

River Parishes Community College



Institutional Effectiveness Annual Unit Plans Assessment Handbook

FY 2016-2017

Institutional Effectiveness Annual Unit Plans 2016-2017

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.

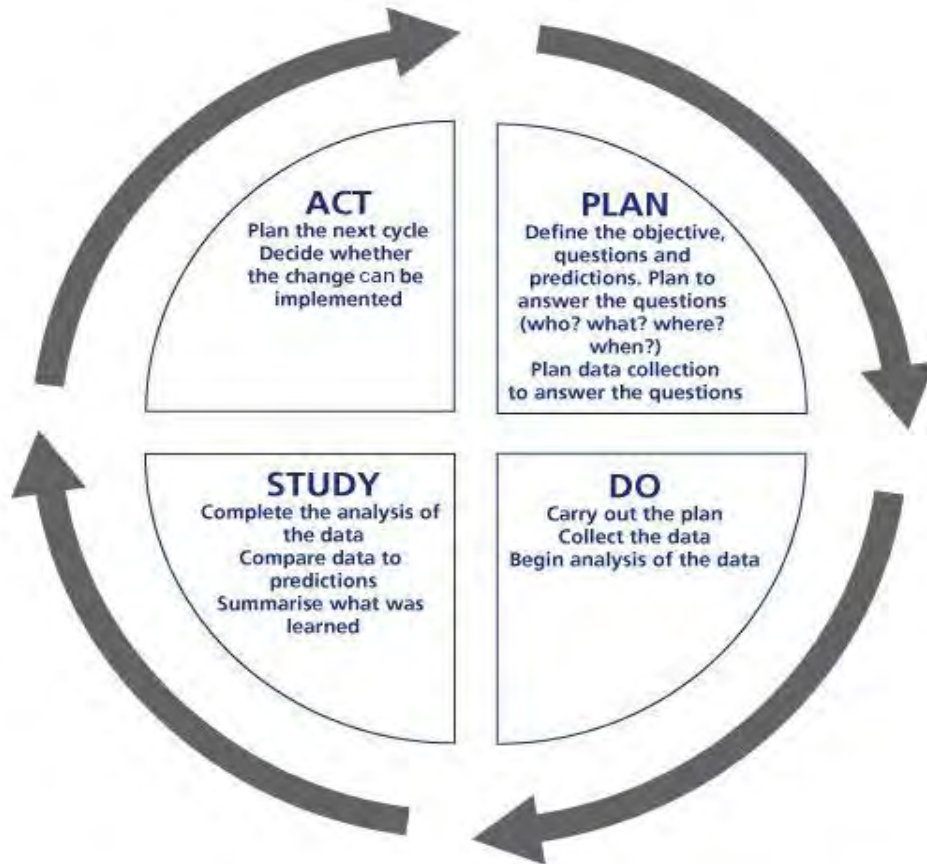
RPCC Five-Year Comprehensive Unit Plan Goals 2015-2020 (2016-2017)

Comprehensive Unit Plan Goals (Louisiana 2020)	Annual Target						
	<u>2014</u> <i>Baseline</i>	<u>2015</u> <i>Target</i>	<u>2016</u> <i>Target</i>	<u>2017</u> <i>Target</i>	<u>2018</u> <i>Target</i>	<u>2019</u> <i>Target</i>	<u>2020</u> <i>Target</i>
<i>KPI (Goal 1): Double the number of graduates to 40,000 annually</i>	381	427	521	641	708	698	762
<i>KPI (Goal 2): Double annual earnings of graduates to \$1.5 Billion</i>	\$15,000,000	\$18,000,000	20,500,000	\$23,500,000	\$25,000,000	\$28,000,000	\$30,000,000
<i>KPI (Goal 3): Quadruple student transfers to four-year universities</i>	547	600	1,051	814	454	815	2,188
<i>KPI (Goal 4): Double the number of students served annually</i>	4,799	3,877	4,669	5,458	4,770	8,249	9,598
	credit: 4,428	3,210	3,214	3,214	3,240	4,617	5,013
	non-credit: NA	240	840	624	790	2,414	3,195
	ABE: 371	427	615	620	740	1,218	1,390
<i>KPI (Goal 5): Quadruple partnerships with business and industry to 1,000 annually</i>	30	40	40	66	91	100	120
<i>KPI (Goal 6): Double foundation assets to \$50 million</i>	\$775,917	\$875,971	650,500	\$788,000	\$1,101,442	\$1,326,913	\$1,552,384

UNIT PLAN PLANNING PROCESS:

