIT) Best Practices Certification Course - April 11, 2013

### SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Carol Adkins: Received 2012-2013 NISOD for Excellence
Gail Hendrix: Promoted to rank of Associate Professor
Linda Scott: Promoted to rank of Assistant Professor
Brookie Walker: Promoted to rank of Professor

### 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>Carol Adkins</td>
<td>Banner Professional Development Workshop, August 14, 2012</td>
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<tr>
<td>John Agan</td>
<td>Banner Professional Development Workshop, August 14, 2012</td>
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<tr>
<td>Angie Bales</td>
<td>Banner Professional Development Workshop, July 23, 2012</td>
<td>Member of the Teach LSUS Candidate Selection Committee, June 14 &amp; 21, 2013</td>
</tr>
<tr>
<td>Speaker</td>
<td>Event Title</td>
<td>Date</td>
</tr>
<tr>
<td>---------------------</td>
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<tr>
<td>Kay Boston</td>
<td>Banner Professional Development Workshop</td>
<td>August 14, 2012</td>
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<td>Mandatory Driving Training</td>
<td>March 4, 2013</td>
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<tr>
<td></td>
<td>CPTP Preventing Sexual Harassment Training</td>
<td>June 17, 2013</td>
</tr>
<tr>
<td>Dan Cain</td>
<td>Legends of the Fall: Teaching Student Success</td>
<td>September 6, 2012</td>
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<td></td>
<td>Banner Professional Development Workshop</td>
<td>August 14, 2012</td>
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<td></td>
<td>Banner Roundtable: What You Need to Know</td>
<td>February 27, 2013</td>
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<td></td>
<td>Teaching Hybrid Classes</td>
<td>November 7, 2012</td>
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<td>Hands-On Learning Styles</td>
<td>February 15, 2013</td>
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<td>Soft Chalk Training</td>
<td>March 14, 2013</td>
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<td>Reducing Stress and Improving Health through Beginning Meditation</td>
<td>March 20, 2013</td>
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<td>Service Delivery: Communicating with our Students</td>
<td>April 18, 2013</td>
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<tr>
<td>Anthony &quot;TJ&quot; Forrest</td>
<td>Banner Professional Development Workshop</td>
<td>July 25, 2012</td>
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<td>CAPP and Banner January 8, 2013</td>
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</tr>
<tr>
<td>Tony &quot;Rocky&quot; French</td>
<td>FAQs About Financial Aid</td>
<td>January 8, 2013</td>
</tr>
<tr>
<td>Ashley Grisham</td>
<td>Banner Professional Development Workshop</td>
<td>July 25, 2012</td>
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<td>CAPP and Banner Workshop</td>
<td>January 7, 2013</td>
</tr>
</tbody>
</table>

Sexual Addiction Training, Internet Workshop September 25, 2012
Convening of ISP Fellows, Baton Rouge October 22-23, 2012
Meeting of Social and Behavioral Sciences Faculty, Baton Rouge November 27, 2012
2nd Annual Bullying Prevention Conference, LSU-S November 30, 2012
Anger and Oppositional Defiant Disorder, Shreveport December 18, 2012
Military OneSource: The Impacts of Deployment and Combat Stress on Families and Children, Internet Workshop April 24, 2013

Drew and Drew Criminal Law Update 2013, North Louisiana Criminal Justice Academy, October 25, 2012
FAQs About Financial Aid, January 8, 2013

Gail Hendrix

Banner Professional Development Workshop August 14, 2012

CPTP Preventing Sexual Harassment Training, January 2013

Wesley Hinze


Faculty/Staff Mentoring, January 7, 2013

Academic Advising 101, January 8, 2013

CAPP and Banner Workshop, January 8, 2013

New Faculty Orientation, January 10, 2013

Stalking Awareness Workshop, January 30, 2013

Reducing Stress and Improving Health by Beginning Meditation, March 20, 2013

Barbara James

CAPP Banner Professional Growth Workshop August 14, 2012

Designing Instruction for the Underprepared College Student October 24, 2012

CAPP and Banner Workshop January 8, 2013

Reducing Stress and Improving Health by Beginning Meditation March 20, 2013

Banner Roundtable Discussion: What Do You Need To Know? March 21, 2013

Gear Up for Pre-Registration with Academic Advising 101 April 4, 2013

Jeff Lynn

Banner Professional Development Workshop, August 14, 2012

Mandatory Reporting of Child Abuse for Higher Education Workshop - August 14, 2012

Banner Professional Development Workshop - August 14, 2012

"Legends of the Fall: Teaching Student Success Through Resiliency" - August 16, 2012

CPTP PES Basics - September 14, 2012

CPTP PES Evaluaiton Process-WBT - September 14, 2012

2012-2013 Board Member for Mental Health Solutions

Michelle D "Dee Dee" Mitchell

Banner Professional Development Workshop - July 24, 2012

2012 - 2013 Master Course Articulation - October 10, 2012

Mandatory Reporting of Child Abuse for Higher Education Workshop - August 14, 2012

Banner Professional Development Workshop - August 14, 2012

"Legends of the Fall: Teaching Student Success Through Resiliency" - August 16, 2012

CPTP PES Basics - September 14, 2012

CPTP PES Evaluaiton Process-WBT - September 14, 2012

2012 - 2013 Mental Health Solutions Board Member

An Ounce of Prevention: Mental Health Ethics & the Law - July 25, 2012

Vounteers of Youth Justice Power of Choice Program Presener - September 4, 2012

Technology-Facilitated Sex Crimes Against Children & Minors - September 26 - 27, 2012

Jobs For the Future (JFF) Training - October 2 - 3, 2012

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CPTP PES Planning Process-WBT - September 14, 2012
CAPP Professional Development Workshop - October 30, 2012
Application for Promotion-In-Rank: November 15, 2012
Emergenetics Workshop for College Success Instructors - November 29, 2012
Faculty and Staff Mentoring Professional Development Workshop - January 7, 2013
Crisis Intervention Team Leader - January 23, 2013
CAP/CALL Webinar Series - Teaching Adult Learners - November 27, 2012
Preventing Sexual Harassment Training - February 26, 2013
Professional Development through Staff Senate on Identity Theft - April 18, 2013
Delta Kappa Gamma renewal (2012 - 2013) - October 22, 2012
Social Science Meeting for Master Course Articulation Matrix - November 27, 2012
Distance Credentialed Counselor (DCC) Training - November 8 - 9, 2012
2nd Annual Bullying Prevention Conference - November 30, 2012
Volunteers of Youth Justice Power of Choice Program Presenter - February 5, 2013
2012 - 2013 Board Member for Mental Health Solutions
NaBITA BIT Best Practices Certification Course - April 9 - 11, 2013
Emergency Mental Health: Assessment and Treatment Seminar - May 3, 2013

Richard Pool
Banner Workshop August 14, 2012
Teaching the Hybrid November 7, 2012
Benton High School mentoring Project March-April 2013
Mid-Term Strategies workshop March 8, 2013
Faculty Mentoring April 2013
Delta Kappa Gamma renewal (2012 - 2013) - October 22, 2012
Social Science Meeting for Master Course Articulation Matrix - November 27, 2012
Distance Credentialed Counselor (DCC) Training - November 8 - 9, 2012
2nd Annual Bullying Prevention Conference - November 30, 2012
Volunteers of Youth Justice Power of Choice Program Presenter - February 5, 2013
2012 - 2013 Board Member for Mental Health Solutions
NaBITA BIT Best Practices Certification Course - April 9 - 11, 2013
Emergency Mental Health: Assessment and Treatment Seminar - May 3, 2013

Kathy Porter
Banner Professional Development Workshop, February 7, 2013
Banner Professional Development Workshop, March 21, 2013
Second Annual Bullying Prevention conference at LSU-S November 30, 2012
7th Annual Suicide Prevention conference at LSU-S February 22, 2013

Linda Scott
Banner Workshop August 14, 2012
Mandatory Reporting of Child Abuse for Higher Education Workshop August 14, 2012
Leadership, Diversity, and Change: Can you Handle the Heat January 7, 2013
Faculty/Staff Mentoring Workshop January 7, 2013
Understanding and Engaging Under-resourced College Students February 4, 2013
<table>
<thead>
<tr>
<th>Event Title</th>
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<tbody>
<tr>
<td>Softchalk Create Training</td>
<td>March 14, 2013</td>
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<td>Reducing Stress and Improving Health by Beginning Meditation</td>
<td>March 20, 2013</td>
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<tr>
<td>Wellness Workshop: Healthy Energy-Boosting Food</td>
<td>March 20, 2013</td>
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</tbody>
</table>

**John Sells**

<table>
<thead>
<tr>
<th>Event Title</th>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>Calli Thompson Banner Professional Development Workshop</td>
<td>August 14, 2012</td>
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<tr>
<td>Sandy Todaro Banner Professional Development, August 14, 2012</td>
<td></td>
<td>2012-2013 President for Mental Health Solutions Board</td>
</tr>
<tr>
<td>Aaron Vorachek Administration of the Community College Survey of Student Engagement, March 11-22, 2013</td>
<td>Online Course Component American Red Cross, Internet, August 28, 2012</td>
<td></td>
</tr>
<tr>
<td>Leadership Diversity and Change</td>
<td>January 7, 2013</td>
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<tr>
<td>CPTP Preventing Sexual Harassment</td>
<td>March 7, 2013</td>
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</table>

**Michael Walker**

<table>
<thead>
<tr>
<th>Event Title</th>
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<tbody>
<tr>
<td>FAQs About Financial Aid</td>
<td>January 8, 2013</td>
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<td>Academic Advising 101</td>
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<td>Service Delivery: Communicating with Our Students</td>
<td>January 8, 2013</td>
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<tr>
<td>Service Excellence Workshop, April 5, 2013</td>
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</tbody>
</table>

**Karen Ward**

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<thead>
<tr>
<th>Event Title</th>
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<tbody>
<tr>
<td>Banner Professional Development Workshop, July 25, 2012</td>
<td>Legends of the Fall: Teaching Student Success through Resiliency, September 6, 2012</td>
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</tr>
<tr>
<td>CPTP PES Evaluation Process Training, September 19, 2012</td>
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<tr>
<td>Faculty/Staff Mentoring, January 7, 2013</td>
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<td>Banner: Entering Classes Workshop, February 7, 2013</td>
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<tr>
<td>Banner Roundtable Discussion: What Do You Need to Know?, February 27, 2013</td>
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<tr>
<td>The Phenomenon of Nature, Science, and Imaginative Themed Art Workshop,</td>
<td></td>
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</tbody>
</table>
March 13, 2013

CPTP Preventing Sexual Harassment Training March 18, 2013

Banner Roundtable Discussion: What Do You Need to Know?, March 21, 2013

Service Excellence Workshop, March 22, 2013

Service Delivery: Communicating with our Students, April 18, 2013

Four-Square of Life: Living on Purpose, September 27, 2012

Brenda Williams

Banner Professional Development Workshop, July 25, 2012

CAPP Workshop, October 30, 2012

FAQs about Financial Aid: Truths and Myths, January 8, 2012

Banner Roundtable Discussion, February 27, 2013

What Makes for a Competent Communicator?, March 7, 2013

Banner Roundtable Discussion, March 21, 2013

Gear Up for Pre-Registration with Academic Advising 101, April 4, 2013

Brenda Woods

Domesting and Dating Violence Workshop, July 11, 2012

Mandatory Reporting of Child Abuse for Higher Education, August 14, 2012

Banner Training, August 14, 2012

Legends of the Fall: Teaching Students Success Through Resiliency, August 16, 2012

Education 2020 Workshop, August 22, 2012

Join the Conversation about Volunteer Mentoring, October 18, 2012

Designing Instruction for the Underprepared College Student: They Don't Know They Don't Know, October 24, 2012

Teaching the Hybrid: When Two Worlds Collide, November 7, 2012

Emergenetics Workshop for College Success Instructors, November 29, 2012

Service Delivery: Communicating with our Students, January 8, 2013


CALL Advisory Council Fall Meeting/Workshop, Baton Rouge, LA, August 2, 2012

CALL Mid-Year Meeting/Workshop, Lafayette, LA, February 6, 2013

eLearning: Louisiana Forging the Future, Baton Rouge, LA, March 5, 2013

Accelerating Time to Degree Completion: Hybrid/Online and Competency-Based Models, Baton Rouge, March 6-7, 2013
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

John Agan: History of Public Education in Webster Parish at the Meeting of Delta Kappa Gamma in Minden, LA, October 2, 2012; Germantown Colony a Slice of Deutschland in Northwest Louisiana at the Meeting with North Louisiana Economic Partnership and Visiting Families from Benteler Steel Company, March 25, 2013; "Minden: 1933" publication through Lulu.com, March 24, 2013

Jeff Lynn: History of Shreveport in Caddo Parish presentation at the Shreveport Kiwanis Club, December 6, 2013; History of Farming in Caddo Parish presentation at the Shreveport Kiwanis Club, April 6, 2013


Richard Pool: Domestic Violence and Date Rape presentation at Benton High School, November 30, 2012

Kathy Porter: Care and Development of Young Children program presentation to staff of E Renzi Child Development Center at E Renzi Center on February 21, 2013; Care and Development of Young Children program presentation to staff of The Arc of Caddo-Bossier Child Development Center at The ARC on October 17, 2013

Linda Scott: Career Exploration presentation series at Bright Star Baptist Church, November 2012-March 2013


Brenda Williams: LA POST Certification / BPCC's Criminal Justice Program presentation at the North Louisiana Criminal Justice Academy in Plain Dealing, LA, October 2, 2012 and February 15, 2013; LA POST Certification / BPCC's Criminal Justice Program presentation at the Shreveport Police Department - Regional Training Academy in...

Rick Woodward: Louisiana Amateur Archaeologists Group presentation in Eunice, LA, September 20, 2012

SIGNIFICANT CONTRACTS OR GRANTS

John Agan: Publishing agreement with Louisiana Endowment for the Humanities used for the reprinting of previous publications in "Louisiana Cultural Vistas" and on the KnowLA: The Digital Encyclopedia of Louisiana website, April 26, 2013

Gail Hendrix: Student Tech Fee grant awarded in the amount of $28,000 to be used for a new computer lab.

ACADEMIC PROGRAM REVIEW

The Care and Development of Young Children (CDYC) Program addresses the importance of quality care and education to Louisiana childcare workforce. The state-wide Quality Rating System (QRS) motivated students to enter degree programs in early childhood in order to receive tax credits. Louisiana Community and Technical College System (LCTCS) began promoting Care and Development in Young Children degree programs statewide in response to the increasing need for educating area childcare employees. The Associate of Applied Science in Care and Development of Young Children (CDYC) (CIP Code 19.0709) was approved by the Louisiana Board of Regents in April 2008 to address the educational needs of childcare employees. The first curriculum was approved fall 2009. Spring 2013 data indicated 327 students were enrolled in CDYC classes, an increase of 50% from program inception. Total program completer data report 24 CDYC graduates from program inception fall 2009. There were no program completers until fall 2010 due to program development. Due to low graduation rates early in the program, the CDYC was included in the state’s “Low Completer” report. BPCC’s response stated that although enrollment numbers indicate significant growth, the program still needed additional time to grow. About 90% of CDYC program majors are non-traditional, childcare employees working in childcare centers. Students are usually only able to attend class for 1 or 2 nights a week. Although the program is offering an increasing number of online courses as one solution, many program participants are face to face learners. During the past year, hybrid courses have been effective for these students. This option provides 50% of time in the classroom setting and 50% online instruction. Students have responded favorably to this method of delivery because it provides a personal setting while also providing them opportunity for individualized review of online instructions.
Ms. Porter has been seeking advice from NAEYC’s accreditation director to establish strategies which will meet accreditation guidelines. BPCC submitted its renewal for the self-study process of NAEYC accreditation in November 2012. Internal course substitutions will allow transferability of additional CDYC credits and further articulation to 4-year programs; thus offering students more options on the early childhood education career path. BPCC proposes to submit the complete official report for August 2014. Peer accreditation team site visit is projected for March 2015, and accreditation status is anticipated upon approval from NAEYC’s Accreditation Board. The CDYC Program Coordinator is part of the state-wide BrightStart (birth to five) Articulation and Matriculation Task Force. The committee encourages programs to earn NAEYC accreditation. All programs will have to demonstrate career pathways to all degrees and throughout the entire early childhood period from birth through age eight. It is anticipated that the task force will create a curriculum which will reflect these goals. It will not be implemented until 2015, after CDYC program accreditation status is official.

### 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 social awareness of the CALL Program.</td>
<td>Number of subscribers to the social media site.</td>
<td>Six followers</td>
<td>Make changes based on number of followers</td>
<td>Actively promote social media site.</td>
</tr>
<tr>
<td>Offer professional development opportunities for faculty and staff.</td>
<td>Documentation of number and attendance at professional development events.</td>
<td>Division attendance was taken for professional development workshops and/or seminars.</td>
<td>No change</td>
<td>Offer professional development workshops for upcoming academic year.</td>
</tr>
<tr>
<td>Launch new course: Military Stress and Health (PSYC 230)</td>
<td>PSYC 230 during fall 2012 and spring 2013.</td>
<td>PSYC 230 was offered during fall 2012 and spring 2013 semesters.</td>
<td>No change</td>
<td>Offer in future semesters</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
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<tr>
<td>Recruit peace officers at local POST Academies for AAS in Criminal Justice.</td>
<td>Number of targeted recruiting events.</td>
<td>Total of fifteen recruiting events at local POST academies.</td>
<td>No change</td>
<td>Work future recruiting events at local POST academies.</td>
</tr>
<tr>
<td>Coordinate Praxis Institute for education students.</td>
<td>Number of participating students.</td>
<td>Attendance was taken for student participation.</td>
<td>No change</td>
<td>Offer future Praxis Institutes for the upcoming year.</td>
</tr>
<tr>
<td>Design new course offering for approval: Introduction to Archaeology (ANTH 205)</td>
<td>Submit ANTH 205 for approval.</td>
<td>Approval to offer ANTH 205 for fall and spring semesters.</td>
<td>No change</td>
<td>Offer course</td>
</tr>
<tr>
<td>Work towards National Association for the Education of Young Children accreditation</td>
<td>Document student success within program learning outcomes.</td>
<td>Review results as part of field study</td>
<td>No change</td>
<td>Work towards NAEYC accreditation</td>
</tr>
<tr>
<td>Strengthen course learning assessments to document student learning.</td>
<td>Learning assessment documents.</td>
<td>Strategies for Improvement were included in the results for fall and spring semester.</td>
<td>Make changes based on student learning outcomes.</td>
<td>Strategy ongoing</td>
</tr>
<tr>
<td>Document student success as measured by course learning outcome assessments.</td>
<td>CLO assessments administered during the fall and spring semester.</td>
<td>Faculty documented results of CLO assessments during the fall and spring semesters.</td>
<td>Review of Strategies for Improvement for current semester and review of the Results of Strategies for Improvement from the previous</td>
<td>Strategy ongoing</td>
</tr>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

2012 - 2013 has been an eventful and productive year for the Division of Behavioral and Social Sciences. Community outreach continues to be a primary goal of the division, and has resulted in cooperative endeavors 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 graduates in all division programs: AST (grades 1 - 5), CDYC, CJUS, AAS LA Transfer (Social Sciences concentration), and BPCC Accelerated Programs
3- Increase the number of community projects
4- Make use of innovative recruiting strategies to secure additional students for BPCC Accelerated programs
5- Strong presence in the community as it relates to maintaining contact with law enforcement academies
6- Increase recruiting territory to include Louisiana POST Law Enforcement Academies outside Caddo and Bossier Parishes
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

Patricia Williams
Administrative Coordinator III

FACULTY LISTING

Professor

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

Associate Professor

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

Assistant Professor

Stephen Fess, M.B.A.

Instructor

Stacey Crawford, B.S., M.B.A.
Elizabeth Dickson, CCI, B.S.
Scott Middleton, B.B.A.
Rebecca Turbeville, B.A., M.B.A.
George Valcho, B.S., 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 2012-2013 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 one new faculty member for the spring 2013: George Valcho, instructor of Business Administration. The 2012-2013 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 1,302 students declaring Associate of Applied Science in Business, which was an increase of 1.5% from the previous academic year, and 147 Associate of Science in Health Care Management for the 2012-2013 academic year, which was an 3.77% increase. The Division of Business had a total of 163 graduates, in the Associate of Applied Science in Business, Associate of Science in Health Care Management, Certificates in Culinary Arts, and Legal Secretary, TCA’s in Basic Management, Bookkeeping, and Business Communications. During the 2012-2013 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 245 sections including face-to-face, online, and hybrid in the disciplines of Accounting, Business, Culinary Arts, Health Care Management, and Legal Secretary for the academic year of 2012-2013.

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 food displays and demos in the media and other publications. Peggy Fuller, Dean of Business, attended several conferences, professional development seminars, and statewide articulation transfer meetings relating to the college and Academic Advising.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Elizabeth Dickson
* Quota International of Shreveport, Volunteer of the year
  June 2012
* Parkway, Haughton, Airline, and Benton High School, Mentor
  June 2012

Michelle Grant
* State Board of Certified Public Accountants
2012-2013
*Society of Louisiana Certified Public Accountants
2012-2013

Becky Turbeville
*Society for Human Resource Management
June 2013
*National Association of Professional Women
June 2013

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Peggy Fuller  | BPCC Planning Council  
July -April 2013                                                                                                                                           | NACADA Academic Advising Summer Institute  
Austin, Texas  
June 2012                                                                 |
|               | almost, maine                                                                                                                                                    | NACADA Annual Conference  
Empowering Students to Write Their Own Songs of Success  
Nashville, Tennessee  
October 2012                                                                 |
|               | A Cavalier Players Production  
July –August 2012                                                                                                                                             | 2012 SACSCOC Annual Meeting  
Dallas, Texas  
December 2012                                                                 |
|               | BPCC Summer Commencement  
July  2012                                                                                                                                                    | Board of Regents Matrix meeting  
Baton Rouge, Louisiana  
February 2013                                                                 |
|               | Banner Professional Development Workshop  
August  2012                                                                                                                                                    | LCTCS 10th Annual Conference  
Baton Rouge, LA  
March 2013                                                                 |
|               | Organic Innovations: Solo Art Exhibition by Sierra Pearce  
September -October 2012                                                                                                                                             | 17th Annual ACT Southwest Region Postsecondary Conference  
Grapevine, Texas  
April 2013                                                                 |
|               | 4th Annual BPCC 100 Go-Kart Race  
September 2012                                                                                                                                                | Board of Regents Matrix meeting  
Baton Rouge, Louisiana  
April 2013                                                                 |
|               | 4th Annual BPCC 100 Mini NASCAR Race  
September 2012                                                                                                                                                |                                                                                                           |
|               | A Conversation About Volunteer Mentoring  
October 2012                                                                                                                                                    |                                                                                                           |
|               | Service Delivery Committee  
October - November 2012                                                                                                                                             |                                                                                                           |
|               | SACS Fifth Year Report Meeting  
November 2012                                                                                                                                                    |                                                                                                           |
The Runaway Christmas Toys’ Christmas Program
November 2012

Nursing Program Pinning Ceremony
December 2012

BPCC 62nd Fall Commencement
December 2012

Academic Advising 101
January 2013

VITA/TCE Certification Course
February 2013

Memo of Understanding between BPCC and NSU
March 2013

What Makes For a Competent Communicator?
March 2013

Service Excellence: A Key to Student and Institutional Success- Workshop
March 2013

High Impact-Low Cost Student Success Improvement Strategies for the Engaged Campus- Workshop
March 2013

The Role of the Engaged Campus in Student Success: Principles & Strategies- Workshop
March 2013

Dark of the Moon
A Cavalier Players Production
April 2013

Theatre Voice Recital
April 2013

BPCC 63rd Spring Commencement
May 2013

Stacey Crawford
Banner Professional Development Workshop
August 2012

Professional Development Workshop
Faculty/Staff Mentoring
January 2013

Professional Development Workshop
FAQs About Financial Aid  
January 2013

Professional Development Workshop - CAAP and Banner  
January 2013

Webinar: Bridging the Gap: Common Core Rubrics for Secondary and Higher Ed  
September 2012

Webinar: Embracing the Opportunities of Bring Your Own Device (BYOD) in Higher Education Classroom AV Design  
January 2013

Webinar: Social Selling: Using Social Media to Understand How & Why People Buy  
January 2013

VITA/TCE Certification Course - Volunteer Standards of Conduct – Exam  
January 2013

VITA/TCE Certification Course - Basic Exam  
January 2013

Webinar: From Flipped Classroom to Dual Enrollment: How Eastern New Mexico University (ENMU) Achieved Campus-Wide Capture in 12 Months  
February 2013

Webinar: Teaching Originality, Creativity, and Critical Thinking  
April 2013

Webinar: Closing the Gap: What Students Say About Instructor Feedback  
May 2013

Elizabeth Dickson  
Utilizing Discussion Board Effectively  
August 2012

CAPP and Banner  
August 2012

Faculty & Staff Mentoring  
August 2012

Leadership, diversity and change  
August 2012

FAQs about Financial Aid  
August 2012

Engaging Students in a Dynamic, Blissful Classroom Setting  

Annual Report to the American Culinary Federation  
November 2012

Reviewed Gisslen 7th edition Professional Cooking  
November 2012

November 2012

NISOD conference: Austin Tx  
May 2013

Combating Passivity; Cloud Classroom; Critical Thinking; Innovative Methods to increase student success; Cloud classrooms, removing barriers with google docs  
May 2013

110
August 2012
Understanding and Engaging Under-Resourced College Students
Bethany Tucker

August 2012
Isomalt class (4 hours)
July 2013

Sugar Orchid Class
July 2013

Gear up for pre registration with academic advising
January 2013

Banner Professional Development
January 2013

Service Delivery: Communicating with our students
January 2013

Student Success: Engage students with free and inexpensive apps;
Ipads are sexy but what can they do for me; Retention and persistence
strategies in the classroom
May 2013

Legends of the Fall: Teaching Student success through Resiliency
May 2013

Memberships in Professional Organizations:
Name of Membership,
June - June 2013

International Cake Exploration Societe Lifetime member: American
Culinary Federation
June 2012 - June 2013

Louisiana Restaurant Association
June 2012 - June 2013

Quota International of Shreveport
June 2012 - June 2013

Stephen Fess

How to be Spiritually Well -Seminar
January 2013

Professional Development Workshop
Faculty/Staff Mentoring
January 2013

Service Delivery: Communicating with our Students Workshop
January 2013

CAPP and Banner
Professional Development Workshop
January 2013

Financial Aid FAQs” Workshop
March 2013

Lisa Fincher

Banner Professional Development Workshop
July 2012

CAPP Professional Development Workshop
October 2012

Defensive Driver Training
November 2012

Banner Professional Development Workshop Entering Classes
February 2013
CPTP Preventing Sexual Harassment 2013  
March 2013

Banner Roundtable Discussion: What Do you Need to Know  
March 2013

Served on the 2012-2013 BPCC Business Advisory Council  
April 2013

Service Excellence Workshop, Dr. Charles Schroeder  
March 2013

Raymond Gaines  
Professional Development Workshop  
Faculty/Staff Mentoring  
January 2013

Engaging Students in a Dynamic, Blissful Classroom Setting  
April 2013

Banner Professional Development Workshop  
August 2013

Michelle Grant  
Salzburg Global Seminar (College and Universities as Sites of Global Citizenship)  
July 2012

Larry Stein CPE Live Webinar/Webcast (Taxes: Busy Season Update Part 2)  
December 2012

Larry Stein CPE Live Webinar/Webcast (Taxes: Form 1040 Part 1)  
December 2012

Bisk Education Webinar (Ethics Standards for Louisiana CPAs)  
December 2012

Professional Development Workshop (Banner Professional Development)  
August 2012

Professional Development Workshop (Mandatory Reporting of Child Abuse For Higher Education)  
August 2012

Professional Development Workshop (FAQs About Financial Aid)  
January 2012

Professional Development Workshop (Service Delivery: Communicating with our Students)  
April 2013

State of Louisiana Professional Development (CPTP Preventing Sexual Harassment 2013)  
April 2013

Scott Middleton  
Banner Professional Development Workshop  
August 2012

Legends of the Fall: Teaching Student Success Through Resiliency  
August 2012

Leadership, Diversity, and Change: Can You Handle the Heat?  
January 2013

NISOD international Conference on Teaching and Leadership Excellence  
May 2012

112
Faculty/Staff Mentoring
January 2013

Academic Advising 101
January 2013

Service Delivery: Communicating With Our Students
January 2013

CAPP and Banner
January 2013

CPTP Preventing Sexual Harassment
May 2013

Loenard Osborne

Banner Professional Development Workshop
August 2012

Professional Development Workshop- Legends of the Fall: Teaching Student Success Through Resiliency"
August 2012

Professional Development Workshop- Lecture Capture: It's Easier than you Think
September 2012

Professional Development Workshop- Four-Square of Life: Living on Purpose
September 2012

Professional Development Workshop- Designing Instruction for the Underprepared College Student: They Don't Know They Don't Know
October 2012

Professional Development Workshop-" Teaching the Hybrid: When Two Worlds Collide"
November 2012

Professional Development Workshop-"Academic Advising 101
January 2013

Professional Development Workshop- " Faculty/ Staff Mentoring
Faculty/Staff Mentoring
January 2013

Professional Development Workshop- " Mid-Term Strategies: Mind-Mapping
March 2013

Administration of the Community College Survey of Student Engagement survey to students in Microeconomics.
March 2013
Rebecca Turbeville

Banner Professional Development Workshop
August 2012

Legends of the Fall: Teaching Student Success Through Resiliency
August 2012

Lecture Capture: It's Easier than you Think
September 2012

Teaching the Hybrid: When Two Worlds Collide
November 2012

CAPP & Banner
January 2013

Understanding & Engaging Under-resourced College Students
February 2013

A Hands-On Learning Styles Workshop
February 2013

Mid-term Strategies: Mind-Mapping
March 2013

Service Excellence- presented by Dr. Charles Schroeder
March 2013

Engaging Students in a Dynamic-Blissful Classroom Setting
April 2013

George Valcho

BPCC New Faculty Orientation
January 2013

Blackboard: Utilizing Discussion Board Effectively
January 2013

CAPP and Banner
January 2013

Faculty & Staff Mentoring
January 2013

How to be Spiritually Well!
January 2013

FAQs about Financial Aid
January 2013

Engaging Students in a Dynamic, Blissful Classroom Setting
May 2013
Elisabeth Wicker

Banner Professional Development Workshop
August 2012

Faculty/Staff Mentoring
January 2013

FAQs About Financial Aid
January 2013

CAPP and Banner
January 2013

A Hands-On Learning Styles Workshop
February 2013

Meet the Grade Center
February 2013

What are Institutions Doing (or Not Doing) about State Authorization - Revisited?
February 2013

Does Your Institution Suffer from Dissociative Identity Disorder?
March 2013

Open Education: The Business and Policy Case for OER
March 2013

Patricia Williams

Banner Professional Development Workshop
July 2012

CAPP Professional Development Workshop
October 2012

Banner Professional Development Workshop, Entering Classes
February 2013

Staff Development presentation, What Makes For a Competent Communicator?
March 2013

Pat Wyatt

Education 2020 Workshop
August 2012

Teaching the Hybrid; When Two Worlds Collide Workshop
November 2012

Quality Circles Workshop
November 2012

Served on the 2012-2013 BPCC Business Advisory Council
April 2013

Served on the 2012-2013 Bossier Parish Community College Planning Council
April 2013

BPCC Quality Circles Pilot
January-April 2013

Professional Development Workshop, a Hands-on Learning Styles Workshop
February 2013

Service Excellence Workshop, facilitated by Dr. Charles Schroeder
March 2013
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Elizabeth Dickson
* Kids cooking class (25 hours)
  June 25-29, 2012
* Taught painting on cake class (2 hours) Reno NV
  August 2, 2013

Rebecca Turbeville
* Employee Mentoring - Developing the Next Generation Workforce-delivered to the International Association of
  Administrative Professionals,
  July 2012
* Quality Circles - Presented as Faculty/Staff Professional Development
  Nov 2012
* Faculty/Staff Mentoring - Presented as Professional Development during Be-Back Week
  Jan. 2013
* New Faculty Orientation - Presented during Be-Back We
  Jan. 2013

Elisabeth Wicker
* Proposal for Retail Management Certificate
  February 2013

STRATEGIC PLANNING

Department Measurable Strategy
Create an advisory board that will include both Business and Health Care members.

Performance Indicators
Number of advisory board meetings for Business and Healthcare Management.

Assessment Results
Combined BADM, HCM, Advisory Board, and Legal Secretary to better serve the community.

Changes Based on Assessment Outcomes
Successful.

