River Parishes Community College

Institutional Effectiveness
Annual Unit Plans
Assessment Handbook

FY 2015-2016
(Year 1)

Institutional Effectiveness Annual Unit Plans 2015-2016

The focus of this document is on the implementation and assessment of RPCC Institutional Effectiveness (IE) Annual Unit Plans. "Institutional effectiveness is the systematic, explicit, and documented process of measuring performance against mission in all aspects of an institution." (SACS/COC Resource Manual). RPCC Unit Plans are developed to provide a roadmap for a systematic and ongoing process of collecting information to improve the overall effectiveness of the institution. The plans are grounded in the college mission of providing quality education to its students and, is guided by both the RPCC Strategic Plan and the Louisiana Community College System (LCTCS) LA Goals 2020.

Relationship between RPCC IE Strategic Plan and Louisiana Community and Technical College (LCTCS) Strategic Plan, LCTCS LA 2020 Goals, and RPCC Annual Unit Plans

RPCC IE Strategic Plan and institutional effectiveness assessment are both aligned with the college vision, mission and core college initiatives. There is often a symbiotic relationship between the two with commonly shared goals and, sometimes, assessment itself can become a strategic goal. However, institutional effectiveness planning is fundamentally different from strategic planning. While strategic planning is focused on repositioning the institution, institutional assessment is focused on the effectiveness and efficiency of institutional services and programs. It is outcomes oriented with the focus on continuous quality improvement. Unlike strategic planning, assessment planning does not end once an action item is completed; it continually revitalizes itself through reflection, reevaluation and renewal.

RPCC Annual Unit Plan goals and objectives are aligned with the College Mission "*River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees*", which includes the Core College Initiatives located in the RPCC IE Strategic Plan. In addition, the annual unit plans are aligned with the LCTCS Strategic Plan and Louisiana 2020 goals. The College's Annual Unit Plans involves administrators, faculty, and staff input from each of the college's administrative support unit including Academic Affairs, Finance and Administration, Institutional Advancement (Foundation)/Public Relations, Student Services and Workforce Development.

RPCC IE annual unit plan assessment is based on the unit plan implementation activities including, objectives, action steps, results, supporting documentation and improvements achieved. Data is collected to rate the results and inform the annual work plan for the coming year. In addition, assessment data are used to monitor how the five-year IE Strategic Plan is progressing. The products of the assessment are evaluation findings, summaries of how the strategic plan is progressing, and description of changes to program activities based on evaluation finding.

This assessment framework has been developed by the Office of Institutional Research and Effectiveness using various effectiveness models available in the assessment field. The following pages provide the guiding principles, description of assessment process flow, operational structure, a general timeline for implementation, a protocol for assessment, indicators for measuring effectiveness, and a sample list of assessment activities.

VISION:

As the premier post-secondary learning resource for the River Parishes, River Parishes Community College will be the destination of choice for education.

MISSION STATEMENT:

River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates, diplomas, and Associate Degrees.

CORE COLLEGE INITIATIVES:

RPCC serves its constituents through the following Core College Initiatives. These Core College Initiatives are central to the College's strategic planning and data are collected, reported, and are used in RPCC's continuous improvement processes. These Core College Initiatives are:

1. **Access** - Identify, assess, and meet community needs to promote and increase open access to the College.

   Provide students with appropriate education, training, and student services at moderate cost, convenient times, and accessible locations to increase their success in certificate, diploma, associate or baccalaureate studies or in the State's workforce.

2. **Student Success** - Enhance the quality of academic instruction through a continued focus on student learning outcomes assessment; and,

   Create campus environments that encourage better-quality learning experiences that reinforce the value of cultural and economic diversity, mutual respect, and each person's ability to become a more productive Louisiana citizen.

3. **Teaching Excellence** - create a campus culture that values teaching and learning and actively involves faculty in this process.

4. **Innovative Academic and Technical Education Programs-** identify educational and workforce programming needs in an ongoing manner of the region and offer programs to address those needs.

   Develop responsive, innovative education, training, and learning resource programs that prepare Louisiana citizens for immediate employment or transfer to two and four-year colleges and universities.

5. **Partnerships** - Strengthen mutually beneficial partnerships with secondary and other postsecondary institutions, business and industry, government agencies, economic development entities, and community-based organizations that leverage resources to expand educational opportunities for current and future students.

6. **Fundraising** - Develop new funding streams through annual, major gifts and capital campaigns through the RPCC Foundation and successfully apply to appropriate federal, state, and private grant programs to significantly enhance the mission and vision of the College.

7. **Resources** - Attract, recruit, retain and support exemplary faculty and staff; effectively manage resources allocated by the State for capital and operational expenses to support the mission of the College; and, make effective use of new and emerging technology to improve teaching and learning in the College's classrooms, laboratories, and telecommunication networks.

8. **Workforce Development** - Take a leadership role in economic development by providing student-centered workforce education and training in collaboration with local employers that strengthens the region's economy and workforce competitiveness.

   Supply Louisiana's business and industry with a well-educated, highly skilled workforce capable of improving the State's competitive advantage within the United States and throughout the global economy.

RPCC Five Year Comprehensive Unit Plan Goals 2015-2020 (2015-2016)

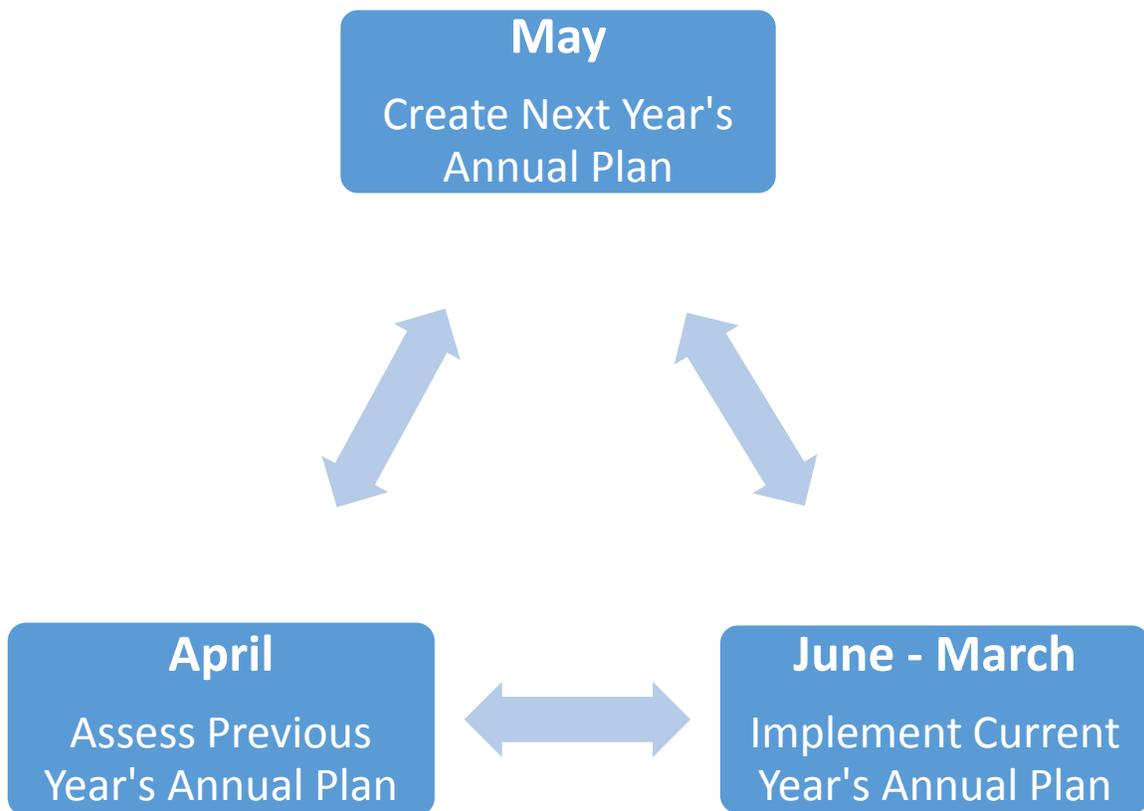| Comprehensive Unit Plan Goals LCTCS (Louisiana 2020)	Annual Target						
	2014 Baseline	2015 Target	2016 Target	2017 Target	2018 Target	2019 Target	2020 Target
KPI (Goal 1): Double the number of graduates to 40,000 annually	381	427	521	568	637	698	762
KPI (Goal 2): Double annual earnings of graduates to $1.5 Billion	$15,000,000	$18,000,000	20,500,000	$23,500,000	$25,000,000	$28,000,000	$30,000,000
KPI (Goal 3): Quadruple student transfers to four-year universities	547	600	1,051	1,400	1,700	1,950	2,188
KPI (Goal 4): Double the number of students served annually	4,791	3,877	4,669	5,873	7,045	8,249	9,598
	credit: 4,428	2,752	3,214	3,887	4,134	4,617	5,013
	non-credit: NA	518	840	1,217	1,969	2,414	3,195
	ABE: 371	519	615	769	942	1,218	1,390
KPI (Goal 5): Quadruple partnerships with business and industry to 1,000 annually	NA	40	40	60	80	100	120
KPI (Goal 6): Double foundation assets to $50 million	$775,917	$875,971	650,500	$875,971	$1,101,442	$1,326,913	$1,552,384