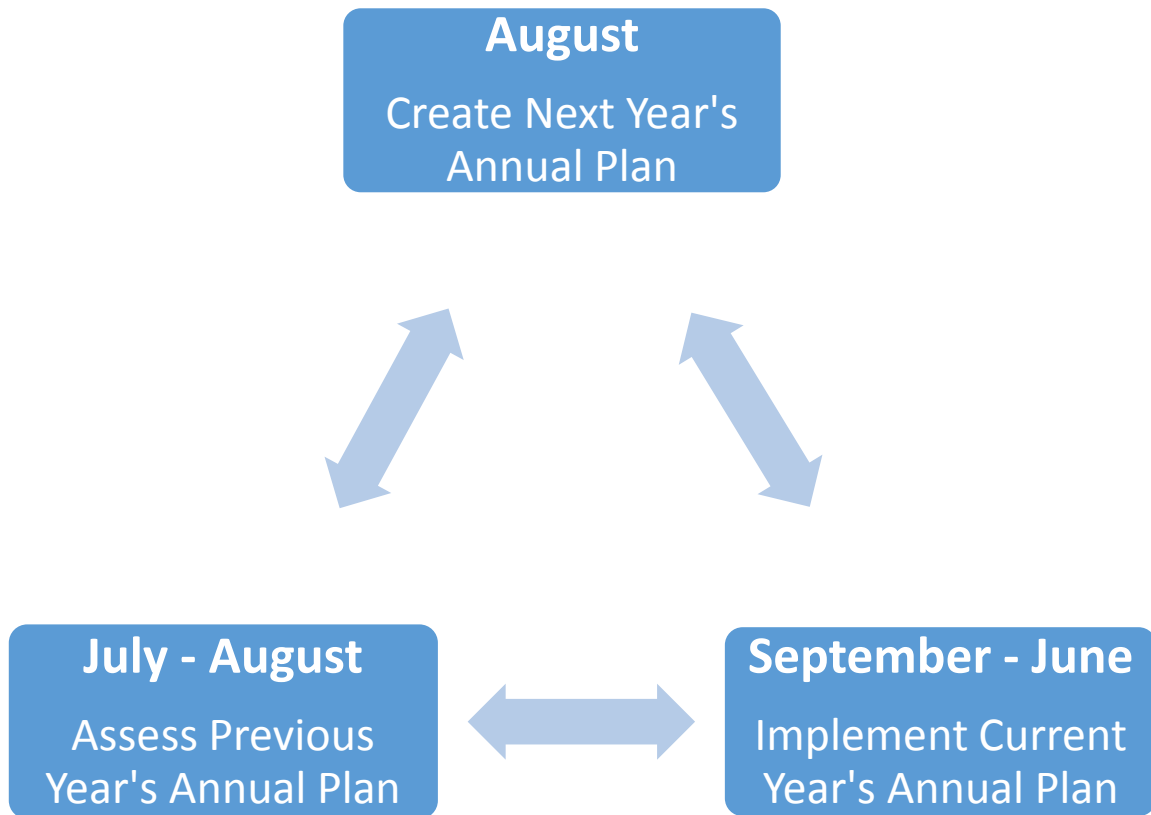
The faculty, staff and administrators are all involved in the planning process. Each department sets annual assessment plans using the LCTCS and RPCC Strategic plans. These annual administrative unit plans are collected and assessed each year, using the Deming Cycle Model for planning and assessment. 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 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

Annual Unit Plan Assessment Timeline





**Institutional Effectiveness
Comprehensive Annual Unit Plans
Summary**

2016-2017



IE COMPREHENSIVE ANNUAL UNIT PLANS SUMMARY 2016-2017

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 (SUCCESS MEASURE)	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
ACADEMIC AFFAIRS	1. Improve student success through implementation of the SACSCOC approved CTS. Electrical helper, Pipefitter and Millwright Apprenticeship. (CCI #4: Innovative Academic and Technical Education Programs)	<ul style="list-style-type: none"> Work with HR to hire/assign a full-time lead faculty member to oversee each program. 	<ul style="list-style-type: none"> RPCC Enrollment Numbers in the newly approved SACSCOC programs. 	<ul style="list-style-type: none"> RPCC 2016 – 2017 Electrical, Pipefitting and Millwright Course Rosters 	<ul style="list-style-type: none"> No additional credit students were added but we did receive final SACS approval for the programs which will provide the possibility of Pell funding for future students when we are able to start enrollment. <ul style="list-style-type: none"> ➤ Due to the LCTCS realignment process, RPCC will be adding two campuses that already have these two programs in place. Both campuses come to RPCC with existing curricula for each of these programs. We decided to hold off on hiring full time faculty and implementing credit programs until the merger process is completed, July 1, 2018. The existing programs may meet the local demand and we must end up with one curricula for services at all locations.
	2. Work with RPCC SACSCOC Leadership team to complete and submit the Ten Year Reaffirmation Certification required documentation. (CCI#3: Teaching Excellence)	<ul style="list-style-type: none"> Complete narratives, documentation and evidence for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed SACSCOC Ten-year Reaffirmation documentation as required by deadline. 	<ul style="list-style-type: none"> RPCC 2016-2017 Ten Year Reaffirmation Document 	<ul style="list-style-type: none"> More than half of the standards have documentation drafts available for review. Supporting documents are being gathered and review of drafts has begun. <ul style="list-style-type: none"> ➤ Documentation is well underway and meeting planned deadlines.