Strategy(ies) for the Future
Continue to meet with the Advisory Board to successfully meet the needs of the community.
<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 the Division of Business.</td>
<td>Documentation of attendance for professional development.</td>
<td>The Business faculty/staff participated and presented various seminars and/or workshops.</td>
<td>Successful.</td>
<td>Continue to participate and present professional development seminars and workshops.</td>
</tr>
<tr>
<td>Utilize course learning outcome data.</td>
<td>Update learning outcomes.</td>
<td>Made adjustments to Learning Outcomes as necessary.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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. (through 10/29/2012)
Ray Scott Crawford, M.A., M.A., Ph.D.
Eric Crowder, B.S.
Andrew Harris, B.F.A.
Russell Johnson, B.A. (through 1/2/2013)
Stella Thompson, B.A.
David White, B.A.
Louis Williams, B.S.

Classified staff

Mary Lyle-Mitchell
Lendah Siah (through 2/1/2013)

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.

Assistant Professor

Bob Alexander, M.A.
Guinara Chandler, M.A.

Instructor
Peggy Byers, B.A.
Darrell Chitty, M.B.A.
Pat Divietro, B.M.E.
Jonathan Elmore, M.B.A.
Melanie Lea-Birck, M.A.
M.E. Kirk, M.F.A. (Interim)

DIVISION SUMMARY

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 Communication Media degree, a Certificate of Technical Studies in Communication Media, 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 2012-2013 academic year, thirty-seven graduates received the Associate of Applied Science in Communication Media degree, three graduates received the Associate of Arts in Music degree, one graduate received the Associate of Arts in Performing Arts (Music Concentration) degree, four graduates received the Associate of Arts in Theatre degree, and three graduates received the Associate of Arts in Performing Arts (Theatre Concentration) degree. Also, forty-two students received the Certificate of Technical Studies in Communication Media, five students received the Certificate of Technical Studies in Music, and nine students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (7), Broadcasting (3), Business of Music (1), Computer Animation (1), Costume Design (2), Directing (3), Film (5), Graphic Design (4), Media for the Ministry (2), Photography (6), Radio (1), Sound Recording Technology (5), Stage or Theatre Management (1), Theatre Technician (1), and TV Production (7).

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 357 majors in the fall of 2012 and 350 majors in the spring of 2013, the Music Program had thirty-eight majors in the fall of 2012 and thirty-six majors in the spring of 2013, and the Theatre Program had thirty-nine majors in the fall of 2012 and thirty-four majors in the spring of 2013. Student success rates for the academic year were as follows: communication media – an eighty-nine percent (89%) success rate, speech courses – an eighty percent (80%) success rate, music courses – a ninety-seven percent (97%) success
rate and theatre courses – a ninety percent (90%) success rate.

During 2012-2013 the concentrations 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 BPCC Film Institute also premiered its annual feature film A Very Tough Course in November.

The BPCC Debate Team, in the Speech Program, continued to have success by placing 2nd in the coveted 2013 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 approximately 10,000 people. During the fall and spring semesters, the Music Program held student recitals and juries; produced formal concerts featuring the Jazz Ensemble, the Concert Choir, and the Concert Winds; performed at athletic events and the Fall and Spring Graduation Ceremonies; and accepted invitations to perform off-campus at a variety of venues in the Shreveport/Bossier City area. The Music Program also invited artists to the campus to perform in the Guest Artist Series. Likewise, during the academic year, the Theatre Program produced the Festival of One Acts during the fall and spring semesters, held student juries, and showcased students through apprenticeships which employed students in various venues and professional theatres. At Bossier Parish Community College, the Theatre Program and the Cavalier Players produced Almost Maine, Avenue Q, The BPCC Christmas Show, Henny Penny and the Little Red Hen, and Dark of the Moon. Several events showcased The Performing Arts this year. These included the presentation of Almost Maine at the Canterbury Summer Theatre in Michigan City, Indiana and the presentation of a selected scene from Almost Maine at the Region VI Kennedy Center American College Theatre Festival regional festival in Shreveport, 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 four students to compete in the Region VI Kennedy Center American College Theatre Festival acting competition while three students competed in the KCACTF Musical Theatre Initiative; and several community performances by the BPCC Music Program including the Jazz Ensemble at the Builder’s Supply Annual Banquet and the Concert Winds at Northwestern State. Additionally, faculty recitals showcased our faculty including a faculty Christmas concert and a piano recital.

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 regional conferences.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bob Alexander:
Coached BPCC Debate Team to 2013 International Public Debate Association Community College Season Sweepstakes 2nd Place
March 24, 2013
Jim Boyter:
Excellence in Festival Hosting Recognition for Box Office Manager, KCACTF presented at the Region VI Kennedy Center American College Theatre Festival in Shreveport, Louisiana
March 2, 2013

Gulya Chandler:
2013 National Institute for Staff and Organizational Development (NISOD) Excellence Award
December, 2012

Ray Scott Crawford:
Received excellent newspaper notices for production direction of Musical of Musical: The Musical and Almost, Maine (Canterbury Summer Theatre, Michigan City, Indiana: The News-Dispatch)
June 2012 – August 2012

Almost, Maine (Directed by Crawford) “Held” (chosen by Respondents) for consideration for presentation at the Region VI Kennedy Center American College Theatre Festival
July 26, 2012

Avenue Q and Almost, Maine (both directed by Crawford) both nominated by the Regional Executive Committee for inclusion in “Night of Invited Scenes” at the Region VI Kennedy Center American College Theatre Festival
November, 2011.

Almost, Maine scene invited as one of a dozen scenes presented at the “Night of Invited Scenes” at Region VI Kennedy Center American College Theatre Festival
February 28, 2013.

Excellence in Hosting Recognition, KCACTF presented at the Region VI Kennedy Center American College Theatre Festival in Shreveport, Louisiana
March 2, 2013

Chosen as an official Kennedy Center American College Theatre Festival (KCACTF) Play Respondent
September 2012 – April 2013

Rona Leber:
Excellence in Hosting Recognition, KCACTF presented at the Region VI Kennedy Center American College Theatre Festival in Shreveport, Louisiana
**March 2, 2013**

**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>Bob Alexander</td>
<td>“Banner Professional Development Workshop”</td>
<td>Served as tabulation room director at the following debate tournaments:</td>
</tr>
<tr>
<td></td>
<td>August 13, 2012</td>
<td>Henderson State University (2), Middle Tennessee State University,</td>
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<td></td>
<td>“Mandatory Reporting of Child Abuse for Higher Education Workshop”</td>
<td>East Texas Baptist University, Mississippi College, Lee College, and</td>
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<td>August 14, 2012</td>
<td>Stephen F. Austin State University</td>
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<td></td>
<td>“FAQ’s About Financial Aid”</td>
<td>Louisiana State University - Shreveport Speech and Debate Tournament</td>
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<td></td>
<td>January 8, 2013</td>
<td>Director of Individual Events</td>
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<tr>
<td></td>
<td>“Academic Advising 101”</td>
<td>Louisiana State University – Shreveport</td>
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<td></td>
<td>January 8, 2013</td>
<td>November 2-4, 2012</td>
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<td></td>
<td>Eddy Shell Invitational Speech and Debate Tournament</td>
<td>Southern Forensics Governing Board Meeting</td>
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<td></td>
<td>Host</td>
<td>Louisiana State University – Shreveport</td>
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<td></td>
<td>Presented “Constitution Day Presentation”</td>
<td>International Public Debate Association National Championship Tournament</td>
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<td>March 7, 2013</td>
<td>Co-Director</td>
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<td>Presented “Becoming a More Competent Communicator: Strategies for Success in Written and Oral Communication”</td>
<td>University of Arkansas – Monticello</td>
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<td>Bossier Parish Community College Staff Senate</td>
<td>Monticello, AR</td>
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<td></td>
<td></td>
<td>International Public Debate Association Executive Committee and</td>
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<td>Governing Board Joint Meeting</td>
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<td>Chair</td>
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<td>University of Arkansas – Monticello</td>
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<td>Monticello, AR</td>
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<td>March 22, 2013</td>
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<td></td>
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<td>James Humes Presentation</td>
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<td>Louisiana State University – Shreveport</td>
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<td>March 27, 2013</td>
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<td></td>
<td></td>
<td>“Afghans for Progressive Thinking ‘Debate Without Borders’”</td>
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<td>Skype Connection to Kabul University</td>
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<td>Kabul, Afghanistan</td>
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<td></td>
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<td>April 4-5, 2013</td>
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<td></td>
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<td>Interstate Oratorical Association Annual Convention</td>
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<td></td>
<td>Shreveport, LA</td>
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<td>April 26, 2013</td>
</tr>
</tbody>
</table>
Jim Boyter
Contributed art design, writing, editing, and layout of posters, program covers, and press releases for Almost Maine, Avenue Q, Henny Penny and the Little Red Hen, and Dark of the Moon
July 2012 - April 2013
Served as Box Office and Front of House Manager for Almost Maine, Avenue Q, Henny Penny and the Little Red Hen, and Dark of the Moon
July 2012 - April 2013
“Banner Professional Development” Workshop
July 23, 2012
Served as Treasurer for the Christmas Show Committee
August, 2012 – May, 2013
“CAPP Professional Development” Workshop
October 30, 2012
“FAQ About Financial Aid” Workshop
January 8, 2013
“Academic Advising 101” Workshop
January 8, 2013
“Banner Professional Development: Entering Classes” Workshop
February 7, 2013
“Banner Roundtable Discussion: What Do You Need to Know” Workshop
March 21, 2013
“Service Excellence” Workshop
March 22, 2013
Served as production coordinator for the BPCC Christmas show held at the Bossier City Civic Center.
Bossier City, LA
November 28-29, 2012
Served as Festival Box Office Coordinator for Region VI Kennedy Center American College Theatre Festival
Centenary College and the Strand Theatre, Shreveport, LA
February 26 – March 2, 2013
Recruiting / Stage Makeup Demonstration
Benton High School
November 1, 2013
Provided editing services for the Red River Revel
Shreveport, LA
October, 2012
Designed lights and sound for the BPCC Christmas show held at the Bossier City Civic Center.
Bossier City, LA
November - December, 2012

Keith Bruce
Designed lights and sound for the BPCC Theatre productions of Almost Maine, Avenue Q, Henny Penny and the Little Red Hen, and Dark of the Moon as well as the BPCC Student Life Talent Show and Ms. BPCC Pageant
July, 2012 – April, 2013
Produced DVD’s (cinematography and editing) of BPCC Theatre productions including Almost Maine, Avenue Q, Henny Penny and the Little Red Hen, and Dark of the Moon
July, 2012 – April, 2013
Produced documentaries and videos of The BPCC 100, The BPCC Foundation Annual Drive, and Faculty Christmas Concert
Served as sound engineer for three BPCC Graduation Ceremonies in the BPCC gym
July, 2012 – May, 2013
Served as Lighting and Sound Designer for Almost Maine production at Canterbury Summer Theatre
Michigan City, IN
August, 2012
Served as a presenter and BPCC representative to DigiFest 2012
Bossier Civic Center
September, 2012
Provided editing services for the Red River Revel
Shreveport, LA
October, 2012
Designed lights and sound for the BPCC Christmas show held at the Bossier City Civic Center.
Bossier City, LA
November - December, 2012
Served as sponsor for the Digital Media Club producing 6 episodes of “Str8 Up!”
September, 2012 – May, 2013

Served as Director of the BPCC Children’s Show “Henny Penny and the Little Red Hen”
February, 2013

Peggy Byers

“The Picture Show” Television Production
Produced and Hosted
Fall 2012 – Spring 2013

“Faculty/Staff Mentoring” Workshop
January 7, 2013

“CAPP and Banner” Workshop
January 8, 2013

“The Play’s the Thing” Television Production
Produced and Hosted
Spring 2013

Provided technical support to the Gemini Bal at Shreveport Convention Center
Shreveport, LA
February, 2013

Performed a comic monolog for “Celebration of Women”
March 18, 2013

Attended DigiFest 2012
Bossier Civic Center
Bossier City, LA
September 2012

Performed in productions of Night of the Iguana and 8
River City Repertory Theatre
East Bank Theatre and Karpeles Museum
Spring 2013

Recital Master Class with Nancy Weems (University of Houston)
Centenary College - Shreveport, LA
September 29, 2012

Louisiana Music Teachers Association 60th Annual Convention
University of Louisiana at Monroe – Monroe, LA
October 18-20, 2012

Musician’s Club of Shreveport
Shreveport, LA
October 29, 2012

Accompanied the BPCC Concert Choir at the BPCC Annual Christmas Show
Bossier Civic Center, Bossier City, LA
November 28 - 29, 2012

Improvozation by Drew Ley
Pendley’s Piano Gallery - Shreveport, LA
December 1, 2012

Greater Shreveport Music Teachers Association

Gulya Chandler

Served as juror for three BPCC Music Scholarship Auditions
July, 2012 - May, 2013

Served as accompanist for the BPCC Concert Choir including two concert performances
August, 2012 - May, 2013

“Banner Professional Development Workshop”
August 13, 2012

Guest Artist Series Recital with Janice Aiken
September 29, 2012

“Legends of the Fall: Teaching Student Success Through Resiliency”
August 16, 2012

Accompanied students at six Student Recitals plus two Solo Recitals
November, 2012 - May, 2013

Produced and performed in the Faculty Christmas Concert.
December 6, 2012

Served as sound engineer for the Christmas production at Cypress Baptist Church
Benton, LA
December, 2012

Provided technical support to the Gemini Bal at Shreveport Convention Center
Shreveport, LA
February, 2013

Attended National Association of Broadcasters Convention
Las Vegas, NV
March 2013

Recital Master Class with Nancy Weems (University of Houston)
Centenary College - Shreveport, LA
September 29, 2012

Louisiana Music Teachers Association 60th Annual Convention
University of Louisiana at Monroe – Monroe, LA
October 18-20, 2012

Musician’s Club of Shreveport
Shreveport, LA
October 29, 2012

Accompanied the BPCC Concert Choir at the BPCC Annual Christmas Show
Bossier Civic Center, Bossier City, LA
November 28 - 29, 2012

Improvozation by Drew Ley
Pendley’s Piano Gallery - Shreveport, LA
December 1, 2012

Greater Shreveport Music Teachers Association
“FAQ about Financial Aid”
January 8, 2013

Faculty Recital with Joy Ratcliff
February 8, 2013

Greater Shreveport Music Teachers Association Piano Competition
Host
March 6, 2013

Darrell Chitty

Internet Mentoring Program
Founder
July, 2012 – June 2013

“Faces of Franklin” Exhibit
Shreveport, LA
August, 2012 – April, 2013

Ray Scott Crawford

Production director for the BPCC Theatre productions of Almost Maine, Avenue Q, and Dark of the Moon
July, 2012 – April, 2013

Designed and compiled incidental music for production performances of Almost Maine and performed original incidental music for Dark of the Moon
July, 2012 – April, 2013

Contributed art design, writing, editing, and layout of posters, program covers and press releases for Almost Maine, Avenue Q, Fall Festival of One Acts, Dark of the Moon, and the Spring Festival of One Acts
July, 2012 – April, 2013

“Banner Professional Development” Workshop
July 23, 2012

“Banner Professional Development” Workshop
August 13, 2012

Music Director and orchestration sequencing for BPCC theatre production of Avenue Q
August – October, 2012

Attended twenty-one Faculty, Student, or Guest Artist Concerts in the Music Program
September 2012 – April 2013

Centenary College – Shreveport, LA
February 2, 2013

Digital Painting Workshop
Instructor
St. Francisville, LA
July, 2012

Internet Mentoring Program
Founder
July, 2012 – June 2013

“Faces of Franklin” Exhibit
Shreveport, LA
August, 2012 – April, 2013

Professional and community productions attended: Night of the Iguana, Dark of the Moon, Opus, The Book of Mormon, Forever Plaid, Kinky Boots, War Horse, Once, Newsical the Musical, The Fantasticks, Peter and the Star Catcher
September 2012 – May 2013

Production Director for the professional non-Equity summer stock presentation of the Canterbury Summer Theatre/BPCC Summer Theatre production of Almost Maine
Michigan City, Indiana
August 16-18, 2012

Attended Digifest South 2012 Digital Media Exhibition and Conference
Bossier Civic Center, Bossier City, LA
September 6-9, 2012

Served as official Respondent for the Louisiana Kennedy Center American College Theatre Festival for the McNeese State University Theatre production of The Last Days of Judas Iscariot
Lake Charles, Louisiana
September 30, 2012

Served as official Respondent for the Texas Kennedy Center American College Theatre Festival for the Jacksonville College Theatre production of Gaslight
Jacksonville, Texas
November 3, 2012
“CAPP Professional Development” Workshop
October 29, 2012

Executive Producer of the BPCC Film Institute feature film, A Very Tough Course
November 8, 2012 (Premiere)

Produced student-directed Fall and Spring Festivals of One-Act Plays.
November 13, 2012 and April 23, 2013

Music director for the Cavalier Players Christmas Choir (for the BPCC Christmas Show)
November – December, 2012

Performed “Oh Holy Night” and “Have Yourself a Merry Little Christmas” for The Performing Arts Music Program “Faculty Christmas Concert”
December 6, 2012

BPCC Theatre Program Professional Juries—served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
December 7, 2012 and May 3, 2013

“FAQ about Financial Aid” Workshop
January 8, 2013

Music Director for the BPCC Theatre production of Henny Penny and the Little Red Hen
January – February 24, 2013

“Service Excellence” Workshop, facilitated by Dr. Charles Schroeder
March 21, 2013

Served as official Respondent for the Louisiana Kennedy Center American College Theatre Festival for the University of Louisiana Lafayette Theatre production of Enchanted April
Lafayette, Louisiana
March 17, 2013

Attended the Surtex Design Conference and Exhibition
New York, New York
May 19-21, 2013

Production Director of A Year with Frog and Toad at the Canterbury
Eric Crowder
Served as Videographer for the Red River Revel, Louisiana Food Bank, A Very Tough Course, Spring Graduation, Learning Center video, student projects in Stacey Black’s math class, and for the final project in Chancellor Henderson’s class
July, 2012 – May, 2013
Served as Division tour coordinator and recruiter for multiple groups including Benton High School and the Caddo Career and Technology Center
July, 2012 – May, 2013

Kathryn Defatta-Barattini
Banner Professional Development Workshop
August 13, 2012
“Lecture Capture: It’s Easier Than You Think” Workshop
September 13, 2012
CPTP Preventing Sexual Harassment 2013
February 28, 2013

Jonathan Elmore
“Designing Instruction for the Underprepared College Student” Workshop
October 24, 2012
“Quality Circles” Workshop
November 7, 2012
“Teaching the Hybrid: When Two Worlds Collide” Workshop
November 7, 2012
Faculty/Staff Mentoring Project
Spring, 2013
Quality Circles Program
Spring, 2013
“Faculty/Staff Mentoring” Workshop
January 7, 2013
“Service Excellence” Workshop
March 22, 2013

Andrew Harris
Served as developer, writer, videographer, and editor for videos for the BPCC Public Relations office
March – May, 2013

Michael Hart
Produced four BPCC Music Scholarship Auditions
July, 2012 - May, 2013
Conducted Jazz Ensemble performance for the Builder’s Supply Annual Banquet
Banner Professional Development Workshop
July 23, 2012

Banner Professional Development Workshop
August 13, 2012

Produced the Fall Pops Concert featuring the Concert Winds
September 28, 2012

Produced three Faculty Recitals/Concerts including the Faculty Christmas Concert
September, 2012 – February, 2013

Produced ten Guest Artists Series events including performances by the Shreveport Opera Express and the Northwestern State University Wind Symphony
October, 2012 - April, 2013

Produced and conducted six Jazz Ensemble Concerts/Performances including performances at the BPCC Faculty/Staff Christmas Luncheon and the “home opener” basketball game
October, 2012 - April, 2013

College Career Night
Recruiting Event
Bossier Civic Center
October 9, 2012

Produced nine Student Recitals including two theatre voice recitals and a solo recital
November, 2012 – April, 2013

Produced two Concert Choir concerts
November 10, 2012 and April 25, 2013

Produced and conducted four Concert Winds concerts/performances including performances at two BPCC Graduation ceremonies
November, 2012 - May, 2013

Performed in Faculty Christmas Concert.
December 6, 2012

“FAQ’s about Financial Aid” Workshop
January 8, 2013

Senior Spring Fling
Recruiting Event
March 21, 2013

Bossier Civic Center, Bossier City, LA
October 13, 2012

Served as Adjudicator for the Texaco Country Music Showdown
Louisiana State Fair Grounds, Shreveport, LA
November 4, 2012

Conducted performance of the BPCC Jazz Ensemble at the annual BPCC Christmas show
Bossier Civic Center, Bossier City, LA
November 28 and 29, 2012

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

Louisiana Music Educators District VII Large Ensemble Festival
Airline High School
March 13, 2013

Conducted performances of the BPCC Concert Winds at Northwestern State University and Airline High School
April 19, 2013

Served as Adjudicator for ArtBreak Idol
Shreveport Convention Center, Shreveport, LA
April 28, 2013
Paula Kaszuba

Produced and Directed “A Very Tough Course” Movie
Summer, 2012

“Bayou Billionaire” Television Episode
News Anchor
Fall, 2012

“Homework Hotline”
Producer and Host
September, 2012 – April, 2013

“A Very Tough Course” Movie Premier
November 8, 2012

CAP and Banner Training
January 7, 2013

Faculty Mentoring
January 8, 2013

Melanie Lea-Birck

“Banner Professional Development Workshop”
August 13, 2012

“Mandatory Reporting of Child Abuse for Higher Education Workshop”
August 14, 2012

“Legends of the Fall: Teaching Student Success Through Resiliency”
August 16, 2012

“Lecture Capture: It’s Easier Than You Think” Workshop
September 13, 2012

CAP and Banner Training
January 8, 2013

Rona Leber

Designed Costumes for the BPCC Theatre productions of Almost Maine,
Avenue Q, and Dark of the Moon
July, 2011 – April, 2012

Presented “Applying for Promotion: What you need to know”
August 14, 2012

2012-2013 BPCC Planning Council
Subcommittee Vice-Chair
August, 2012 – May, 2013

“Banner Professional Development” Workshop
August 13, 2012

DigiFest Conference
Bossier Civic Center, Bossier City, LA
September 9-12, 2012

Produced and Hosted “Homework Hotline” and “Coffee Break”
Red River Revel, Shreveport, LA
October 6-13, 2012

Produced Slide Presentation and Public Service Announcement for the
Division of Communication and Performing Arts
Red River Revel, Shreveport, LA
October 6-13, 2012

Produced and Hosted “Homework Hotline”
Louisiana State Fair, Shreveport, LA
October 25, 2012

National Association of Broadcaster’s Convention
Las Vegas, NV
April 7-12, 2013

“Teaching Adult Learners”
Louisiana State University – Shreveport
January, 2013

The National Academic Advising Association (NACADA) Conference
Nashville, TN
October 4-7, 2012

Designed costumes for the BPCC Christmas Show held at the Bossier
Civic Center
Bossier City, LA
November 28-29, 2012

Kennedy Center American College Region VI Theatre Festival
Shreveport, LA
February 26 – March 2, 2013
Mary Lyle-Mitchell

“CAPP Professional Development” Workshop
October 29, 2012

“Banner Roundtable Discussion: What Do You Need to Know?”
March 21, 2013

“Service Excellence” Workshop
March 22, 2013

“Gear Up for Pre-registration with Academic Advising 101”
April 4, 2013

“Service Delivery: Communicating with our Students”
April 18, 2013

Stella Thompson

Served as Box Office Clerk for the Performing Arts Box Office
October, 2012 – April 2013

“CAPP” Workshop
October 30, 2012

“A Very Tough Course” Movie Premier
November 8, 2012

Co-Wrote Script for Summer Film “Vestige”
Spring, 2013

Served as Ambassador for the BPCC Foundation Annual Drive
January – May, 2013

“Academic Advising 101” Workshop
January 8, 2013

“Banner Entering Classes” Workshop
February 7, 2013

“Banner Roundtable Discussion: What Do You Need to Know?”
March 21, 2013

“Service Delivery: Communicating with our Students”
April 18, 2013

David White

Designed scenery and/or provided technical direction for the BPCC Theatre productions of Almost Maine, Avenue Q, Henny Penny and the Little Red Hen, Dark of the Moon; the Fall and Spring Festival on One Act Plays; and the summer Drama Funfest

Provided technical services for twenty-four BPCC Music productions including two Choir Concerts, three Concert Wind Concerts, two Jazz Ensemble Concerts, and seventeen student and faculty recitals

College and Career Night for Bossier Parish School Board (Recruiting Event)
Bossier Civic Center, Bossier City, LA
October 9, 2012

Recruiting / Stage Makeup Demonstration
Benton High School, Benton, LA
November 1, 2012

Kennedy Center American College Region VI Theatre Festival
Shreveport, LA
February 26 – March 2, 2013

Stage Combat Workshop
Louisiana Tech University
Ruston, LA
March 29-30, 2013

Designed lights for twelve productions at Shreveport Little Theatre including The Sound of Music, Fences, Ev’ry Time I Feel the Spirit, My Way: A Tribute to Frank Sinatra, Buried Child, Moon Over Buffalo, Dark of the Moon, Taffetas, Night Mother, Lost in Yonkers, Forever Plaid, and The Wedding Singer

Shreveport Little Theatre, Shreveport, LA
July, 2012 - May, 2013
Performed technical duties for 11 BPCC (non-performing arts) events held in the Performing Arts Theatre and other venues on campus including the three graduation ceremonies, New Student Orientation, Student Life Talent Show, Ms. BPPC Pageant, PTK induction ceremony, Middle College Graduation, CNA Graduation, Nursing Pinning Ceremony, and Dr. Joe May presentation as well as several professional development events and a screening of the Communication Media original movie

Almost, Maine
Scene Designer/Technical Director
Canterbury Summer Theatre
August 14-20, 2012

Evita
Lighting Designer
Stage Center/Emmett Hook Center
January 3-13, 2013

Provided Technical Services for Krewe of Gemini Bal
Shreveport Convention Center, Shreveport, LA
January 26, 2013

Kennedy Center American College Theatre Festival Region VI Festival
Shreveport, LA
February 26-March 2, 2013

My Son Pinocchio
Lighting Designer
Stage Center/Emmett Hook Center
April 5-7, 2013

Louis Williams
Served as Division Webmaster
July, 2012 – May, 2013

Wrote the music and underscore for the BPCC Film Institute production of “A Very Tough Course”
July - October, 2012

Served as audio engineer for the BPCC Film Institute production of “A Very Tough Course”
July - October, 2012

Served as Division tour coordinator and recruiter for multiple groups including Benton High School and the Caddo Career and Technology Center
July, 2012 – May, 2013

Provided audio support for forty campus events including the “See You at the Pole” event
August, 2012 – May, 2013

Produced live shows from The Red River Revel
October 6-13, 2012

Assisted with Live Streaming of BPCC Graduation Ceremonies
December, 2012 and May, 2013

Served on the Communication Media Scholarship Selection Committee
November, 2012 – May, 2013

Provided audio and video services for live broadcast of the Bossier City Council meetings

Provided video services for the BPCC Christmas show held at the Bossier City Civic Center
Bossier City, LA
November 28-29, 2012
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

“This is BPCC”
5 episodes
July – December, 2012

Bossier City Council Meetings
25 Sessions

Almost, Maine
BPCC Theatre Production
July 27 – August 5, 2012

“Coffee Break”
17 episodes
September - December, 2012

BPCC PM News
37 shows
September - December, 2012

“Homework Hotline”
75 shows
September, 2012 – May, 2013

BPCC AM News
92 shows
September, 2012 – May, 2013

“Straight Up”

Assisted in production of the Online Orientation Video for Student Services
Spring, 2013

Wrote music for “Sixty Seconds of Fame” video for the Louisiana Community
and Technical College System Conference
Spring, 2013
16 episodes
September, 2012 – May, 2013

“Strategies for Living”
20 episodes
September, 2012 – May, 2013

Fall Pops Concert
Concert Winds
September 28, 2012

Faculty Recital
Janice Aiken, Soprano
September 29, 2012

Guest Artist Series
Bruce Downs, Trumpet and Philip Bradbury, Clarinet
October 2, 2012

Guest Artist Series
Shreveport Opera Express
October 5, 2012

BPCC Jazz Band Performance
Builder’s Supply Annual Banquet
October 13, 2012

Avenue Q
BPCC Theatre Main Stage Production
October 18 – 28, 2012

Student Music Recital #1
November 1, 2012

BPCC Jazz Band Performance
Opening BPCC Basketball Game
November 1, 2012
Guest Artist Series
Low Brass Chamber Music
November 7, 2012

Student Music Recital #2
November 8, 2012

“A Very Tough Course”
BPCC Film Institute Movie Premiere
November 8, 2012

Fall Concert
BPCC Concert Choir
November 10, 2012

Student Music Recital #3
Theatre Voice Students
November 13, 2012

Fall Festival of One-Acts
Student Directed Short Plays
November 13, 2012

Student Music Recital #4
November 15, 2012

Fall Concert
BPCC Jazz Ensemble
November 15, 2012

"Runaway Elves"
BPCC's Annual Christmas Show
November 28 - 29, 2012

Fall Concert
BPCC Concert Winds
November 30, 2012

Faculty Christmas Concert
December 6, 2012

BPCC Jazz Band Performance
BPCC Faculty/Staff Luncheon
December 13, 2012

BPCC Concert Winds Performance
BPCC Graduation Ceremony
December 14, 2012

“The Plays the Thing”
9 episodes
January – April, 2013.

Guest Artist Series
Shreveport Opera Express
January 26, 2013

“The Picture Show”
8 episodes
February – April, 2013.

Faculty Recital
Gulya Chandler and Joy Ratcliff, Piano
February 8, 2013

Henny Penny and the Little Red Hen
Children's Show
February 15 - 24, 2013

Guest Artist Series
Dr. Randall Sorensen, Trumpet
February 19, 2013
Eddy Shell Invitational Speech and Debate Tournament
February 22 - 24, 2013

Guest Artist Series
Northwestern State University Wind Symphony
February 28, 2013

Guest Artist Series
Paul Christopher, Cello
March 5, 2013

Guest Artist Series
Joe Alexander, Tuba
March 12, 2013

Guest Artist Series
Adrian Rosales, Lyric Baritone
March 19, 2013

Student Music Recital #5
April 4, 2013

Spring Concert
BPCC Jazz Ensemble
April 5, 2013

Student Music Recital #6
April 11, 2013

Dark of the Moon
BPCC Theatre Main Stage Production
April 11 – 21, 2013

Student Recital #7
Theatre Voice Students
April 16, 2012
Student Music Recital #8  
April 18, 2012

BPCC Concert Winds on Tour  
Northwestern State University and Airline High School  
April 19, 2013

Guest Artist Series  
Shawn Roy, Bass/Baritone and Chan Kiat Lim, Piano  
April 23, 2013

Spring Festival of One-Act Plays  
Student directed short plays  
April 23, 2013

Spring Concert  
BPCC Concert Choir  
April 25, 2013

Spring Concert  
BPCC Concert Winds  
April 26, 2013

Sophomore Solo Music Recital  
April 29, 2013

BPCC Concert Winds Performance  
BPCC Graduation Ceremony  
May 10, 2013

**SIGNIFICANT CONTRACTS OR GRANTS**

Faculty Professional Development Grant for $95.00  
Awarded to: Melanie Lea-Birk  
BPCC Foundation and Faculty Senate  
November, 2012

Student Tech Fee Grant for $5,640.94
Awarded to: Keith Bruce
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $6,650.00
Awarded to: Gulya Chandler
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $35,150.10
Awarded to: Eric Crowder
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $6,869.99
Awarded to: Pat Dievetro
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $3,943.94
Awarded to: Pat Dievetro
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $2,344.00
Awarded to: Paula Kaszuba
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $8,382.27
Awarded to: Mark Kirk
BPCC Student Government Association
Fall 2012

Student Tech Fee Grant for $8,839.00
Awarded to: Keith Bruce
BPCC Student Government Association
Spring 2013

Student Tech Fee Grant for $12,220.00
Awarded to: Keith Bruce
BPCC Student Government Association
Spring 2013

Student Tech Fee Grant for $27,778.78
Awarded to: Keith Bruce
BPCC Student Government Association
Spring 2013

Carl Perkins Grant for $2,624.40
Awarded to: Peggy Byers
Carl Perkins Foundation
March, 2013

Carl Perkins Grant for $2,624.40
Awarded to: Paula Kaszuba
Carl Perkins Foundation
March, 2013

Board of Regents Grant for $67,006.00
Awarded to: Keith Bruce
Louisiana Board of Regents
Spring 2013

ACADEMIC PROGRAM REVIEW

An academic program review was conducted on the Associate of Applied Science in Communication Media, the Associate of Arts in Performing Arts (Music Concentration), and the Associate of Arts in Performing Arts (Theatre Concentration). Items reported during the review include program statistics, resource availability, graduate and employer input, and student mastery of learning outcomes. The report outcome improvement strategies include:

1. Replace key personnel.
2. Improve recruitment efforts.
3. Provide unique and quality programming.
<table>
<thead>
<tr>
<th>STRATEGIC PLANNING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department Measurable Strategy</strong> Utilize the College website and C3 for advertising Communication and Performing Arts Division events and productions.</td>
</tr>
<tr>
<td><strong>Performance Indicators</strong> Number of Communication and Performing Arts Division events and productions placed on C3 and the College web site.</td>
</tr>
<tr>
<td><strong>Assessment Results</strong> 1. The Communication and Performing Arts placed forty-six (46) events on the Student Event Calendar. 2. The Communication and Performing Arts placed thirty-nine (39) events on the C3.</td>
</tr>
<tr>
<td><strong>Changes Based on Assessment Outcomes</strong> No changes are needed.</td>
</tr>
<tr>
<td><strong>Strategy(ies) for the Future</strong> The Communication and Performing Arts faculty and staff will utilize the BPCC website, the Student Events Calendar, and the C3 for the next academic year.</td>
</tr>
</tbody>
</table>

| **Department Measurable Strategy** Review course syllabi including course learning outcomes of all courses and make updates as needed. |
| **Performance Indicators** Documented changes in course syllabi including course learning outcomes to improve student learning. |
| **Assessment Results** The Communication and Performing Arts Division faculty and staff updated the course syllabi in each course and made some adjustments to learning outcomes to improve student learning. |
| **Changes Based on Assessment Outcomes** Changes were made to syllabi as needed. |
| **Strategy(ies) for the Future** The Communication and Performing Arts Division faculty and staff will continue to review the course syllabi and make updates as needed. |

| **Department Measurable Strategy** Provide professional development opportunities. |
| **Performance Indicators** The number of professional development opportunities in which the faculty and staff in the Communication and Performing Arts Division participate. |
| **Assessment Results** The Communication and Performing Arts Division faculty and staff documented the number of professional development opportunities in which they participated; the faculty and staff participated in a total of 216 professional development opportunities. |
| **Changes Based on Assessment Outcomes** No changes are needed. |
| **Strategy(ies) for the Future** The Communication and Performing Arts Division faculty and staff will be encouraged to participate in professional development opportunities for the next academic year. |
### Department Measurable Strategy

**Participate in recruiting activities for the Communication and Performing Arts Division.**

### Performance Indicators

The number of recruiting activities in which the faculty and staff in the Communication and Performing Arts Division participate.