UNIT PLAN
PLANNING PROCESS:

The faculty, staff and administrators are all involved in the planning process. Each department sets annual assessment plans using the LCTCS and RPCC Strategic plans. These annual administrative unit plans are collected and assessed each year, using the Deming Cycle Model for planning and assessment. The results are evaluated for improvement and action, as planning is set in motion for the next year's cycle.

The Deming Cycle model involves a systematic series of steps. This PLAN-DO-STUDY-ACT cycle provides RPCC a systematic process for institutional effectiveness and improvement. The concept and application also known as the Deming Wheel was first introduced to Dr. Deming by Walter Shewart of the Bell Laboratories in New York and the NHS Institute for Innovation and Improvement.
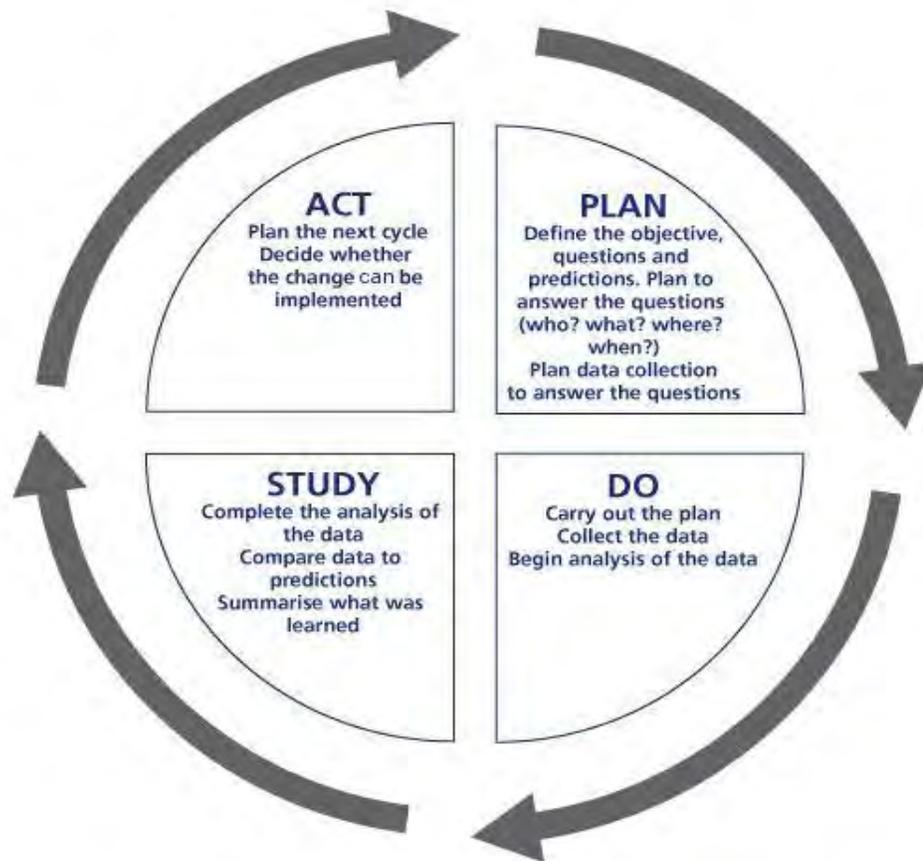
The cycle begins with the Plan step. This involves identifying a goal or purpose, formulating a theory, defining success metrics and putting a plan into action. These activities are followed by the Do step in which the components of the plan are implemented, such as making a product. Next comes the Study step, where outcomes are monitored to test the validity of the plan for signs of progress and success, or problems and areas for improvement. The Act step closes the cycle, integrating learning and improvement into the entire process. In this final step, adjustments, changes, and new plans are created. These four steps are repeated over and over as part of a never-ending cycle of continual improvement (The W. Edwards Deming Institute). www.deming.org/theman/theories/pdsacycle

Unit Plan
Annual Assessment Timeline

May

Create Next Year's Annual Plan

April

Assess Previous Year's Annual Plan

June - March

Implement Current Year's Annual Plan

RPCC

Institutional Effectiveness
Comprehensive Annual Unit Plans
Implementation Summary

2015-2016

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees.

LCTCS LA 2020 GOAL 1. DOUBLE GRADUATES: Double the number of Graduates to 40,000 annually

RPCC GOAL: The college will double the number of graduates with a focus on credentials aligned to fields with the greatest demand by 2020 from the fall baseline level of 381 to 762 by the fall of 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULT	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
ACADEMIC AFFAIRS	1. Improve student success through creating a new college and career skills first-year course that focuses on completion. (CCI#2: Student Success)	• Work with student services and the program assessment committee to create a new course and master syllabus for approval by the faculty general assembly and for publication into the 2016-17 Catalog	• Development of College and Career Skills Course Syllabus	• College and Career Success Course Master Syllabus	• College and Career Skills Course Syllabus provides guidelines for 2016-2017 course implementation. ➢ Continue to improve course as determined by student participation and success rates.
	2. Complete National Community College Benchmarking Project (NCCBP) membership application and 2015 data submission. (CCI#1: Access)	• Director of IRIE will populate RPCC's data into the NCCBP sit for 2015-2016. This will be the college's first year of reporting to NCCBP.	• Established 2015-2016 NCCBP Membership & Benchmarks	• RPCC NCCBP Annual Report	• NCCBP Membership improves systematic reporting and annual planning and assessment improvements in which we can see how we can compare with similar institutions via analysis of NCCBP Annual Report Results. ➢ Continue annual reporting each cycle after the first initial membership drive.
FINANCE & ADMINISTRATION	1. Disburse student refunds within 10 days of the student receiving a financial student aid credit balance on his/her account. (CCI#2: Student Success)	• Measure the performance of disbursing credit balances from Financial Student Aid funds within 10 days, via extraction of data stored in Banner. Data extractions will include: dates of student financial assistance credits posted, and dates of student financial aid refunds issued. A comparison from fall 2014 and fall 2015 will be	• Decreased Length of Disbursement Time	• Disbursement Document Showing Decreased Time	• Student Refunds processed in over 10 Days decreased from 16 (Fall 2014) to 4 (Fall 2015). ➢ Continue tracking financial aid disbursement time for efficiency and student satisfaction with support services. Also, reconcile Banner to COD and/or G5 information monthly to help reduce refund processing times.