	<p>3. Develop RPCC quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> Complete the QEP proposal for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed QEP as required by deadline 	<ul style="list-style-type: none"> RPCC 2016-2017 QEP Document 	<ul style="list-style-type: none"> A draft of the QEP has been created and is being reviewed. This meets our planned schedule and is moving along very well. <ul style="list-style-type: none"> The QEP Team has developed a plan that meets all SACS expectations and a draft for submission has been created. The focus of the plan is advising students for completion. Due date for submission is February 2108.
	<p>4. Complete and submit National Community College Benchmarking Project (NCCBP) 2017 data workbook.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> Collect analyze and evaluate annual reporting available via NCCBP. 	<ul style="list-style-type: none"> RPCC Submission of completed 2016-2017 NCCBP data requested by deadline 	<ul style="list-style-type: none"> RPCC NCCBP 2017 Annual Report 	<ul style="list-style-type: none"> The gathering of this data has helped faculty and staff better understand the impacts of our organizational processes on individual students and the student population. <ul style="list-style-type: none"> Submission has been made as scheduled, IR staff members are working with NCCBP staff to clean up data anomalies.
<p>FINANCE & ADMINISTRATION</p>	<p>1. Disburse student refunds within 10 days of the student receiving a financial student aid credit balance on his/her account.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> Measure average length of disbursement time, Banner data including dates of student financial assistance credits posted and dates of student financial aid refunds issued, will be used to compare fall 2015 and fall 2016. 	<ul style="list-style-type: none"> Decreased Length of Disbursement Time 	<ul style="list-style-type: none"> Disbursement Comparison Document Showing Decreased Time 	<ul style="list-style-type: none"> In fall 2015, 10 of 1,078 refunds were issued in 10 or more days, not exceeding 21 days. In fall 2016, 8 of 967 refunds were issued in 10 or more days, not exceeding 16 days. <ul style="list-style-type: none"> Continue maintaining efforts to process refunds within 10 days so that students can purchase books and other needed supplies in a timely manner.
<p>STUDENT SERVICES</p>	<p>1. Target potential completers who have not applied for graduation.</p> <p>(CC#1: Access)</p>	<ul style="list-style-type: none"> Obtain report from the Registrar to determine students with 36+ hours completed degree audits 	<ul style="list-style-type: none"> Increased Graduation Appointments Scheduled 	<ul style="list-style-type: none"> RPCC Comparison Documentation for previous vs current Potential Completers scheduled appointments 	<ul style="list-style-type: none"> The strategy was accomplished, and the graduation appointments scheduled were completed. <ul style="list-style-type: none"> Continue to identify the number scheduled for future years to determine a specific number for the increase in the current year.
	<p>2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs.</p>	<ul style="list-style-type: none"> Use CAPP functionality to determine if the program is working properly and enlist assistance from LCTCS to work on programming issues. 	<ul style="list-style-type: none"> CAPP Program Effectiveness Implementation 	<ul style="list-style-type: none"> CAPP Functionality Document (copy of screen shots demonstrating use & functionality 	<ul style="list-style-type: none"> Advising is more easily conducted through CAPP as it pertains to program planning

	(CCI #2: Student Success)				
	3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS (CCI #2: Student Success)	<ul style="list-style-type: none"> Registrar participated in LCTCS NCCER ICTP training provided by the Director of Workforce in fall 2015. 	<ul style="list-style-type: none"> Registrar Completion of NCCER ICTP Certification 	<ul style="list-style-type: none"> ICTP Certification Document 	<ul style="list-style-type: none"> Registrar obtained ICTP Certification
WORKFORCE DEVELOPMENT	1. Increase number of programs that align with approved Industry Basic Credentials (IBCs). (CCI #8: Workforce Development)	<ul style="list-style-type: none"> Implement 5 new UA Welding Certifications, offered additional approved LCTCS IBCs and create one new IBC program. 	<ul style="list-style-type: none"> RPCC Development and implementation of 5 UA Welding Certifications on the Master IBC list; and additional 2 programs currently on the IBC list and 1 new IBC program. 	<ul style="list-style-type: none"> RPCC 2015 2016 workforce credentials document aligned to demand areas, including 2015-16 end of year data documenting the increase 	<ul style="list-style-type: none"> Expanded local welding apprenticeship implementation to serve more students. Programs were offered that have never been offered before. Learned and established the process for the ISC to secure IBC approval from the Workforce Commission <ul style="list-style-type: none"> ➤ Focus on one impactful certification and build on program success ➤ Continue to work with industry partners to create stackable credentials to serve their workforce needs. Seek apprenticeship to serve industry partners.



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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 OF RESULTS
<p>WORKFORCE DEVELOPMENT</p>	<p>1. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients.</p> <p>(CCI#8: Workforce Development)</p>	<ul style="list-style-type: none"> Implement programs and contracts that yield high wage job placement and/or wage enhancement and promotions for completers increased. 	<ul style="list-style-type: none"> RPCC Implementation of Increased High Wage Programs Offered and Contracts Created 	<ul style="list-style-type: none"> RPCC Workforce Data Comparison Document of 2015-2016 Programs, Contracts, Completers and Earnings to 2016-2017 	<ul style="list-style-type: none"> Mobile Crane Operator established and sustaining. Established partnership to establish CDL certification training. <ul style="list-style-type: none"> ➤ Designing and developing a Certified Advanced Process Operator troubleshooting course with BASF and other petrochemical industry partners. ➤ Working with contractor to develop a cost control administrator course for project management and control.



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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.

<i>UNIT</i>	<i>OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENTS ACHIEVED/ USE OF RESULTS</i>
STUDENT SERVICES	1. Identify and target students enrolled in one of the four transfer programs. (CCI#5: Partnerships)	<ul style="list-style-type: none"> Promote student transfer day to students completing a transfer degree and to increase awareness and established a point of contact with four-year universities. 	<ul style="list-style-type: none"> Increased Student Participation in Transfer Day Event 	<ul style="list-style-type: none"> Student Transfer Day Participation Sign-In Sheet 	<ul style="list-style-type: none"> Student exposure and awareness of entrance requirements to enter 4-year universities increased.