### Assessment Results

The Communication and Performing Arts Division faculty and staff participated in approximately ninety-two (92) recruiting activities.

### Changes Based on Assessment Outcomes

No changes are needed.

### Strategy(ies) for the Future

The Communication and Performing Arts Division faculty and staff will be encouraged to participate in recruiting activities for the next academic year.

### Department Measurable Strategy

**Produce events to showcase the Communication and Performing Arts Division to the public.**

### Performance Indicators

Number of events produced to showcase the Communication and Performing Arts Division to the public.

### Assessment Results

The Communication and Performing Arts Division produced over forty-two (42) events to showcase the Performing Arts to the public.

### Changes Based on Assessment Outcomes

No changes are needed.

### Strategy(ies) for the Future

The Communication and Performing Arts Division will choose and produce events for the next academic year which will showcase the talents and abilities of its majors to the public.

### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Communication and Performing Arts had a very productive and successful year. For the 2012-2013 academic year, thirty-seven graduates received the Associate of Applied Science in Communication Media degree, three graduates received the Associate of Arts in Music degree, one graduate received the Associate of Arts in Performing Arts (Music Concentration) degree, four graduates received the Associate of Arts in Theatre degree, and three graduates received the Associate of Arts in Performing Arts (Theatre Concentration) degree. Also, forty-two students received the Certificate of Technical Studies in Communication Media, five students received the Certificate of Technical Studies in Music, and nine students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (7), Broadcasting (3), Business of Music (1), Computer Animation (1), Costume Design (2), Directing (3), Film (5), Graphic Design (4), Media for the Ministry (2), Photography (6), Radio (1), Sound Recording Technology (5), Stage or Theatre Management (1), Theatre Technician (1), and TV Production (7). The Communication Media Program had 357 majors in the fall of 2012 and 350 majors in the spring of 2013, the Music Program had thirty-eight majors in the fall of 2012 and thirty-six majors in the spring of 2013, and the Theatre Program had thirty-nine majors in the fall of 2012 and thirty-four majors in the spring of 2013. Student success rates for the academic year were as follows: communication media – an eighty-nine percent (89%) success rate, speech courses – an eighty percent (80%) success rate, music courses – a ninety-seven percent (97%) success rate and theatre courses – a ninety percent (90%) 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 approximately 10,000 people, making the college a highly visible part of the community.

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 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

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 duties helping students log onto their LoLA accounts throughout the semester.

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 1,200 veteran students in fiscal year 2012-2013 with 52 graduates, and 344 new students. Through the efforts of this Division BPCC 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, approximately 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. Also, Innovative Learning also hosted a Career Compass Registration Day July 15, 2013 where we had an overwhelming number of students and parents attend to sign up for their fall courses.

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.

ADVANCED DEGREES OR CERTIFICATIONS

Kathleen Vercher, Bachelor's Degree in Business Administration earned May 2013 University of Louisiana Monroe

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Military Friendly School, June 2013

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>Donna Womack</td>
<td>CAPP Professional Development Workshop, October 2012</td>
<td>The Patriot Awards Banquet, September 2012</td>
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<td></td>
<td>Service Delivery: Communicating with our Students, January 2013</td>
<td>Bossier Parish School board’s College and Career Night, October 2012</td>
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<tr>
<td>Event</td>
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<td>Veterans Job Fair, October 2012</td>
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<td>Shreveport/Bossier Mayor’s Prayer Breakfast, November 2012</td>
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<td>Veterans Job Fair, October 2012</td>
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<td>NACADA Annual Conference in Nashville, TN, October 2012</td>
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<td>Louisiana Workforce Commission Job Fair, October 2012</td>
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<td>Caddo Parish School’s College/Career Fair, November 2012</td>
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<td>El Dorado Benefits Fair, November 2012</td>
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<td>The Coordinating and Development Corporation Seventh Planning District Consortium, December 2012</td>
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<td>ACT Conference in Dallas, TX, April 2013</td>
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<tr>
<td>Kathy Vercher</td>
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<tr>
<td>Professional Development Workshop – Degree Audit (CAPP), October 2012</td>
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<td>Banner Roundtable Discussion, February 2013</td>
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<td>Sexual Harassment Training, February 2013</td>
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<td>Financial Aid Frequently Asked Questions, March 2013</td>
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<td>Service Excellence, March 2013</td>
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<td>Service Delivery: Communicating with our Students, April 2013</td>
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<tr>
<td>Renee Sears</td>
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<td>Webinar: Course Choice, February 2013</td>
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<td>D.O.E.; Evaluation Performance by John White, February 2013</td>
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<td>Perkins Regional Partnership Meeting, April 2013</td>
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<td>South Webster Career Fair, October 2012</td>
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<td>Region 7 Secondary Supervisor’s Roundtable Discussion, October 2012</td>
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<td>The Advantage of Dual Enrollment in Bienville Parish, April 2013</td>
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<td>Abby Benzinger</td>
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<tr>
<td>Webinar: Louisiana Student Recruit, July 2012</td>
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<tr>
<td>Professional Development Workshop – Degree Audit (CAPP), October 2012</td>
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<tr>
<td>Service Delivery: Communicating with our Students, January 2013 (Presenter)</td>
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<td>Banner Roundtable Discussion, February 2013</td>
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<tr>
<td>National Career Clusters Conference in Fort Worth, TX, June 2013</td>
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<td>Sexual Harassment Training, February 2013</td>
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<tr>
<td>Career Compass Luncheon in Baton Rouge, May 2013</td>
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</table>
Financial Aid Frequently Asked Questions, March 2013
Service Excellence, March 2013
Service Delivery: Communicating with our Students, April 2013 (Presenter)
Perkins Regional Partnership Meeting, April 2013

Lynne McCoy
“A Conversation about Volunteer Mentoring”, October 2012
Professional Development Workshop – Degree Audit (CAPP), October 2012
Service Delivery: Communicating with our Students, January 2013 (Presenter)
Webinar: Course Choice, February 2013
Service Delivery: Communicating with our Students, April 2013 (Presenter)
Sexual Harassment Training, February 2013
Financial Aid Frequently Asked Questions, March 2013

Carl Perkins Meeting, September 2012
NACADA Annual Conference in Nashville, TN, October 2012
South Webster Career Fair, October 2012
Region 7 Secondary Supervisor’s Roundtable Discussion, October 2012
Bossier Parish School board’s College and Career Night, October 2012
Perkins Reporting Meeting in Natchitoches, October 2012
Caddo Parish School’s College/Career Fair, November 2012
LCTCS Conference/Carl Perkins Meeting in Baton Rouge, March 2013
ACT Conference in Dallas, TX, April 2013
Career Compass Luncheon in Baton Rouge, May 2013
NICOD Conference in Austin TX, May 2013
National Career Clusters Conference in Fort Worth, TX, June 2013

Susan Stakes
Banner Training, July 2012
Professional Development Workshop – Degree Audit (CAPP), October 2012
“Understanding and Engaging” Workshop, February 2013
WAVES Conference Webinar, February 2013
Banner Training/ Rachel Carter, March 2013
“Service Delivery” Workshop, April 2013
NW LA Workforce Corp Job Fair/ BCC, May 2013

Information Technology Expo/ BAFB, February 2013
Hiring Our Heroes Job Fair/BCC, April 2013

Linda Lofton
Banner Professional Development Workshop, July 2012
**SIGNIFICANT CONTRACTS OR GRANTS**

Carl Perkins CTE Grant

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**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the achievement of course learning outcomes of off campus classes.</td>
<td>Percent of learning outcomes achieved.</td>
<td>On Campus and Off Campus Syllabi were updated so information matched. Minimal documented changes needed to be made.</td>
<td></td>
<td>Implement online format of the Early Start application. Streamline application process for other programs as well.</td>
</tr>
</tbody>
</table>

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<tbody>
<tr>
<td>Number of Veteran, Dual Enrollment, and Off Campus student enrollments.</td>
<td>Number of veteran, dual and off campus student enrollment.</td>
<td>Overall change of professional development from last year increased by 16%</td>
<td>None</td>
<td>To continue to support staff professional development and encourage participation both on and off campus despite budget constraints.</td>
</tr>
</tbody>
</table>

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<tr>
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<tbody>
<tr>
<td>Provide staff professional development opportunities.</td>
<td>The number of professional development activities each employee participates in.</td>
<td>Veteran enrollments increased by 13% Dual enrollments increased by 17% Career Compass students increased by 20% from Fall 2011</td>
<td>None</td>
<td>To continue to increase the number of Veteran, dual enrollment, and off campus applicants.</td>
</tr>
</tbody>
</table>
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 2012-2013 year, Innovative Learning assisted over 3000 current and potential students between the Early Start Program (Dual Enrollment), off-campus studies, veteran services, and career compass applicants.

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
Workforce Development and Continuing Education

EMPLOYEE LISTING

Professional, unclassified staff
Lisa Wargo, M.A.
Alisha Crowder, B.S.
Jasmine Horton, B.S.
Madeline Priest, M.A.
Sherie Phillips, A.S
Sean Downing, B.S.

Classified staff
Veronica Baker
Marcus Gildron

DIVISION SUMMARY

Workforce Development and Continuing Education developed and delivered workforce programs for the purpose of providing Louisiana individuals and businesses the most advanced, customized and relevant education and training. Programs housed in the division include [1] Continuing Education; [2] IWTP through the Louisiana Workforce Commission; and [3] Workforce Training Initiatives. 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 AFS Logistics, Certain Teed, Precision Builders, Yor-Wic Construction, Bossier Head Start, and Citizen's National Bank. Industry-specific courses included Food Safety Certification, Real Estate 90 hour pre-licensing program, Certified Nursing Assistant Training, Home Inspection, Notary Public, Paralegal Certificate, OSHA, Medical Coding, AutoCAD and Industrial
Readiness Training. Partnerships with the Division of Liberal Arts, Division of Communication and Performing Arts and the Division of Technology, Engineering and Mathematics led to offering non-credit students enrollment in academic courses for non-credit, and CIT certifications.

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

Workforce Development and Continuing Education course catalogs for Summer 2012, Fall 2012 and Spring 2013. Sherie Phillips presented Advantages of Effective Fee Schedules at the Annual Louisiana OWC Mediator's Meeting in April 2013. She also
produced the Louisiana Office of Worker's Compensation Fee Schedule Update in January 2013.

### SIGNIFICANT CONTRACTS OR GRANTS

- Board of Regents - $83,592
- CERT - Energy Camps - $5,000
- LCTCS Rapid Response - Information & Technology for Healthcare - $77,816
- Office of Worker's Compensation Fee Schedule Metholgy and Revisions - $155,000
- Incumbent Worker Training Program
  - Springhill Medical Center #3 - $71,193.91
  - Horseshoe Entertainment Consortium - $20,585.40
  - David Raines Community Health Center - $93,055.48

### STRATEGIC PLANNING

#### Department Measurable Strategy

- **Grow enrollment by developing courses that meet the needs of business/industry and the community.**

#### Performance Indicators

1. Overall enrollment.
2. Net revenue earned.

#### Assessment Results

1. Enrollment in non-credit courses for 2012-2013 was 2,148, showing an increase of 453 over the 2011-2012 fiscal year.
2. Net revenue earned for 2012-2013 was $118,934.97, an increase of $6,472.35 over the 2011-2012 fiscal year.

#### Changes Based on Assessment Outcomes

Offer courses which meet the needs of the community and industries. Continue catalog and marketing efforts.

#### Strategy(ies) for the Future

Track overall enrollment in non-credit courses as well as net revenue earned.

#### Department Measurable Strategy

- **Analyze non-credit course and instructor evaluations and make any necessary changes to improve the quality of courses offered.**

#### Performance/Instructor evaluations completed by students.

#### Assessment Results

Student were asked the following questions on evaluations revealed that 97% of students rated Excellent or Good on courses meeting their

#### 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.
<table>
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<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Pursue IWTP grants and other funding opportunities to meet the demands of the workforce and community.</td>
<td>1. Number of grant funding and IWTP proposals submitted. 2. Number of IWTP participants trained. 3. Quality rating received for services we provided to employers.</td>
<td>1. Three IWTP grants and one LCTCS Rapid Response grant were written and approved; one grant has been submitted and is awaiting approval and eight grants are in development. 2. Number of employees trained during the fiscal year from IWTP funding = 860. 3. IWTP Customer Satisfaction Report completed by IWTP grant employers rated our services with 100% satisfaction as all employers indicated yes to all criteria.</td>
<td>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.</td>
<td>Continue to meet the needs of employers in Louisiana through the IWTP program as well as other funding programs.</td>
</tr>
<tr>
<td>Evaluate 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 = 393 BPCC Staff = 53 Chamber = 11 Continuing Ed Catalog = 522 DCFS/DHH = 12 Employer = 278 Former Student = 187</td>
<td>Evaluate and change efforts to maximize Return on Investment (ROI) based on assessment results.</td>
<td>Continue to update marketing sources and track results by source to improve marketing Return on Investment (ROI).</td>
</tr>
</tbody>
</table>
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 limited staffing.

Changes Based on Assessment Outcomes
Professional development is an integral part of an employee's growth and maintaining a productive BPCC employee. Workforce Development and Continuing Education will continue to provide opportunities for professional development to its employees when budget and personnel constraints allow.

Strategy(ies) for the Future
Continue to offer and provide professional development through participation in local, regional and national workforce training and development organizations.

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. 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 continues to address the needs of both local and regional employers through new and existing grants. Program resources are lean, which makes the program extremely competitive. The employers we serve seek workforce training in the areas of computer skills, technical skills, leadership, customer service, languages, lean processes, safety and OSHA compliance training. Grant Coordinators work proactively to target employer's with high demand occupations as defined by the Louisiana Workforce Commission and who meet approval criteria to assure the grants they submit are highly competitive and have the best chance of timely approval. Workforce Development and Continuing Education staff continue to develop their skills through training and education to provide excellent customer service to our clients, vendors, students, and BPCC staff.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Work to establish programs that will push Workforce Development & Continuing Education towards a true profit center.
2. Adjust marketing efforts to provide opportunities for increased enrollment in academic, non-academic, and workforce development programs while being mindful of the bottom line.
3. Increase sales and marketing efforts through Business Development Representative.
4. Continue to grow Camp CAVS.
Division of Academic Affairs
BPCC Testing Center

EMPLOYEE LISTING

Professional, unclassified staff

Lynn Brown, M.A.
Cheryl Wieser, MEd

DIVISION SUMMARY

BPCC's Testing Center provides computer-based test services needed by BPCC students, students attending other colleges, the Region's workforce, and members of the military. Test services include high-stakes professional certification and licensure exams, information technology certifications including exams that are required for students enrolled in Technology, Engineering and Mathematics courses, credit-by-examination, distance education proctoring, DANTES-funded testing, and national academic test services.

BPCC's Testing Center has two locations. The main testing center is located at BPCC's campus in Building D. BPCC's National Test Center is located in the Education Building at Barksdale Air Force Base. The staff consists of a Director and Testing Coordinator.

The Testing Coordinator position was vacant between February 2012 and late August 2012. This lengthy staff vacancy impacted revenue earned and tests delivered during late 2011-2012 and early 2012-2013. The position was filled by Cheryl Wieser who has excellent technical skills, customer service skills, and instructional skills.

The total number of testers for 2011-2012 was approximately 2700. The total number of testers for 2012-2013 will be approximately 2800. Revenue generated for 2011-2012 was approximately $55,000. Revenue generated for 2012-2013 will be approximately $80,000. The number of testers did not grow significantly for several reasons. First, many testers during 2012-2013 were students who completed Adobe Certified Associate certification exams at no cost as part of BPCC's Testing Center's Adobe Certified Associate Board of Regent's grant. The grant ended, andACA testing dropped significantly. Secondly, the Testing Coordinator position vacancy followed by about a month of training resulted in fewer exams being delivered. Third, the number of ETS Praxis paper-exams dropped considerably as testers opted to complete computer-based Praxis. Computer-based Praxis is not available at BPCC because ETS requested that BPCC continue to be the test site for paper-based testing. According to the Organization Budget Status Detail Report, testing fees grew 45%--from $55,000 to $80,000. This increase is due to increased distance education...
proctoring and increased DANTES-funded testing at BPCC's National Test Center at Barksdale Air Force Base.

Thousands of tests are offered by BPCC's Testing Center. Current test services include Castle Worldwide, Certiport, College Board "CLEP," distance education proctoring for colleges located all across the United States, ETS Praxis, Excelsior College, Graduate Records Examination Subject Tests, Law School Admission Test, Multistate Professional Responsibility Examination, NOCTI Business Solutions, Pearson VUE, Prometric "DSST," ServSafe, and WorkKeys.

ADVANCED DEGREES OR CERTIFICATIONS

Lynn Brown

Certified Pearson VUE Test Administrator, October 16, 2012
Certified EC Council Test Administrator, December 31, 2012
Certified Castle Worldwide Proctor, February 25, 2013

Cheryl Wieser

Certified DSST Test Proctor, September 4, 2012
Certified CLEP Test Proctor, September 6, 2012
Certified Pearson VUE Test Administrator, November 10, 2012
Certified Castle Worldwide Internet-Based Testing Proctor, November 16, 2012
Certified EC Council Test Administrator, December 31, 2012
Microsoft Technology Associate: Windows Operating System Fundamentals Certification, January 31, 2013
Microsoft Office Specialist: Office 365 Certification, February 21, 2013
Microsoft Office Specialist: OneNote 2010 Certification, February 22, 2013
Certified Castle Internet-Based Testing Proctor Renewal, March 1, 2013
Certified Serve-Safe Test Proctor, March 26, 2013
Microsoft Certified Trainer Renewal Certification, April 30, 2013

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

College Board Commendation - Top 100 Test Centers 2012

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Lynn Brown</td>
<td>Planning Council member, July 2012 - June 2013</td>
<td>National College Testing Association Annual Conference, Minneapolis,</td>
</tr>
</tbody>
</table>
Programs and Services Planning Council Subcommittee member, July 2012 - June 2013
Staff Senate member, 2012-2013
Electronic Learning Committee member, July 2012 - June 2013
CIT Advisory Board meeting, March 20, 2013
Fall Faculty/Staff Be Back Meeting, August 13, 2012
Workforce Development & Continuing Education Quarterly Meeting, August 28, 2012
Chancellor's Forum, October 25, 2012 and April 12, 2013
Spring Faculty/Staff Be Back Meeting, January 8, 2013
"LSAT Admission Ticket Photo Requirements," webinar, September 9, 2012
"Receiving and Returning LSAT Materials," webinar, September 21, 2012
"Academic Advising 101" Workshop, January 8, 2013
LCTCS President Dr. Joe May Visit, February 26, 2013
Individual Differences & Diversity, March 3, 2013
"What Makes For a Competent Communicator?", Staff Senate Presentation, March 7, 2013
New MPRE (MultiState Professional Responsibility Exam) Center Training, webinar, April 5, 2013
"CompTIA Authorized Partner Program," April 11, 2013
CPTP Customer Service Interacting with Customers, April 10, 2013
CPTP Customer Service Overview, April 10, 2013
CPTP Dealing with Difficult People, April 10, 2013
CPTP Myths that Affect Good Supervisors, April 10, 2013
ORM Defensive Driving, April 13, 2013
"How to Instill Excellence in your Clients, Self, and Program," May 24, 2013
August 1 – 4, 2012
NCTA Vendor and Sponsor Committee member, Vendor Fair, August 3, 2012
Law School Admission Council Pre-Conference Workshop, Minneapolis, August 1, 2012
NOCTI Pre-Conference Workshop, Minneapolis, August 1, 2012
Pearson VUE Pre-Conference Workshop, Minneapolis, August 1, 2012
“Implementing GED CBT,” Minneapolis, August 2, 2012
“Staying Ahead of Your Students with Online Registration Technology,” Minneapolis, August 2, 2012
“Complete College America & CLEP, Land of 10,000 Opportunities,” Minneapolis, August 2, 2012
“Drowning in Lake Testbegone: Staying Afloat in a Lake of Paperwork,” Minneapolis, August 2, 2012
“Wheel of Misfortune: What’s Your Game Plan?,” Minneapolis, August 3, 2012
“NCTA Certification: Answers to 10,000 Questions,” Minneapolis, August 3, 2012
“10,000 Choices: Hiring, Training and Retaining the Best Testing Staff,” Minneapolis, August 3, 2012
“Making Testing a Profitable Experience,” Minneapolis, August 3, 2012
Cheryl Wieser
Staff Senate member, 2012-2013

New Employee Orientation, August 22, 2012
"Blood Borne Pathogens Training," August 24, 2012
Defensive Driver Training, August 24, 2012
"Emergenetics," August 23 and 25, 2012
2012 Ethics Training for Public Servants, August 27, 2012
Workforce Development & Continuing Education Quarterly Meeting, August 28, 2012
"Understanding and Engaging Under Resourced Adult Students," September 21, 2012
Chancellor's Forum, October 25, 2012
Staff Senate, October 16, 2012
"Faculty/Staff Mentoring," January 7, 2013
LCTCS President Dr. Joe May visit, February 26, 2013
"What Makes for a Competent Communicator?," Staff Senate, March 7, 2013
Women's History, March 21, 2013
"Engaging Students in a Dynamic, Blissful Classroom Setting," April 11, 2013
Staff Senate, May 23, 2013

**SIGNIFICANT CONTRACTS OR GRANTS**

BPCC Student Technology Fee Proposal, $14,556

Board of Regents Support Fund Enhancement Program Proposal, $83,592

**STRATEGIC PLANNING**

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<tr>
<td>Facilitate classroom usage of</td>
<td>1. Dreamweaver exams</td>
<td>After the ACA grant</td>
<td>Now that the ACA</td>
<td>Notify TEM instructors that</td>
</tr>
</tbody>
</table>
Adobe Certified Associate (ACA) Campus License.
delivered in classrooms.
2. Photoshop exams delivered in classrooms.
3. Dreamweaver and Photoshop practice exams completed in Library.
ended and after the Dreamweaver instructor left for a different position, no instructors requested Dreamweaver or Photoshop exams in classrooms.
grant has ended, BPCC students will need to purchase exam vouchers for Adobe certifications.
exam vouchers will be needed for future Dreamweaver and Photoshop exams.

Department Measurable Strategy
Market employee assessment services available in Testing Center.
Performance Indicators
1. NOCTI Business Solutions assessments delivered to General Electric Energy employees.
2. NOCTI Business Solutions assessments delivered to employees of other area employers.
Assessment Results
2. Other employers have not been identified.
Changes Based on Assessment Outcomes
Efforts to market existing and new test services will continue.
Strategy(ies) for the Future
Provide NOCTI Business Solutions employee assessments information to WD&CE Business Development Representative.

Department Measurable Strategy
Evaluate technical requirements, revenue potential, and opportunities to market current and additional test services.
Performance Indicators
Matrix showing technical requirements and other factors related to current and potential new test services in BPCC Testing Center and Barksdale Air Force Base National Test Center.
Assessment Results
A matrix was been prepared.
Changes Based on Assessment Outcomes
Additional test services were identified that appear to be a good fit for BPCC's Testing Center and BAFB NTC.
Strategy(ies) for the Future
Add at least one major test service at BPCC.

Department Measurable Strategy
Expand hours of operation and test services offered at BPCC Barksdale Air Force Base National Test Center.
Performance Indicators
1. Schedule showing hours of operation.
2. Report showing test services added to BPCC BAFB NTC.
Assessment Results
Testing hours at BAFB NTC were expanded by 50%. The National Test Center is now open each Monday and Wednesday. Test services added at
Changes Based on Assessment Outcomes
No changes required.
Strategy(ies) for the Future
Continue efforts to increase testing and revenue earned by BPCC Testing Center and BPCC National Test Center.
the NTC include Pearson VUE, test services for non-military, CISSP, and GMAT. Distance Education proctoring grew significantly.

**Department Measurable Strategy**

Provide training necessary for Testing Coordinator to earn test services credentials and encourage staff participation in other professional development activities.

**Performance Indicators**

1. Credentials earned by Testing Coordinator.
2. Professional development activities attended by Test Center Director and Testing Coordinator.

**Assessment Results**

Testing Coordinator earned all credentials required by current test services. Professional development activities completed by Director and Testing Coordinator are listed in Professional Development section.

**Changes Based on Assessment Outcomes**

No changes required.

**Strategy(ies) for the Future**

Maintain up-to-date testing credentials.

**Department Measurable Strategy**

Pursue funds necessary to replace Testing Center computers.

**Performance Indicators**

1. Submission of grant application or other proposals seeking funds.

**Assessment Results**

Two proposals were submitted. Both proposals were approved. (1) BPCC Technology Fee Proposal submitted for $14,556. (2) Board of Regents' Proposal submitted for $83,592.

**Changes Based on Assessment Outcomes**

No changes required.

**Strategy(ies) for the Future**

Identify additional projects that can be developed into Board of Regents' proposals.

**Department Measurable Strategy**

Complete preliminary steps required for certification by the National College Testing

**Performance Indicators**

NCTA Certification.

**Assessment Results**

NCTA Test Center Certification application has been submitted.

**Changes Based on Assessment Outcomes**

Efforts will continue to complete NCTA Certification.

**Strategy(ies) for the Future**

Attend workshop at NCTA Conference to gain information about NCTA Test
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

2012-2013 was a productive year for BPCC's Testing Center and BPCC's Barksdale Air Force Base National Test Center. New test services were added at BPCC and at BAFB, revenue from existing test services grew, and the testing schedule at the NTC was increased by 50%. Cheryl Wieser, who was hired as Testing Coordinator following a six-month position vacancy has quickly become efficient at delivering test services and she provides excellent customer service.

At BPCC's Testing Center, there were new opportunities to deliver IT certification exams for Technology, Engineering and Mathematics Division students. Vendor-specific test services, EC Council and Certification Partners, were added. Two national academic paper-based test services were also added during 2012-2013. The Multistate Professional Responsibility Examination was added at the request of the Law School Admission Council. Graduate Record Examination Subject Exams were added at the request of the Educational Testing Service.

New opportunities emerged to deliver entry-level certification exams to BPCC students. Students receiving training through the TAACCCT grant completed IC3 exams, and students enrolled in Workplace Literacy initiatives also completed IC3 certifications. WorkKeys assessments were delivered to employees referred by several area employers participating in a Workforce Development initiative.

At BPCC's BAFB National Test Center, EC Council was added for military students who needed to complete the CHFI exam and (ISC)2 was added to deliver CISSP. Test services that have previously only been available at BPCC's Testing Center were added to the National Test Center. Additions include Pearson VUE certification exams and distance education proctoring for students attending other colleges. Although DANTES-funded tests are only available to members of the military, their spouses and dependents as well as others who have access to BAFB can now register and pay for CLEP and DSST exams.

The computers in BPCC's Testing Center were out of warranty, and there was a need for other computers, new convertible desks, and other resources in BPCC's Testing Center, Workplace Literacy, and Workforce Development and Continuing Education Division. The Director submitted two grants proposals. The first, a BPCC Technology Fee Proposal, was approved for $14,556, the full amount requested. A Board of Regents' Enhancement Proposal entitled “GED at BPCC: Helping Dreams Come True," requesting $83,592 was submitted and approved for the full amount. New computers have already been purchased for the Testing Center. Board of Regents' grant objectives will be completed during 2013-2014.

2013-2014 will be an interesting and productive year. A memorandum of understanding has already been signed for the Testing Center to deliver exams for the Louisiana State Licensing Board for Contractors. These licensing exams are currently only available in Baton Rouge. BPCC's Testing Center plans to add Prometric IT certification exams during 2013-2014. Computer-based GED will be rolled out during 2013-2014. It appears that BPCC's Testing Center will be involved with the continuation of paper-based GED testing as well as computer-based GED exam delivery.
BPCC's Testing Center Director and Testing Coordinator look forward to the challenge of delivering outstanding customer service while adding new services and increasing revenue.  2012-2013 was a great year, and 2013-2014 will be even better.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Add a new test service needed by students, workforce and/or members of the military.
2. Complete all Board of Regents' grant objectives.
3. Continue completion of requirements to become a National College Testing Association Certified Test Center.
4. Share information about BPCC's National Test Center by making a presentation at NCTA Conference.
5. Provide a College Board workshop for BPCC faculty, advisors, staff, and representatives from local colleges and high schools.
6. Increase revenue while providing outstanding customer service.
Division of Academic Affairs
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff
Shelli Ulrich, B.S.
Sherrie Johnson, A.S.
Mark Hux, B.A.
Tiyonda McCoy, A.A.
Linda Sandifer, A.A.
Justin Tison, B.A.

Classified staff
Amanda Reese, B.A.

DIVISION SUMMARY

Bossier Parish Community College's Workplace Literacy Program shifted from workforce development initiatives to college transition efforts in part due to the new LCTCS Accelerating Opportunity Program and the statewide expansion of the Louisiana Army National Guard Youth Challenge Initiative. The Accelerating Opportunity Program tasks Adult Education providers with doubling the number of high school equivalency certificates issued while providing instruction leading to credentials in a high wage, high demand occupations. This program utilizes the I-BEST model of instruction in providing Adult Education instructor support in college classes for approved career pathways. Accelerating Opportunity has partnered with TAACCCT to provide Adult Education support in their pathways as well.

The Louisiana Army National Guard Youth Challenge collaboration originally consisted of a co-enrollment project wherein qualified cadets would enroll in up to four college courses while pursuing their GED®. The new statewide expansion is offered through the Division of Behavioral and Social Sciences. This program allows qualified cadets, at sites located in Minden, Pineville, and Carville, Louisiana to take course challenge exams that can result in up to fifteen hours of college credit. This program will allow qualified cadets to transfer to college or enlist in the military.

The Adult Education program doubled in enrollment from 290 students in 2011-2012, to 651 students in 2012-2013. English Language Services increased enrollment from 24 students in 2011-2012 to 60 in 2012-2013. The Middle College program was able to maintain performance rates, in spite of this growth, in most areas.

Ongoing collaboration with Goodwill of North Louisiana resulted in a $10,000 project called E2. This project allows students to participate in paid
employment after attending Adult Education classes, as long as class expectations are met each day. The Consortia for Education, Research, and Technology (CERT) received funding from United Way to support at-risk youth. CERT subcontracted with Middle College to provide stipends for students job shadowing in the energy and manufacturing sectors.