					conducted to measure the average length of disbursement time.
	2. Increase payment options available to students using third party vendors **(CCI#2: Student Success)**	• The Business Office-Bursar Department will collect data to identify and track third party payment sources utilized fall 2014 and spring 2015 and compare it with fall 2015 and spring 2016.	• Increased Number of Students Utilizing Third Party Vendors	• Comparison Document Showing Payment Options	• Students Utilizing Third Party Payments for Tuition and Fees increased from 539 (2014-2015) to 620 in (2015-2016). Also, the number of third party agencies the college works with for payment of tuition and fees has increased from 21 to 25 in the same time frame. ➢ Additional funding options were identified for our students that don't qualify for financial aid options to pay for their school other than loans. The more opportunities/options we have identified for our students the better it is for our students to complete their education.
STUDENT SERVICES	1. Target potential completers who have not applied for graduation. **(CCI#2: Student Success)**	• Obtain report from the Registrar to determine students with 36+ hours completed degree audits.	• Increased Graduation Appointments Scheduled	• Potential Completers Document	• Goal was met however, it was not specific and measurable. Future goals will be both specific and measurable. ➢ Continue with the strategy making sure to identify the number scheduled the prior year and a specific number for the increase of the current year.
	2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs. **(CCI#2: Student Success)**	• Use CAPP functionality to determine if the program is working properly and enlist assistance from LCTCS to work on programming issues.	• Implemented CAPP Program Effectiveness (Not completely instituted.)	• CAPP Functionality Document (copy of screen shots demonstrating use & functionality) -Not Available-	• The work done on this goal was useful. It will be completed in the next year. ➢ The CAPP program was not completely executed during this year. Personnel responsible for this activity resigned from the college prior to completing this task. Those portions that were completed appear to function successfully. The recommendation for next year is that the CAPP application be completed for all programs prior to June 1, 2017.

3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS. **(CCI#2: Student Success)**	• Registrar participated in LCTCS NCCER ICTP training provided by the Director of Workforce in fall 2015.	• Completion of NCCER ICTP Certification	• ICTP Certification Document	• Registrar obtained ICTP Training Certification. • The college has a contact/liaison with NCCER to address all state and national NCCER issues related to the college. ➢ Work with the technical programs to ensure students complete NCCER certifications as they progress through the program.

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LCTCS LA 2020 GOAL 2. DOUBLE GRADUATE ANNUAL EARNINGS: Double the Annual Earnings of our Graduates to $1.5 Billion

RPCC GOAL: The college will double the annual earnings of graduates from the fall 2014 baseline level of $15,000,000 to #30,000,000 by the fall 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
ACADEMIC AFFAIRS	1. Create and implement a tracking system to document employment status of RPCC graduates. (CCI#8: Workforce Development)	• Develop employment tracking system and work with student services to identify and follow up with RPCC graduates in technical programs to verify their employment status. Initial cohort of faculty using database fall 2016.	• Graduates Employment Status Document (not completely instituted)	• Student Tracking Database (Not Available)	• Faculty and staff worked together to develop an Access Database that would work with the Banner Student Information System (SIS) to track student progress via advising and documenting cohorts progress beyond their program completion. Database development still in progress. ➢ Use tracking database to track incoming first year students via the CCSS 1100 course beginning August 2016.
WORKFORCE DEVELOPMENT	1. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients. (CCI#8: Workforce Development)	• Implement programs and contracts that yield high wage job placement and/or wage enhancement and promotions for completers increased.	• Increased High Wage Programs Offered and Contracts Created	• Workforce Data Comparison of 2014-2015 Programs, Contracts, Completers and Earnings to 2015-2016	• Mobile Crane Operator established and sustaining, NCCER pipefitting training implemented, working with local 198 for expansion of higher skill training in AWS Welding certification. ➢ Continue to explore, create and high wage programs.

RPCC **IE COMPREHENSIVE UNIT PLAN SUMMARY 2015-2016**

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees.	

LCTCS LA 2020 GOAL 3. QUADRUPLE TRANSFERS TO 4-YEAR UNIVERSITIES: Quadruple Student Transfers to four-year universities.

RPCC GOAL: The college will Quadruple student transfers from the fall of 2014 baseline level of 547 to 2,188 by the fall of 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
STUDENT SERVICES	1. Identify and target students enrolled in one of the four transfer programs **(CCI#5: Partnerships)**	• Promote student transfer day to students completing a transfer degree and to increase awareness and established a point of contact with four-year universities.	• Increased Student Participation in Transfer Day Event	• Student Transfer Day Participation Sign-In Sheet (Documentation Not Available)	• Student exposure and awareness of entrance requirements to enter 4-year universities increased. ➢ Continue to offer the event and document participants in the transfer day program to make comparisons from one year to another.

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LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: Double the number of students served to 325,000 annually

RPCC GOAL: The college will quadruple student transfers from the fall of 2014 baseline level of 547 to 2,188 by the fall of 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
ACADEMIC AFFAIRS	1. Implement a systematic faculty led peer review course evaluation process for online classes. (CCI#3: Teaching Excellence)	• Facilitate implementation of BoR enhancement grant for implementation of the Quality Matters (QM) assessment tool and training for a minimum of 7 faculty participants.	• Increase Faculty Members trained in Quality Matters Rubric before June 30, 2016	• Quality Matters Training for Faculty Board of Regents Annual Report	• More faculty are now fully credentialed and trained to teach online courses. Performance is improved through the additional training and quality assurance in the teaching and learning environment. ➢ Facilitate additional Quality Matters (QM) training for faculty in 2016-17.
	2. Implement college wide employee and student satisfaction surveys. (CCI#2: Student Success)	• Director of Institutional Research and Assessment will work with Student Services and Human Resources for completion of satisfaction surveys.	• Completion of Employee Satisfaction Survey	• Employee and Student Satisfaction Survey Documents	• Employee Satisfaction Survey was completed however, student satisfaction survey was not completed. ➢ Implement Student Satisfaction Survey in the next cycle.
	3. Explore and identify software for institutional effectiveness planning and evaluation. (CCI#2: Student Success)	• Review and select college's institutional effectiveness software with leadership team.	• Institutional Effectiveness Planning and Evaluation Software Implementation	• Copy of Invoice/Order Form for Software WEAVE Online selected.	• Implementation of WEAVE Online provided for systematic planning, evaluation and review of the college mission, services and educational and support programs. ➢ Train staff members to continue to use WEAVE for SACSCOC Compliance.

	4. Increase access and students served through pursing new and relevant programs to meet local and regional needs. **(CCI#6: Innovative Academic and Technical Educational Programs).**	• Submit substantive change proposal requests for 4 new certificates of technical studies (CTS) in the following areas: Electrical, Pipefitting, Millwright, and Medical Assistant.	• CTS Electrical Helper, Millwright and Pipefitting Substantive Change	• SACSCOC Approval Letter	• Certificate of Technical Studies, Electrical Helper, Substantial Change approved by SACSCOC for implementation 2016-2017. Awaiting approvals of CTS in Millwright and Pipefitting. ➤ Continue progress of obtaining necessary approvals for CTS in Pipefitting and Millwright.
FINANCE & ADMINISTRATION	1. Implement a new web-based help desk and decrease time to close tickets. **(CCI#7: Resources)**	• The IT department will review web-based help desk options and select and implement a help desk by July 1, 2016. The goals for timely completion of tickets are as follows. 1). 50% of tickets closed in 3 days or less; 2). 20% of tickets closed in 4 – 7 days; 3). 20% of tickets closed in 8 – 28 days; and 4). 10% of tickets closed in more than 28 days.	• Implementation of Help Desk and Decreased Ticket Time Completion	• Web –based IT Ticket and Help Desk Comparison Chart	• Since implementation the help desk tickets have been closed in the following time frame, 66% of tickets closed in 3 days or less, 14% of tickets closed in 4-7 days, 13% of tickets closed in 8-28 days and 7% of tickets closed in more than 28 days. ➤ Continue to decrease the timeframe it takes to close tickets to improve efficiency of technology utilization.
	2. Identify additional avenues to recruit qualified faculty and staff throughout the state of Louisiana **(CCI#7: Resources)**	• Advertise for current openings and compare number of responses with current applicant pool.	• Increased Qualified Faculty and Staff Recruited	• Job Posting & Advertisement	• Expanded advertising in 3 different resources. After expanded advertising 12 highly qualified applicants from surrounding parishes applied for jobs. ➤ Continue expanding advertising for all positions to capture the best applicants.
STUDENT SERVICES	1. Increase awareness of RPCC program offerings.	• Attend a minimum of 8 recruiting events listed on the LACRAO calendar.	• Increased Promotion and Recruitment Events Attended	• 2015-2016 Recruiting Calendar	• The college extended our regional presence in the surrounding areas. Recruiting staff improve program offering services