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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 double the numbers served annually from the fall of 2014 baseline level of 4,799 to 9,598 by the fall of 2020.

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
<p>ACADEMIC AFFAIRS</p>	<p>1. Continue partnership with Ascension Parish Schools for Early College Option and initiate an Early College Technical Program option.</p> <p>(CCI#4: Innovative Academic and Technical Education Programs)</p>	<ul style="list-style-type: none"> Meet with Ascension Parish Schools Early College Option advisory committee as needed to address the needs of the existing early college option and additional possibilities. Update operating MOU w/Ascension Parish Early College Option program and develop a plan for expanding Early College Options. 	<ul style="list-style-type: none"> RPCC Early College Technical Option (hybrid) program implemented 	<ul style="list-style-type: none"> RPCC Early College Technical Option (hybrid) program signed MOU 	<ul style="list-style-type: none"> Students enrolled in Ascension Parish Schools Early College Option (regular and technical) and completers. Enrollment has expanded in the Early College program, but the Technical option has not developed. ➤ RPCC will continue to work with the Ascension Parish School Board to explore the development of a Technical Option for Early College Students.
	<p>2. Expand Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist.</p>	<ul style="list-style-type: none"> Enhance Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist. Increase course and program options for HS students in programs. 	<ul style="list-style-type: none"> RPCC approval of newly signed MOUs 	<ul style="list-style-type: none"> RPCC Dual Enrollment MOUs 	<ul style="list-style-type: none"> New MOUs are in place, and enrollment has increased. All the parishes signed new MOUs, only St. James has increased enrollment. <p>NOTE: The merger with the Reserve campus will enhance the opportunity for increased enrollment because RPCC will have a service location closer to the</p>

					high schools in St. John and Assumption Parishes.
	(CCI#4: Innovative Academic and Technical Education Programs)				
	3. Work with Lafourche Parish Schools Career Magnet Center for Process Technology courses (submit letter to SACSCOC with new K-12 location).	<ul style="list-style-type: none"> Submit substantive change proposal requests for new K-12 location 	<ul style="list-style-type: none"> RPCC SACSCOC Approved New K-12 location and signed New MOUs 	<ul style="list-style-type: none"> RPCC SACSCOC Approved letter for Substantive change for K-12 location 	<ul style="list-style-type: none"> MOU in place, SACS has been notified and approved. Students have begun participating with RPCC. <ul style="list-style-type: none"> ➤ Working with Lafourche parish schools to increase the participation and articulation will be our next goal with this school system.
	(CCI#4: Innovative Academic and Technical Education Programs)				
ACADEMIC AFFAIRS	4. Implement college wide employee and student satisfaction surveys.	<ul style="list-style-type: none"> Work with Student Services and Human Resources for completion of satisfaction surveys. 	RPCC Employee Satisfaction Survey Completed	<ul style="list-style-type: none"> RPCC Employee and Student Satisfaction Survey Result Documents 	<ul style="list-style-type: none"> We have data for the students and the faculty and staff data will be available in August. <ul style="list-style-type: none"> ➤ We had students to participate in the Community College Survey of Student Engagement and the faculty and staff participated in the Great Colleges to Work For, Survey.
	(CCI#2: Student Success)				
FINANCE & ADMINISTRATION	1. Decrease time to close Help Desk tickets.	<ul style="list-style-type: none"> The goals for timely completion of tickets are as follows: 1. 75% of tickets closed in 3 days 	<ul style="list-style-type: none"> RPCC Help Desk and Decreased Ticket Time Completion Implemented 	<ul style="list-style-type: none"> Web –based IT Ticket and Help Desk Comparison Chart 	<ul style="list-style-type: none"> While all the percentages did not fall within the goal ranges, tickets are being closed as timely as possible due to limited IT staff.

		or less; 2. 15% of tickets closed in 4 -7 days; 3. 10% of tickets closed in 8 -28 days; and 4. 0% of tickets closed in more than 28 days.			<ul style="list-style-type: none"> ➤ The goal was not met this year, so it will be continued next year. During FY 2018 RPCC plan to hire additional staff to close out tickets timelier.
	<p>(CCI#7: Resources)</p> <p>2. Create and implement purchasing and travel training for college faculty and staff.</p> <p>(CCI#7: Resources)</p>	<ul style="list-style-type: none"> • Design training on the college’s purchasing and travel processes. Provide training to staff at a staff meeting and to faculty during faculty in-service. 	<ul style="list-style-type: none"> • RPCC purchasing and travel reimbursements errors decreased 	<ul style="list-style-type: none"> • RPCC purchasing and travel documentation 	<ul style="list-style-type: none"> • None. ➤ This target was not met due to turnover in the Business Office.
	<p>3. Create and implement a facilities plan for both buildings on campus.</p> <p>(CCI#7: Resources)</p>	<ul style="list-style-type: none"> • Develop a plan to perform regular routine maintenance on the college buildings and grounds. Include a method to record when and by whom the maintenance work is performed. 	<ul style="list-style-type: none"> • Increased maintenance work performed as needed. 	<ul style="list-style-type: none"> • RPCC maintenance plan and log of maintenance work performed 	<ul style="list-style-type: none"> • A maintenance plan was developed and followed throughout the year. ➤ Continue working to improve the maintenance plan. More specifically edit facility plan to include both merged campuses.
	<p>4. Create a comprehensive new employee packet in both electronic and hard copy formats.</p> <p>(CCI#7: Resources)</p>	<ul style="list-style-type: none"> • Design a comprehensive new employee packet with input from the Leadership Team. Ensure the packet is available on the RPCC Website. 	<ul style="list-style-type: none"> • RPCC New Employee Packet Development 	<ul style="list-style-type: none"> • RPCC New Employee Packet 	<ul style="list-style-type: none"> • The packet is available on the RPCC website. ➤ Continue to review and improve the packet through the implementation of a new RPCC Website.