Bossier Parish Community College's Adult Education program was named the Region 7 Center of Excellence in Adult Education. This resulted in approximately $15,000 to support professional development activities and to create an onsite literacy resource library.

In an effort to promote and grow English Language Services, the department participated in the League of United Latin American Citizens’ (LULAC) Cinco De Mayo Festival. LULAC provides scholarship funds to eligible Latin American students. Workplace Literacy will continue to develop this relationship in support of our Latin American student population.

Effective July 1, this department will move to the Division of Behavioral and Social Sciences. This move will provide the necessary support for Middle College programs to operate more cohesively with academics.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Region 7 Center of Excellence in Adult Education

**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>Sherri Johnson</td>
<td>BPCC 100 5th Annual Car Race-Sponsorship Chair</td>
<td>LCTCS Annual Conference-March 2013 &lt;br&gt; Business Builders Workshops, Bossier-October 2012, February 2013, March 2013, &amp; April 2013</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Emergenetics Workshops, Middle College students, August 28-30, 2012
"Small Business Training Options", North Louisiana Chapter, International Executive Housekeeping Association, April 19, 2013

SIGNIFICANT CONTRACTS OR GRANTS

Strategies to Empower People $63,340
Adult Education (Federal and State) $119,544
Jobs for the Future $50,000
Workforce Investment Act/City of Shreveport $64,000
Community Foundation/Consortia for Education, Research and Technology $12,500
Goodwill Industries/Capital One $10,000
Region 7 Center of Excellence $15,000
LCTCS Leadership fund $5000

STRATEGIC PLANNING

Department Measurable Strategy
Partner with the Department of Education and Louisiana Rehabilitative Services to create a sustainable, long-term "College Life Is Possible" program effective

Performance Indicators
Number of students enrolled in College Life Is Possible course offerings

Assessment Results
Eight students enrolled in "College Life Is Possible" offerings.

Changes Based on Assessment Outcomes
Increase number of students served and include employment linkages.

Strategy(ies) for the Future
Submit proposal to Louisiana Rehabilitation Services for funding of expanded offerings.
<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide 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>Three online programs offered. 250 students enrolled in online instruction.</td>
<td>No changes at this time.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Administer instruction surveys.</td>
<td>Results of evaluations.</td>
<td>Student evaluations report effective instruction and strong staff support.</td>
<td>No changes at this time.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Recruit eligible students for Workforce Investment Act Youth Programs.</td>
<td>Number of students to complete educational programs, earn credentials and secure employment.</td>
<td>Seven Workforce Investment Act youth earned a credential.</td>
<td>No changes at this time.</td>
<td>Continue current efforts.</td>
</tr>
<tr>
<td>Create and develop satellite locations offering basic work skill and literacy instruction including a strong presence in Shreveport.</td>
<td>1. Number of satellite courses offered. 2. Number of students enrolled in satellite courses.</td>
<td>Four satellite courses offered. 200 students enrolled in satellite courses this year.</td>
<td>Continue to develop satellite locations.</td>
<td>Develop partnerships with area service organizations.</td>
</tr>
<tr>
<td>Develop more short-term enrollment opportunities for GED students to enroll in college courses.</td>
<td>Number of short-term training programs offered through Middle College</td>
<td>Three short-term training programs were identified: ECG/Telemetry, Technical Competency Area in Business Management,</td>
<td>Continue to increase offerings.</td>
<td>Identify additional short term programs supportive of co-enrollment with high school equivalency.</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>
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<tr>
<td><strong>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.</strong></td>
<td><strong>Number of students participating in formal diversion program.</strong></td>
<td><strong>Four students participated in diversion programs.</strong></td>
<td><strong>No changes at this time.</strong></td>
<td><strong>Continue current efforts.</strong></td>
</tr>
<tr>
<td><strong>Participate in Chamber of Commerce and North Shreveport Business Association in order to establish new formal partnerships.</strong></td>
<td><strong>Number of new formal partnerships formed with businesses.</strong></td>
<td><strong>Four new formal partnerships created: Red River Sanitors, Willoughby Snack Machines, Roberts and Murphy, International Executive Housekeepers Association.</strong></td>
<td><strong>No changes at this time.</strong></td>
<td><strong>Continue current efforts.</strong></td>
</tr>
<tr>
<td><strong>Implement advising practices addressing attendance barriers.</strong></td>
<td><strong>Number of Middle College students retained fall to spring and fall to fall.</strong></td>
<td><strong>Enrollment doubled in programs, creating a shortage in instructors. Advising staff was required to provide instruction to fill this gap. The result was a 20% loss in student retention.</strong></td>
<td><strong>Post position descriptions.</strong></td>
<td><strong>Develop a pool of eligible instructors willing to work part-time.</strong></td>
</tr>
<tr>
<td><strong>Provide professional development through participation in national development activities</strong></td>
<td><strong>Number of professional development activities</strong></td>
<td><strong>Staff attended one national conference and</strong></td>
<td><strong>No changes at this time.</strong></td>
<td><strong>Continue current efforts.</strong></td>
</tr>
</tbody>
</table>
workplace literacy organizations attended. four local trainings. and local training and development.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Workplace Literacy Department had a successful year. As enrollment in Adult Education programs throughout the state has been dwindling, our program doubled in enrollment. Workplace Literacy has provided access to educational services throughout the state with the Louisiana Army National Guard statewide initiative. The department served students in Shreveport through our collaboration with Goodwill Industries, and provided computer instruction to students at Bossier Parish Learning Center. English Language Services continued to grow increasing to four classes this year.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Workplace Literacy will move to the Division of Behavioral and Social Sciences. The department name will change to College Transition Programs, and the Adult Education classes will be moved temporarily to the Bossier Adult Learning Center. This will address capacity issues while providing transition support to students previously enrolled in Adult Education at that location. Accelerating Opportunity staff will provide instructional support to the TAACCCT program in the Division of Math and Technology and will increase career pathway offerings. The department will increase efforts to expand the National Guard Youth Challenge program to all Youth Challenge locations throughout the nation.
Division of Academic Affairs
Division of Learning Resources

EMPLOYEE LISTING

Professional, unclassified staff
Brenda Brantley, M.L.S.
Stephanie Cox, B.S.
Pam Harris, A.A.S.
Roxie Johnson, A.G.S.
Pat Joyner, A.G.S.
Laura Jones, M.A.
Kim Nugent, M.A.

Classified staff
Susie McDowell

FACULTY LISTING

Assistant Professor
Debra Harmon, M.L.S.

Instructor
Katie Jones, M.L.I.S.
Tim Osteen, M.L.I.S.

DIVISION SUMMARY

The 2012-2013 academic year continued to bring changes to the Division of Learning Resources. Four library staff members were promoted within the division. Debra Harmon moved from catalog librarian to system librarian which was once occupied by Adam Viator; Tim Osteen who was a library assistant is now the catalog librarian. Both Stephanie Cox and Roxie Johnson have the title of library assistant. Brenda Brantley attended the
Fall and Spring LALINC Deans and Director’s meetings in Ruston and Alexandria, LCTCS and LLA conferences held in Baton Rouge. Brenda also participated in the Mentoring Pilot Program with John Wagoner as her mentee. Adam Viator, Katie Jones, and Tim Osteen attended the LUC conference. Adam Viator presented a workshop at the LUC conference entitled “Creating Groups and Updating Records with Item Group Editor.” Debra Harmon attended the COSUGI conference held in Salt Lake City, Utah. Pat Joyner edited “Tutor Talk,” the monthly TLC newsletter. All Learning Resources personnels engaged in a number of professional activities. Laura Jones assisted three doctorate students from Grambling State University with degree programs focused on education management.

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 with faculty, staff, and students participating in a public reading of the “Letter from Birmingham Jail” written by Martin Luther King, Jr. spearheaded by Katie Jones in which BPCC received media coverage from KTAL/NBC 6 and KMSS/FOX 33 channels; Senior Fling Open House for seniors throughout various parishes; an orientation for eighth grader from Youree Drive Middle School. The BPCC Library celebrated Women’s History Month and the keynote speaker was Shirley Roberson, Director of Multicultural Affairs, Louisiana State University Health Center-Shreveport. The theme for this occasion was “Women Inspiring Innovation through Imagination: Celebrating Women in Science, Technology, Engineering, and Mathematics.” Campus wide emails, promotional flyers, meeting with library liaisons, the division website, library orientations, Facebook, the Cavalier Connection’s C3, and the College PEG channel were all employed to promote learning resource services. Displays ranged from the Declaration of Independence, Banned Book, Veteran’s Day, Red & White Christmas, Black History, From Rags to Riches, Art of Quilting and Crocheting, and It’s Summer Time.

All Learning Resources faculty and staff volunteered for various service activities. Katie Jones, Tim Osteen, and Sandy Todaro initiated a yearlong project in discarded old and worn books to be distributed to Providence House, Thirty Peanuts to the Books for Troops Drive, Veteran’s Administration, Animal Welfare, Foster Families, and Goodwill. Approximately 4300 books were distributed to the various charities. Special thanks to Peggy Fuller, Stephanie Nix, Sandra Partain, Gayle Hendrix, John Agan, Dan Cain, Richard Poole, Kay Boston, Jeff Lynn, Achla Agarwal, and Sandra Partain for their participation as well. During the Thanksgiving-Christmas seasons the Library organized its annual “Food for Holidays” donation drive under Stephanie Cox’s leadership and collected a total of 1,530 pounds of nonperishable food items for the Northwest Louisiana Food Bank. Brenda Brantley served as a judge on the Bossier Parish Student Year Committee, Physical Therapy Assistant (PTA), and Gospel Choir. Katie served a judge for the 2013-14 Maroon Jacket interviews. Debra Harmon and Katie Jones volunteered for the BPCC Foundation’s BPCC 100 NASCAR race held in September. Librarians partnered with Kerr Elementary School to read to the kindergarteners in both the Fall and Spring semesters. The Library staff reported over 120 hours of volunteer work.

The Division continues its pursuit of service to the students. The Library gave 134 orientations (397.5 hours) to 4010 BPCC students, and circulated 10,063 items. Study rooms were used 256 times. Student usage of the Library’s laptops continues to be in great demand. In the fall laptop checkout was 1051 and 801 in the spring. Reference statistics in the fall were 2115 queries and 2019 queries in the spring. By the end of the spring semester students visited the Library 35,772.5 times and 46,219.5 times in the fall in one capacity or another during the academic year; total student count of the Technology Resource Center (TRC) was 47,822; The Learning Center was visited 3660 times by 3520 students, and 46 tours were given. All Learning Center tutors participated in a least 4 tutor trainings throughout the year. Writing Support Services tutors reviewed 829 drafts. Students have access to 3 study rooms. The Learning Center enrolled 543 in Education 2020 and 346 students in Grade Results.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Stephanie Cox

Debra Harmon
Promoted to System Librarian. March 2013.

Tim Osteen
Promoted to Catalog Librarian. March 2013.

Roxie Johnson
Promoted to Library Assistant. April 2013.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“Designing Instruction for the Underprepared College Student: They Don’t Know They Don’t Know.” October 24, 2012.</td>
<td></td>
</tr>
</tbody>
</table>
“Faculty/Staff Mentoring.” January 7, 2013.


Spring Faculty/Staff Be Back Meeting. January 7, 2013.


LCTCS President Joe May Visit to BPCC. February 26, 2013.

CPTP: Preventing Sexual Harassment WBT. Online. February 26, 2013.


Stephanie Cox


“Cavalier Connection Round-up/Alumni Affairs Table.” August 1-2, 2012.


Banner/LOLA Roundtable Discussion: “Gearing Up for Pre-Registration—What Do You Need to Know?” February 27, 2013.


Debra Harmon


“Legends of the Fall: Teaching Student Success through Resiliency.” August 16, 2012.


“LOUIS Union Catalog.” February 5, 2013.


“Presentation from LCTCS President, Dr. Joe May.” February 26, 2013.

“MLA Citation Guide for Commonly Used Literature Criticisms.” February 26, 2013.

“CPTP Preventing Sexual Harassment 2013.” March 5, 2013.

“Customizing and Optimizing EDS.” April 2, 2013.

“How Discovery Changes the Status Quo.” April 9, 2013.


“Northwest Louisiana Academic & Public Librarian Collaboration Meeting.” Northwestern State University School of Nursing, Shreveport, LA. March 4, 2013.


“Get the Edge with SirsiDynix Blue Cloud.” Salt Palace Convention Center, Salt Lake City, UT. March 14, 2013.


“Symphony System Administration Best Practices.” Salt Palace
Pam Harris


Roxie Johnson


“CPTP Preventing Sexual Harassment.” March 6, 2013.


Staff Senate: “Identity Theft.” April 18, 2013.

Katie Jones


“Mango Languages Features Webinar.” August 1, 2012.


“eBrary/Proquest.” West Baton Rouge Visitor Center. October 15,


“Legends of the Fall: Teaching Student Success through Resiliency.” August 16, 2012.


“Faculty and Staff Mentoring.” January 7, 2013.


“New Faculty Orientation.” January 10, 2013.


“Presentation from LCTCS President.” February 26, 2013.


“EDS: The Big Search Box and Beyond Webinar.” April 9, 2013.


“Search and Browse Results in eLibrary and Workflows Webinar.” April 30, 2013.

Laura Jones 


LOUIS Strategic Planning Meeting. Louisiana Tech University. February 1, 2013.

“MLA Citation Guide for Commonly Used Literary Criticisms.” February 26, 2013.


“Banner Round Table.” March 21, 2013.


“Social Media Options.” April 10, 2013.


Pat Joyner


“MLA Citation Guide for Commonly Used Literary Criticisms.” February 26, 2013.

Susie McDowell


LCTCS President Joe May’s Presentation. February 26, 2013.


“Staff Senate: Identity Theft.” April 18, 2013.

Kim Nugent


"Library Staff Reference Workshop." August 6, 2012.


Tim Osteen


"EBSCOHost Collection Manager Training Session Webinar." April 23, 2013.


SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Brenda Brantley
Appeared on BPCC News channel with Katie Jones, Reference Librarian, Summer 2012.
Appeared on BPCC News channel with Roxie Johnson, Library Assistant for Library Displays, Spring 2013.
Appeared on KTAL/NBC 6 News channel to promote the public reading of the “Letter from Birmingham Jail” fiftieth anniversary. April 16, 2013.
Roxie Johnson  

Katie Jones  
Appeared on BPCC News channel to promote the library. Bossier Parish Community College, July 31, 2012.  
“MLA Citation Guide for Commonly Used Literature Criticisms” workshop. Bossier Parish Community College Library, February 26 & 27, 2013.  
Interview with KMSS/Fox 33 News. Bossier Parish Community College, April 16, 2013.  

Laura Jones  
Fall Tutor Training. August 16, 2012.  
Title 3 Site Visits. September 17, 2012; April 8, 2013.  

SIGNIFICANT CONTRACTS OR GRANTS  
Adam Viator, Bossier Parish Community College Student Technology Fund. Fall 2012, $14,952.15.  
Brenda Brantley and Adam Viator, Board of Regent's Grant Proposal Funded. Spring 2013, $47,154.00.  

STRATEGIC PLANNING  

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
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</tr>
</thead>
</table>
| Evaluate existing Learning Resources material to ensure relevancy. | 1. Report of Learning Resources holdings reviewed.  
2. Number of items modified/repaired in the Learning Center. | 1. Reviewed Fiction, Biographies, Childrens, Oversized, and 600 collections.  
2. Hundreds of items were modified, repaired | 1. Order more fiction and children resources to support the curriculum.  
2. Continue weeding library collection. |
### Department Measurable Strategy

**Research and implement new pedagogical models of delivering library instruction to students.**

**Performance Indicators**
1. Relocate popular English resources in the reference area.
2. Develop online tutorials highlighting library services and resources to be accessible through the Library website.

**Assessment Results**
1. Popular English resources are located in the reference section.
2. Two web-based videos and text tutorials orienting students to access of library resources for learning are located on the Library and The Learning Center websites.

**Changes Based on Assessment Outcomes**
1. Students have English resources available to them at all times due to in-house use only.
2. Videos can be accessed on or off campus by students of library services offered.

**Strategy(ies) for the Future**
1. Continue adding more English resources to the collection.
2. Update videos when changes occur.

<table>
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<tbody>
<tr>
<td>Contact and plan reading program to kindergarteners.</td>
<td>Number of visits to local elementary schools.</td>
<td>There were a total of 30 visits to Kerr Elementary by librarians to read to the kindergarteners.</td>
<td>Kindergarteners were excited by our visits and kindergarten teachers welcomed us back the next year.</td>
<td>Continue this outreach program to the kindergarteners.</td>
</tr>
<tr>
<td>Execute Learning Resources training for BPCC full-time and part-time employees.</td>
<td>Presentation of workshops for Learning Resources staff. Creation of PowerPoint supplements for tutor training. Number of presentations given by librarian to assigned liaison department.</td>
<td>Several presentations were given and staff was well attended. Reference librarian presented further training in the spring.</td>
<td>Created library handouts for the different workshops presented. Tutors, faculty and staff were aware</td>
<td>Offer more Learning Resources presentations for staff. Seek other presentations for tutors and staff. Continue to meet with liaison departments for library</td>
</tr>
</tbody>
</table>

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and discarded.

area and moved to the second floor.

2. Items that were discarded made room for incoming new titles.
4. Disseminate presentation materials to faculty and staff. This presentation was also presented to the faculty and staff as well.
3. Librarians met with three liaison departments. Some division did not have centralized meetings with faculty.
4. Handouts were distributed to faculty and staff during library presentations.

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 Division is a vital part of student learning and faculty teaching.

Graduate Exit Survey for the summer 2012 reported that 84 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" when asked if, "I used and improved my library skills while at BPCC," 81.2 percent strongly agreed or agreed that they had done so, while 9 percent disagreed or strongly disagreed with the statement. This same survey showed that 89.1 percent of those surveyed strongly agreed or agreed that they had "utilized the Technology Resources in the Library," and 4.4 percent disagreed or strongly disagreed with that statement. When evaluating The Learning Center, 75 percent of graduates strongly agreed or agreed that "I utilized The Learning Center," while 4.2 percent of graduates disagreed or strongly disagreed. Graduate Exit Survey for the fall 2012 revealed that 90 percent of those surveyed strongly agreed that "There were library books and/or resources related to my degree program," while 4 percent disagreed or strongly disagreed. This survey also recorded that 80 percent of graduates strongly agreed or agreed that "I used or improved my library skills while at BPCC" and 1.9 percent disagreed or strongly disagreed with the statement. When asked if "I utilized the Technology Resource Center in the Library," 83 percent of graduates strongly agreed or agreed that they did while 9 percent disagreed or strongly disagreed with the statement. Evaluations for The Learning Center showed that 86.1 percent strongly agreed or agreed that "I utilized The Learning Center," and 1.5 percent disagreed or strongly disagreed with the statement. The spring 2013 Graduation Exit Survey disclosed that 93 percent of students
answering the survey strongly agreed or agreed that "There were library books and/or resources related to my degree program," with 1.3 percent disagreeing or strongly disagreeing. When surveyed that "I used and improved my library skills while at BPCC," 80 percent strongly agreed or agreed, while 10.7 percent disagreed or strongly disagreed. Asked if, "I utilized the Technology Resources Center in the Library," 80 percent of graduates strongly agreed or agreed and 13.2 percent disagreed or strongly disagreed. Inquired as to whether they utilized The Learning Center, 79 percent strongly agreed or agreed that they did so, while 11.2 percent disagreed or strongly disagreed.

The BPCC Report Card for 2012-2013 reported that the Library received a 3.50 out of a 4.0 for "Overall quality of service provided" and an overall average score of 3.49. The Learning Center received a 3.33 out of a 4.0 rating for "Overall quality of service provided" and overall average score of 3.33.

BPCC student survey gave the Learning Resource Center an overall experience average in the following categories: Library 95%; TRC 93%; TLC 89.5%. The Library received an 89.5% average on having adequate resources for completing assignments; The Learning Center scored 87.5% on use of services provided.

The Learning Resources Division's greatest resources 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 2012-2013, the Division will continue Learning Resources presentations/workshops for BPCC library staff and faculty; revise as needed guidelines for the evaluation of learning resources especially when weeding materials; library faculty will serve as liaisons to various divisions; schedule orientations collectively with classes or one-on-one individually; continue the availability of E2020 licensures; seek additional funding through student tech proposal and other educational significant grants.
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., Administrative Coordinator III

FACULTY LISTING

Professor

Genevieve Tournebize, M.A.

Associate Professor

Catherine Hammel, M.A.
Gayle Labor, M.A.
Danny Williams, M.F.A.

Assistant Professor

Cietlia Adams, M.A.
Ellen Boose, M.L.A.
Jessica Cobbs, M.A.
Yolanda Cooper, M.Ed.
Anna Dickson, M.A.
Candice Gibson, M.A.
Karen Guerin, M.L.A.

Instructor

Kathryn Bickham, M.A.
Dr. Frances Conley, Ed.D.
Sarah Culpepper, M.A.
Vicki Dennis, M.L.A.
DIVISION SUMMARY

Under the guidance and supervision of the Vice Chancellor for Academic Affairs, the Division of Liberal Arts had a very successful and productive year. In summer 2012, fall 2012, and spring 2013, 136 graduates received the Associate of General Studies degree, and 156 students received a Certificate of General Studies credential. Furthermore, the first Associate of Arts Louisiana Transfer degrees were conferred to 8 students.

In spite of fiscal challenges faced during the 2012-2013 academic year, the Liberal Arts Division experienced positive changes and growth. New Liberal Arts courses were added to BPCC's curriculum based upon Board of Regents meetings with representatives of the state's four-year universities. These courses will be included in the statewide matrix and will facilitate transference to four-year institutions. Furthermore, the Division's pursuit of alternative funding through applying and receiving monies from student technology fees allowed us to update the language lab and a computer classroom. Also, increased enrollment led to the hiring of a full-time art instructor and an English instructor in August 2012. Also, in our commitment to student success and to assist the College in providing resources for our students, faculty from the Liberal Arts Division worked in the Learning Center as tutors as well as worked with Workforce Development for English language tutoring for non-native speakers of English.

In addition to a commitment to providing high quality instruction, the Liberal Arts Division is also dedicated to promoting student success through campus events and opportunities for students to showcase their talents. The Donna Service Gallery hosted several exhibits throughout the year, and Candice Gibson, Assistant Professor of English, served as the advisor for both the campus newspaper, Kaleidoscope, and the campus literary magazine, Savoir Faire.

ADVANCED DEGREES OR CERTIFICATIONS

Katherine Bickham completed 9 hours of graduate work at the University of Southern Maine. In July 2013, she will graduate with a Master of Fine Arts degree with a concentration in poetry.

Holly French-Hart completed 16 hours of doctoral coursework toward the Doctorate of Management in Community College Policy and Administration degree from University of Maryland University College.

Jennifer Laufenberg, M.A.
Kelly McDade, M.LA.
John Wagoner, M.F.A.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Adams, Cieltia - Appointed Treasurer for Louisiana Council for Teachers for English in October 2012

Bickham, Katherine - Missouri Review Editor’s Prize for Poetry - Poetry Project on April 6, 2013

Boose, Ellen - NISOD Excellence in Teaching Award in January 2013

Conley, Dr. Frances - "Remember in Shreveport and Bossier When" on July 7, 2012
Invitation to collaborate with Columbia University Professor Sam Freedman
Acceptance for inclusion in 2nd Annual Ark-La-Tex Author Faire on April 12, 2013
LA Public Broadcast "Authors in Shreveport" on July 28, 2013

Labor, Gayle - Participant, A Handbook of Critical Approaches to Literature, Editorial consultant, 7th Edition, Oxford University in March 2013 - ongoing
Jack London: An American Life, Farrar, Straus, and Giroux, extensive copyediting in August 2012 - ongoing

McDade, Kelly - Juror, Public Art Panel, Shreveport Regional Arts Council

Wagoner, John - Juried Norsworthy Gallery for the Hoover Watercolor Society July 2012; Membership in the Juried Roster Artists at the Shreveport Regional Arts Council on October 9, 2012

Williams, Danny - 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

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<th>Name</th>
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<th>Professional Development (other location)</th>
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<tbody>
<tr>
<td>Adams, Cieltia</td>
<td>Banner Professional Development Workshop in August 2012; Mandatory Reporting of Child Abuse for Higher Education Workshop in August 2012; Questia Workshop in September 2012; Service Excellence Workshop in March</td>
<td>Louisiana Council for Teachers of English Conference, Lafayette, LA in October 2012; LA Writing Project’s 3rd Annual Literacy Lagniappe Conference,</td>
</tr>
</tbody>
</table>
2013

Bickham, Kathryn
Banner Roundtable Discussion: "What Do You need to Know"? On March 21, 2013; Understanding and Engaging Under-resourced College Students on April 4, 2013

Boose, Ellen
Banner Professional Development Workshop on August 14, 2012; Mandatory Reporting of Child Abuse for Higher Education Workshop on August 14, 2012; Legends of the Fall: Teaching Student Success Through Resiliency on August 16, 2012

Cobbs, Jessica
Banner Professional Development Workshop on August 14, 2012; FAQs about Financial Development workshop on January 8, 2013; CAPP and Banner Workshop on January 8, 2013; Preventing Sexual Harassment on February 28, 2013

Conley, Dr. Frances

Cooper, Yolanda
Legends of the Fall: Teaching Student Success through Resilience on August 16, 2012; Academic Advising 101 on January 8, 2013; Service Excellence Workshop by Dr. Schroeder on March 22, 2013

Culpepper, Sarah

Dennis, Vicki

Dickson, Anna
Banner Professional Development Workshop on August 14, 2012; Mandatory Reporting of Child Abuse for Higher Education Workshop on August 14, 2012; Legends of the Fall: Teaching Students Through Resiliency on August 16, 2012; CAPP and Banner Professional Development on January 7, 2013; Academic

Nacado Annual Conference, Nashville, TN on October 3-6, 2012
Advising Summer Institute, Austin, TX on June 23-29, 2012
Advising 101 Professional Development on January 8, 2013

Fomby, Linda


Gibson, Candice

- Understanding and Engaging Under-resourced College Students on February 4, 2013; Service Excellence Workshop on March 22, 2013

Guerin, Karen


Hammel, Cathy

- COABE Conference

Labor, Gayle

- Mandatory Reporting of Child Abuse for Higher Education on August 14, 2012; Legends of the Fall: Teaching Student Success Through Resiliency on August 16, 2012; Academic Advising 101 on January 8, 2013; Engaging Students in a Dynamic, Blissful Classroom Setting on April 11, 2013

Laufenberg, Jennifer


Tournebize, Genevieve


Wagoner, John

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Bickham, Katherine - Missouri Review Spring 2013 – Multiple Poems - Literary Journal in April 2013
Deep South Magazine – “Granny Wise Never Misses a Mardi Gras Feast” in March 2013
The Journal of Formal Poetry – Multiple Poems in Summer 2012

Boose, Ellen - 200 Level Research Paper Workshop in September 2012
200 Level Research Paper Workshop in January 2013
African American Read-In in February 2013

Conley, Dr. Frances - Fanci Visits Her Japanese Friend (Konnichiwa, Tomadachi, or Hello, Friend) in March 2013
"This is BPCC" on October 26, 2013
"The Best of Times" on January 12, 2013
"So What If Amy Can't Hear" National African American Read-In on February 28, 2013
"Ernest J. Gaines", Guest Lecturer in African American Literature Class April 1, 2013 and April 3, 2013
Programs and Services Committee Report - Planning Council Meeting on February 28, 2013

Cooper, Yolanda - Developmental Success/Best Practices’ Panel Discussion on September 20, 2012
Open Source Videos - Class Videos for the BPCC website - Fall 2013

Dennis, Vicki - “Developmental Success: ‘Best Practices’ Panel Discussion” on September 20, 2012

Fomby, Linda - Almost Maine on July 27 - August 5, 2012
Avenue Q on October 18 - October 28, 2013
The Runaway Christmas Toys - Annual Christmas Show on November 28-29, 2012
Dark of the Moon on April 11 - 12, 2013

Gibson, Candice - Production of the fall 2012 and spring 2013 Savoir Faire, Literary and Art Magazine in fall 2012 and spring 2013
Production of the Fall 2012 Kaleidoscope, Student Newspaper in fall 2012
Facebook maintenance of the Spring 2013 Kaleidoscope, Student Newspaper in spring 2013

Guerin, Karen - Celebration of Women’s Week in April 2013

McDade, Kelly - Contemporary Art and Artists - Speech for the Women's Department Club on April 4, 2013
Northwest Louisiana Food Bank Empty Bowls - Community Partner - Firing Assistance Student Partnership in fall 2012 and spring 2013
Wagoner, John - Louisiana Public Broadcasting: Art & Travel Auction on October 25, 2012
Bonafide at Shreveport Regional Arts Council on November 15, 2012 - January 5, 2013
Critical Mass at Shreveport Regional Arts Council on February 28, 2012 - April 6, 2013
LCTCS 2013 Faculty Art Exhibition April 15, 2013 - April 15, 2015
Aha Moment with Mutual of Omaha on April 18, 2013

**SIGNIFICANT CONTRACTS OR GRANTS**

Student Technology Fee Fall 2012 - $32,231.32 (Replace computers in G206)
Student Technology Fee Spring 2013 - $19,080.69 (Replace computers in G307)
Student Technology Fee Spring 2013 - $19,108.16 (Upgrade Virtuoso software)

**ACADEMIC PROGRAM REVIEW**

No program reviews were scheduled for completion for the 2012-2013 academic year.

**STRATEGIC PLANNING**

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
<th>Performance Indicators</th>
<th>Assessment Results</th>
<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote 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>The Donna Service Gallery hosted five exhibits during the 2012-2013 academic year: Sierra Pearce (Art Show); Fall 2012 Student Art Exhibit; Theatre Design Exhibit; Caddo Parish Talented Arts - Visual Arts Student Exhibit; and Spring 2013 Student Art Exhibit.</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>
</tbody>
</table>

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Create alternative ways to offer quality courses, including hybrid</td>
<td>Number of classes delivered in alternative methods,</td>
<td>In 2012-2013, the Liberal Arts Division</td>
<td>None</td>
<td>As facility challenges increase with student enrollment and</td>
</tr>
</tbody>
</table>
classes, to meet the needs of increased enrollment.

including hybrid courses.

offered hybrid classes for the first time. In Spring 2013, six hybrid courses were offered, and courses included ENGL099, ENGL101, ENGL102, and ART206. The division also offered a Friday afternoon READ099 class to meet the needs of the Culinary Arts program, and we increased the number of accelerated classes from 21 in 2011-2012 to 36 during 2012-13, reflecting an increase of 42%.

<table>
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</tr>
</thead>
<tbody>
<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>A new master syllabus with learning outcomes was developed for INTR104 American Sign Language II. A review of the learning outcomes of core classes determined alignment with Board of Regents Gen. Ed. course descriptions, so no changes were made.</td>
<td>None</td>
<td>Course learning outcomes within the Liberal Arts Division curriculum will be current and align with General Education Board of Regents course descriptors.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Measurable Strategy</th>
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</thead>
<tbody>
<tr>
<td>Provide professional development workshops, both on and off campus.</td>
<td>Documentation of attendance such as sign-in sheets or attendance records.</td>
<td>Faculty and staff attended professional development workshops. None</td>
<td>None</td>
<td>The Liberal Arts Division will locate other funding sources.</td>
</tr>
</tbody>
</table>
certificates awarded for workshops and seminars.

devlopment workshops and conferences throughout the year through non-BPCC funding.

for 2013-2014 professional development opportunities.

### Department Measurable Strategy

Review General Education courses offered in the division for revision in alignment with Board of Regents common course numbering and/or description.

### Performance Indicators

Revisions made to specific General Education course descriptions to reflect Board of Regents common course numbering and/or descriptions.

### Assessment Results

Several changes were made to the curriculum based upon Board of Regents common course number/course description matrices developed. ART206 was modified to reflect the title Introduction to Visual Arts, which aligns with the Gen. Ed. matrix courses. Also, ENGL257 Introduction to African American Literature as well as RLGN203 World Religions courses were added to the curriculum since they are now include on the new Gen. Ed. statewide matrix.

### Changes Based on Assessment Outcomes

None

### Strategy(ies) for the Future

As more Liberal Arts courses are added to the Board of Regents matrix, more courses may be added or revised for the current curriculum.

### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Liberal Arts Division is committed to excellence in education by recognizing the importance of evaluating current conditions and responding to changing needs and priorities for our students. Through our work with other learning resources on campus, our exhibitions of student-created works, our review and revision for curricular quality, and our innovative methods of instructional delivery, the Liberal Arts Division has created, and hopes to continue to create, a climate of success for our students. As the College continues to grow, so will the services of the Liberal Arts Division as we pursue our mission of high quality instruction and commitment to our students.
PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Revise Associate of General Studies and Certificate of General Studies curriculum sheets to reflect the Board of Regents General Education courses.
2. Evaluate the viability of re-instituting a chapter of Sigma Kappa Delta, an English Honor Society, on campus, and begin the process of implementation if it is determined to be viable.
3. Promote the arts on campus, including partnering with other divisions across campus to showcase student work in the Donna Service Art Gallery.
4. Develop innovative methods of instructional delivery.
5. Provide professional development opportunities, both on and off campus.
6. Increase the number of graduates in Liberal Arts programs.
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
Cherish Henderson, B.A.
Tonia Sharp, A.S.

**FACULTY LISTING**

**Professor**

Bob Boykin, M.S.
Ty Bryan, M.S.
Laura Bryant, M.Ed.
Margaret E. Cox, Ph.D.
Kim Cox, M.Ed.
Vernon Leggett, D.D.S.
Al Smith, M.Ed.
Charles Reed, M.S.
Pam Tully, M.H.S.
Constance Winter, M.P.H.

**Associate Professor**

Judith Coston, M.S.
Cammie Emory, M.S.
Kenneth D. Franks, M.S.
Roishene Johnson, M.S.
Sandra Vickers, M.A.

**Assistant Professor**

Tara Breeland, M.S.
Danny R. Hoston, M.S.
Tim Gilmore, M.H.S.
Stephanie A. Nix, D.V.M.

**Instructor**

Jamie Adams, M.S.
Jeffery D. Anderson, B.S.
Rachel C. Basco, M.H.S.
Kelly Brandon, B.S.
Thomas C. Carson, M.S.
Michelle Dillon, A.A.S.
Terrie D. Durel, M.S.N.
Mary E. Gleason, B.S.
Michelle Harris, B.G.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 Petchak, M.S.N.
Katherine 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.
DIVISION SUMMARY

During the 2012-13 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 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. Course and program enrollment increased and a record number, 295, of individuals earned associate degrees and certificates in programs offered by the division; including the first graduates to earn the Associate of Science Louisiana Transfer degree. Michelle Harris joined the faculty as an instructor in the Medical Office Specialist program and Tim Gilmore was named the Respiratory Therapy Program Director, following the resignation of Ashley Dulle.

Following the submission of a self-study and an onsite visit, the Physical Therapy Assistant Program was reaccredited, until 2013, by the Commission on Accreditation in Physical Therapy Education. Self-studies of the Medical Assistant and Phlebotomy programs were also completed and await approval by the accrediting agencies.

The faculty and staff were actively involved in community and institutional service and professional development activities. The Division sponsored tours and informational meetings for the community and high school groups. The Division partnered with the North Louisiana Area Health Education Center (AHEC) to offer the M.A.S.H. program, which provided 10 high school students with 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 106 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 conferences.

The Louisiana Region I Science and Engineering Fair, hosted by Bossier Parish Community College, was held at the Bossier Civic Center. Four hundred seventy students, from grades 4 through 12, representing Caddo, Bossier, Red River, Desoto, and Webster parishes, competed in seventeen categories for the opportunity to attend the state and international science fairs. Category, armed services, and twenty-six community group awards, totaling over $15,000, were given. The top two winners of the Region I Science and Engineering Fair were invited to enter the International Science and Engineering Fair in Phoenix Arizona, where they competed for scholarship and cash awards.

ADVANCED DEGREES OR CERTIFICATIONS

Karen McCart- American Heart Association Instructor Certification
Tonia Sharp- A.S. General Studies, BPCC
Charlotte Ware- AHIMA ICD-10-CM/PCS trainer certification
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Teri Durel- LCTCS Annual Conference, BPCC Outstanding Faculty
Roishene Johnson- promoted to Associate Professor
Al Smith- promoted to Professor
Constance Winter- promoted to Professor
Sandra Vickers- promoted to Associate Professor
Tara Breeland- promoted to Assistant Professor
Laura Bryant- Therateam Educator of the Year 2012
Kim Cox- promoted to Professor
Kim Cox- Therateam Educator of the Year 2012
Jeff Anderson- BPCC Faculty Senate President
Bob Boykin- Region I Science and Engineering Fair Director
Tom Carson- Chairman of Judging, Region I Science and Engineering Fair
Ty Bryan- Scientific Review Committee Chairperson, Region I Science and Engineering Fair
Cammie Emory- Display and Safety Chairperson, Region I Science and Engineering Fair
Carolyn Burroughs- BPCC 2013 NISOD Excellence Award

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>Jamie Adams</td>
<td>Banner (August 13, 2012)</td>
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<tr>
<td></td>
<td>Academic Advising 101 (January 8, 2013)</td>
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<td>How to be Spiritually Well (January 8, 2013)</td>
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<td>CAPP (January 8, 2013)</td>
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<td></td>
<td>Faculty and Staff Mentoring (January 7, 2013)</td>
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<td>Service Delivery: Communicating with Our Students (January 8, 2013)</td>
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<td>Leadership, Diversity, and Change: Can You Handle the Heat (January 7, 2013)</td>
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<td></td>
<td>Mid-term Strategies: Mind-Mapping (March 8, 2013)</td>
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<tr>
<td>Jeffery Anderson</td>
<td>CAPP (October 30, 2012)</td>
<td>Third Annual Trauma Symposium (November 8, 2012), Shreveport, Louisiana</td>
</tr>
<tr>
<td></td>
<td>Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)</td>
<td>NREMT Test Writing workshop (August 23-25, 2012), Columbus, Ohio</td>
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<tr>
<td></td>
<td>Banner (August 13, 2012)</td>
<td>A Gathering of Eagles (February 22-23, 2013), Dallas, Texas</td>
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<tr>
<td>Rachel Basco</td>
<td></td>
<td>Measuring Student Competency (April 18-20, 2013), Dallas, Texas</td>
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<td>Overcoming Analysis Paralysis: Laboratory and Diagnostic Test Interpretation (June 28-29, 2012), Shreveport, LA</td>
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<td>Banner (August 13, 2012)</td>
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<td>Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)</td>
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<td></td>
<td>Title III and Venier (February 15, 2013)</td>
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<td></td>
<td>Human Anatomy and Physiology Society 26th Annual Conference (May 26-31, 2012), Tulsa, Oklahoma</td>
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<td>McGraw Hill Prep Camp (June, 2012)</td>
</tr>
</tbody>
</table>
Mid-term Strategies: Mind- Mapping (March 8, 2013)
Gear Up for Pre-registration with Academic Advising 101 (April 4, 2013)
Banner Roundtable Discussion: What Do You Need to Know (March 21, 2013)
Service Excellence (March 22, 2013)

Bob Boykin

Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)
Banner (August 13, 2012)
CAPP and Banner (January 7, 2013)
Academic Advising 101 (January 8, 2013)
How to be Spiritually Well (January 8, 2013)

Kelly Brandon

Banner (August 13, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
CAPP (October 30, 2012)

Tara Breeland

Title III and Vernier (February 15, 2013)
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Service Delivery: Communicating with Our Students (April 18, 2013)

Ty Bryan

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Title III and Venier (February 15, 2013)
How to be Spiritually Well (January 8, 2013)
Service Excellence (March 22, 2013)

Laura Bryant

CAPP (October 30, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Banner (August 13, 2012)

Tom Carson

How to be Spiritually Well (January 8, 2013)
Academic Advising (January 8, 2013)
Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Banner (August 13, 2012)
Service Excellence (March 22, 2013)

Judith Coston

Academic Advising 101 (January 8, 2013)
How to be Spiritually Well (January 8, 2013)
CAPP (January 8, 2013)
Faculty and Staff Mentoring (January 7, 2013)
Service Delivery: Communicating with our Students (January 8, 2013)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)

2012 AOTA Education Council (October 4-6, 2012), Orlando, Florida
Human Anatomy and Physiology 26th Annual Conference (May 26-30, 2012), Tulsa, Oklahoma
Professionalism Ethical Compass (January 10, 2013)
Managing Lower Extremity Diagnosis (December 10, 2012)
LPTA Spring Conference (March 15, 2013), Lafayette, Louisiana
Banner (August 13, 2012)  
Service Excellence (March 22, 2013)  
Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)

Wendy McGee  
Banner (August 13, 2012)  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
FAQs about Financial Aid (January 8, 2013)  
Service Excellence (March 22, 2013)  

Individuals with Different Cultural Affiliations and Ethnicity (September 18, 2012)  
The Needs and Expectations of Generation Y Nurses in the Workplace (December 18, 2012)  
A Literature Review of Preferences for End of Life Care in Developed Countries (September 19, 2012)  
Postpartum Depression and Culture (March 22, 2013)  
Caring for a Patient after Coronary Artery Bypass Graft Surgery (December 18, 2012)

Kerry McNamara  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
Banner (August 13, 2012)  
FAQs About Financial Aid (January 7, 2013)  
Academic Advising 101 (January 8, 2013)  
CAPP (January 8, 2013)  
Faculty and Staff Mentoring (January 7, 2013)  

LA- Sigma Modern Practices in Chemistry Education (October 26, 2012), Ruston, Louisiana

Terri Mundy  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
Banner (August 13, 2012)  
CAPP (October 30, 2012)  
Banner (January 8, 2013)  

Pharmacy Technician Educator Council Convention (July 12-15, 2013), Charleston, South Carolina  
Louisiana Society of Health System Pharmacist Mid-year Meeting (October 20, 2012)  
American Society of Health System Pharmacist (December 1-4, 2012); Las Vegas, Nevada

Stephanie Nix  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
Banner (August 13, 2012)  
Title III and Venier (February 15, 2013)  

ATT Nursing Education Learning System (March 8, 2013)  
American Association of Colleges of Nursing Faculty Development Conference (February 2-9, 2012), Jacksonville, Florida  
Louisiana Organization for Associate Degree Nurses (March 15, 2012); Monroe, Louisiana

Melanie Petchak  
Banner (August 13, 2012)  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
CAPP (October 30, 2012)  
Banner (January 8, 2013)  

Katie Salley  
Banner (August 13, 2012)  
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)  
Service Excellence (March 22, 2013)  

Using Concept Maps in Nursing Education (March 15, 2013)  
Conceptual Learning Using a Concept-Based Curriculum (March 15, 2013)  
American Association of Colleges of Nursing 2013 Faculty Development Conference (February 7-9, 2013); Jacksonville, Florida  
NXT Classroom Response System (March 7, 2013)
Leif Sherry
- Promotion Process workshop (September 10, 2012)
- Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)

Al Smith
- CAPP (October 30, 2012)
- Banner (August 13, 2012)

Dee Ann Staats
- Banner (August 13, 2012)
- Quality Matters (October 19, 2012)
- Title III and Vernier (February 15, 2013)
- CAPP (January 8, 2013)
- Service Delivery: Communicating with Our Students (January 8, 2013)

Pam Tully
- Confused about Financial Aid (October 29, 2012)
- CAPP (October 30, 2012)
- Banner (August 13, 2012)
- FAQs About Financial Aid (January 8, 2013)
- Academic Advising 101 (January 8, 2013)
- How to Use Discussion Board (February 22, 2013)
- Reducing Stress and Improving Health by Beginning Meditation (March 20, 2013)

Sandra Vickers
- Quality Matters (November 15, 2012)
- Designing Instruction for the Underprepared College Student: They Don't Know They Don't Know (October 24, 2012)
- Banner (August 13, 2012)
- Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
- Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)
- Understanding and Engaging Under-resourced Students (February 4, 2013)
- Leadership, Diversity and Change: Can You Handle the Heat (January 7, 2013)
- A Hands-On Learning Styles Workshop (February 15, 2013)
- Title III and Vernier (February 15, 2013)
- How to Be Spiritually Well (January 8, 2013)
- CAAP (January 8, 2013)

Charlotte Ware
- CAAP (October 30, 2012)
- Teaching the Hybrid, When Two Worlds Collide (November 7, 2012)
- A Conversation about Volunteer Mentoring (October 18, 2012)
- Lecture Capture: Its Easier Than You Think (September 13, 2012)
- Developmental Success: Best Practices (September 20, 2012)
- Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
- Banner (August 13, 2012)
- How to be Spiritually Well (January 8, 2013)
- FAQs About Financial Aid (January 7, 2013)

ATI Nursing Education Learning System (March 8, 2013)
Louisiana Organization of Associate Degree Nurses (March 15, 2013); Monroe, Louisiana

LA-Sigma Modern Practices in Chemistry Education (October 26, 2012); Ruston, Louisiana

Teaching f2f, Blended, and Online; Hard Data on Learning Outcomes (October 5, 2012)
Clinical Laboratory Science Fall 2012 Conference (October 27, 2012), Shreveport, Louisiana
A Hands-On Learning Styles Workshop (February 15, 2013)
Clinical Laboratory Science Spring 2013 Conference (June 2, 2012), Shreveport, Louisiana

Identify this Code (November 13, 2012)
ICD-10-CM Overview (September 2012)
American Academy of Professional Coders ICD-10 Implementation Boot Camp (May 31-June 1, 2012), Boston, Massachusetts
LCTCS Conference (March 13-14, 2013) Baton Rouge, Louisiana
LHIMA 2013 Annual Conference (April 17-19, 2013), Bossier City, Louisiana
AHIMA Faculty Development institute and Assembly on Education Conference (July 19-26, 2012); Orlando, Florida
<table>
<thead>
<tr>
<th>Name</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Using Concept Maps in Nursing Education (March 15, 2013)</td>
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<td>NXT Classroom Response System (March 7, 2013)</td>
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<td>National League of Nursing Immersion Experience 2012 (June 3-7, 2012); New Orleans, LA</td>
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<td></td>
<td>Louisiana Organization for Associate Degree Nurses (March 15, 2012); Monroe, LA</td>
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<tr>
<td>Sandra Partrain</td>
<td>Banner Roundtable Discussion (March 21, 2013)</td>
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<td>Service Excellence (March 22, 2013)</td>
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<td>CAPP (October 30, 2012)</td>
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<td>SACS Annual Conference (December 9-11, 2012); Dallas, Texas</td>
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<td></td>
<td>National Academic Advising Association Summer Institute (June 23-29, 2012); Austin, Texas</td>
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<td>American Association of Community Colleges (February 17-22, 2013); Phoenix, Arizona</td>
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<tr>
<td></td>
<td>LCTCS Annual Conference (March 13-14, 2013); Baton Rouge, LA</td>
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<td>SACS Summer Institute (July 20-25, 2012); Daytona, Florida</td>
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<tr>
<td>Karen McCart</td>
<td>Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)</td>
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<td>Conceptual Learning Using a Concept-Based Curriculum (March 15, 2013); New Orleans, Louisiana</td>
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<td>National League for Nursing Immersion Experience 2012 (June 3-7, 2012); New Orleans, Louisiana</td>
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<td>LACANE (July 12, 2012); Alexandria, Louisiana</td>
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<td>NLN Education Summit 2012 (September 18-23, 2012); Anaheim, California</td>
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<td>LACANE (November 1, 2012), Lafayette, Louisiana</td>
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<td>Organization for Associate Degree Nurses (March 15, 2013); Monroe, Louisiana</td>
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<td>Marilyn Persley</td>
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<td>Understanding and Engaging Under Resourced College Students (February 4, 2013)</td>
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<td>Utilizing Discussion Board Effectively (February 22, 2013)</td>
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<td>Gear Up For Pre-registration with Academic Advising (April 4, 2013)</td>
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<td>Service Excellence (March 22, 2013)</td>
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<tr>
<td>Wanda Buckley</td>
<td>Service Excellence (March 22, 2013)</td>
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<tr>
<td></td>
<td>What Makes A Competent Communicator (March 7, 2013)</td>
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<tr>
<td>Tonia Sharp</td>
<td>Banner (July 25, 2012)</td>
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<td>CAPP (October 30, 2012)</td>
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Banner Roundtable: What Do You Need to Know (March 21, 2013)
Service Excellence (March 22, 2013)

Linda Stark
Banner (July 25, 2012)
Identity Theft (April 18, 2013)
Banner Roundtable Discussion: What Do You Need to Know (March 21, 2013)
Service Excellence (March 22, 2013)

Carolyn Burroughs
Engaging Students in a Dynamic, Blissful Classroom (April 11, 2013)
Social Media Options: What Can PR Do for You? (April 10, 2013)
Banner Professional Development (July 23, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Service Excellence (March 21, 2013)
Banner Roundtable Discussion: What Do You Need to Know (February 27, 2013)
What Makes a Competent Communicator (March 7, 2013)
Understanding and Engaging Under-Resourced College Students (February 4, 2013)
CAPP (October 29, 2012)

Kim Cox
Banner (August 13, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)

Elaine Cox
Banner (August 13, 2013)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)
Faculty and Staff Mentoring (January 7, 2013)
CAPP (January 8, 2013)
How to be Spiritually Well (January 8, 2013)
Academic Advising 101 (January 8, 2013)
Leadership, Diversity and Change: Can You Handle the Heat (January 7, 2013)
Mid-term Strategies: Mind-Mapping (March 8, 2013)
Reducing Stress and Improving Health through Meditation (March 20, 2013)
Faculty Staff Mentoring (January 7, 2013)
Understanding and Engaging Under-Resourced College Students (February 4, 2013)
Service Excellence (March 22, 2013)

Michelle Dillon
FAQS About Financial Aid (January 7, 2013)
CAPP (January 8, 2013)
Banner (August 13, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)

Human Anatomy and Physiology 26th Annual Conference (May 26-30, 2012), Tulsa, Oklahoma
Innovative Approach to the Injured Runner (September 29, 2012)
Jurisprudence (January 10, 2013)
Ethics (January 10, 2013)
Domestic Violence (March 7, 2013)
Sports Symposium (March 15, 2013), Lafayette, Louisiana
Shreveport District LPTA meeting (April 22, 2012), Shreveport, Louisiana
LPTA Conference (September 28-29, 2012), Baton Rouge, Louisiana
Spring LPTA Conference (March 15, 2012), Lafayette, Louisiana

Pharmacy Technician Educator 2012 Annual Conference (July 12-15, 2012), Charleston, South Carolina
Legends of the Fall: Teaching Students through Resiliency (August 16, 2012)

Terri Durel
Banner (August 13, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)

ATI Nursing Education Learning System (March 8, 2013)
American Heart Association CPR Core Instructor course (January 8, 2013)
Using Debriefing for Meaningful Learning (September 19, 2012)
National League of Nursing Education Summit 2012 (September 18-23, 2012), Anaheim, California
LCTCS Annual Conference (March 14-15, 2013), Baton Rouge, Louisiana
Corometrics Fetal Monitoring (November 15, 2012)
Communication and the Link to Patient Safety (November 2012)
Nurse Navigators as a Bridge to Breast Cancer Survival (November 2012)
Malignant Hyperthermia (November 2012)
Preventative Mastectomies (November 2, 2012)

Cammie Emory
FAQs About Financial Aid (January 8, 2013)
Leadership, Diversity, and Change: Can You Handle the Heat (January 7, 2013)
Title III and Vernier (February 15, 2013)
Mandatory Reporting of Child Abuse in Higher Education (August 14, 2012)
Banner (August 13, 2012)
How to be Spiritually Well (January 8, 2013)
CAPP (January 8, 2013)
Service Delivery: Communicating with Our Students (January 8, 2013)

Ken Franks
Academic Advising (January 8, 2013)
CAPP (January 8, 2013)
Faculty and Staff Mentoring (January 7, 2013)
Mid-term Strategies: Mind-Mapping (March 8, 2013)
Legends of the Fall: Teaching Student Success through Resiliency (August 16, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
Banner (August 13, 2012)

Beth Gleason
Banner (August 13, 2012)
Mandatory Reporting of Child Abuse for Higher Education (August 14, 2012)
FAQs About Financial Aid (January 7, 2013)
CAPP (January 8, 2013)

Michelle Harris
Banner Roundtable Discussion: What Do You Need to Know (February 27, 2013)
Mid-term Strategies: Mind-Mapping (March 8, 2013)
FAQs About Financial Aid (January 7, 2013)
Banner Roundtable Discussion: What Do You Need to Know (March 21, 2013)
CAPP (January 8, 2013)
Teaching F2F, Blended and Online, Learning Styles and Best Practices (September 21, 2012)
Teaching F2F, Blended, and Online: Personal Stories (September 7, 2012)
Teaching F2F, Blended, and Online: Institutional Concerns (September 14, 2012)

2012 AOTA Education Council (October 4-6, 2012), Orlando, Florida
AAPC Regional Conference (October 25-27, 2012), Chicago, Illinois
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Dr. Elaine Cox, "Genetics of Cancer", Shreveport Lions Club
Dr. Dee Ann Staats, "Reducing Stress and Health Benefits of Meditation", BPCC
Jeffery Anderson, "EMS Refresher", Ruston Fire Department
SIGNIFICANT CONTRACTS OR GRANTS

Expanding Teaching and Enhancing Learning in the Microbiology Laboratory, Louisiana Board of Regents; Dr. Elaine Cox, Principal Investigator, $60,794.00

Active Learning for Anatomy and Physiology Certificate Level Students, Louisiana Board of Regents; Cammie Emory, Principal Investigator, $79,714.00

Meeting Healthcare Industry Needs for Medical Coders; LCTCS, Workforce Training Rapid Response, Carolyn Burroughs, Principal Investigator, $100,000.00

ACADEMIC PROGRAM REVIEW

The Division faculty completed comprehensive program reviews of the Medical Office Specialist, Phlebotomy and Surgical Technology programs.

Medical Office Specialist
The review of the Medical Office Specialist program concludes that the program successfully fulfills its mission to provide educational opportunities for individuals desiring a career in the medical office, including medical coding and transcription. Enrollment in the program remains consistent and near the capacity of the college to provide laboratory and clinical instruction. Retention and graduation rates are excellent. Faculty evaluations, student evaluation of the clinical experience 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. The Medical Office Specialist program is supported by the local healthcare community through active membership on the MOS Advisory committee and by providing clinical placement sites and clinical preceptors. A review of program learning outcome assessment indicates that the curriculum prepares graduates who meet the identified program outcomes. The program review identified a need to better prepare graduates to pass the national certification exam in medical coding and to implement strategies to ensure the program is inclusive of emerging developments including transition to ICD-10 and electronic medical records. The Bossier Parish Medical Office Specialist program is an integral, valued component of the Division of Science, Nursing, and Allied Health.

Phlebotomy
The review of the Phlebotomy program outcomes concludes that the program successfully fulfills its mission to provide well trained phlebotomist for the healthcare community in Northwest
Louisiana. The program faculty is highly qualified and committed to ongoing professional development and the continued development of the program. The Phlebotomy program is supported by the local healthcare community through active membership on the Phlebotomy Advisory committee and by providing clinical placement 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 national certification 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 program review process identified a concern for employment opportunities for program graduates, a need to review the general education program (mathematics), and a goal of improving the average score on certification exams. The Bossier Parish Phlebotomy 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.

Surgical Technology

The review of the Surgical Technology program concludes that the program successfully fulfills its mission to prepare graduates who possess cognitive skills necessary to function as an entry level surgical technician; psychomotor skills necessary to perform the skills required of a surgical technician in the operating room environment; and affective skills necessary to function as an effective surgical team member while demonstrating professionalism. Enrollment in the program remains consistently; retention and graduation rates are good. Faculty evaluations 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. Adjunct faculty serve as excellent clinical instructors; providing excellent experience and expertise in the discipline. The Surgical Technology program is supported by the local healthcare community through active membership on the Surgical Technology Advisory committee and by providing clinical practice sites. A review of program learning outcome assessment indicates that the curriculum prepares graduates who meet the identified program outcomes. Graduate surveys identify a high level of satisfaction with the skills and knowledge of program graduates. The program review process identified a need to improve student preparation for the CST exam, a concern about local job availability for program graduates, and concern about adequate clinical sites. The Bossier Parish Surgical Technology program is an integral, valued component of the Division of Science, Nursing, and Allied Health.
STRATEGIC PLANNING

Department Measurable Strategy
Complete a comprehensive review of the General Science, Surgical Technology, Medical Office Specialist, and Phlebotomy academic programs and utilize assessment outcomes to develop and implement program improvements.

Performance Indicators
Completed program reviews.

Assessment Results
Program reviews were completed for Surgical Technology, Medical Office Specialist and Phlebotomy.

Changes Based on Assessment Outcomes
As identified through the process of program review

Strategy(ies) for the Future
Track impact of program changes

Department Measurable Strategy
Provide opportunities for faculty participation in professional development and continuing education.

Performance Indicators
Completion of faculty professional development plans.

Assessment Results
All faculty participated in professional development opportunities, as indicated on approved plans.

Changes Based on Assessment Outcomes
Participation in professional development opportunities improved faculty instructional skills and enabled faculty to stay current within specific disciplines.

Strategy(ies) for the Future
Provide funding and support necessary to promote participation in professional development opportunities

Department Measurable Strategy
Increase student learning and success through implementation of course improvement strategies.

Performance Indicators
Documentation of implemented course improvement strategies on course end of year reports.

Assessment Results
Course improvement strategies, identified by faculty, were implemented across the curriculum.

Changes Based on Assessment Outcomes
Course improvement strategies resulted in improved student outcomes in some, but not all, courses and programs.

Strategy(ies) for the Future
Analyze data from assessment measures to refine and expand course improvement strategies.

Department Measurable Strategy
Facilitate compliance with established accreditation criteria and completion of documentation necessary to achieve

Performance Indicators
Continued accreditation of eligible programs.

Assessment Results
Accreditation self-studies for the PTA, Medical Assistant, and Phlebotomy programs

Changes Based on Assessment Outcomes
The self-study process facilitated the identification of program strengths

Strategy(ies) for the Future
Implement strategies and submit necessary reports to document continued accreditation of all eligible
reaccreditation of the Physical Therapist Assistant, Medical Assistant, Phlebotomy, and Pharmacy Technician programs and maintenance of accreditation of all other eligible programs.

were submitted. The PTA program was reviewed during an onsite visit in September, resulting in CAPTE reaccreditation for 10 years. Final review and approval of the Medical Assistant and Phlebotomy programs is pending. An interim report on the OTA program was submitted in the May 2013.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

During 2012-13, 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.

PRIORITY FOR THE COMING ACADEMIC YEAR

1. Maintain accreditation for all eligible programs.
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. Encourage 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
Denise Chambers, B. S., Participant Performance Monitor
Cynthia Gamble-McCreary, A. S., Student Services Specialist

Classified staff
Michelle Fayard, B.S.I.T., M.B.A., Administrative Coordinator III
Rosalind Lewis, B.S., Administrative Coordinator III
Jennifer Parish, A.D., 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 Stogsdill, 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.
During the 2012-2013 academic year, the division made many contributions toward the continued success and growth of the Bossier Parish Community College Community. During fall 2012, the division received programmatic accreditation with ATMAE for the programs of AAS in Construction Technology Management, Information Systems Administration, and Oil and Gas Production Technology. Now there are 8 accredited programs in the department. The division also completed follow-up reports to the Louisiana Board of Regents for Construction Technology and Management, Engineering, Industrial Technology and Oil and Gas Production Technology. During the fall 2012 we also had our first graduate for the Associate of Science in Engineering. To meet growing area demand, the division added the Certificate of Technical Studies in Energy Services in fall 2012.

The Division hired a new faculty members in fall 2012; Chris Shaw, for Cyber Information Technology and June Schneider in the area of Engineering. After the receipt of the TAACCCT grant from the Department of Labor, Denise Chamber and Cynthia McCreary were hired in the area of student support, and Jason Cooper moved positions to the campus content knowledge expert. To assist in managing the increasing number of grants and financial resources, the division hired an Administrative Coordinator, Michelle Fayard.

Instructor
Annette Shows, M.B.A.
Jason Cooper, M.S.
Rocky Duplichan, B.A.
Dalia Gumeel, M.I.S.
Eddie Horton, M.Ed.
Tom Hopkins, M.A.
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 Villemarette-Barnickel, M.S.
The Division maintains and updates articulation agreements with four-year institutions including the University of Louisiana at Lafayette, University of Maryland University College, Louisiana State University- Shreveport, Louisiana Technical University, Barksdale Air Force Base, and Northwestern State University. The Division became a Cisco Academy in summer 2010 and began teaching the Cisco Exploration curriculum in spring 2011. In the areas of Cyber Technology, the division also applied for and received the Committee on National Security Standards certifications for 4015 and 4016 maintaining the Center of Academic Excellence for 2-Year colleges in Information Assurance from 2012-2017. In working with the Division of Innovative Learning, during the academic year, Tom Hopkins instructed classes to high school students off campus in the area of computer programming.

Overall, the Division was able to secure funding from grants and outside resources. These grants came from federal, state and local resources to ensure the success of the students in the division programs. In addition to improving campus classroom facilities, these grants allowed us to offer student scholarships, instructor training and facility enhancement. In October 2012, the division was excited to learn about the new CIET building funded at $22 million in cooperation with Bentler Steel, Louisiana Economic Development and state funding for engineering technology training and teaching building.

The mathematics area created a new approach to college algebra. In spring, the first section of TOTAL was offered in MATH 102 section 116. This course was modeled after the FOCUS approach from San Marcus, Texas. Stacey Black and Deanna Hardy developed this integrated section to assist students who have taken MATH 102 more than once. The integration of developmental review concepts into the class with guided support has made the spring offering extremely successful.

The division also maintains a testing center, started in spring 2012. This testing center may be used by any instructor on campus and allows for a quiet testing environment for all students. With the support of the division and college, Donna Densmore and Deanna Hardy work to maintain and develop the center to meet the needs of the instructors, students and proctors that made the center function smoothly.

**ADVANCED DEGREES OR CERTIFICATIONS**

Achla Agarwal  
*ED 101 Effective Teaching Strategies* Continuing Education

Rocky Duplichan  
*OSHA 501 Outreach Trainer, August 24, 2012*  
*Medic First Aide Facilitator/Trainer (2011-2013)*

Tom Hopkins  
*CIW - JavaScript, May 2013*

Jennifer Parish  
*Associate in General Studies, Bossier Parish Community College, May 10, 2013*
Chris Rondeau  
*CompTIA Project+, February 21, 2013

June Schneider  
*Professional Engineer Exam, April 2013.