	(CCI#2: Student Success)				➢ provided via attendance at recruiting events. ➢ As we continue to recruit outside our service areas we should specifically promote programs that are not offered at other intuitions.
STUDENT SERVICES	2. Increase the number of admission applications received by 2% **(CCI#1: Access)**	• Implement Banner Recruiter Module.	• Implementation of Banner Recruitment Module (data submitted to indicate 2% increase	• Admissions Applications Submitted Document	• Banner Recruiter Module was implemented, and we can better communicate with potential students. ➢ Develop campaign to target the different populations we want to recruit.
	3. Increase the number of email communications to applicants **(CCI#2: Student Success)**	• Utilize Banner missing document report to contact applicants regarding admissions status.	• Increased Number of Applicants Fully Admitted	• Daily Reports Data Document	• We do not have a report that provides verification of a number for this year and past years. The LCTCS system has daily reports on application numbers, but RPCC does not have a report or any data to verify or deny success of this measure.
	4. Improve the awareness of Disability Accommodations available for students **(CCI#2: Student Success)**	• Restructure disability services portion of the RPCC website and literature.	• Increased Accommodations for Disability Students Awareness	• Website Documents and Faculty Training Sign-in Sheets	• During the Student Services updates remarks at Convocation, disability services remarks and information was shared with faculty and staff. ➢ Work to improve awareness of Disability Accommodations via website documents
	5. Improve financial aid information available to students	• Restructure financial aid portion of the RPCC website and literature.	• Increased Financial Aid Website Updated and Printable Materials	• Website Documents and Printed Materials	• Some information on the website was updated but not all portions that needed updating and were planned

STUDENT SERVICES					• to be updated have been completed. ➢ Make copies of before and after web page status. These copies can be added in the future to document the changes that are made.
	6. Implement Banner email function to notify students of FASFA receipt **(CCI#2: Student Success)**	• Enlist assistance from LCTCS Financial Aid staff to create the necessary programming.	• Implementation of FAFSA email Banner Notifications Receipt	• Implementation Process not completed	• This process should be completed during the next year. Keeping copies of the changes and the prior status will verify the change activity. This activity has been partially completed.
	7. Host National College Goal Sunday Event **(CCI#2: Student Success)**	• Coordinate with LOSFA to schedule and hold event during 2015-16.	• Participation in Event during 2015-2016.	• National Goal Sunday Event Flyer	• The event was held as a service to the community with aiding with completing college and financial aid applications. ➢ Engage community and industry partners to help bring awareness to regional college education and employment opportunities.

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LCTCS LA 2020 GOAL 5. QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS: Quadruple Partnerships with Business and Industry to 1,000 annually

RPCC GOAL: The college will quadruple partnerships with business and industry for the fall 2015 baseline level of 30 to 120 by the fall of 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULT	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
FINANCE & ADMINISTRATION	1. Coordinate the use and rental of multi-purpose rooms, classrooms, and lab areas. (CCI#7: Resources)	➤ The department will design a comprehensive document that shall be used to book facility usage by business and industry to include: spaces available for rent, rental rates for each space, general rental rules, cancellation procedures, and liability insurance requirements. This document shall also serve as documentation for accounting to invoice the lessees for use of the facilities. We will compare facility rentals from FY 15 to FY 16 to determine how often the facilities are used and who is using the facilities.	➤ Created lease agreement and process for coordinating and scheduling of rooms	➤ RPCC Facilities Rental Contract Document	• Facilities has created the faculty rental contract that is now used to book facility usage by business and industry. A copy of each rental contract is forwarded to accounting where it is used to create an invoice for the lessee's use of the contracted space. Rental contracts totaling $40,380 have been executed. ➤ Continue implementation of rental contract.
INSTITUTIONAL ADVANCEMENT	1. Implement outreach within Strategic plan to assess existing business partnerships and create new ones.	• Work with Foundation Board to create 10 new business partnerships	• Increased Business Partnerships by 10	• RPCC Business and Industry Partnership Document	• RPCC Foundation Board is improving its ability to develop short and long-term goals and effective strategies for working with business and industry. We engage expertise within our system

	(CCI#5: Partnerships)				► to conduct strategic planning and development training for board members. ► Leverage our board members and their industrial contacts to create more and stronger industrial partnerships.
	2. Create active media release and public relations mechanism **(CCI#5: Partnerships)**	• Form public relation cross functional team	• Development and Implementation of PR Cross Functional Team	• RPCC PR List of Committee members	• Media release process has resulted in more news releases and increased news coverage. ► Rethink memberships on the teams based on skills and talents and not just interests. Engage individual member with specific projects and not simply manage committee work.
WORKFORCE DEVELOPMENT	plement a Corporate College siness Model with processes igned to create opportunities artner with business & ustry clients, implement utions, and manage the siness relationship with nmonly accepted business ctices. **(CCI#5: Partnerships)**	• Create an accounting system capable of determining profit and loss financial information by specific training program.	• Increased qualified business and industry partnerships	• None Entered	• Categories that need to be established in Banner so financial information can sync transactions in Xenegrade have been identified. ► Continue to work with the business office to use Xenegrade and/or banner to track non-credit workforce training financial transactions.

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LCTCS LA 2020 GOAL 6. DOUBLE FOUNDATION ASSETS: Double the Foundation Assets to $50 Million
RPCC GOAL: The college will double the Foundation assets from the fall 2014 baseline level

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED USE/IMPLICATIONS OF RESULTS
INSTITUTIONAL ADVANCEMENT	1. Create 5-year Strategic Plan with RPCC Foundation that includes market research, goals, tactics/procedures, measures, evaluation. (CCI#6: Fundraising)	• Complete market research, goals, tactics within RPCC Foundation's Strategic plan	• RPCC Foundation five-year strategic plan.	• RPCC Foundation Plan to Build Assets Implementation	• Foundation Board has taken first steps in strategic planning process including undergoing a planning retreat and has created a planning committee to create detail and finalize. ➢ Create a specific timeline to engage partners in the completion of a new tech training system, forces on those partners for our in-kind donation to build the PET training unit.
	2. Increase annual donations and large gifts. (CCI#6: Fundraising)	• Work with Foundation to raise $50,000 in 2015-2016	• Increased Foundation Assets by $50,000.	• RPCC Foundation minutes and/or financial statements that reflect these donations	• RPCC has reinstituted an annual employee giving program including employees as well as business and industry and have exceeded the monetary goal for the year. ➢ RPCC must find a way to provide resources necessary to achieve specific, high priority goals considering budgets cut ad partners. Effective prioritization is key.

Institutional Effectiveness
Academic Affairs Annual Unit Plan
Implementation Summary

2015-2016

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2. Complete National Community College Benchmarking Project (NCCBP) membership application and 2015 data submission. **(CCI#1: Access)**	• Director of IRIE will populate RPCC's data into the NCCBP sit for 2015-2016. This will be the college's first year of reporting to NCCBP.	• Established 2015-2016 NCCBP Membership & Benchmarks	• RPCC NCCBP Annual Report	• NCCBP Membership improves systematic reporting and annual planning and assessment improvements in which we can see how we can compare with similar institutions via analysis of NCCBP Annual Report Results. ➢ Continue annual reporting each cycle after the first initial membership drive.