<i>STUDENT SERVICES</i>	1. Increase awareness of RPCC program offerings. (CCI#1: Access)	<ul style="list-style-type: none"> Attend a minimum of 8 recruiting events listed on the LACRAO calendar. 	<ul style="list-style-type: none"> Increased Promotion and Recruitment Events Attended 	<ul style="list-style-type: none"> 2016-2017 Recruiting Calendar 	<ul style="list-style-type: none"> RPCC surpassed the recruiting events set forth, expanded outside LACRO area to increase student enrollment
	2. Increase the number of admission applications received by 2% (CCI#2: Student Success)	<ul style="list-style-type: none"> Implement Banner Recruiter Module. 	<ul style="list-style-type: none"> Implementation of Banner Recruitment Module (data submitted to indicate 2% increase 	<ul style="list-style-type: none"> Admissions Applications Submitted Document 	<ul style="list-style-type: none"> RPCC implemented Banner Recruiter Module to increase admission applications received
	3. Increase the number of email communications to applicants. (CCI#2: Student Success)	<ul style="list-style-type: none"> Utilize Banner missing document report to contact applicants regarding admissions status. 	<ul style="list-style-type: none"> Increased Number of Applicants Fully Admitted 	<ul style="list-style-type: none"> Daily Reports Data Document 	<ul style="list-style-type: none"> RPCC increased the number of email communications to applicants regarding admission status
	4. Improve the awareness of Disability Accommodations available for students. (CCI#2: Student Success)	<ul style="list-style-type: none"> Restructure disability services portion of the RPCC website and literature. 	<ul style="list-style-type: none"> Increased Accommodations for Disability Students Awareness 	<ul style="list-style-type: none"> Website Documents and Faculty Training Sign-in Sheets 	<ul style="list-style-type: none"> RPCC Disability Accommodations awareness increased via website updated, flyer development and Future Students Handbook developed.
<i>STUDENT SERVICES</i>	5. Improve financial aid information available to students. (CCI#2: Student Success)	<ul style="list-style-type: none"> Restructure financial aid portion of the RPCC website and literature. 	<ul style="list-style-type: none"> Increased Financial Aid Website Updated and Printable Materials 	<ul style="list-style-type: none"> Website Documents and Printed Materials 	<ul style="list-style-type: none"> Website documents and printed materials updated.
	6. Implement Banner email function to notify students of FASFA receipt.	<ul style="list-style-type: none"> Enlist assistance from LCTCS Financial Aid staff to create the necessary programming. 	<ul style="list-style-type: none"> Implementation of FAFSA email Banner Notifications Receipt 	<ul style="list-style-type: none"> Email Banner notification have been generated to be disbursed 	<ul style="list-style-type: none"> None

	(CCI#8: Workforce Development)			by LCTCS to notify students	
	7. Host National College Goal Sunday Event (CCI#4: Innovative Academic and Technical Education Programs)	<ul style="list-style-type: none"> Coordinate with LOSFA to schedule and hold event during 2015-16. 	<ul style="list-style-type: none"> Participation in Event during 2015-2016. 	<ul style="list-style-type: none"> National Goal Sunday Event Flyer 	<ul style="list-style-type: none"> LOSFA decides on the location to host National Goal Sunday. Baton Rouge Community College (BRCC) was selected for our region and RPCC students were encouraged to attend the event at BRCC.
WORKFORCE DEVELOPMENT	1. Register all student/clients served in workforce training events and Work Ready U Program. (CCI#8: Workforce Development)	<ul style="list-style-type: none"> Create courses, events, services and incidents of students being served in Xenegrade system. Register all non-credit students and clients who participates in courses, events, services and incidents in Xenegrade system. Train all current and new RPCC staff on the Xenegrade workforce training registration system. 	<ul style="list-style-type: none"> RPCC number of students served and registered in Xenegrade increased. 	<ul style="list-style-type: none"> RPCC Xenegrade Comparison Document. (2015-16 vs 2016-17) 	<ul style="list-style-type: none"> Created more rigorous documentation of events, host and facilitated. More students served Training and job aids provided to assist student with self-serve process. ➤ Make training a part of new employee orientation
	2. Increase online/virtual training delivery options in workforce training. Work Ready U and Technical training programs.	<ul style="list-style-type: none"> Implement Xenegrade Create online environment/portal in Canvas to deliver NDT (non-credit) training content. Make the online ACT Key Train system available and 'sell' to RPCC students and clients via Xenegrade registration system 	<ul style="list-style-type: none"> RPCC Canvas delivery of non-credit training content 	<ul style="list-style-type: none"> RPCC non-credit online portal in Canvas document 	<ul style="list-style-type: none"> Offered more options for student success which improves retention and completion. ➤ Continue to expand the use of online learning resources into other appropriate areas.