Linda Sonnier  
*NCCER Master Trainer Certification, spring 2013

Chris Shaw  
*M.S. in Digital Forensics, Sam Houston State University, December 2012

Annette Shows  
*Microsoft Office PowerPoint 2010 Certification, February 7, 2013  
*Microsoft Office Excel 2010 Expert Certification, February 8, 2013  
*Microsoft Office 2010 Master Certification, February 8, 2013  
*Microsoft Office Outlook 2010 Certification, February 13, 2013

Paul Weaver  
*Microsoft Office Specialist: Word 2010 Certification, February 2013  
*Microsoft Office Specialist: Excel 2010 Certification, February 2013  
*Microsoft Office Specialist: Access 2010 Certification, February 2013

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Laura Goadrich  
*Accepted to the doctoral program in Higher Education Administration at Northeastern University, October 2012  
*Interviewed as teaching award recipient for Southwestern University, April 1, 2013

Chris Rondeau  
*2012 EWARDS Technology Educator of the Year, May 17, 2012  
*NIETP 4015, 4016, November 23, 2012

Linda Sonnier  
*Certificate of Technical Studies in Energy Services, New program approved

June Schneider
*Associate Editor for Journal of Alzheimer's Disease (JAD), 2012-2013.
*Consulting Editor for Journal of Pharmaceutical Analysis, 2013

**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>Achla Agarwal</td>
<td>Banner Professional Development Workshop, August 24, 2012</td>
<td>CCSC South Central Conference 2013, April 19-20, LSUS</td>
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<td>Legends of the Fall - Teaching Student Success Through Resiliency, September 6, 2012</td>
<td>Nano Technology at Louisiana Tech Shreveport Center, November 19, 2012, Shreveport, LA</td>
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<td>Lecture Capture: It's Easier than you think, September 13, 2012</td>
<td>Taking an online course &quot;Introduction of Interactive Programming with Python&quot;, April 15, 2013</td>
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<td>ED 101 - Effective Teaching Strategies (Continuing Education Credits), September 14, 2012</td>
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<td>Designing Instructions for the Underprepared College Student, October 24, 2012</td>
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<td>Attended conference - Nano Technology at Louisiana Tech Shreveport Center, November 9, 2012</td>
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<td>CIT 235 - Completed APPINVENTOR assignments, November 29, 2012</td>
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<td>Faculty and Staff mentoring, January 7, 2013</td>
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<td>How to be Spiritually Well, January 8, 2013</td>
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<td>Promotion Evaluation Committee, January 8, 2013</td>
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<td>Understanding and Engaging Under-Resourced College Students, February 4, 2013</td>
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<td>Windows 8 Presentation, February 5, 2013</td>
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<td>CPTP Preventing Sexual Harassment 2013, March 5, 2013</td>
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<td>Banner Roundtable Discussion: What Do You Need to Know, March 21, 2013</td>
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<td>Gear up for Pre-registration with Academic Advising 101, April 4, 2013</td>
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Logic Choice Demo, April 8, 2013
ExamForce, April 12, 2013

Memberships:
*SIGCSE - February 1-2, 2013

Michelle Barnickel
Banner Professional Development Workshop, August 14, 2012
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012
Dean's Meeting as Division Faculty Representative, November 27, 2012
Smart Notebook Software Training, January 7-8, 2013
Pearson Presentation for College Algebra, Blitzer Update, February 1, 2013
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012

Stacey Black
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012
Banner Professional Development Workshop, August 14, 2012
FOCUS Planning, September 24, 2012
Quality Matters Rubric Training, November 30, 2012
SMART Notebook Training, January 7, 2013
Pearson Presentation of College Algebra
McGraw-Hill Presentation of College Algebra
Hawkes online demonstration
McGraw-Hill webex meeting of College Algebra

Denise Chambers
CAPP Professional Development Workshop, October 26, 2012
FAQs About Financial Aid, January 8, 2013
Academic Advising 11, January 8, 2013
How to be Spiritually Well, January 8, 2013

Seattle I-BEST Conference, April 30-May 1, Seattle, WA

AMATYC Conference, November 7-11, 2012, Jacksonville, FL
CCA Focus Workshop, October 10-12, 2012, San Marcos TX

TAACCCT Conference, November 22-28, 2013, Jackson, MS
Commission for Women of Bossier City, Inspiring Women Week Kickoff, March 6, 2013
CADA Council on Alcoholism & Drug Abuse, March 6, 2013, Shreveport, LA
I-BEST Faculty Training, January 9, 2013
Banner Workshop Entering Classes, February 7, 2013
Industrial Readiness Training and Assessment, February 25, 2013
Attend Planning Council, February 28, 2013
Industrial Technology Advisory Committee Meeting, March 1, 2013
Financial Aid FAQs Workshop, March 4, 2013
TAACCT Advisory Committee Meeting, March 18, 2013
CIT Advisory Board Meeting, March 20, 2013
Banner Roundtable Discussion: What Do You Need to Know, March 21, 2013
Service Excellence Workshop, Facilitated by Dr. Charles Schroder, March 22, 2013
Senior Fling, March 21, 2013
Gear Up for Pre-Registration with Academic Advising 101, April 4, 2013
Social Media Options: What Can PR Do for You, April 10, 2013
Service Delivery: Communicating with our Students, April 18, 2013
Scaling Developmental Education Reform Efforts Webinar, April 18, 2013
Service Delivery Committee, 2013

Edward Chopin
CAPP and Banner Workshop, January 8, 2013
FAQs About Financial Aid Workshop, January 8, 2013
Faculty/Staff Mentoring Workshop, January 7, 2013
Dimension Elite 3-D Printer Training, August 7, 2012

Jason Cooper
Banner Professional Development Workshop, August 14, 2012
CAPP Professional Development Workshop, October 30, 2012

Veteran's Job & Resource Fair, April 12, 2013, Bossier City, LA
2013 ARK-LA-TEX College Career Fair, April 27, 2013, Bossier City, LA
Woman Tech Educators: More Female Students in Just One Year Training and System, May 14 & 15, 2013, Florence, SC

ConAgra Plan Tour, Monroe, LA, November 2012
Accelerating Opportunity/Breaking Through, October 20-21, 2012, Long Beach, CA
Defensive Driver Training, November 7, 2012
Logic Choice Demo, April 3, 2013
CPTP Preventing Sexual Harassment 2013, April 26, 2013
Memberships
*ATMAE, 2012-2013

Donna Densmore
Banner Professional Development Workshop, August 14, 2012
FOCUS Planning, September 24, 2012
Pearson Lunch & Learn
McGraw Hill Course Connect Showcase
MAPLE, April 22, 2013

Rocky Duplichan
Banner Professional Development Workshop, August 14, 2012
CCSSE survey Professional Growth and Development, OGPT 221, August 11-22, 2013
CCSSE survey Professional Growth and Development, TEED 153, August 11-22, 2013
CAPP and Banner Training, January 8, 2013
Preventing Sexual Harassment, February 27, 2013

Ginger Eaves
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012
Banner Training Workshop in G-31 August 14, 2012
Smart Notebook Software Training, January 7-8, 2013
McGraw-Hill Software Training February 20, 2013
Hawks Webinar, February 5, 2013
Seminar from Paul King with Turning Technologies regarding NXT classroom response system, March 21, 2013
Reducing Stress and Improving Health by Beginning Meditation, March 20, 2013

ATMAE Conference, November 14-17, 2012, Nashville, TN
IBEST Training for Gulf Consortium, November 26-27, 2012, Jackson, MS
JFF Accelerating Opportunity Conference, April 30-May 2, 2013, Seattle WA
Course Redesign Conference, September 28 - 29, 2012, New Orleans
PIONEERS, October 19 - 20, 2012
AMATY, Nember 8 - 11, 2012
Redesign Conference Charleston, February - 8, 2013
International Conference on Technology in Collegiate Mathematics, March 21 - 24, 2013
Labvolt Conference, June 4-6, 2012
NAPTA Instructor Skills Workshop, September 28, 2012
Enrolled in the CALL Program @ McNeese State University working toward a B. S. in Business Management; taking PSYC 101
PARCC, Baton Rouge, LA, April 23, 2013
Michelle Fayard

2012 Ethics Training for Public Servants Training, November 2, 2012
Blood Borne Pathogens Training, November 5, 2012
Defensive Driver Training, November 5, 2012
Service Excellence Workshop, Dr. Charles Schroeder, March 22, 2013
CPTP Preventing Sexual Harassment 2013, March 28, 2013
Logic Choice Demo, April 3, 2013
SAM 2013 Training, April 9, 2013

Laura Goadrich

Group 5 conference call for Management and Leadership in Education, July 9, 2012
ACE Learning Online IT Training Meeting, July 11, 2012
Festo and Siemans Mechatronics Meeting, July 12, 2012
NAPTA endorsement, July 17, 2012
CAPP division meeting, July 18, 2012
PARCC Campus Leadership Discussions, July 18, 2012
Banner Workshop, July 23, 2012
Web-Based Training: CPTP PES Basic-WBT, July 30, 2012
WINLA Energy Grant Partners Meeting, August 8, 2012
Banner Professional Development Workshop, August 14, 2012
Gulf Coast IT Consortium Conference Call, September 25, 2012
LOFSA Conference, September 26, 2012
Bud Storer Presentation, October 4, 2012
AAA Grant Conference Call, October 5, 2012
Energy Conservation Courses at NWLTC in spring, October 8, 2012

Eagle Alliance, June 17, 2012, Cyber Innovation Center
Cyber Systems Survivability and Sustainment in Contested Environments Workshop, July 19, 2012, Cyber Innovation Center
Developmental Education/Corequisite Delivery Conference, August 6, 2012, Baton Rouge, LA
PARCC conference, August 9-10, 2012, White Castle, LA
Hitachi representative, August 29, 2012, Cyber Innovation Center
CIC luncheon, September 26, 2012, Silver Star Smokehouse, Bossier, LA
FOCUS conference, October 10-12, San Marcos
EDU7202 Transforming Human Systems, Winter 2013, Northeastern University
EDU7209 Introduction to Doctoral Studies, Winter 2013, Northeastern University
ABET accreditation luncheon, November 12, 2012, LSUS
ATAME conference, November 14-16, 2012, Nashville, TN
SACS conference, December 8-11, 2012, Dallas, TX
Manufacturer’s Council Lunch Meeting, October 8, 2012
CAPP workshop, October 30, 2012
TAA conference call, October 31, 2012
TAA conference call, November 7, 2012
LAMP training, January 8, 2013
Manufacturer’s open house, February 25, 2013
Logical Choice, Demo, March 22, 2013
CPTP Preventing Sexual Harassment 2013 training, March 25, 2013
TestOut training for CIT course administration, March 27, 2013
LogicalOperations, April 3, 2013
BRCC and Cisco interview, April 4, 2013
SAM 2013, April 9, 2013
CSEC conference call, April 11, 2013
ExamCram Training, April 12, 2013

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, 2000-2015

Dalia Gumeel
Banner Professional Development Workshop, August 14, 2012
CAPP Professional Development Workshop, October 30, 2012
Defensive Driver Training, November 7, 2012
Logic Choice Demo, April 3, 2013

CAE KU development, March 5, 2013, Denver, CO
SIGCSE conference, March 6-9, 2013, Denver, CO
CIC luncheon, April 17, 2013, Silver Star Smokehouse
ATMAE Conference, November 14-17, 2012, Nashville, TN
SIGSE Conference, March 6-9, 2013, Denver, CO
CPTP Preventing Sexual Harassment 2013, April 15, 2013

Memberships:
*ACM - 07/2012 to present
*ATMAE - 10/26/2012 to present

Deanna Hardy
Associate of Science in Teaching Advisory Board, June 27, 2012
Banner Professional Development Training, August 14, 2012
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012
FOCUS planning, September 24-28, 2012
SMARTBoard Notebook Training, January 7, 2013
Pearson- MML, February 1, 2013

AMATYC conference, November 7-11, 2013, Jacksonville, FL
CCA-FOCUS workshop, October 10-12, 2012, San Marcus TX

Dr. Miles Hitchcock
Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012
Banner Professional Development Workshop, August 14, 2012
FOCUS planning, September 24, 2012

Developmental Success: Best Practice, September 20, 2012
CAPP Professional Development Workshop, October 30, 2012
FAQs About Financial Aid, January 8, 2013
Windows 8 Presentation, February 4, 2013
LabSim Training - Test Out, GoToMeet, February 6, 2013
CPTP Preventing Sexual Harassment 2013, February 27, 2013

Memberships:
*Armed Forces Communications and Electronics Association, February 2011 - February 2014
*Faculty Senate, 2012 - 2013

Thomas Hopkins
CIT 235 - Web Application Development, November 11, 2012
Banner Professional Development Workshop, August 14, 2012
Developmental Success: Best Practice, September 20, 2012
CAPP Professional Development Workshop, October 30, 2012
FAQs About Financial Aid, January 8, 2013
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LabSim Training - Test Out, GoToMeet, February 6, 2013
CPTP Preventing Sexual Harassment 2013, February 27, 2013

Memberships:
*Armed Forces Communications and Electronics Association, February 2011 - February 2014
*Faculty Senate, 2012 - 2013

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<table>
<thead>
<tr>
<th>Name</th>
<th>Event Description</th>
<th>Date/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eddie Horton</td>
<td>Banner Professional Development Workshop</td>
<td>August 14, 2012</td>
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<td></td>
<td>Promotion Process Workshop</td>
<td>September 10, 2012</td>
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<td>Windows 8 Training, Presenter</td>
<td>February 2-4, 2013</td>
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<td>Data Storage Course, March 3 - April 22, 2013</td>
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<td>Memberships:</td>
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<td>*IEEE, January 1 - December 31, 2013</td>
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<tr>
<td>Rosalind Lewis</td>
<td>Banner Professional Development Workshop</td>
<td>July 23, 2012</td>
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<td>2012 Ethics Training for Public Servants Training</td>
<td>November 2012</td>
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<td>Blood Borne Pathogens Training</td>
<td>November 2012</td>
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<td>Cynthia Gamble-McCreary</td>
<td>Administration of the SENSE Survey Commendation</td>
<td>September 7-21-2012</td>
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<td>Focus Planning, September 24, 2012</td>
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<td>CAPP Professional Development Workshop, October 26, 2012</td>
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<td>Defensive Driving Training, November 5, 2012</td>
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<td>FAQs About Financial Aid, January 8, 2013</td>
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<td>Academic Advising 11, January 8, 2013</td>
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<td>How to be Spiritually Well, January 8, 2013</td>
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<td>I-BEST Faculty Training, January 9, 2013</td>
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<td>Banner Workshop Entering Classes, February 7, 2013</td>
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<td></td>
<td>Attend Planning Council, February 28, 2013</td>
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<td>Industrial Technology Advisory Committee Meeting, March 1, 2013</td>
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<td>Financial Aid FAQs Workshop, March 4, 2013</td>
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<td>TAAACCT Advisory Committee Meeting, March 18, 2013</td>
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<td>CITT Advisory Board Meeting, March 20, 2013</td>
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<td>ATMAE 2012, Presenter, Truecrypt Presentation, November 14-17, 2012, Memphis, TN</td>
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<td>CIS7006-8, NCU, Foundations of Computer Network Auditing, August 25, 2012</td>
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<td>BTM8107-8, NCU, Statistics II, September 3, 2012</td>
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<td>CIS7007-8, NCU, Information Security Outsourcing, November 14, 2012</td>
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<td>BTM8103-8, NCU, Research Design, March 14, 2013</td>
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<td>Spiceworks Sampler, Online, 4-18-13</td>
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<td>Blackhat Mobile Threats, Online, 4-18-13</td>
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<td>Shreveport-Bossier Bussiness Alliance (SBBA), December 18, 2012, Shreveport, LA</td>
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<td>TAACCCT Conference, November 22-28, 2013, Jackson, MS</td>
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<td>Booker T. Washington New Technology High School, Presentation of Pursuing Careers for BPCC, February 6, 2013, Shreveport, LA</td>
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<td>CADA, Council on Alcoholism &amp; Drug Abuse, March 6, 2013, Shreveport, LA</td>
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<td>Veteran's Job &amp; Resource Fair, April 12, 2013, Bossier City, LA</td>
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<td>2013 ARK-LA-TEX College Career Fair, April 27, 2013, Bossier City, LA</td>
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<td>Woman Tech Educators: More Female Students in Just One Year Training and System, May 14 &amp; 15, 2013, Florence, SC</td>
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</tr>
</tbody>
</table>

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Banner Roundtable Discussion: What Do You Need to Know, March 21, 2013

Service Excellence Workshop, Facilitated by Dr. Charles Schroder, March 22, 2013

Senior Fling, March 21, 2013

Gear Up for Pre-Reigistration with Academic Advising 101, April 4, 2013

Social Media Options: What Can PR Do for You, April 10, 2013

Service Delivery: Communicating with our Students, April 18, 2013

Scaling Developmental Education Reform Efforts Webinar, April 18, 2013

Service Delivery Committee, 2013

Library Committee, 2012-2013

Pam Milstead

Banner Professional Development Workshop, August 14, 2012

Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012

Defensive Driver Training, August 27, 2012

Lecture Capture: It's Easier than you Think, September 13, 2012

Designing Instruction for the Underprepared College Student: They Don't Know They Don't Know, October 24, 2012

FAQs About Financial Aid, January 8, 20

CAPP and Banner, January 8, 2013

Administration of the CCSSE Survey, March 11, 2013

SAM 2013 Training, April 9, 2013

CPTP Preventing Sexual Harassment 2013, April 24, 2013

Memberships:
*SAM Advisory Board, Course Technology, 2010-Present

*Beta Gamma Sigma (Honorary Business Organization)- Life Member

Jennifer Parish

Banner Professional Development Workshop, July 23, 2012

CAPP Professional Development Workshop, October 29, 2012


Social Media Marketing Seminar, Ruston, LA
<table>
<thead>
<tr>
<th>Event Title</th>
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<tbody>
<tr>
<td>Defensive Driver Training, November 5, 2012</td>
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<td>Allan Pratt</td>
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<td>Dr. Jack Raley</td>
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<td>Mandatory Reporting of Child Abuse for Higher Education Workshop, August 14, 2012</td>
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<td>IBEST faculty meeting, January 8, 2013</td>
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<td>SAM 2013, April 9, 2013</td>
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<tr>
<td>Memberships</td>
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<td>*SIGCSE, February 1-2, 2013</td>
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<tr>
<td>Chris Rondeau</td>
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<td>Reporting of Child Abuse For Higher Education, August 14, 2012</td>
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<td>Access Data User's Conference, May 8-10, 2012, Las Vegas, NV</td>
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<td>AFCEA Luncheon, August 12, 2012, Bossier City, LA</td>
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<td>Mentor Connect NSF ATE Grant, September 12-13, 2012, Teleconference</td>
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<td>AFCEA Luncheon, September 18, 2012, Bossier City, LA</td>
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<td>Mobile Strategy by ZScaler, September 25, 2012, Webinar</td>
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<td>AFCEA Luncheon, October 16, 2012, Bossier City, LA</td>
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</tbody>
</table>
*Phi Delta Kappa - Life Member  
*Phi Kappa Phi - Life Member  
*Delta Kappa Pi - Life Member  
*AFCEA - Current to August 2015

Carrie Salinas  
CCSSE survey, OGPT 101-101, Spring 2013  
NNSP Path to Prosperity; March 2012, Jackson, MS

June Schneider  
Mid-Term Strategies: Mind Mapping, March 8, 2013  
Tech University Nanotechnology Conference, November 9, 2012, Shreveport

CAPP and Banner, January 8, 2013

Faculty/Staff Mentoring, January 7, 2013

Legends of the Fall: Teaching Student Success Through Resiliency, August 16, 2012


Participated "Service Excellence" workshop, facilitated by Dr. Charles Shroeder, March 22, 2013

Dimension Elite 3-D Printer Training, August 7, 2012


Monthly Louisiana Engineering Society(LES) - Shreveport Chapter Luncheon

Monthly American Society for Civil Engineer(ASCE)- Shreveport Chapter Luncheon

Monthly Shreveport Petroleum Society(SPE)- Shreveport Chapter Luncheon

Monthly Society for American Military Engineers-Red River Post Luncheon

James Scott  
Banner Professional Development Workshop, August 14, 2012


Faculty/Staff Mentoring, January 7, 2013

Chris Shaw  
CAPP Professional Development Workshop, October 20, 2012

Banner Professional Development Workshop, August 14, 2012

CTTP Preventing Sexual Harrassment 2013

Memberships:  
*AFCEA, 2012-2013

Annette Shows  
Banner Professional Development Workshop, August 14, 2012

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<td>SAM 2013 Training</td>
<td>April 9, 2013</td>
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<td>CPTP Preventing Sexual Harassment 2013</td>
<td>April 24, 2013</td>
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</tbody>
</table>

**Memberships:**

*SAM Advisory Board, Course Technology, 2010-Present*

**Linda Sonnier**

- 3-D Training                                                                         | August 7, 2012     |
- Banner Training for Advising                                                          | August 14, 2012    |
- CAPP Training                                                                          | October 29, 2012   |
- ASHRAE Learning Meeting on Advanced Technology HVAC Systems                          | November 6, 2012   |

**Pam Stogsdill**

- McGraw Hill Software Training                                                        | February 20, 2013  |
- FOCUS planning                                                                        | September 24, 2012 |
- WebEX McGraw-Hill, Marc2013                                                          |                    |
- Banner Professional Development Workshop                                              | August 14, 2012    |
- Teaching the Hybrid: When Two Worlds collide                                           | November 7, 2012   |

**Dr. Ed Thomas**

- Banner Professional Development Workshop                                              | August 14, 2012    |
- Legends of the Fall: Teaching Student Success Through Resiliency                      | August 16, 2012    |

**National Fund for Workforce Solutions Conference**

- June 18-20, 2012, Cincinnati, OH

**Hi-Tec Conference**

- July 23-27, 2013, Denver, CO

**North American Process Technology Instructor Skills Workshop**

- September 25-28, 2012, New Orleans, LA

**I-Best Training and Program Management**

- October 2-3, 2012, Baton Rouge, LA

**NCCER Master Trainer**

- March 18-21, 2013, Houston, TX

**College Algebra Symposium**

- February 14-17, 2013, New Orleans
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Achla Agarwal
*Rapid Application Development in Python, CCSC South Central Conference 2013, LSUS
*Moderator at CCSC South Central Conference, April 20, 2013, LSUS

Ed Chopin
*Public Relations release for Industrial Technology 3-D printer, fall 2012
*Public Relations release for Industrial Technology SolidWorks Class, fall 2012
*IT program Advisory Board meeting, September 2012
*IT program Advisory Board meeting, March 1, 2013

Jason Cooper
*Presentation at ATMAE Conference: Teaching Ahead of the Teaching Tools (co-presented with Linda Sonnier), November 17, 2012
*2012-2013 BPCC Planning Council Presentation, April 5, 2013

Denise Chambers
*Booker T. Washington New Technology High School: Presentation of Pursuing Careers for BPCC, February 6, 2013, Shreveport, LA
*Presider for Women's History Month Program, March 21, 2013
*Producer & Host for BPCC CoffeeBreak, April 23, 2013 at the TV studio on BPCC Campus

Donna Densmore
*Developmental Success: Best Practices Panel Discussion, September 20, 2012, BPCC
*Strategies for teaching successful online math courses, part 1, ICTCM, March 23, 2013
Strategies for teaching successful online math courses, part 2, ICTCM, March, 2 2013
Best Practices for Utilizing the Homework and Test Manager, October 19, 2012, Pioneers Conferenc
Best Practices for Utilizing the Gradebook, October 19, 2012
I am not a Teacher, I am a Learning Facilitator, October 20, 2012
Utilizing the Homework Test Manager, fall 2012
Gadget Gab, fall 2012
Bi monthly article on Instructor Exchange, fall 2012-spring 2013
Best Practices for Utilizing the Homework and Test Manager, spring 2013
Best Practices for Utilizing the Gradebook, spring 2013
Best practices for Teaching Online courses, spring 2013
Use of the Study Plan, spring 2013
Best Practices for Utilizing the Homework and Test Manager, spring 2013
Customizing the Learning Environment, spring 2013

Laura Goadrich
Interview “Update on TEM” at BPCC Cable Show, July 13, 2012
WINLA Graduation ceremony at BPCC, July 26, 2012
BHP Billiton CIET presentation, August 2, 2012
Presentation to Counselors for Bossier Parish School district, September 26, 2012
CIC presentation, October 24, 2012
Taught CIT 235: Mobile Applications, fall 2012
CIC presentation Internships, November 6, 2012
CompTIA article about Cyber programs
CIT Advisory Board Meeting, March 20, 2013
CCSC keynote speaker, April 19, 2013

Dalia Gumeel
ATMAE: True Crypt Presentation, November 14, 2012
2012-2013 BPCC Planning Council Presentation, April 5, 2013

Tom Hopkins
Presentation of Learning Outcomes to Annual Advisory Board, March 20, 2013
CIT presentation to touring group of Shreveport Chamber of Commerce, April 9, 2013

Eddie Horton
Windows 8 Training, BPCC, February 4, 2013
Truecrypt to Secure Data, Memphis TN, November 11-15, 2012

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Dr. Jack Raley
*Computer Information Systems Advisory Board Meeting, September 17, 2011, BPCC

Chris Rondeau
*Direct Access Barksdale Air Base, February 8, 2013, Barksdale AFB, LA
*NISOD Mobile Devices in the Classroom, May 27, 2013, Austin, TX

June Schneider
*Detection and Quantification of 8-Hydroxy-2'-Deoxyguanosine in Alzheimer's Transgenic Mouse Urine using Capillary Electrophoresis, Accepted to Electrophoresis, April 2013.
*Recruiting presentation for High school counselors, September 26, 2012
*Windows 8 Presentation, February 22, 2013

SIGNIFICANT CONTRACTS OR GRANTS

Ed Chopin
*Student Technology Fee Grant for $31,741.15 for computers for E-214, spring 2013
*Student Technology Fee Grant for $18,508.00 to purchase 25 seats of Autodesk Building Design Suite 2013 software, spring 2013
*Student Technology Fee Grant for $838, “Rotatrim 42” Rotary Trimmer

Jason Cooper
*TAACCCT grant implementation for I-BEST course development at BPCC and 9 consortium colleges

Donna Densmore
*Board of Regents Grant, Testing Center, $72,243, funded March 1, 2013

Laura Goadrich
*National Science Foundation ATE Grant, Chris Rondeau, June Schneider, Laura Goadrich, submitted in October 2012. Status: not funded.
*Department of Labor TAACCCT Grant collaboration with the BPCC grants office, $14.7 million for four years, at BPCC funding areas of Industrial Technology and Network Security
*Encana scholarship, spring 2013, Linda Sonnier, $18,000

Dalia Gumeel
*Classroom and Audience Response System Qwizdom, $3,084.43, November 5, 2012
Eddie Horton
*Student Technology Fee Grant: Smart TV's, $3,390.34, funded November 5, 2012
*Board of Regents Grant, Testing Center, $72,243, funded March 1, 2013

Linda Sonnier
*Student Technology Fee Grant: Construction equipment and training $65,241.25 and $12,997
*WINLA Grant, $120,000

Dr. Jack Raley
**Student Technology Fee Grant: Implementing Mobile Electronic Devices into Cyber Information Technology Instructions; funded July 1, 2012 - June 30, 2013 for $62,000

Chris Rondeau
*Board of Regents Grant: Mobile Devices in the Classroom
*National Science Foundation ATE Grant, Chris Rondeau, June Schneider, Laura Goadrich, submitted in October 2012. Status: not funded.

June Schneider
*National Science Foundation, "OPES (Open-source Problems in Engineering Studies): Making the WeB Work" to National Science Foundation (NSF) requesting $235,000, Katie Evans, Paul Hummel, Michael Swanbom, Dave Meng, Laura Goadrich, June Schneider, Clif Frilot, submitted in September, 2013. Status: Pending
*National Science Foundation ATE Grant, Chris Rondeau, June Schneider, Laura Goadrich, submitted in October 2012. Status: not funded.
*Carl Perkins funds: Request to purchase ArcGIS software for opening Geographic Information System (GIS) class at BPCC, $ 1,040.

ACADEMIC PROGRAM REVIEW

An academic program review was conducted on the Associate of Applied Science in Information Administration Specialist, Information Network Specialist, Information Network Security Specialist, Information Programmer Analyst and Web Analyst. Items reported during the review include program statistics, resource availability, graduate and employer input, and student mastery of learning outcomes. The report outcome improvement strategies include
(1) Strengthen and grow the program advisory board.
(2) Upgrade the computer lab equipment.
(3) Explore strategies to maintain contact with graduates.
(4) Enhance programs to address ATMAE accreditation requirements.
## 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>Implement ATMAE accreditation visiting team recommendations.</td>
<td>Number of modifications made to align to ATMAE accreditation requirements.</td>
<td>Three additional accreditations were received in November 2012 in the areas of AAS Construction Technology and Management, AAS Oil and Gas Production Technology, and AAS Information Administration Specialist. All recommendations from the ATMAE visiting team were implemented.</td>
<td>Chris Rondeau and Chris Shaw created the follow-up report for the accreditation team in spring 2013 by culminating all program information from the program directors.</td>
<td>Update program offerings to meet the accreditation visiting team guidelines.</td>
</tr>
<tr>
<td>Increase and update courses mapped with national certifications.</td>
<td>Number of courses mapped with national certifications.</td>
<td>The division offers 27 nationally recognized certifications.</td>
<td>Certification offerings were expanded to meet the area need and strengthen program offerings.</td>
<td>Increase and update courses mapped with national certifications.</td>
</tr>
<tr>
<td>Provide division of Technology, Engineering and Mathematics faculty and staff discipline related certifications opportunities.</td>
<td>Number of certifications division of Technology, Engineering and Mathematics faculty and staff attempt and receive.</td>
<td>The division faculty and staff attempted 12 certifications and received 10.</td>
<td>Continue to encourage and research funding to allow faculty to continue to receive certifications in their field to enhance their class offerings.</td>
<td>Provide division of Technology, Engineering and Mathematics faculty and staff discipline related certifications opportunities.</td>
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<tr>
<td>Apply for Committee on National Security System 4015 and 4016 accreditations.</td>
<td>Number of accreditations received.</td>
<td>The final two CNSS certifications were received mid-spring 2013.</td>
<td>Graduates of the CTS in Senior Systems Manager were eligible to receive all six CNSS certifications.</td>
<td>Prepare and apply for the new CNSS certifications which become effective in 2014.</td>
</tr>
<tr>
<td>Create master MyMathLab courses.</td>
<td>Number of master MyMathLab courses created.</td>
<td>A master course was created for all MyMathLab math courses in MATH 097-099.</td>
<td>The master courses created consistency across the division offerings.</td>
<td>Create master courses in MATH 102 offerings to encourage consistancy.</td>
</tr>
<tr>
<td>Apply for grants and student technology fee opportunities to enhance program offerings.</td>
<td>Number of applications for grants.</td>
<td>The division faculty and staff worked on 15 grants during the 2012-2013 academic year.</td>
<td>Federal, state and local grants were received and helped enhance the program offerings and student support needs.</td>
<td>Pursue the application for new grants and maintenance of current grants at the federal, state and local levels.</td>
</tr>
<tr>
<td>Implement FOCUS mathematics courses.</td>
<td>Number of FOCUS courses offered.</td>
<td>The MATH 102-116 course was developed and offered in spring 2013 and titled TOTAL by Deanna Hardy and Stacey Black.</td>
<td>Due to success of the students in the course, the TOTAL offering was approved for the next academic year.</td>
<td>Implement and monitor effectiveness in TOTAL mathematics courses.</td>
</tr>
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</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The 2012-2013 academic year has been successful and productive for the Division of Technology, Engineering and Mathematics. Program enhancement based on industry expertise and achieving successful student certifications continues to be the focus of our division to ensure successful partnerships and student success during and after their academic work at Bossier Parish Community College.
PRIORITIES FOR THE COMING ACADEMIC YEAR

*Using local business scholarship donations, establish a scholarship fund for Industrial Technology students, to start awarding scholarships in fall 2013.
*In mathematics, implement and monitor our diverse offering approaches in LAMP, MAPLE, TOTAL and SmartThinking.
*Plan equipment and program refinement for moving to new CIET facility in May 2014.
*Apply for federal, state and local grants to enhance program offerings and student opportunities.
*Prepare new class offerings, i.e. Geographic Information System (GIS).
*Expand technical coursework offered by our division that includes embedded basics skills. Implement three additional career pathways including enhancing our current course in C++ for game programming for the TAACCCT grant. Development recruitment methods and marketing strategy for this program.
Division of Business Affairs & Economic Development
Division of Business Affairs and Economic Development  
Vice Chancellor for Business Affairs and Economic Development

EMPLOYEE LISTING

Professional, unclassified staff

Tom Williams, M.Ed.

Classified staff

Carliss L. Pierce, A.D.