LCTCS LA 2020 GOAL 2. DOUBLE GRADUATE ANNUAL EARNINGS: Double the annual earnings of our Graduates to $2.5 Billion

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1. Create and implement a tracking system to document employment status of RPCC graduates. **(CCI#8: Workforce Development)**	• Develop employment tracking system and work with student services to identify and follow up with RPCC graduates in technical programs to verify their employment status. Initial cohort of faculty using database fall 2016.	• Graduates Employment Status Document (not completely instituted)	• Student Tracking Database (not completed)	• New tracking database available for use to track incoming first-year students via the CCSS 1100 course. ➢ Use tracking database to track incoming first year students via the CCSS 1100 course beginning August 2016.

LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: The college will double the number of students served from the fall of 2014 baseline level of 4,791 to 9,598 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED
1. Implement a systematic faculty led peer review course evaluation process for online classes. **(CCI#3: Teaching Excellence)**	• Facilitate implementation of BoR enhancement grant for implementation of the Quality Matters (QM) assessment tool and training for a minimum of 7 faculty participants.	• Increase Faculty Members trained in Quality Matters Rubric before June 30, 2016	• Quality Matters Training for Faculty Board of Regents Annual Report	• More faculty are now fully credentialed and trained to teach online courses. Performance is improved through the additional training and quality assurance in the teaching and learning environment. ➢ Facilitate additional Quality Matters (QM) training for faculty in 2016-17.
2. Implement college wide employee and student satisfaction surveys. **(CCI#2: Student Success)**	• Director of Institutional Research and Assessment will work with Student Services and Human Resources for completion of satisfaction surveys.	• Completion of Employee Satisfaction Survey	• Employee and Student Satisfaction Survey Documents (student satisfaction survey not completed)	• Employee Satisfaction Survey was completed however student satisfaction survey was not completed. ➢ Implement Student Satisfaction Survey in the next cycle.
3. Explore and identify software for institutional effectiveness planning and evaluation. **(CCI#2: Student Success)**	• Review and select college's institutional effectiveness software with leadership team.	• Institutional Effectiveness Planning and Evaluation Software Implementation	• Copy of Invoice/Order Form for Software (WEAVE) selected	• RPCC implementation of WEAVE provides for systematic planning, evaluation and review of the college mission, services and educational and support programs. ➢ Train staff members to continue to use WEAVE for SACSCOC Compliance
4. Increase access and students served through pursing new and relevant programs to meet local and regional needs. **(CCI#6: Innovative Academic and Technical Educational Programs)**	• Submit substantive change proposal requests for 4 new certificates of technical studies (CTS) in the following areas: Electrical, Pipefitting,	• CTS Electrical Helper, Millwright and Pipefitting Substantive Change	• SACSCOC Approval Letter	• SACSCOC approved new program offerings. ➢ Continue progress of obtaining necessary approvals for CTS in Pipefitting and Millwright.

Institutional Effectiveness
Finance and Administration
Annual Unit Plan

2015-2016

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees

LCTCS LA 2020 GOAL 1. DOUBLE GRADUATES: Double the number of Graduates to 40,000 annually.

RPCC GOAL: The college will double the number of graduates with a focus on credentials aligned to fields with the greatest demand by 2020 from the fall baseline level of 381 to 762 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Disburse student refunds within 10 days of the student receiving a financial student aid credit balance on his/her account. **(CCI#2: Student Success)**	• Measure the performance of disbursing credit balances from Financial Student Aid funds within 10 days, via extraction of data stored in Banner. Data extractions will include: dates of student financial assistance credits posted, and dates of student financial aid refunds issued. A comparison from fall 2014 and fall 2015 will be conducted to measure the average length of disbursement time.	• Decreased Length of Disbursement Time	• Disbursement Document Showing Decreased Time	• Student Refunds processed in over 10 Days decreased from 15 (Fall 2014) to 4 (Fall 2015). ➢ Continue tracking financial aid disbursement time for efficiency and student satisfaction with support services. Also, reconcile Banner to COD and/or G% information monthly to help reduce refund processing times.
2. Increase payment options available to students using third party vendors. **(CCI#2: Student Success)**	• The Business Office-Bursar Department will collect data to identify and track third party payment sources utilized fall 2014 and spring 2015 and compare it with fall 2015 and spring 2016.	• Increased Number of Students Utilizing Third Party Vendors	• Comparison Document Showing Payment Options	• Students Utilizing Third Party Payments for Tuition and Fees increased from 539 (2014-2015) to 620 in (2015-2016). • Additional funding options were identified for our students that don't qualify for financial aid options to pay for their school other than loans. The more opportunities/options we have identified for our students the better it is for our students to complete their education.

LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: Double the number of Students Served to 325,000 annually.

RPCC GOAL: The college will double the number of students served from the fall of 2014 baseline level of 4,791 to 9,598 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS

Unit Objective/Strategy	Action Steps	Results	Supporting Documentation	Improvement Achieved Use/Implications of Results
1. Implement a new web-based help desk and decrease time to close tickets. (CCI#7: Resources)	• The IT department will review web-based help desk options and select and implement a help desk by July 1, 2016. The goals for timely completion of tickets are as follows. 1). 50% of tickets closed in 3 days or less; 2). 20% of tickets closed in 4 – 7 days; 3). 20% of tickets closed in 8 – 28 days; and 4). 10% of tickets closed in more than 28 days.	• Implementation of Help Desk and Decreased Ticket Time Completion	• Web –based IT Ticket and Help Desk Comparison Chart	• Since implementation the help desk tickets have been closed in the following time frame, 66% of tickets closed in 3 days or less, 14% of tickets closed in 4-7 days, 13% of tickets closed in 8-28 days and 7% of tickets closed in more than 28 days. • Continue to decrease the timeframe it takes to close tickets to improve efficiency of technology utilization.
2. Identify additional avenues to recruit qualified faculty and staff throughout the state of Louisiana. (CCI#7: Resources)	• Advertise for current openings and compare number of responses with current applicant pool.	• Increased Qualified Faculty and Staff Recruited	• Job Posting and Advertisement	• Expanded advertising options in 3 different resources. After expanded advertising 12 highly qualified applicants from surrounding parishes applied for jobs. • Continue expanding advertising for all positions to capture the best applicants.

LCTCS LA 2020 GOAL 5. QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS: Quadruple Partnerships with Business and Industry to 1,000 annually

RPCC GOAL: The college will quadruple partnerships with business and industry for the fall 2015 baseline level of 40 to 120 by the fall of 2020.

Unit Objective/Strategy	Action Steps	Results	Supporting Documentation	Improvement Achieved Use/Implications of Results
1. Coordinate the use and rental of multi-purpose rooms, classrooms, and lab areas.	➤ The department will design a comprehensive document that shall be used to book facility usage by business and industry to include: spaces available for rent, rental rates for each space, general rental rules, cancellation procedures, and liability insurance requirements. This document shall also serve as documentation for Accounting to invoice the lessees for use of the	➤ Created lease agreement and process for coordinating and scheduling of rooms	➤ RPCC Facilities Rental Contract Document	➤ Revised Services: Modified way service is offered and frequency of service. ➤ Continue implementation of rental contract.

(CCI#7: Resources)	facilities. We will compare facility rentals from FY 15 to FY 16 to determine how often the facilities are used and who is using the facilities.			

RPCC

Institutional Effectiveness
Institutional Advancement
Annual Unit Plan

2015-2016

RPCC **IE** **INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN SUMMARY 2015-2016**

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees	

LCTCS LA 2020 GOAL 5. QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS: Quadruple Partnerships with Business and Industry to 1,000 annually.