	(CCI#8: Workforce Development)	<ul style="list-style-type: none"> • Design, develop, and implement online introduction to PTEC course to be delivered via the Canvas online platform. • 			
WORKFORCE DEVELOPMENT	<p>3. Increase partnerships with training providers to expand RPCC's capabilities to deliver workforce training services in a high demand high work occupation.</p> <p>(CCI#8: Workforce Development)</p>	<ul style="list-style-type: none"> • Work collaboratively with business and industry to offer new high demand training. 	<ul style="list-style-type: none"> • Partnerships created to deliver workforce training and workforce solutions services by 25%. 	<ul style="list-style-type: none"> • Business and Industry Partnership list showing increase 	<ul style="list-style-type: none"> • Partnered with CDL certifiers to offer CDL training at RPCC. • Partnered with the Alliance Safety Council to develop Lock Out Tag Out training. • Partnered with Local 198 to conduct welding training. • Partnered with Mike KuKuk Consulting to deliver Advance Process Troubleshooting training. ➤ Continue to create Win Win Partnerships.



IE COMPREHENSIVE ANNUAL UNIT PLANS SUMMARY 2016-2017

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:

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 OF RESULTS
INSTITUTIONAL ADVANCEMENT	1. Turn the donation of the components of an operating PET unit into opportunity for area industry and business to partners to help build PET. (CCI#8: Workforce Development)	<ul style="list-style-type: none"> RPCC will invite industry to form a core team to design and manage the construction of a fully functional training unit that will help train future industrial employees. RPCC will leverage team contacts to reach out to others to join and complete the PET unit build with mostly in-kind donations of time, material and labor as well as approach all participants to continue into a major campaign to seek new cash contributions. 	<ul style="list-style-type: none"> Commitments of individuals and corporations committing to completion of PET and funding to support initiative. 	<ul style="list-style-type: none"> Number of calls, contracts to donors and the number of in-kind contributions to PET project. 	<ul style="list-style-type: none"> Strategy changed not to simply ask but to identify a project manager gratis. The project manager used his contacts and experience to further build the team and find materials to complete the project. By summer of 2017 we had a core team and partial commitments from others to join the team at the appropriate time. <ul style="list-style-type: none"> ➤ Continue plan and strategy going forward to achieve the goal.



IE COMPREHENSIVE ANNUAL UNIT PLANS SUMMARY 2016-2017

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 6. DOUBLE FOUNDATION ASSETS: Double Foundation assets to \$50 Million.

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

UNIT	OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
INSTITUTIONAL ADVANCEMENT	1. Leverage the success and the functioning partners in the PET build to kick start major cash campaign immediately following completion of the build. (CCI#6: Fundraising)	<ul style="list-style-type: none"> • Create an inviting opportunity for existing partners to participate in the PET project and ask for reference to new partners. Maintain regular contact with existing B&I partners to identify their in-kind contribution, and make new relationships for additional contributions. • Determine goal for capital campaign – meaning a specific, measurable task for which a donation may be used. 	<ul style="list-style-type: none"> • RPCC secured funding to support PET build. 	<ul style="list-style-type: none"> • List of individuals and/or corporations committing to support the PET project. 	<ul style="list-style-type: none"> • Strategy changed to focus on a single commitment – a volunteer engineer to act as project manager. His/her contacts were used to bring others onto the team as needed and identify specific material needs. We had a committed project manager and two engineers to design the project. We also had a 3rd company commit to providing instrumentation design and materials as well as several other casual contacts who expressed interest. ➤ Continue to refine the goals of a capital campaign by determining actual need based on regional demographics and industrial data as well as key person interviews.
WORKFORCE DEVELOPMENT	1. Execute Customized Workforce Solutions (CCI#8: Workforce Development)	<ul style="list-style-type: none"> • Explore, design and propose workforce solutions to clients. 	<ul style="list-style-type: none"> • RPCC create and execute customized workforce solutions for business and industrial 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None



**Institutional Effectiveness
Academic Affairs Annual Unit Plan
Summary**

2016-2017



IE ACADEMIC AFFAIRS ANNUAL UNIT PLAN SUMMARY 2016-2017

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.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
1. Improve student success through implementation of the SACSCOC approved CTS. Electrical helper, Pipefitter and Millwright Apprenticeship. (CCI#4: Innovative Academic and Technical Education Programs)	<ul style="list-style-type: none"> Work with HR to hire/assign a full-time lead faculty member to oversee each program. 	<ul style="list-style-type: none"> RPCC Enrollment Numbers in the newly approved SACSCOC programs. 	<ul style="list-style-type: none"> RPCC 2016 – 2017 Electrical, Pipefitting and Millwright Course Rosters 	<ul style="list-style-type: none"> No additional credit students were added but we did receive final SACS approval for the programs which will provide the possibility of Pell funding for future students when we are able to start enrollment. ➤ Due to the LCTCS realignment process, RPCC will be adding two campuses that already have these two programs in place. Both campuses come to RPCC with existing curricula for each of these programs. We decided to hold off on hiring full time faculty and implementing credit programs until the merger process is completed, July 1, 2018. The existing programs may meet the local demand and we must end up with one curricula for services at all locations.
2. Work with RPCC SACSCOC Leadership team to complete and submit the Ten-Year Reaffirmation Certification required documentation. (CCI#3: Teaching Excellence)	<ul style="list-style-type: none"> Complete narratives, documentation and evidence for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed SACSCOC Ten-year Reaffirmation documentation as required by deadline. 	<ul style="list-style-type: none"> RPCC 2016-2017 Ten Year Reaffirmation Document 	<ul style="list-style-type: none"> More than half of the standards have documentation drafts available for review. Supporting documents are being gathered and review of drafts has begun. ➤ Documentation is well underway and meeting planned deadlines.
3. Develop RPCC quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs.	<ul style="list-style-type: none"> Complete the QEP proposal for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed QEP as required by deadline 	<ul style="list-style-type: none"> RPCC 2016-2017 QEP Document 	<ul style="list-style-type: none"> A draft of the QEP has been created and is being reviewed. This meets our planned schedule and is moving along very well.