DIVISION SUMMARY

The Vice Chancellor of Business Affairs is responsible for the supervision of seven (7) divisions: Finance, Physical Plant, Human Resources, Environmental Health and Safety, Computer Services, Comptroller, 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. 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>
</table>
| Tom Williams    | 7/12/12 - Meeting with Venture Technologies  
CERT meetings - 7/18/12, 19/17/12, 1/28/13, and 5/15/13  
Executive Council - 8/6/12, 9/4/12, 10/1/12, 12/3/12, 2/11/13, 3/11/13, 4/1/13, and 5/13/13  
Meeting with NWLTC deans - 8/27/13  
Planning Council - 9/14/12, 4/5/13  
Chancellor's Forum - 1/25/12  
Benteler Project Meeting - 4/3/13  
CFI meetings - 3/20/13, 6/5/13  
PTA Accreditation meeting - 11/12/12 | Benteler Announcement Ceremony - 10/26/12, Shreveport, LA  
Benteler Project meeting - 2/15/13, Shreveport, LA  
CFI meeting - 11/2/12, Shreveport, LA  
CISCO Unified Communications Demo - 11/13/12, Bossier City, LA  
Mayor's Breakfast - 1/9/13, Bossier City, LA  
BPCC/Tech Center meetings - 4/23/13, 5/21/13, 5/28/13, Bossier City, LA  
BPCC@LSUS meeting - 5/14/13, Shreveport, LA  
LCTCS BOS meetings - 9/11/12 - 9/12/12, 10/18/12 - 10/19/13, 12/11/12 - 11/12/12, 2/5/13 - 2/6/13, 3/12/13 - 3/14/13, 4/9/13 - |
### 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>Encourage attendance at professional development workshops.</td>
<td>Documentation of attendance of attendance such as sign-in sheets or certificates awarded.</td>
<td>Staff attended professional development and continuing education programs less frequently due to budget constraints and staffing.</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Plan and evaluate the fiscal and physical properties of the College.</td>
<td>Annual Budget, Space Utilization Report, Monthly Budget statements, End of Year Fiscal Report.</td>
<td>The Annual Budget, Space Utilization Report, Monthly Budget statements, and the End of Year Fiscal Report have been completed.</td>
<td>Continue excellent reporting.</td>
<td></td>
</tr>
<tr>
<td>Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.</td>
<td>Center of Excellence is adequately funded.</td>
<td>The Center of Excellence is adequately funded.</td>
<td>Promote funding for the Center of Excellence, which will accommodate one - two academic divisions.</td>
<td></td>
</tr>
</tbody>
</table>

**Carliss L. Pierce**

- LOLA Registration Call Volunteer - Fall 2012 and Spring 2013
- "Reducing Stress and Improving Health by Beginning Meditation - 3/20/13
- Volunteer, Financial Aid Appeals Committee - Fall 2012 and Spring 2013
- CPTP Preventing Sexual Harassment 2013 - 3/4/13

- LCTCS CFO meetings - 7/19/12, 9/13/12, 10/10 - 10/11/12, 12/13/12, 2/7/13, 4/11/13, 5/9/13, Baton Rouge, LA
- Board of Regents meeting - 10/10/12, Baton Rouge, LA
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Complete the lease agreement with Cyber Innovation.</td>
<td>The lease is completed.</td>
<td>The lease is temporarily deferred.</td>
<td>Cyber Innovation Center is not ready to build.</td>
<td>Complete lease when Cyber Innovation Center is ready to build.</td>
</tr>
<tr>
<td>Monitor the financial model to indicate more clearly the fiscal health of the institution at any given point in time.</td>
<td>Verifiable information on the fiscal health of the institution is available at all times.</td>
<td>Fiscal health of the College is good.</td>
<td>Health of the College is good.</td>
<td>Upgrade the financial model.</td>
</tr>
<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>A classroom management model was not integrated to optimize classroom usage for projected enrollment growth.</td>
<td>A classroom management model was not integrated to optimize classroom usage for projected enrollment growth.</td>
<td>None</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>The number of extra service contracts for student organization advisors and overtime hours have been reduced, and unnecessary travel has been eliminated.</td>
<td>Spending and hiring freeze.</td>
</tr>
<tr>
<td>Increase self-generated funds.</td>
<td>Percentage of increased self-generated funds received.</td>
<td>Increased self-generated funds by 10%.</td>
<td>Increased self-generated funds by 10%.</td>
<td>Increase self-generated funds.</td>
</tr>
<tr>
<td>Increased availability and visibility</td>
<td>Number of officers, hours,</td>
<td>There are</td>
<td>There are</td>
<td>Increased availability and</td>
</tr>
</tbody>
</table>
of officers to respond to campus needs. and locations assigned. approximately 29 officers employed by the College who work from 7:00 a.m. to 10:00 p.m. Officers are assigned to patrol all buildings, parking lots and fields. visibility of offers to respond to campus needs.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

BPCC received additional budget reductions during FY 13. However, with the deflated budget, the College experienced growth in student enrollment for both the fall and spring semesters of FY13.

The entire Finance Department is now live on Banner. The accounting, budget, and grants areas began working in Banner in July 2011. The Annual Financial Report and Operating Budget were submitted timely. The payroll section of the finance department was able to turn payroll over to LCTCS on the last payroll of June fiscal year 2012. In March 2013 labor redistributions were allowed to be performed as part of the duties of the payroll section in the finance department. Fall 2012 was when the business office began using the student accounts receivable module in Banner. The business office not only does all third party invoicing and accepts all student payments, but they now, award all internal and external scholarships and awards, except Federal Financial Aid and TOPS. Now that the entire department is able to use the same platform, we will continue to learn more about our new operating system and how to operate with it more efficiently.

The Physical Plant Department continues to maintain the complex to enhance the appearance and ensure the safety of faculty, staff, students and visitors.

Several improvements were made for the athletic teams. The gymnasium floor was completely refinished and repainted – including the new BPCC logo. To improve the availability for watching softball and baseball, metal bleachers with chain-link guardrails were installed for both fields.

Campus Security is responsible for the safety and security of all persons and property on campus. The division effectiveness is measured by the amount of crime on campus.

The Purchasing department continued to provide support to our customers and was instrumental in the timely and efficient delivery of goods and services to the College for the 2012-2013 academic year. The following is a list of accomplishments:

1. Processed in excess of 1500 purchase orders for a total amount of $5,416,264.
2. Successful Legislative Audit conducted with no audit findings.
3. Inventory Certification for FY 12 was completed with a total inventory of $9,909,077 which is an increase of $138,806 from FY11.
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.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Complete Advanced Manufacturing Training Center.
2. Plan for Center of Excellence, if legislative funding of the project is approved.
3. Secure facilities for Adult Education.
4. Negotiate with Cyber Innovation Center for lease space in new building.
5. Financial restructuring to reduce payroll costs.
6. Upgrade energy efficiencies for the campus.
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 incidents reports and supporting documentation.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike May</td>
<td>Post Certification</td>
<td>Weekly meetings with personnel from Bossier City Police Department. All intelligence briefings are now conducted through e-mails with the U. S. Attorney's office, the U. S. Office of Homeland Security, and several other agencies designed to assist law enforcement with current intelligence.</td>
</tr>
<tr>
<td></td>
<td>Difibulator trained</td>
<td></td>
</tr>
</tbody>
</table>

STRATEGIC PLANNING

Department Measurable Strategy
Provide campus-specific training to officers.

Performance Indicators
Documentation of training received by officers.

Assessment Results
All officers working for Bossier Parish

Changes Based on Assessment Outcomes

Strategy(ies) for the Future
Documentation for training received by officers.
**Department Measurable Strategy**
Maintain campus security.

**Performance Indicators**

**Assessment Results**
Annual statistics show our results.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Address safety concerns successfully.

---

**Department Measurable Strategy**
Evaluate the Emergency Notification System.

**Performance Indicators**
Document the evacuations of the campus.

**Assessment Results**
The Emergency Notification System "First Call" as used by faculty, staff, and students for notifications of school closures.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Evaluate the Emergency Notification System.

---

**Department Measurable Strategy**
Evaluate effectiveness of police patrols.

**Performance Indicators**
Daily Activity Reports.

**Assessment Results**
A Daily Activity Report from officers document all police patrols.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Continue the use of Daily Activity Reports for documentation of Police patrols.

---

**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.

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 are printed yearly for student use and general information is listed in the Student Handbook and on-line regarding crimes on campus, evacuation procedures, and policy statement.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

To maintain a safe and secure campus for all personnel and students.
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.
Adam Hofslund, A.A.S.
Joshua McCoy, B.S.

Classified staff
Suzanne Brooks
Sherry Roberson
Cindy Watson

DIVISION SUMMARY

In addition to the Computer Services department activities listed as Measurable Strategies, the following was done during the 2012-2013 year.

Personnel:
Lost one PC/Telephone Technician, Adam Hofslund

Administrative:
Focus has been learning Banner for reporting procedures to accommodate needs of other campus departments. BPCC IT policies and procedures are under review to accommodate the Banner ERP environment.
Programming:
The programmers have attended various training sessions, such as COGNOS and SQL Developer, to write reports for various departments.

Support and Operations:
Installed/replaced 5 computer labs
Resolved 1,760 work requests submitted through Service Desk
Designed and re-configured wireless network infrastructure/installed new wireless network consisting of 80 Cisco Access Points, Cisco Wireless LAN Controller and Cisco Prime Infrastructure Management Software

ADVANCED DEGREES OR CERTIFICATIONS

Adam Hofslund completed COMPTIA A+ Certification on 7/12/12
Adam Hofslund completed Network+ Certification on 7/12/12

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Cindy Watson, Administrative Assistant III
Staff Senate Vice-President 2012-2013
Outstanding Professional Support Staff 2012-2013

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>Eddy Smith</td>
<td>What Makes For A Competent Communicator 3/17/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Identity Theft 4/18/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Identity Theft, 4/18/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Custom Scripting, Blackboard Training, Aug 9-10, 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BRM Technical &amp; Administrator Workshop Nov 4-8, 2012</td>
<td></td>
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<tr>
<td></td>
<td>Student ODS Train the Trainer Workshop Apr 30 – May 2, 2013</td>
<td></td>
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<tr>
<td></td>
<td>Recruiting and Admissions Performance Data Model Workshop May 22-24, 2013</td>
<td></td>
</tr>
<tr>
<td>Wendy Billingsley</td>
<td>Student Credentialing Training, Web Ex, 5/1/12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Letter Generation Training, Web Ex, 5/9/12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Employment to HR Training, WebEx, 5/31/12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bookstore Vouchers Handling Training, Web Ex, 7/6/12</td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Expand capacity of wireless network on campus.

Performance Indicators
1. Number of available network addresses for portable and mobile devices.
2. Expansion of wireless coverage area.

Assessment Results
1. The number of available network addresses increased from 500 to 5,000.
2. Coverage area was expanded to 100% of indoor areas.

Changes Based on Assessment Outcomes
1. Wireless coverage allows more users at faster speeds.
2. Wireless coverage is consistent and reliable.

Strategy(ies) for the Future
Plan to assess outdoor access availability.

Department Measurable Strategy
Participate in professional

Performance Indicators
Number of professional

Assessment Results
Staff attended 41

Changes Based on Assessment Outcomes
Staff is more

Strategy(ies) for the Future
Continue to participate in
development opportunities. Development opportunities in which the individuals participate. Professional development opportunities through the year. Knowledgeable and better able to successfully perform duties. Professional development opportunities.

**Department Measurable Strategy**

Improve access to online help for students, faculty and staff.

**Performance Indicators**

Increased utilization of self help resources.

**Assessment Results**

Added additional resources and updated existing resources.

Changes Based on Assessment Outcomes

Added Banner Resources and Training and update as necessary.

**Strategy(ies) for the Future**

Continue to add/update resources to meet changing needs.

**Department Measurable Strategy**

Demonstrate accountability of Computer Services Department through submission of internal reports.

**Performance Indicators**

BPCC report card, Webalizer online statistics, ERP online audit reports and Service desk reports.

**Assessment Results**

1. Report card rating is 3.23 out of 4.0
2. Monitored results
3. Monitored results
4. Monitored results

Changes Based on Assessment Outcomes

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 Service desk reports.

**Strategy(ies) for the Future**

1. Continue to strive for improved ratings.
2. Continue monitoring results.
3. Continue monitoring results.
4. Continue monitoring results.

---

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

According to the Planning Council's 2012 Report Card, 216 faculty and staff surveyed gave the department an overall score of 3.23 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**

Computer Services will plan for the integration of the infrastructure for the new buildings. Computer Services personnel to become more proficient with Banner reports to assist other BPCC departments and staff.
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 an automatic defibulator
Certified Community Emergency Response Team Member

PROFESSIONAL DEVELOPMENT

<table>
<thead>
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</table>
### STRATEGIC PLANNING

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<th>Changes Based on Assessment Outcomes</th>
<th>Strategy(ies) for the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain inspection schedules to identify potential physical hazards.</td>
<td>Records of all inspections and associated correspondence requesting corrective actions</td>
<td>Records reviewed and approved by ORM auditor.</td>
<td>No changes necessary.</td>
<td>Continue current process.</td>
</tr>
<tr>
<td>Comply with the State Office of Risk Management regulations.</td>
<td>Audit findings.</td>
<td>Verified through compliance review.</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>No changes necessary.</td>
<td>Continue current process.</td>
</tr>
<tr>
<td>Coordinate with local public safety agencies to define special assistance and needs of the institution.</td>
<td>Legged response times.</td>
<td>Verified through compliance review.</td>
<td>No changes necessary.</td>
<td>Continue current process.</td>
</tr>
</tbody>
</table>

### OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Overall effectiveness is measured through claim history and audit scores. In addition, inspections by the Louisiana State Fire Marshal, elevator inspections, and safety devices 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 continued effectiveness.

### PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Continue to stress to employees the importance of safety training.
2. Continue to refine online safety training.
3. Reduce the number of incidents and reduce loss from FY 12-13 totals.
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 and as well as the liaison between the legislative auditors and various departments on campus. The FY13 Annual Operating Budget was completed and submitted to LCTCS September 12, 2012, and the FY12 Annual Financial Report was completed and submitted before the deadline of August 26, 2012.
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>
</table>
| Carol Bates   | Account Receivable WebEx with Rob Woodyard - 7/24/12 - 8/9/12  
How Application of Payments Affect Refunding WebEx with Rob Woodyard - 10/8/12  
What Makes for a Competent Communicator by Bob Alexander - 3/7/13  
Banner Roundtable Discussion: What Do You Need to Know in Admissions, Financial Aid, and Student Receivables - 3/21/13  
Where Does the Data Go? By Sandra Kinney & Sheila Duplechain - 4/12/13 |
|               |                                                                                               | LCTCS Conference in Baton Rouge - 3/12/13 - 3/15/13  
Finance ODS Training in Baton Rouge - 4/16/13 - 4/18/13 |
| Michelle Brewer| TAACCT Initial Meeting - 9/27/12  
TAACCT Review - 1/23/13  
ETA Reporting for TAACCT (WebEx) - 1/31/13  
Banner Basics - 2/27/13  
The FAQ of Financial Aid by Vickie Temple and Quintina Miles - 3/4/13  
Banner Roundtable Discussion: What Do You Need to Know in Admissions, Financial Aid, and Student Receivables - 3/21/13 |
|               |                                                                                               | Project LUMEN BDMS Training in Baton Rouge - 2/6/13 - 2/7/13  
LCTCS Conference in Baton Rouge - 3/12/13 - 3/15/13 |
| Joey Brown    | CPTP Preventing Sexual Harassment Online Training - 2/28/13                                  | Banner AR Training in Baton Rouge - 10/30/12 - 11/1/12  
Banner AR Training in Baton Rouge - 5/14/13 - 5/16/13 |
| Anita Drozd   | Banner Professional Development  
Workshop - 7/25/12  
Carl Perkins Conference Call – 9/20/12  
What Makes for a Competent Communicator by Bob Alexander – 3/7/13  
Where Does the Data Go? By Sandra Kinney & Sheila Duplechain – 4/12/13  
Identity Theft by Lt. Walt Hollis – 4/18/13 |
| Loren Elwell  | The FAQ of Financial Aid by Vickie Temple and Quintina Miles - 3/4/13  
What Makes For a Competent Communicator by Bob Alexander - 3/7/13  
Identity Theft by Lt. Walt Hollis - 4/18/13 |
| Brenda Jones  | CPTP Preventing Sexual Harassment Online Training - 2/27/13                                  |
|               | What Makes For a Competent Communicator by Bob Alexander - 3/7/13  
Identity Theft by Lt. Walt Hollis - 4/18/13 |
| Tammy Kennedy | What Makes For a Competent Communicator by Bob Alexander - 3/7/13  
Banner Roundtable Discussion: What Do You Need to Know in Admissions, Financial Aid, and Student Receivables 3/21/13 |
<table>
<thead>
<tr>
<th>STRATEGIC PLANNING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department Measurable Strategy</strong></td>
</tr>
<tr>
<td>Identify and/or expand cost saving methods for the College.</td>
</tr>
<tr>
<td>Provide training and information to campus departments on the Finance Department forms and web page. Promote professional development within the Finance Department.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Transition to the Banner System.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Finance Department continuously seeks to provide a functional financial operating system for the College while promoting good customer service and working collectively with the faculty and staff of the College. We make every effort to ensure payroll is produced, invoices are paid, reimbursements are processed, and student account balances are collected in a timely and accurate manner while remaining within our budget constraints. Existing policies and procedures are continually updated and new, innovative procedures are implemented throughout the year. Due to increased experience and retention of our staff, our financial records and services continue to improve.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Identify and/or expand cost saving methods for the College.
2. Finance Department employees to attend a minimum of three career enhancing professional development opportunities throughout the year.
3. Educate Faculty and Staff in Banner Self Service on the Finance and Student side.
4. Update the Finance Policy and Procedures to conform to Banner.
Division of Business Affairs and Economic Development
Human Resources

EMPLOYEE LISTING

Professional, unclassified staff
Tierney "Teri" Bashara, B.S.
Shannon Jones, B.S.
Jamie Heller, B.S.
Cindy Darby, PhD

Classified staff
Christina Hughes

DIVISION SUMMARY

The Human Resources department participated in professional development on new portions of the Banner HR module, such as Workflows, ODS reporting and Document Management System. HR staff participated in several WebEx training throughout the fiscal year to develop more knowledge related to Banner. All full-time employees and approvers were provided training through several face to face sessions and web-based training in June 2012.

Centralizing the payroll process involved centralizing the benefit vendors under one LCTCS plan. All participants in the Starmont Dental and Vision plan were rolled over successfully in July 2012. A benefits fair was held October 4, 2012 for full-time employees. Most vendors were present to discuss their products and meet with participants.

Civil Service implemented a new evaluation tool, PES, for classified employees. All supervisors of classified employees were notified of the new evaluation tool and completed web-based training. Eligible classified employees received merit increases according to the new rules on October 1, 2012. Civil Service has implemented a data integrity program to monitor personnel actions rather than perform individual agency audits. CS personnel audit data from the HCM system and notify agencies if discrepancies are found. Civil Service will eventually implement this process as a functional section titled Data Quality Management with a team of auditors.

The Assistant Director, Shannon Jones, participated in mock interviews for the Cyber Information Technology Department during the spring
semester. This activity allowed the pre-graduate students an opportunity to enhance their interviewing skills. The Assistant Director, Jamie Heller, provided annual form training for administrative assistants and coordinators. Cindy Darby, Multi-cultural and Diversity coordinator provided several college-wide professional development seminars for faculty and staff. Ms. Darby participated in numerous community service events. The Multi-Cultural and Diversity Coordinator facilitated several activities and events throughout the year that provided employees and students a cultural, socioeconomic and educational opportunity.

The State of Louisiana mandated Sexual Harassment Prevention training for all state employees. This is a web-based annual training through the State of Louisiana Employee Online website (LEO). Other annual state mandated training, such as Defensive Driver’s training and Ethics training is accessible through LEO and is tracked by CPTP coordinator, Jamie Heller. All new employees and continuing employees were trained to access LEO to complete the Sexual Harassment Prevention training.

A BPCC job fair for adjunct was held in April 2013. Over sixty prospective candidates visited with academic deans and faculty to discuss employment opportunities within the academic departments. Several candidates were offered interviews during the event and potential employment in Fall 2013. HR Administrative Assistant 3, Christina Hughes, arranged the job fair with the help of HR Assistant Directors, Shannon Jones and Jamie Heller.

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tierney Bashara</td>
<td>SACS Fifth Year Committee Meeting (9/13/12, 9/27/12, 10/11/12, 11/27/12, 1/22/13, 2/7/13, 2/27/13, 3/18/13, 4/22/13)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TAACCCT Committee Meeting (9/27/12, 10/3/12, 1/23/13)</td>
<td>Banner Training- HR ODS (4/9/13-4/11/13) LCTCS, Baton Rouge, LA</td>
</tr>
<tr>
<td></td>
<td>Banner training- WebEx PHAREDS (2/21/13), Workflows (3/12/13), Workflows (3/26/13), HR Request Forms (5/15/13)</td>
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</tr>
<tr>
<td></td>
<td>Crisis Intervention Team Meeting (2/22/13)</td>
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<tr>
<td></td>
<td>Planning Council Meeting (9/14/12, 11/9/12, 2/28/13, 4/5/13)</td>
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<tr>
<td></td>
<td>Dean's meeting (3/18/13)</td>
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<tr>
<td></td>
<td>Planning Council Sub Committee Meeting (10/2/12, 3/21/13)</td>
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<tr>
<td></td>
<td>TRSL - Return To Work Webinar (6/27/12)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LCTCS HR/Payroll WebEx Payroll Processing/Employee Records (7/16/12, 10/18/12, 2/15/13, IPEdS Processing (2/22/13, 3/7/13)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Be Back Meeting (8/13/12)</td>
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<tr>
<td></td>
<td>Chancellor's Forum (10/25/12)</td>
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<tr>
<td></td>
<td>Staff Senate Luncheon (11/16/12)</td>
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<tr>
<td></td>
<td>Year End Luncheon (12/13/12)</td>
<td></td>
</tr>
<tr>
<td>Shannon Jones</td>
<td>Civil Service Webinar-LA Careers user (7/18/12)</td>
<td>OGB Human Resource Training (9/11/12) LTC, Shreveport, LA</td>
</tr>
<tr>
<td></td>
<td>Civil Service Webinar – PES (7/31/12)</td>
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<tr>
<td></td>
<td>Mandatory Reporting of Child Abuse for Higher Education Seminar (8/14/2012)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LASERS Open Forum Webinar (8/29/12)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Preventing Sexual Harassment 2012 (11/21/12)</td>
<td></td>
</tr>
</tbody>
</table>
TRSL webinar – Employer Accounts (12/5/12)
CPTP Validating Employee Performance (1/14/13)
CPTP Evaluation Process (1/14/13)
CPTP HR Interviewing & Onboarding (3/4/13)
CPTP Sexual Harassment Prevention 2013 (3/4/13)
LSERS CCR Corrections webex (3/19/13)
Civil Service – PET/PLE Test Implementation (4/10/13)
Civil Service LA Careers user webex (4/24/13)
LSERS Cash Balance Plan webex (4/25/13)

Jamie Heller
TRSL Retiree return to work legislation- WBT (6/28/12)
I-9 training (6/28/12)
CPTP Sexual Harassment Training – WBT (11/20/12)
TRSL Understanding Employer Accounts – WBT (12/5/12)
TRSL Return To Work Laws – WBT (1/16/13)
CPTP-HR, CS Essentials – WBT (2/7/13)
CPTP PES Basics – WBT (2/8/13)
CPTP PES Forms – WBT (2/11/13)
CPTP-HR, CS Department Overview – WBT (2/11/13)
CPTP-HR, Common Myths – WBT (2/13/13)
CPTP PES Evaluation Process – WBT (2/19/13)
CPTP PES Planning Process - WBT (2/20/13)
CPTP Sexual Harassment Training 2013 – WBT (2/26/13)
CPTP Training Coordinator Webinar – WBT (3/5/13)
CPTP – HR, Leave Management – WBT (3/13/13)
CPTP – HR, Interviewing and Onboarding – WBT (3/14/13)
Banner Workflow training - WBT (4/9-4/10/13)
TRSL, Certification Processes (QYC, PYC, & FTO) - WBT (4/17/13)
CPTP Training Coordinator Webinar – WBT (5/7/13)
TRSL, ILSB and DROP - WBT

Cindy Darby
Safety Meeting (8/13/12)
CPTP Preventing Sexual Harassment Training (3/25/13)
Multicultural Advisory Committee Meeting (9/12)
Understanding and Engaging Under-Resourced College Students (9/21/2012)
Hear It From A Peer! Webcast: HR Transformation
Legends of the Fall: Teaching Student Success Through Resiliency (8/16/12)
Service Excellence Workshop (3/22/13)
BPCC and ULM 2+2 Agreement for OTA (3/6/13)
LSU-S Information Office at BPCC Ribbon Cutting
Student Life Committee Meeting
BPCC Planning Council
Workforce Recruitment Program Campus Coordinators Webinar: (4/24/13)
Effectively Leading & Managing the Online Course (4/11/13)
Free Emergency Notifications Solution for Blackboard Learn Customers Webinar: (11/1/2012)
Accountability Now! From Top to Bottom Webinar (9/26/12)
Students Giving You the Silent Treatment? Webinar (12/13/12)

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### STRATEGIC PLANNING

#### Department Measurable Strategy
- Provide mandated sexual harassment training for staff and faculty.
- Provide diversity training for faculty and staff.

#### Performance Indicators
- Attendance records
- Attendance records.

#### Assessment Results
- List of completers for mandated sexual harassment prevention training.
- Professional development seminars and several activities/events were offered related to cultural, socioeconomic and educational diversity.

#### Changes Based on Assessment Outcomes
- Employees received sexual harassment prevention training.
- Professional development seminars, activities and events provided cultural, socioeconomic and educational diversity.

#### Strategy(ies) for the Future
- Continue to monitor list of completers.
- Provide more professional development activities and/or events.
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 32 new hires, 25 terminations, 18 promotions and 26 payrolls for the fiscal year of 2012-2013. Seventeen New Hire Orientation sessions were conducted by the HR staff. Most goals set for the fiscal year of 2012-2013 were accomplished; new benefit plans were implemented and eligible employees enrolled, HR position procedural manuals were updated, diversity training for faculty was conducted, mandated sexual harassment prevention training was completed for a majority of employees. 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. Implement electronic timekeeping for part-time temporary staff and faculty.
2. Implement the use of fillable forms for part-time temporary contracts.
3. Provide diversity training for faculty and staff.
4. Update hiring process to include Pre-Employment Background Check policy.
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
Sherry Carley
Djuana Carter
Larris Clark
James Crews
Lynda Dickson, A.D., CAP-OM
Geneva Dykes
Clyde English
Leo English
Barbara James
Bo Little
McLain, David
Dave McQueen
Valarie Morris
Johnnie Redd
Fannie Reed
Lessie Remble
Kenneth Shaw
Anita Taylor
Dianne Tillman
Gary Van Wert
Miranda Wallace
Frank Zator
The Physical Plant Department staff works diligently to make sure the facilities at the College are maintained including the baseball and softball fields. Throughout the year, different divisions or departments request help 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 seating 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 and submitted to LCTCS and the Board of Regents. HVAC technicians work to maintain the cooling and heating for the campus.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Lynda Dickson, IAAP Pelican Chapter Member of the Year
Lynda Dickson, 2012-2013 BPCC Staff Senate President

**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 Senate - Excel Tips, Nov 2012  
2) Staff Development - "Leadership, Diversity, and Change: Can You Handle the Heat?", Jan 2013  
3) Staff Development - Faculty and Staff Mentoring, Jan 2013  
4) Staff Senate - Competent Communicator, Mar 2013  
5) Staff Senate - Identity Theft, Apr 2013 | 1) "Employee Mentoring", July 2012, Pelican Chapter (Shreveport) IAAP  
2) "Human Resources Processes", Oct 2012, Pelican Chapter (Shreveport) IAAP  
3) "Using PowerPoint to Enhance Presentations", Nov 2012, Pelican Chapter (Shreveport) IAAP  
4) "Social Media for Business Communications", Jan 2013, Pelican Chapter (Shreveport) IAAP  
5) "Expanding Your Vision", Feb 2013, Pelican Chapter (Shreveport) IAAP  
6) "Getting to the Heart of the Matter", Mar 2013, Pelican Chapter (Shreveport) IAAP  
7) "Leadership Competencies", Apr 2013, Pelican Chapter (Shreveport) IAAP Administrative Professionals Day Luncheon and Seminar  
8) 'Admin City Limits", May 2013, Texas-Louisiana Division Meeting and Education Forum, Austin, TX |  |

Daniel Opperman

**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>Provide opportunities to Physical Plant staff for review of safety</td>
<td>Equipment manuals and MSDS information are</td>
<td>Physical Plant staff are aware of safety</td>
<td>Continue to provide</td>
<td>Provide information to the custodial staff on all safety</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
<td>Strategy(ies) for the Future</td>
</tr>
<tr>
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</tr>
<tr>
<td>Increase the efficiency of the method of prioritizing and following up on requests.</td>
<td>BPCC Report Card; completed work orders</td>
<td>Maintenance Requests are handled by the date requested by staff or faculty.</td>
<td>Continue to provide services as needed.</td>
<td>Increase the efficiency in the method of prioritizing maintenance requests submitted by faculty and staff.</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 requests handled by phone or in person.</td>
<td>No changes necessary.</td>
<td>Increase use of electronic form for all requests.</td>
</tr>
<tr>
<td>Increase the awareness to faculty and staff of the importance of submitting requests in a timely manner.</td>
<td>Maintenance Requests are submitted online through the Physical Plant webpage.</td>
<td>Faculty and staff are aware of the need to complete an online maintenance request.</td>
<td>Send a campus wide email each semester of this policy.</td>
<td>Increase awareness of electronic form for all maintenance requests from faculty and staff.</td>
</tr>
<tr>
<td>Monitor College landscape and grounds to enhance the learning environment.</td>
<td>Staff are assigned to oversee the maintenance of the grounds through an outside vendor.</td>
<td>Outside vendor secured to maintain grounds and landscape.</td>
<td>Department staff maintain the softball and baseball fields.</td>
<td>Monitor College grounds and landscape to ensure a positive learning environment.</td>
</tr>
<tr>
<td>Increase the efficiency of the vanpool service to meet the needs of students.</td>
<td>Number of van routes. 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>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Physical Plant Department employees work together to provide a safe and clean learning environment. The Director prioritizes the maintenance needs for the campus and the department handles all requests quickly and efficiently. Vanpool drivers are alert and make sure all their students are transported safely and on time.

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 local community. As our campus ages, preventative maintenance will be a priority.
Division of Business Affairs and Economic Development
Purchasing, Receiving, and Property Control

EMPLOYEE LISTING

Professional, unclassified staff
Gayle Doucet, B.S.
Wayne Villemarette
Chad Johnston, B.S.

Classified staff
Martha Peters
Les Gongre, A.B.A.

DIVISION SUMMARY

The Purchasing Department is comprised of the following areas: Purchasing, Receiving, Property Control/Inventory. We achieved our goal of providing quality and timely services to the faculty and staff while adhering to Louisiana Law in reference to procurement laws.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gayle Doucet</td>
<td>Christmas Faculty/Staff</td>
<td>North Louisiana Chapter of</td>
</tr>
<tr>
<td></td>
<td>Luncheon/Meeting - 12/13/12</td>
<td>NIGP Conference - Baton Rouge, LA</td>
</tr>
<tr>
<td></td>
<td>Planning Council Partnership</td>
<td>11/5/12 - 11/18/12</td>
</tr>
<tr>
<td></td>
<td>Safety Committee - 2012 - 2013</td>
<td>NIGP - 2011 - 2012</td>
</tr>
<tr>
<td></td>
<td>Ethics Training for Public Servants - 2013</td>
<td></td>
</tr>
<tr>
<td>Wayne Villemarette</td>
<td>Senate member - 2012 - 2013</td>
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</tr>
<tr>
<td></td>
<td>BPCC Committees on Committees - 2012 - 2013</td>
<td></td>
</tr>
</tbody>
</table>
### Strategic Planning

**Department Measurable Strategy**

Increase overall satisfaction by 5%.

**Performance Indicators**

BPCC report card results.

**Assessment Results**

Once a requisition is entered the turn around time consists of approvals, price check and determination of a bid process.

The processing of a contract consists of requisition approval, correct information and required signatures. A contract may need approval from Baton Rouge which could lead to a delay in the process.

**Changes Based on Assessment Outcomes**

Work toward the communication process.

**Strategy(ies) for the Future**

Continue to assist faculty and staff with purchasing process and procedures.
<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 assistance with the new Banner Software</td>
<td>BPCC report card results.</td>
<td>Providing assistance with the new software has enabled a smoother transition process.</td>
<td>Additional training continues to be provided for the new Banner Software.</td>
<td>Continue to assist faculty and staff with the Banner Software.</td>
</tr>
<tr>
<td>Attend professional development opportunities provided to the staff.</td>
<td>Number of workshops, seminars and professional workshops attended.</td>
<td>Two workshops were attended. Each person received certificate of attendance.</td>
<td>Continue to attend the workshops and seminars offered</td>
<td>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 basis.</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>Assist faculty and staff with purchasing process and procedures.</td>
<td>BPCC report card results.</td>
<td>Provided assistance has resulted in accurate paperwork for a more timely delivery process.</td>
<td>Providing the assistance needed to eliminate the delay in the overall departmental purchasing process.</td>
<td>Continue to assist faculty and staff with purchasing process and procedures.</td>
</tr>
</tbody>
</table>

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall, the Purchasing Department had a successful year. Our goal of maintaining a continuous supply of goods and services necessary to support the BPCC community was accomplished. We sent out information to the campus community via email to keep everyone updated on changes to policy and procedure. The Purchasing Department seeks to continuously improve customer relations with our faculty and staff. We have promoted training within our department to increase our working knowledge so as to help our customers (faculty and staff) with their requests.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to assist faculty and staff with the Banner Software and purchasing process procedures.
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, B.S.
Angie Cao, B.A.

DIVISION SUMMARY

Student Services has had a successful 2012-2013 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 an integral part in the growth and expansion of the College. This division consists of six (6) departments: Admissions/Registrar, Financial Aid, Athletics, Student Life, Recruiting, and Career Services (Academic Advising, 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 entire 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 the Student Support Specialist. This year the Administrative Coordinator 4 moved into the unclassified position of Student Support Specialist. 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 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 with 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. Furthermore, Student Services has continued its partnerships with Innovative Learning helping to ensure that high-risk students have the same opportunities as other students to receive a rewarding educational experience. We also have continued
our partnership with Community Renewal, and the Office of Student Life has engaged our students in several activities to promote this partnership.