RPCC GOAL: The college will quadruple partnerships with business and industry for the fall 2015 baseline level of 40 to 120 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Increase Business and Industry Partnerships. (CCI#7: Resources)	• Work with Foundation Board to create 10 new business partnerships	• Increased Business Partnerships by 10	• RPCC Business and Industry Partnership Document	• RPCC Foundation Board is improving its ability to develop short and long-term goals and effective strategies for working with business and industry. ➤ Leverage our board members and their industrial contracts to create more and stronger industrial partnerships.
2. Create active media release and public relations mechanisms. (CCI#5: Partnerships)	• Form public relation cross functional team	• Development and Implementation of PR Cross Functional Team	• RPCC PR List of Committee members	• Media release process has resulted in more news releases and increased news coverage. ➤ Rethink memberships on the teams based on skills and talents and not just interests. Engage individual member with specific projects and not simply mange committee work.

LCTCS LA 2020 Goal 6. Double Foundation Assets: Double Foundation assets to $50 Million

RPCC Goal 6: The college will double the Foundation assets from the fall 2014 baseline level of $775,917 to $1,552,384 by the fall 2020

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Create 5-year Strategic Plan with RPCC Foundation that includes market research, goals, tactics/procedures, measures, evaluation.	• Complete market research, goals, tactics within RPCC Foundation's Strategic plan	• RPCC Foundation five-year strategic plan.	• RPCC Foundation Plan to Build Assets Implementation	• Foundation Board has taken first steps in strategic planning process including undergoing a planning retreat and has created

				a planning committee to create detail and finalize. ➢ Create a specific timeline to engage partners in the completion of a new tech training system, forces on those partners for our in-kind donation to build the PET training unit.
(CCI#6: Fundraising)				
2. Increase annual donations and large gifts. **(CCI#6: Fundraising)**	• Work with Foundation to raise $50,000 in 2015-2016	• Increased Foundation Assets by $50,000.	• RPCC Foundation minutes and/or financial statements that reflect these donations	• RPCC has reinstituted an annual employee giving program including employees as well as business and industry and have exceeded the monetary goal for the year. • RPCC must find a way to provide resources necessary to achieve specific, high priority goals considering budget cut ad partners effective prioritization is key.

Institutional Effectiveness
Student Services
Annual Unit Plan

2015-2016

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees

LCTCS LA 2020 GOAL 1. DOUBLE GRADUATES: Double number of Graduates to 40,000 annually.

RPCC GOAL: The college will double the number of graduates with a focus on credentials aligned to fields with the greatest demand by 2020 from the fall baseline level of 381 to 762 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Target potential completers who have not applied for graduation. **(CCI#2: Student Success)**	• Obtain report from the Registrar to determine students with 36+ hours completed & complete degree audits.	• Increased Graduation Appointments Scheduled	• Potential Completers Document	• Goal was met however, was not specific and measurable. ➢ Continue with the strategy making sure to identify the number scheduled the prior year and a specific number for the increase of the current year.
2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs. **(CCI#2: Student Success)**	• Utilize CAPP functionality to determine if the program is working properly and enlist assistance from LCTCS staff to work on programming issues.	• Implemented CAPP Program Effectiveness (not completely instituted)	• CAPP Functionality Document (copy of screen shots demonstrating use & functionality)	• The work done on this goal was useful. It will be completed in the next year. ➢ The CAPP program was not completely executed during this year. Personnel responsible for this activity resigned from the college prior to completing this task. Those portions that were completed appear to function successfully. The recommendation for next year is that the CAPP application be completed for all programs prior to June 1, 2017.
3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS.	• Registrar participated in LCTCS NCCER ICTP training	• Completion of NCCER ICTP Certification	• ICTP Certification Document	• Registrar completed ICTP Training Certification.

	provided by the Director of Workforce in fall 2015.			• The college has a contact/liaison with NCCER to address all state and national NCCER issues related to the college.
(CCI#2: Student Success)				➢ Work with the technical programs to ensure students complete NCCER certifications as they progress through the program.

LCTCS LA 2020 GOAL 3. QUADRUPLE TRANSFERS TO 4-YEAR UNIVERSITIES: Quadruple Student Transfers to four-year universities.

RPCC GOAL: The college will Quadruple student transfers from the fall of 2014 baseline level of 547 to 2,188 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Identify and target students enrolled in one of the four transfer programs. **(CCI#5: Partnerships)**	• Increased Student Participation in Transfer Day Event	• Student exposure and awareness of entrance requirements to enter 4-year universities increased.	• Student Transfer Day Participation Sign-In Sheet	• Student exposure and awareness of entrance requirements to enter 4-year universities increased. However, the number of participants was not captured. ➢ Continue to offer the event and document participants in the transfer day program to make comparisons from one year to another.

LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: Double the number of Students Served to 325,000 annually.

RPCC GOAL: The college will double the number of students served from the fall of 2014 baseline level of 4,791 to 5,958 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Increase awareness of RPCC program offerings.	• Attend a minimum of 8 recruiting events listed on the LACRAO calendar.	• Increased Promotion and Recruitment Events Attended	• 2015-2016 Recruiting Calendar	• Recruiting staff improve program offering services provided via attendance at recruiting events. ➢ As we continue to recruit outside our service areas we should specifically promote

(CCI#2: Student Success)				programs that are not offered at other institutions.
2. Increase the number of admission applications received by 2% (CCI#1: Access)	• Implement Banner Recruiter Module.	• Implementation of Banner Recruitment Module (data submitted to indicate 2% increase	• Admissions Applications Submitted Document	• Banner Recruiter Module implemented. ➢ Develop campaign to target the different populations we want to recruit.
3. Increase the number of email communications to applicants. (CCI#2: Student Success)	• Utilize Banner missing document report to contact applicants regarding admissions status.	• Increased Number of Applicants Fully Admitted	• Daily Reports Data Document (not available)	• We do not have a report that provides verification of a number for this year and past years. The LCTCS system has daily reports on application numbers, but RPCC does not have a report to verify or deny success of this measure.
4. Improve the awareness of Disability Accommodations available for students. (CCI#2: Student Success)	• Restructure disability services portion of the RPCC website and literature.	• Increased Accommodations for Disability Students Awareness	• Website Documents and Faculty Training Sign-in Sheets	• During the Student Services updates and remarks at Convocation, disability services remarks and information was shared with faculty and staff. ➢ Work to improve awareness of Disability Accommodations via website documents.
5. Improve financial aid information available to students. (CCI#2: Student Success)	• Restructure financial aid portion of the RPCC website and literature.	• Increased Financial Aid Website Updated and Printable Materials	• Website Documents and Printed Materials	• Improved Services for Financial Aid Awareness via Web Site updates and printed materials. ➢ Make copies of before and after web page status. These copies can be added in the future to document the changes that are made.
6. Implement Banner email function to notify students of FASFA receipt. (CCI#2: Student Success)	• Enlist assistance from LCTCS Financial Aid staff to create the necessary programming.	• Implementation of FAFSA email Banner Notifications Receipt	• Implementation Process not completed	• This process should be completed during the next year. Keeping copies of the changes and the prior status will verify the change activity. This activity has been partially completed.
7. Host National College Goal Sunday Event	• Coordinate with LOSFA to schedule and hold event during 2015-2016.	• Participation in Event during 2015-2016.	• National Goal Sunday Event Flyer	• This event was held as a service to the community aiding with completing college and financial aid applications. ➢ Engage community and industry partners to help bring

				awareness to regional college education and employment opportunities.
(CCI#2: Student Success)				

**Institutional Effectiveness
Workforce Development
Annual Unit Plan**

2015-2016

RPCC

IE **WORKFORCE DEVELOPMENT ANNUAL UNIT PLAN SUMMARY 2015-2016**

RPCC MISSION: River Parishes Community College is an open admission institution that partners with the communities and businesses of the river parishes region of Louisiana to provide workforce training, certificates and diplomas and associate degrees

LCTCS LA 2020 GOAL 2. DOUBLE GRADUATE ANNUAL EARNINGS: Double the annual earnings of our Graduates to $1.5 Billion.

RPCC GOAL: The college will double the annual earnings of graduates from the fall 2014 baseline level of $15,000,000 to $30,000,000 by the fall 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients. (CCI#8: Workforce Development)	• Implement programs and contracts that yield high wage job placement and/or wage enhancement and promotions for completers increased.	• Increased High Wage Programs Offered and Contracts Created	• Workforce Data Comparison Document of 2014-2015 Programs, Contracts, Completers and Earnings to 2015-2016	• Mobile Crane Operator established, expansion of higher skill training in AWS Welding, development of Certified Advanced Process Operator and the Cost Control Administrator courses via collaboration with Business and Industry Partners. ➢ Continue to explore, create and offer high wage programs.

LCTCS LA 2020 GOAL 5. QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS: Quadruple Partnerships with Business and Industry to 1,000 annually

RPCC GOAL: The college will quadruple partnerships with business and industry for the fall 2015 baseline level of 40 to 120 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Implement a "Corporate College Business Model" with processes designed to create opportunities to partner with business & industry clients, implement solutions, and manage the business relationship with commonly accepted business practices. (CCI#5: Partnerships)	• Create an accounting system capable of determining profit and loss financial information by specific training program.	• Increased qualified business and industry partnerships	• None Entered	• Categories that need to be established in Banner so financial information can sync transactions in Xenegrade have been identified. ➢ Continue to work with the business office to use Xenegrade and/or banner to track non-credit workforce training financial transactions.

SCORING RUBRIC FOR IE COMPREHENSIVE ANNUAL UNIT PLAN ASSESSMENT 2015-2016

ASSESSMENT CRITERIA	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 – 13 = ACCEPTABLE; 14 – 16 = EXEMPLARY)			
	BEGINNING 1	DEVELOPING 2	ACCEPTABLE 3	EXEMPLARY 4
OBJECTIVE/STRATEGY	Strategy is either not stated clearly or is too general for focused practice.	Strategy is partially focused on outcome. More emphasis is needed in describing the techniques that will be practiced.	Strategy is stated, but lacks descriptive language to inform the reader of qualitative and/or measurable criteria.	Strategy is clear and understandable, qualitative and/or measurable and can be reasonably achieved within a calendar year
RESULTS	Results are incomplete and /or summaries are not tied directly to result.	Results are too general and do not prove whether targets were met, partially met or not met.	Results have been collected and compiled into a form fit for analysis.	Results have been collected, compiled and analyzed.
SUPPORTING EVIDENCE (METHOD OF ASSESSMENT)	Supporting evidence has incomplete summaries or summaries that are not tied directly to results	Supporting evidence provided but does not connect progress to strategy.	Supporting evidence is partly measurable because the evidence does not clearly indicate progress.	Supporting evidence provides substantial details that targets were met, partially met or not met for all assessment measures including rubrics, surveys, tables, charts, etc., as appropriate.
IMPROVEMENTS ACHIEVED (PROGRESS)	Departmental achievements do not tie analysis of results to improvements.	Departmental achievements describe very general improvements; specific details are not provided and does not describe "next steps' to improve learning outcomes or departmental services.	Departmental achievements look at the results and has documented discussion about the impact of results on the department and the direction the department should go.	Departmental achievements discuss the results and makes changes or comes to conclusions within the department based on subsequent results.

Institutional Effectiveness
Comprehensive
Annual Unit Plan Evaluation

2015-2016

RPCC IE **Comprehensive Annual Unit Plan Evaluation Scoring Rubric 2015-2016**

Unit	Objective/Strategy	Score (1 – 4 = Beginning; 5 – 9 = Developing; 10 -13 = Acceptable; 14-16 = Exemplary)					Improvement Level (Beginning, Developing, Acceptable, Exemplary)
		Strategy	Results	Evidence	Achievements	Total Score	
	GOAL 1: DOUBLE GRADUATES						
ACADEMICS	1. Improve student success through creating a new college and career skills first-year course that focuses on completion.	4	3	4	4	15	Exemplary
	2. Complete National Community College Benchmarking Project (NCCBP) membership application and 2015 data submission.	4	4	4	4	16	Exemplary
FINANCE & ADMINISTRATION	1. Disburse student refunds within 10 days of the student receiving a financial student aid credit balance on his/her account.	4	4	4	4	16	Exemplary
	2. Increase payment options available to students using third party vendors	4	4	4	4	16	Exemplary
INSTITUTIONAL ADVANCEMENT	NA	NA	NA	NA	NA	NA	NA
STUDENT SERVICES	1. Target potential completers who have not applied for graduation	3	3	4	3	13	Acceptable
	2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs	4	1	3	3	11	Acceptable
	3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS	4	4	4	4	16	Exemplary
WORKFORCE DEVELOPMENT	1. RPCC will increase the number of graduates in the workforce areas of greatest demand	4	3	4	3	14	Exemplary

Unit	Objective/Strategy	Score (1 – 4 = Beginning; 5 – 9 = Developing; 10 -13 = Acceptable; 14-16 = Exemplary					Improvement Level (Beginning, Developing, Acceptable, Exemplary
		Objective	Results	Evidence	Achievements	Total Score	
	Goal 2: Double Graduate Annual Earnings						
Academics	1. Create and implement a tracking system to document employment status of RPCC graduates.	4	1	1	1	7	Developing
Finance & Administration	NA	NA	NA	NA	NA	NA	NA
Institutional Advancement	NA	NA	NA	NA	NA	NA	NA
Student Services	NA	NA	NA	NA	NA	NA	NA
Workforce Development	1. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients.	4	3	3	2	12	Acceptable

Unit	Objective/Strategy	Score (1 – 4 = Beginning; 5 – 9 = Developing; 10 -13 = Acceptable; 14-16 = Exemplary)					Improvement Level (Beginning, Developing, Acceptable, Exemplary)
	Goal 3: Quadruple Transfers to 4-Year Universities	Objective	Results	Evidence	Achievements	Total Score	
Academics	1. Increase student transfers to four-year universities	3	3	4	3	13	Acceptable
Finance & Administration	NA	NA	NA	NA	NA	NA	NA
Institutional Advancement	NA	NA	NA	NA	NA	NA	NA
Student Services	1. Identify and target students enrolled in one of the four transfer programs	3	3	1	1	8	Developing
Workforce Development	NA	NA	NA	NA	NA	NA	NA

Unit	Objective/Strategy	Score (1 – 4 = Beginning; 5 – 9 = Developing; 10 -13 = Acceptable; 14-16 = Exemplary)					Improvement Level (Beginning, Developing, Acceptable, Exemplary)
		Strategy	Results	Evidence	Achievements	Total Score	
	Goal 4. Double Number of Students Served						
ACADEMICS	1. Implement a systematic faculty led peer review course evaluation process for online classes.	4	4	4	4	16	Exemplary
	2. Implement college wide employee and student satisfaction surveys	3	3	3	2	11	Acceptable
	3. Explore and identify software for institutional effectiveness planning and evaluation	4	4	4	4	16	Exemplary
	4. Increase access and students served through pursing new and relevant programs to meet local and regional needs.	4	4	4	4	16	Exemplary
FINANCE & ADMINISTRATION	1. Implement a new web-based help desk and decrease time to close tickets.	4	4	4	4	16	Exemplary
	2. Identify additional avenues to recruit qualified faculty and staff throughout the state of Louisiana	3	2	3	4	12	Acceptable
INSTITUTIONAL ADVANCEMENT	NA	NA	NA	NA	NA	NA	NA
STUDENT SERVICES	1. Increase awareness of RPCC program offerings.	3	3	3	3	12	Acceptable
	2. Improve the awareness of Disability Accommodations available for students	4	2	2	2	10	Acceptable
	3. Increase the number of email communications to applicants	3	2	2	2	9	Developing
	4. Improve the awareness of Disability Accommodations available for students	3	1	1	1	6	Developing
	5. Improve financial aid information available to students	3	3	2	2	10	Acceptable
	6. Implement Banner email function to notify students of FASFA receipt	3	2	1	2	8	Developing
	7. Host National College Goal Sunday Event	3	3	3	2	11	Acceptable
WORKFORCE DEVELOPMENT	NA	NA	NA	NA	NA	NA	NA