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, as in every year, Student Services has had 100% participation in community service activities including but not limited to the following: Community Renewal Barksdale Annex Friendship House Easter Egg Hunt, volunteers of America Independent Lodge Christmas Decoration/Tree Lighting, Month of the Military Child, Life Share Blood Center drives, Operation Santa Claus, the Lawson Brandon Memorial Baseball Tournament, Sign Up Saturday, Sutton's Children's Hospital visits, Shriners Hospital for Children visits, and the Susan G. Komen "Pink Out Baseball" game. In addition to community service, professional development is an important aspect of the Student Services Division. This year we had 100% participation in professional development activities in all departments. A detailed listing of these professional development activities are listed in each department's annual report.

ADVANCED DEGREES OR CERTIFICATIONS

Denise Morgan received a Bachelor's degree in Business Administration from Louisiana State University-Shreveport in December 2012.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
Scholarship Committee Ex-Officio
Sexual Harassment Committee Ex-Officio
Student Life Committee Ex-Officio
Student Technology Fee Committee Ex-Officio
Cavalier Athletic Foundation Registered Agent
Foundation of Excellence
Council on Law in Higher Education
Staff Senate
Academic Advising Task Force
Service Delivery Committee
Community Renewal International
Student Services Initiatives

Denise Morgan
CAPP Workshop-October, 2012
Department of Environmental Health and Safety: General Safety Rules-February, 2013
CIS Advisory Board-February, 2013
CPTP Preventing Sexual Harassment-March, 2013
Lt. Walt Hollis: "Identity Theft"-April, 2013
HR Form Training-June, 2013
Retention Committee
Staff Senate

Angie Cao
Rachel Carter: "Banner Professional Development Workshop"-July, 2012
CAPP Workshop-October, 2012
CPTP Preventing Sexual Harassment 2013-March, 2013
Rachel Carter: Banner Roundtable Discussion: "What Do You Need To Know?" - March, 2013
Dr. Charles Schroeder: Service Excellence Workshop-March, 2013
Lt. Walt Hollis: "Identity Theft"-April, 2013
HR Form Training-June, 2013
Multicultural Affairs Committee
Staff Senate


STRATEGIC PLANNING

Department Measurable Strategy
Revise scholarship deadlines in order to enable faculty and staff to attend all high school award ceremonies and convocations.

Performance Indicators
Number of high school award ceremonies and convocations attended by faculty and staff in spring 2013.

Assessment Results
This strategy was partially met. BPCC personnel attended six high school award ceremonies this year.

Changes Based on Assessment Outcomes
Involve more faculty and staff in this process.

Strategy(ies) for the Future
Expand the number of high school award ceremonies attended for 2013-2014.
<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>Create Learning Outcomes for the Student Services Division via a professional development seminar.</td>
<td>Number of Learning Outcomes created during the seminar.</td>
<td>This strategy was not met.</td>
<td>We will have frequent Student Services supervisor meetings in 2013-2014 in order to create and implement Learning Outcomes for each area.</td>
<td>Complete Learning Outcomes for all departments in the Student Services Division.</td>
</tr>
<tr>
<td>Institute improvements based on the Foundations Of Excellence Self-Study recommendations.</td>
<td>Improvements shown on future Foundations of Excellence studies.</td>
<td>Through the Service Delivery Committee, recommendations which include FOE recommendations are being discussed and will be implemented in 2013-2014.</td>
<td>None</td>
<td>Continue discussions with the Service Delivery Committee and the FOE Director to improve customer service campus-wide.</td>
</tr>
<tr>
<td>Pursue other avenues for a Call Center such as Perceptis to better serve our students.</td>
<td>Implementation of a Call Center by fall 2012.</td>
<td>The College engaged Perceptis, a Call Center, to answer phones for Admissions and Financial Aid.</td>
<td>Because of the vast amount of calls answered by Perceptis and the cost attached, we are going to reduce the amount of calls sent to Perceptis, and we are engaging the help of staff across the campus to help us in answering all calls.</td>
<td>Reduce the amount of calls answered by Perceptis by sending them only the overflow calls from Admissions and Financial Aid.</td>
</tr>
</tbody>
</table>
Department Measurable Strategy
Enhance the partnership with Innovative Learning to continue to serve the high risk student population and to increase high risk student enrollment and retention.

Performance Indicators
Number of high risk students enrolled in the College from area high schools by spring 2013.

Assessment Results
Approximately 600 high risk students enrolled by spring 2013.

Changes Based on Assessment Outcomes
None

Strategy(ies) for the Future
Continue the partnership with Innovative Learning to increase high risk student enrollment and retention.

Department Measurable Strategy
Advocate that 100% of Student Services staff attend at least one of the Crisis Intervention Seminars.

Performance Indicators
Number of Student Services staff attending the Crisis Intervention seminars

Assessment Results
This year, the Crisis Intervention Team leader left for a position in another state. No seminars were presented. The Dean of Behavioral and Social Sciences has become the leader of this team. She is working on seminars for faculty and staff.

Changes Based on Assessment Outcomes
None

Strategy(ies) for the Future
Encourage staff to participate in the Crisis Intervention Seminars.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
The Student Services Division had a successful 2012-2013 year. Financial Aid awarded $16,302,497 in federal Pell grants, $114,149.00 in federal Work Study, $11,297,203.00 in federal Stafford subsidized loans, and $11,635,380.00 in federal Stafford unsubsidized loans. In Athletics, for fall 2012, five student-athletes finished the semester with a 4.00 grade point average, and twenty-nine student-athletes finished the semester with a 3.00 grade point average or higher. In spring 2013, seven student-athletes finished the semester with a 4.00 grade point average, and twenty-seven student-athletes finished the semester with a 3.00 or higher grade point average. Eight student-athletes graduated in spring 2013, and eight student-athletes will graduate in summer 2013. The number of student-athletes receiving academic awards and sports awards is outlined in the Athletic Department Annual Report. Recruiting served over 9,000 prospective students and conducted tours for over 300 individuals and to twelve groups/organizations for 2012-2013. Student Life hosted many activities for our students including but not limited to the BPCC Talent Show, Homecoming, Fall and Spring Family Fests, the Ms. BPCC and Miss Tiny Cavalier Pageant, the Something New and Different (SNAD) Series, and Fun Day. In addition, this department assisted with ULM Day @ BPCC, NSU @ BPCC Fun Day, and traveled to Baton Rouge for the LCTCS Day at the capitol. Admissions attended numerous trainings for Banner, and processed over 12,000 applications. Academic Advising, a component of Career Services, advised 11,157 students in 2012-2013 and worked with Financial Aid to complete over 380 Academic Plans and Resets. Angie Cao, in conjunction with her newly formed Disability Services Student Success Team, proctored fifty-one tests in summer 2012, 390 tests in fall 2012, and 334 tests in spring 2013. In the Office of the Vice Chancellor, Denise Morgan assisted students with 284 student issues, 239
miscellaneous issues, fifty-three student crisis situations, twenty-three military mobilizations, and helped Admissions answer the numerous telephone calls they receive.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Create Learning Outcomes for all departments in the Student Services Division.
Implement Service Delivery customer service standards campus-wide.
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.
Debra Hampton, AAS, AGS
Lalandra Michelle Harrison
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 Office continues to be instrumental in advance registration, general registration and graduation. The Registrar had an essential part in conferring 1,176 credentials for the academic year 2012-2013. There were 814 students who received credentials for the 2012-2013 school year. The College awarded 655 associate degrees, 334 certificates and technical diplomas, and 187 technical competency areas.

The Assistant Registrar took over the responsibilities for the Registrar from October 23, 2012-April 5, 2013 due to medical leave. The Assistant Registrar did an exemplary job while leading the staff through the changes that came with Ellucian.

The implementation of Ellucian continued during the academic year 2012-2013, with all staff, faculty and administration being involved. The Admissions/Registrar's staff continued to receive training on the Ellucian system.
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 2012, fall 2012, and spring 2013. The summer 2012 enrollment was 2,851, fall 2012 enrollment was 7,917 and spring 2013 enrollment was 7,875.

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 2012-2013 academic year. The staff attended professional development opportunities on campus and off campus.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Katherine Sanders received the 2013 Outstanding Professional Staff 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>Jennifer Barnes</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Customer Service Overview-WBT, March 25, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Customer Service Interacting with Customer-WBT, April 2, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Dealing with Difficult People-WBT, April 2, 2013</td>
</tr>
<tr>
<td>Richard Cockerham</td>
<td>“Where Does the Data Go?” April 12, 2013</td>
<td>Ellucian International Student Training January 21, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Preventing Sexual Harassment January 21, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Preventing Sexual Harassment February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Student Communications April 24, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Letter Generation May 7, 2013-May 9, 2013</td>
</tr>
<tr>
<td>Michelle Harrison</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discuss Automated Process May 13, 2013</td>
</tr>
<tr>
<td>Cecilia O’Conner</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ellucian Training on Admissions Records April 8, 2013</td>
</tr>
<tr>
<td>Katherine Sanders</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ellucian Training on Admissions Records April 8, 2013</td>
</tr>
<tr>
<td>Patricia Stewart</td>
<td>“Where Does the Data Go?” April 12, 2013</td>
<td>Recruitment/Admissions Core Team Meeting September 25, 2012-September 26, 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Records/Registration Core Team Meeting October 9, 2012-October 11, 2012</td>
</tr>
<tr>
<td>Tiesha Williams</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discuss Automated Process May 13, 2013</td>
</tr>
<tr>
<td>Katlin Womack</td>
<td></td>
<td>CPTP Preventing Sexual Harassment 2013, February 27, 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPTP Customer Service Overview-WBT, April 1, 2013</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Explore options available for professional conferences and meetings which pertain to International students.</td>
<td>Number of conferences and meetings attended pertaining to International students.</td>
<td>This has not been achieved for the 2012-2013 academic year.</td>
</tr>
<tr>
<td>Design a Web based Admissions/Registrar's Survey by spring 2013.</td>
<td>Survey and survey results.</td>
<td>This has not been achieved for the 2012-2013 academic year.</td>
</tr>
<tr>
<td>Expand the use of the Web application to all new/returning and transfer students.</td>
<td>Number of web applications processed</td>
<td>This has been achieved through the implementation of Banner.</td>
</tr>
<tr>
<td>Revise the current web application process and implement a more student-friendly process by spring 2013.</td>
<td>Number of web applications completed by spring 2013.</td>
<td>This has been achieved through the implementation of Banner.</td>
</tr>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Admissions/Registrar's office had a successful 2012-2013 academic year. The office staff worked extremely hard to meet the new demands of the Banner system. The office staff worked hard to keep up with the increased enrollments for the 2012-2013 academic year.

The office had a rating of 2.90 for the BPCC Report Card.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Promote professional development.
Continue training for the Ellucian system.
Division of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff
Karen Recchia, M.Ed
Martha Belk
Anthony Forrest, B.S
Melissa France, B.S
Tony French, B.S
Ashley Grisham, B.S, M.Ed
Aaron Vorachek, B.S, M.S
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 2012-2013 year as evidenced by the following accomplishments: one hundred percent of the staff participated in professional development seminars and workshops; in fall 2012 five (5) student-athletes finished the semester with a 4.00 grade point average, and twenty-nine (29) student-athletes finished the semester with a 3.00 grade point average or higher; in spring 2013 seven (7) student-
athletes finished the semester with a 4.00 grade point average, and twenty-seven (27) student-athletes finished the semester with a 3.00 grade point average or higher; eight (8) student-athletes graduated in spring 2013, and eight (8) student-athletes graduated in summer 2013.

Baseball
Thirty-eight (38) student-athletes participated in 2012-2013.

GPA
Fall 2012 - 3.057: two (2) student-athletes with a 4.00 and fourteen (14) student-athletes with a 3.00 or higher
Spring 2013 - 3.512: four (4) student-athletes with a 4.00 and fourteen (14) student-athletes with a 3.00 or higher
Cumulative 3.285

Twelve (12) graduates - Three (3) transfers
Three receiving a scholarship to Southern Arkansas University
One receiving a scholarship to Southern - Baton Rouge
One receiving a scholarship to Northwestern State University
One receiving a scholarship to University of Louisiana - Monroe
One receiving a scholarship to Louisiana State University - Shreveport
One walking on at University of Arkansas
One walking on at University of Louisiana - Monroe

One student-athlete receiving the NJCAA Award for Exemplary Academic Achievement
Two student-athletes Region XIV Conference All-Academic Team
Five student-athletes All Conference Baseball Second Team
One student-athlete All Conference Baseball First Team
One student-athlete Region XIV Freshman of the Year
Two student-athletes NJCAA Men's Baseball All Region XIV
The Baseball team made it to the quarter finals in the Region XIV Baseball Tournament

Community Service
Unloaded cookie dough for Apollo Elementary
BPCC Christmas Show clean up
Lawson Brandon Memorial Baseball Tournament
Sign Up Saturday
BPCC 100
Shreve Memorial Library Book Sale
Sutton's Children's Hospital
Shriners Hospital for Children
Basketball
Twenty-four (24) student-athletes participated in 2012-2013

GPA
Fall 2012 - 2.825: two student-athletes with a 4.00 and four student-athletes with a 3.00 or higher
Spring 2013 - 2.441: one student-athlete with a 4.00 and four student-athletes with a 3.00 or higher
Cumulative 2.633

One graduate - Three transfers
One receiving a scholarship to Mid American Nazarene University
One transferring to Centenary College

One student-athlete receiving the NJCAA Award for Superior Academic Achievement

Community Service
Shreve Memorial Library Book Sale
BPCC 100

Softball
Fall 2012 - 2.888: one student-athlete with a 4.00 and eleven student-athletes with a 3.00 or higher
Spring 2013 - 3.179: two student-athletes with a 4.00 and nine student-athletes with a 3.00 or higher
Cumulative 3.033

Three graduates - four transfers
One receiving a scholarship to Southern Arkansas University
One receiving a scholarship to Central Baptist University - Arkansas
One receiving a scholarship to University of Arkansas - Monticello
Two pursuing criminal justice degrees at Northwestern State University
One pursuing nursing degree at BPCC

Two student-athletes Region XIV Conference All-Academic Team

Community Service
Sign Up Saturday
BPCC Christmas Play
Concession workers - BPCC baseball, basketball, and softball games

BPCC Cavalier Athletic Foundation
President, Billy Wayne Montgomery; Vice President, Jeff Wiese; Secretary, Keith Roberison; Treasure, Pat McConathy; board members Bob Griffin, Darrell Rebouche, Robert Pou, Andy Shehee, Luke Turner, Ryan Thompson, and ex-officio Ray Tromba. The Cavalier Athletic Foundation help 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>2012-2013 BPCC Planning Council</td>
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<td>2012-2013 Athletic Council</td>
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<td>2012-2013 Student-Athlete Council</td>
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<td></td>
<td>2012-2013 Staff Senate member</td>
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<td></td>
<td>Banner Professional Development Workshop</td>
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<tr>
<td>Melissa France</td>
<td>2012-2013 Financial Aid Appeals Committee</td>
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<td></td>
<td>Banner Professional Development Workshop</td>
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<td></td>
<td>&quot;FAQs About Financial Aid&quot;</td>
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<tr>
<td>Anthony Forrest</td>
<td>2012-2013 - BPCC Retention Committee</td>
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<td>2012-2013 Athletic Council</td>
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<td>CAPP and Banner</td>
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<tr>
<td></td>
<td>Banner Professional Development Workshop</td>
<td></td>
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<tr>
<td>Ashley Grisham</td>
<td>2012-2013 Athletic Council</td>
<td>Region XIV Softball - Mt. Pleasant, TX</td>
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<tr>
<td></td>
<td>Banner Professional Development Workshop</td>
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<tr>
<td></td>
<td>&quot;FAQs About Financial Aid&quot;</td>
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<td></td>
</tr>
<tr>
<td>Tony French</td>
<td>2012-2013 Athletic Council</td>
<td></td>
</tr>
<tr>
<td>Aaron Vorachek</td>
<td>2012-2013 Athletic Council</td>
<td>Region XIV Baseball - Waco, TX</td>
</tr>
<tr>
<td></td>
<td>Administration of the Community College Survey of Student Engagement</td>
<td>Region XIV Baseball - Lufkin, TX</td>
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<tr>
<td></td>
<td></td>
<td>Online Course Component American Red Cross</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

278
Department Measurable Strategy
Continue to have open meetings and discussions with the Student-Athlete Council regarding ways to promote academics, improve retention, and enhance the overall college experience.

Performance Indicators
Feedback from council members and graduation rates for the Athletic Department.

Assessment Results
Feedback and ideas from council members were used to enhance the Athletic Department retention.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Continue to stress the importance of class attendance and to strive for higher GPA’s.

Department Measurable Strategy
Offer professional development opportunities for coaches and staff members.

Performance Indicators
Number of athletic personnel attending professional development opportunities.

Assessment Results
All coaches and staff members attended required professional development opportunities.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Continue to offer professional development opportunities for coaches and staff members.

Department Measurable Strategy
Promote coach-monitored student-athlete study hall.

Performance Indicators
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.

Assessment Results
All student-athletes fulfilled requirements for study-hall.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Continue coach-monitored student-athlete study hall.

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 hours and monthly grade checks monitored by the coaching and athletic staff. Continued education opportunities regarding compliance with ever changing NJCAA rules and regulations. Continued monthly meetings with the Athletic Student Council regarding ways to promote academics in order to improve retention and the overall college experience.
DIVISION SUMMARY

Career Services was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2012-2013 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 the needs of their jobs 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 receive proper classroom modification and serves as a liaison between faculty and students. Students also receive 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 enlists 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 assures that all hearing impaired students have access to interpreters at all times while in class.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Kathy Busch
   Bossier Chamber of Commerce Diplomat Team of the Year, Captain
   Bossier Chamber of Commerce Diplomat Team of the 1st& 4th Quarter, Captain
   Bossier Chamber of Commerce Spirit Award, September, 2012

Morris Robinson
   Award or Honor: Office of Civil Rights Evaluation Team Member Date: April 23-25, 2013
   BPCC Disabilities Services Program (recognized for outstanding work with students on ventilators by: Children’s Hospital of New Orleans La.) Date: May 17, 2013

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“Social Media Options: What Can PR do for You?” April 2013</td>
<td>Economic Outlook of Bossier Parish, November 2012</td>
</tr>
<tr>
<td></td>
<td>“What Makes for a Competent Communicator?” March 2013</td>
<td>ADA Transitions and Legal issues Teleconference with the Office of Civil Rights in Dallas TX Date: August 2012</td>
</tr>
<tr>
<td></td>
<td>“Identity Theft” April 2013</td>
<td>Meeting with Education Consultant Children’s Hospital (Ventilator Assisted Care Program) New Orleans La. Date: May 2013</td>
</tr>
<tr>
<td>Cynthia Robinson</td>
<td>“Banner Roundtable Discussion: What Do You Need to Know?” March 21, 2013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>“What Makes for a Competent Communicator?” March 2013</td>
<td></td>
</tr>
<tr>
<td>Morris Robinson</td>
<td>La. Rehabilitation Services (Services for the Disabled Student) Date: August 2012</td>
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<tr>
<td></td>
<td>Independent Living for people with disabilities Date: September 2012</td>
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<tr>
<td></td>
<td>Family Helping Families (Assisting Families with Disabilities) Date: September 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Louisiana Rehabilitation Services (Assisting the Disabled Student) Date: January 2013</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Family Helping Families (Assisting Families with Disabilities) Date: February 2013</td>
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<td>Louisiana Association for the Blind (Assistive Technology for the Blind) March 2013</td>
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<td>Shreveport Parks and Recreation (Therapeutic Recreation Events) April 2013</td>
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<tr>
<td></td>
<td>“Identity Theft” April 2013</td>
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</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Morris Robinson - Services of the Disability Student - August 2012
### 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>Evaluate the effectiveness of the technologies available to students with disabilities.</td>
<td>Number of students with disabilities who utilize assistive technology</td>
<td>A total of 179 students utilized assistive technology during the June 2012 - May 2013 academic year</td>
<td>None</td>
<td>Continue offering services as needed to students with disabilities</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>No survey was given</td>
<td>Make students aware of survey</td>
<td>E-mail and send postal notices about survey</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 participated in 2011-2012.</td>
<td>The Disability Services Counselor and Disability Services Advisor participated in a total of thirteen professional development opportunities.</td>
<td></td>
<td>Share information concerning professional development opportunities and information</td>
</tr>
<tr>
<td>Offer monthly meetings and seminars to help students with disabilities recognize the valuable resources available to them.</td>
<td>Number of students who attended seminars for students with disabilities</td>
<td>A total of 132 students attended the monthly meeting of ADAPTS. Many students are unable to attend the meetings.</td>
<td>Increase methods of student &quot;attendance&quot;</td>
<td>Check into the possibilities of offering disability information to students through additional social media.</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, 410 worker applications, and offered thirty-six (36) interview skills and resume writing seminars and/or classroom presentation. The Office of Disability Services accommodated twenty-two (22) students with disabilities during the summer of 2012, and eighty-four (84) students with disabilities for the fall of 2012. During the spring 2013 semester, seventy-three (73) students were granted accommodations. 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  
Melissa Spilker  
Kaycie Hicks

DIVISION SUMMARY

The Financial Aid office worked very hard 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. The Financial Aid Office awarded $16,302,497.00 in federal Pell grants, $114,149.00 in federal Work-Study, $11,297,203.00 in federal Stafford subsidized loans, and $11,635,380.00 in federal Stafford unsubsidized loans along with various other state grants, academic/athletic scholarships, waivers, and third-party scholarships.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vicki Temple</td>
<td>Banner Training via web-ex</td>
<td>Banner Training Baton Rouge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FSA Conference - Orlando, Florida</td>
</tr>
</tbody>
</table>
**STRATEGIC PLANNING**

**Department Measurable Strategy**
Encourage staff members to participate in professional development opportunities.

**Performance Indicators**
- Attendance/participation records indicating staff members who attended or participated in professional development events.

**Assessment Results**
- Staff members attended at least two professional development events.

**Changes Based on Assessment Outcomes**
- No changes

**Strategy(ies) for the Future**
Continue to encourage staff members to participate in professional development opportunities by making sure staff members are aware that attending professional development opportunities is acceptable, even when the workload does not allow time for such events.

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<table>
<thead>
<tr>
<th>Name</th>
<th>Event(s)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quintina Miles</td>
<td>CAPP Workshop, Banner Training</td>
<td>LASFAA Fall Conference - Shreveport, LA</td>
</tr>
<tr>
<td>Jon Carter</td>
<td>Banner Training, CAPP Workshop</td>
<td>LASFAA Fall Conference, Bossier City, LA</td>
</tr>
<tr>
<td>Mary Myers</td>
<td>Banner Training</td>
<td>LASFAA Fall Conference, Bossier City, LA</td>
</tr>
<tr>
<td>JoAnn Barger</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
</tr>
<tr>
<td>Alice Joseph</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
</tr>
<tr>
<td>Tamekia Lewis</td>
<td>Banner Training</td>
<td>LASFAA Fall Conference, Bossier City, LA</td>
</tr>
<tr>
<td>Yvonne Taylor</td>
<td>Service Excellence</td>
<td>Banner Training, Monroe, LA</td>
</tr>
<tr>
<td>Melissa Spilker</td>
<td>Banner Training</td>
<td>LASFAA Boot Camp, Bossier City, LA</td>
</tr>
<tr>
<td>Kaycie Hicks</td>
<td>Banner Training</td>
<td>Banner Training, Monroe, LA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LASFAA Boot Camp, Bossier City, LA</td>
</tr>
</tbody>
</table>
**Department Measurable Strategy**

Plan, evaluate, and utilize electronic survey assessments.

**Performance Indicators**

Responses received via the electronic version of the Satisfaction Survey and changes implemented.

**Assessment Results**

Did not implement electronic survey assessments due to overwhelming issues with new Banner implementation.

**Changes Based on Assessment Outcomes**

No electronic surveys are available in Banner at this time.

**Strategy(ies) for the Future**

Look for other electronic means to complete surveys.

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**Department Measurable Strategy**

Host the FAFSA Marathon in April and invite all students, including high school students and parents.

**Performance Indicators**

Total student/parent attendance at financial aid awareness events.

**Assessment Results**

FAFSA Marathon held April 24, 25, 26. 67 students attended the event and completed a FAFSA.

**Changes Based on Assessment Outcomes**

No changes

**Strategy(ies) for the Future**

Utilize the attendance records from the event to determine if more or less dates are needed for next year.

---

**Department Measurable Strategy**

Plan, evaluate, and utilize assessment outcomes

**Performance Indicators**

Improvements implemented based upon assessment outcomes.

**Assessment Results**

Did not implement new assessment tools

**Changes Based on Assessment Outcomes**

No changes

**Strategy(ies) for the Future**

Implement new assessment tools

---

**Department Measurable Strategy**

Complete Banner implementation for the next award year so that early packaging should be achieved.

**Performance Indicators**

Completion of Banner implementation and date of early packaging.

**Assessment Results**

Banner implemented and early packaging for fall 2013 began on April 1, 2013.

**Changes Based on Assessment Outcomes**

No changes

**Strategy(ies) for the Future**

Continue to use the Banner system for early packaging.

---

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Financial Aid office had a very successful year processing record dollar amounts of financial aid while implementing new processes via Banner. We have faced many challenges because of changes in regulations for the federal programs, implementing a new computer system, and implementing a new Satisfactory Academic Progress policy. The entire staff of the Financial Aid office strives to provide our students with financial aid packages that will ensure they meet their educational goals.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Continue to utilize the Banner system and learn the procedures that will allow us to completely automate those financial aid processes that are
currently considered a "manual" process such as: monitoring Satisfactory Academic Progress for students who appeal, the federal work-study authorization process, and posting TOPS awards for summer.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Boyd, Janine, B.S.
Henley, Lacey, A.S.
Herren, Angela, A.S.
Washington, Jerona, 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 staff visited students from ninety-seven (97) high schools.

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 to twelve groups/organizations during the summer, fall, and spring semesters. Classroom presentations as well as lunch time visits were also made to area schools. 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 LACRAO (Louisiana Association of Collegiate Recruiters and Admissions Officers) Articulation Workshops and distributed information about the College to the high school counselors. The staff also attended the LACRAO State Conference held in Baton
Rouge, 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
Student Technology Fee Committee

Lacey Henley
Cavalier Connection (New Student Orientation) Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers
Retention Committee

Angela Herren
Cavalier Connection (New Student Orientation) Committee, chair
Graduation Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers
Online New Student Orientation Committee
Planning Council
Student Life Committee

Jerona Washington
Cavalier Connection (New Student Orientation) Committee
Financial Aid Appeals Committee
Louisiana Association of Collegiate Recruiters and Admissions Officers
Service Delivery Committee

The staff participated in eleven community service projects.

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>Boyd, Janine</td>
<td>BRM Training via WebEx (2) - July 2012</td>
<td>BRM Training (2) - Alexandria, LA - October 2012</td>
</tr>
<tr>
<td></td>
<td>ConnectEdu via Webinar - July 2012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ConnectEdu via Webinar - August 2012</td>
<td></td>
</tr>
</tbody>
</table>
Annual Safety Seminar - August 2012
Child Abuse Reporting - August 2012
Financial Aid FAQ Workshop - January 2013

Henley, Lacey
Annual Safety Seminar - August 2012
Child Abuse Reporting - August 2012
Student Communication - January 2013

Herren, Angela
BRM Training via WebEx (2) - July 2012
Banner Training - July 2012
Annual Safety Seminar - August 2012
Child Abuse Reporting - August 2012
BRM Training via WebEx - November 2012
Financial Aid FAQ Workshop - January 2013
Service Excellence Workshop - March 2013

Washington, Jerona
BRM Training via WebEx (2) - July 2012
Banner Training - July 2012
Annual Safety

LACRAO Articulation Workshop - Monroe, LA - September 2012
LACRAO State Conference - Baton Rouge, LA - November 2012
LAHEC Summit - Baton Rouge, LA - July 2012
LACRAO Articulation Workshop - Monroe, LA - September 2012
BRM Training - Alexandria, LA - October 2012
LACRAO State Conference - Baton Rouge, LA - November 2012
LACRAO Annual Conference - Baton Rouge, LA - November 2012

STRATEGIC PLANNING

Department Measurable Strategy
Promote BPCC through social networking sites.

Performance Indicators
Number of requests from the site.

Assessment Results
BPCC has acquired over 1,000 friends on the RecruitMeBPCC facebook page. Announcements and posts are created weekly for our fans.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Continue to promote BPCC and recruiting efforts through social media.

Department Measurable Strategy
Promote professional development to enhance productivity and knowledge within the department.

Performance Indicators
Number of professional development opportunities attended by the staff members.

Assessment Results
The staff, as a whole, attended twenty-nine (29) professional development opportunities.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Continue to promote professional development to enhance productivity and knowledge within the department.

Department Measurable Strategy
Create an evaluation tool for prospective students.

Performance Indicators
Number of evaluations returned to the department.

Assessment Results
Twenty-five per cent of campus tour

Changes Based on Assessment Outcomes
Consider implementing an email evaluation

Strategy(ies) for the Future
Continue to implement a campus visit evaluation and create an
Tabulated results as indicated on the returned evaluations. Evaluations were returned with 100% positive feedback as well as a mailed email evaluation.

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 2012-2013 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 implement a campus visit evaluation and create an email evaluation. Promote professional development to enhance productivity and knowledge within the department. Promote BPCC and recruiting efforts through social media.
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

The Office of Student Life had a very busy 2012-2013 year. Five new student organizations were chartered during this academic year: Deaf Cavalier Club, Global Connections Club, Student Engineering Society, Alpha Delta Nu Nursing Honor Society, and BPCC Acapella Club.

Also, the year was filled with events and activities at the College such as the BPCC Talent Show, Homecoming, Fall and Spring Family Fests, Ms. BPCC and Miss Tiny Cavalier Pageant, Something New & Different (SNAD) day each month, and Fun Day. The Department also assisted with three special projects this year: ULM Day @ BPCC, NSU @ BPCC Fun Day and the LCTCS Day at the Capital.

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, Month of the Military Child, 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 149 talent based scholarships in fall 2012 and 134 talent based scholarships in spring 2013. 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>
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</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Marjoree Harper, "We Got SNAD, Yes We Do ~ We Got SNAD, How Bout You?"; Association for the Promotion of Campus Activities Southcentral Region Conference; Corpus Christi, TX; November 15-18, 2012.

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>Utilize social media in a variety of ways to market Student Life at the College.</td>
<td>The number of posts made to Facebook and Twitter.</td>
<td>There were 237 posts made to Facebook and 0 posts made to Twitter.</td>
<td>Work with the Bossier Parish Community College Office of Public Relations to</td>
<td>To create a Twitter account for Student Life and to increase the number of posts made to Facebook.</td>
</tr>
<tr>
<td>Department Measurable Strategy</td>
<td>Performance Indicators</td>
<td>Assessment Results</td>
<td>Changes Based on Assessment Outcomes</td>
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</tr>
<tr>
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<td>-----------------------------</td>
</tr>
<tr>
<td>Utilize data from surveys to develop strategies to improve student services.</td>
<td>Improvements based on surveys.</td>
<td></td>
<td>No changes are needed at this time.</td>
<td>Continue to look for ways to improve the Office of Student Life.</td>
</tr>
<tr>
<td>Ensure that each Student Life staff member utilizes professional development opportunities.</td>
<td>Number of professional development events attended by staff members.</td>
<td>The staff participated in several professional development programs as indicated in the Professional Development section.</td>
<td>No changes are needed at this time.</td>
<td>Continue to make professional development opportunities available for staff members.</td>
</tr>
<tr>
<td>Create a Study Abroad program to enrich the out of classroom experience for students.</td>
<td>Creation of a Study Abroad program.</td>
<td>Two students (Raylynn Rist and Kaytlyn Remedes) attended the LCTCS/ AT&amp;T Global Seminar in Salzburg, Austria in May 2012. Marjoree Harper, Director of Student Life, attended the same seminar as an Advisor for the group.</td>
<td>Work with other LCTCS schools who have an existing Study Abroad Program.</td>
<td>Identify College courses that will count as credit for students attending the Study Abroad Program.</td>
</tr>
<tr>
<td>Create an online archive for Ms. BPCC pageants, BPCC Talent Shows, and student organizations at the College.</td>
<td>Creation of the archives</td>
<td>Online archives were created for the Ms. BPCC pageants and for the Bossier Parish</td>
<td>No changes are needed at this time.</td>
<td>Continue to archive Student Life events.</td>
</tr>
</tbody>
</table>
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Student Life is a vital part of Bossier Parish Community College. On a daily basis, the office staff serve as motivators, counselors, academic advisors, career counselors, organization advisors, supply clerks, equipment technicians, and problem solvers, just to name a few. No day is ever the same, and no job is ever too hard for our team. The joy in seeing a student on day one at Bossier Parish Community College and watching that same student walk across the stage at graduation several years later is what makes our job so special.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Create a Twitter account for Student Life at Bossier Parish Community College.
Updating the Cavalier Communication Center (C3) equipment.