UNIT	OBJECTIVE/STRATEGY	SCORE (1 – 4 = Beginning; 5 – 9 = Developing; 10 -13 = Acceptable; 14-16 = Exemplary)					IMPROVEMENT LEVEL (Beginning, Developing, Acceptable, Exemplary
	Goal 5: Quadruple Business and Industry Partnerships	STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
FINANCE & ADMINISTRATION	1. Coordinate the use and rental of multi-purpose rooms, classrooms, and lab areas	4	4	4	4	16	Exemplary
INSTITUTIONAL ADVANCEMENT	1. Implement outreach within Strategic plan to assess existing business partnerships and create new ones	4	3	4	4	15	Exemplary
	2. Create active media release and public relations mechanism	3	4	4	3	14	Exemplary
STUDENT SERVICES	NA	NA	NA	NA	NA	NA	NA
WORKFORCE DEVELOPMENT	1. Implement a "Corporate College Business Model" with processes designed to create opportunities to partner with business & industry clients, implement solutions, and manage the business relationship with commonly accepted business practices.	4	3	3	3	13	Acceptable

UNIT	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY)					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
	Goal 6: Double Foundation Assets	STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
ACADEMICS	NA	NA	NA	NA	NA	NA	NA
FINANCE & ADMINISTRATION	NA	NA	NA	NA	NA	NA	NA
INSTITUTIONAL ADVANCEMENT	1. Create 5-year Strategic Plan with RPCC Foundation that includes market research, goals, tactics/procedures, measures, evaluation.	4	2	2	3	11	Acceptable
	2. Increase annual donations and large gifts	3	4	4	4	15	Exemplary
STUDENT SERVICES	NA	NA	NA	NA	NA	NA	NA
WORKFORCE DEVELOPMENT	NA	NA	NA	NA	NA	NA	NA

RPCC

Institutional Effectiveness
Academic Affairs
Annual Unit Plan Evaluation

2015-2016

IE ACADEMIC AFFAIRS ANNUAL UNIT PLAN EVALUATION RUBRIC 2015-2016

KEY PERFORMANCE INDICATOR (KPI)	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY)					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY
		Objective	*Results*	*Evidence*	*Achievements*	*Total Score*	
GOAL 1: *DOUBLE GRADUATES*	1. Improve student success through creating a new college and career skills first-year course that focuses on completion.	4	3	4	4	15	Exemplary
	2. Complete National Community College Benchmarking Project (NCCBP) membership application and 2015 data submission.	4	4	4	4	16	Exemplary
GOAL 2: *DOUBLE GRADUATES ANNUAL EARNINGS*	1. RPCC will work to help increase earnings of graduates annually via relevant program offerings	3	3	4	3	13	Acceptable
	2. Create and implement a tracking system to document employment status of RPCC graduates.	4	1	1	1	7	Developing
GOAL 3: *QUADRUPLE TRANSFERS TO 4-YEAR UNIVERSITIES*	1. Increase student transfers to four-year universities	3	3	4	3	13	Acceptable
GOAL 4: *DOUBLE THE NUMBER OF STUDENTS SERVED*	1. Implement a systematic faculty led peer review course evaluation process for online classes.	4	4	4	4	16	Exemplary
	2. Implement college wide employee and student satisfaction surveys	3	3	3	2	11	Acceptable
	3. Explore and identify software for institutional effectiveness planning and evaluation	4	4	4	4	16	Exemplary
	4. Increase access and students served through pursing new and relevant programs to meet local and regional needs.	4	4	4	4	16	Exemplary

**Institutional Effectiveness
Finance and Administration
Annual Unit Plan Evaluation**

2015-2016

KEY PERFORMANCE INDICATOR (KPI)	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		OBJECTIVE	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
GOAL 1: *DOUBLE GRADUATES*	1. Disburse student refunds within 10 days of the student receiving a financial student aid credit balance on his/her account.	4	4	4	4	16	Exemplary
	2. Increase payment options available to students using third party vendors	4	4	4	4	16	Exemplary
GOAL 4: *DOUBLE THE NUMBER OF STUDENTS SERVED*	1. Implement a new web-based help desk and decrease time to close tickets.	4	4	4	4	16	Exemplary
	2. Identify additional avenues to recruit qualified faculty and staff throughout the state of Louisiana	3	2	3	4	12	Acceptable
GOAL 5: *QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS*	3. Coordinate the use and rental of multi-purpose rooms, classrooms, and lab areas	4	4	4	4	16	Exemplary

RPCC

Institutional Effectiveness
Institutional Advancement
Annual Unit Plan Assessment

2015-2016

IE INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC 2015-2016

KEY PERFORMANCE INDICATOR (KPI)	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		Strategy	Results	Evidence	Achievements	Total Score	
GOAL 5: *QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS*	1. Implement outreach within Strategic plan to assess existing business partnerships and create new ones.	4	3	4	4	15	Exemplary
GOAL 6: *DOUBLE FOUNDATION ASSETS*	1. Create 5-year Strategic Plan with RPCC Foundation that includes market research, goals, tactics/procedures, measures, evaluation.	4	2	2	3	11	Acceptable
	2. Increase annual donations and large gifts	3	4	4	3	14	Exemplary

**Institutional Effectiveness
Student Services
Annual Unit Plan Evaluation**

2015-2016

KEY PERFORMANCE INDICATOR (KPI)	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		OBJECTIVE	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
GOAL 1: *Double Graduates*	1. Target potential completers who have not applied for graduation.	3	3	4	3	13	Acceptable
	2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs.	4	1	3	3	11	Acceptable
	3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS	4	4	4	4	16	Exemplary
GOAL 3: *Quadruple Transfers to 4-Year Universities*	1. Identify and target students enrolled in one of the four transfer programs	3	3	1	1	8	Developing
GOAL 4: *Double the Number of Students Served*	1. Increase awareness of RPCC program offerings.	3	3	3	3	12	Acceptable
	2. Increase the number of admission applications received by 2%	4	2	2	2	10	Acceptable
	3. Increase the number of email communications to applicants	3	2	2	2	9	Developing
	4. Improve the awareness of Disability Accommodations available for students	3	1	1	1	6	Developing
	5. Improve financial aid information available to students	3	3	2	2	10	Acceptable
	6. Implement Banner email function to notify students of FASFA receipt	3	2	1	2	8	Developing
	7. Host National College Goal Sunday Event	3	3	3	2	11	Acceptable

Institutional Effectiveness
Workforce Development
Annual Unit Plan Evaluation

2015-2016

RPCC IE Workforce Development Annual Unit Plan Evaluation Scoring Rubric 2015-2016

KEY PERFORMANCE INDICATOR (KPI)	OBJECTIVE/STRATEGY	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		OBJECTIVE	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
GOAL 1: *DOUBLE GRADUATES*	1. RPCC will increase the number of graduates in the workforce areas of greatest demand	4	3	4	3	14	Exemplary
GOAL 2: *DOUBLE GRADUATES ANNUAL EARNINGS*	3. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients	4	3	3	2	12	Acceptable
GOAL 5: *QUADRUPLE BUSINESS AND INDUSTRY PARTNERSHIPS*	1. Implement a "Corporate College Business Model" with processes designed to create opportunities to partner with business & industry clients, implement solutions, and manage the business relationship with commonly accepted business practices.	4	3	3	3	13	Acceptable
	2. Increase Business and Industry Partnerships						