(CCI#2: Student Success)				<ul style="list-style-type: none"> ➤ The QEP Team has developed a plan that meets all SACSCOC expectations and a draft for submission has been created. The focus of the plan is advising students for completion. Due date for submission is February 2018.
<p>4. Complete and submit National Community College Benchmarking Project (NCCBP) 2017 data workbook.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> • Collect, analyze and evaluate annual reporting available via NCCBP. 	<ul style="list-style-type: none"> • RPCC Submission of completed 2016-2017 NCCBP data requested by deadline. 	<ul style="list-style-type: none"> • RPCC NCCBP 2017 Annual Report 	<ul style="list-style-type: none"> • The gathering of this data has helped faculty and staff better understand the impacts of our organizational processes on individual students and the student population. ➤ Submission has been made as scheduled, IR staff members are working with NCCBP staff to clean up data anomalies.

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 4,799 to 9,598 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
<p>1. Continue partnership with Ascension Parish Schools for Early College Option and initiate an Early College Technical Program option.</p> <p>(CCI#4: Innovative Academic and Technical Education Programs)</p>	<ul style="list-style-type: none"> • Meet with Ascension Parish Schools Early College Option advisory committee as needed to address the needs of the existing early college option and additional possibilities. Update operating MOU w/Ascension Parish Early College Option program and develop a plan for expanding Early College Options. 	<ul style="list-style-type: none"> • RPCC Early College Technical Option (hybrid) program implemented. 	<ul style="list-style-type: none"> • RPCC Early College Technical Option (hybrid) program signed MOU. 	<ul style="list-style-type: none"> • Students enrolled in Ascension Parish Schools Early College Option (regular and technical) and completers. • Enrollment has expanded in Early College program, but the Technical option has not developed. ➤ RPCC will continue to work with the Ascension Parish School Board to explore the development of a Technical Option for Early College Students.
<p>2. Expand Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist.</p>	<ul style="list-style-type: none"> • Enhance Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist. Increase course and program options for HS students in programs. 	<ul style="list-style-type: none"> • RPCC approval of newly signed MOUs 	<ul style="list-style-type: none"> • RPCC Dual Enrollment MOUs 	<ul style="list-style-type: none"> • New MOUs are in place, and enrollment has increased. • All the parishes signed new MOUs, only St. James has increased enrollment. ➤ NOTE: The merger with the Reserve campus will enhance the opportunity for increased enrollment because RPCC will have a service location closer

(CCI#4: Innovative Academic and Technical Education Programs)				to the high schools in St. John and Assumption Parishes.
<p>3. Work with Lafourche Parish Schools Career Magnet Center for Process Technology courses (submit letter to SACSCOC with new K-12 location).</p> <p>(CCI#4: Innovative Academic and Technical Education Programs)</p>	<ul style="list-style-type: none"> Submit substantive change proposal requests for new K-12 location 	<ul style="list-style-type: none"> RPCC SACSCOC Approved New K-12 location and signed New MOUs. 	<ul style="list-style-type: none"> RPCC SACSCOC Approval letter for Substantive change for K-12 location. 	<ul style="list-style-type: none"> MOU in place, SACS has been notified and approved. Student have begun participating with RPCC. <ul style="list-style-type: none"> ➤ Working with Lafourche parish schools to increase the participation and articulation will be our next goal with this school system.
<p>4. Implement college wide employee and student satisfaction surveys.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> Work with Student Services and Human Resources for completion of satisfaction surveys. 	<ul style="list-style-type: none"> RPCC Employee and Student Satisfaction Survey Completed 	<ul style="list-style-type: none"> RPCC Employee and Student Satisfaction Survey Result Documents 	<ul style="list-style-type: none"> We have data for the students and the faculty and staff data will be available in August. <ul style="list-style-type: none"> ➤ We had students to participate in the Community College Survey of Student Engagement and the faculty and staff participated in the Great Colleges to Work For, Survey.



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

2016-2017



IE FINANCE & ADMINISTRATION ANNUAL UNIT PLAN SUMMARY 2016-2017

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 from the fall baseline level of 381 to 762 by the fall of 2020.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
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)	<ul style="list-style-type: none"> Measure average length of disbursement time, Banner data including dates of student financial assistance credits posted and dates of student financial aid refunds issued, will be used to compare fall 2015 and fall 2016. 	<ul style="list-style-type: none"> Decreased Length of Disbursement Time 	<ul style="list-style-type: none"> Disbursement Comparison Document Showing Decreased Time. 	<ul style="list-style-type: none"> In fall 2015, 10 of 1,078 refunds were issued in 10 or more days, not exceeding 21 days. In fall 2016, 8 of 967 refunds were issued in 10 or more days, not exceeding 16 days. ➤ Continue maintaining efforts to process refunds within 10 days so that students can purchase books and other needed supplies in a timely manner.

LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: Double the number of Students Served to 40,000 annually.

RPCC GOAL: The college will double the number of students served from the fall 2014 baseline level of 4,799 to 9,598 by the fall of 2020.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENTS ACHIEVED/ USE OF RESULTS</i>
1. Decrease time to close Help Desk tickets. (CCI#7: Resources)	<ul style="list-style-type: none"> The goals for timely completion of tickets are as follows. 1). 75% of tickets closed in 3 days or less; 2). 15% of tickets closed in 4 – 7 days; 3). 10% of tickets closed in 8 – 28 days; and 4). 0% of tickets closed in more than 28 days. 	<ul style="list-style-type: none"> RPCC Help Desk and Decreased Ticket time completion implementation. 	<ul style="list-style-type: none"> Web-based IT Ticket and Help Desk Comparison Chart 	<ul style="list-style-type: none"> While all the percentages did not fall within the goal ranges, tickets are being closed as timely as possible due to limited IT staff. ➤ The goal was not met this year, so it will be continued next year. During FY 2018 RPCC plan to hire additional staff to close out tickets timelier.
2. Create and implement purchasing and travel training for college faculty and staff. (CCI#7: Resources)	<ul style="list-style-type: none"> Design training on the college’s purchasing and travel processes. Provide training to staff at a staff meeting and to faculty during faculty in-service. 	<ul style="list-style-type: none"> RPCC purchasing and travel reimbursements errors decreased. 	<ul style="list-style-type: none"> RPCC Purchasing and Travel Documentation 	<ul style="list-style-type: none"> None. ➤ This target was not met due to turnover in the Business Office

<p>3. Create and implement a facilities plan for both buildings on campus.</p> <p>(CCI#7: Resources)</p>	<ul style="list-style-type: none"> Develop a plan to perform regular, routine maintenance on the college buildings and grounds include a method to record when and by whom the maintenance work is performed. 	<ul style="list-style-type: none"> Increased maintenance work performed as needed 	<ul style="list-style-type: none"> RPCC maintenance plan and log of maintenance work performed. 	<ul style="list-style-type: none"> A maintenance plan was developed and followed throughout the year. <ul style="list-style-type: none"> ➤ Continue working to improve the maintenance plan. More specifically edit facility plan to include both merged campuses
<p>4. Create a comprehensive new employee packet in both electronic and hard copy formats.</p> <p>(CCI#7: Resources)</p>	<ul style="list-style-type: none"> Design a comprehensive new employee packet. Ensure the packet is available on the RPCC website as well as providing new employees with a hard copy. 	<ul style="list-style-type: none"> RPCC New Employee Packet Development 	<ul style="list-style-type: none"> RPCC New Employment Packet 	<ul style="list-style-type: none"> The packet is available on the RPCC website. <ul style="list-style-type: none"> ➤ Continue to review and improve the packet through the implementation of a new RPCC Website.



**Institutional Effectiveness
Institutional Advancement
Annual Unit Plan**

2016-2017



IE INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN SUMMARY 2016-2017

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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	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
1. Turn the donation of the components of an operating PET unit into opportunity for area industry and business to partners to help build PET. (CCI#8: Workforce Development)	<ul style="list-style-type: none"> RPCC will invite industry to form a core team to design and manage the construction of a fully functional training unit that will help train future industrial employees. RPCC will leverage team contacts to reach out to others to join and complete the PET unit build with mostly in-kind donations of time, material and labor as well as approach all participants to continue into a major campaign to seek new cash contributions. 	<ul style="list-style-type: none"> Commitments of individuals and corporations committing to completion of PET and funding to support initiative. 	<ul style="list-style-type: none"> Number of calls, contracts to donors and the number of in-kind contributions to PET Project. 	<ul style="list-style-type: none"> Strategy changed not to simply ask but to identify a project manager gratis. The project manager used his contacts and experience to further build the team and find materials to complete the project. By summer of 2017 we had a core team and partial commitments from others to join the team at the appropriate time. <ul style="list-style-type: none"> ➤ Continue plan and strategy going forward to achieve the goal.

LCTCS LA 2020 GOAL 6. DOUBLE FOUNDATION ASSETS: Double Foundation assets to \$50 Million.

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

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Leverage the success and the functioning partners in the PET build to kick start major cash campaign immediately following completion of the build.	<ul style="list-style-type: none"> Create an inviting opportunity for existing partners to participate in the PET project and ask for reference to new partners. Maintain regular contact with existing B&I partners 	<ul style="list-style-type: none"> RPCC secured funding to support PET build 	<ul style="list-style-type: none"> List of individuals and/or corporations committing to support the PET project. 	<ul style="list-style-type: none"> Strategy changed to focus on a single commitment – a volunteer engineer to act as project manager. His/her contacts were used to bring others onto the team as needed and identify specific material needs. We had

(CCI#6: Fundraising)

to identify their in-kind contribution, and make new relationships for additional contributions.

- Determine goal for capital campaign – meaning a specific, measurable task for which a donation may be used.

a committed project manager and two engineers to design the project. We also had a 3rd company commit to providing instrumentation design and materials as well as several other casual contacts who expressed interest.

- Continue to refine the goals of a capital campaign by determining actual need based on regional demographics and industrial data as well as key person interviews.



**Institutional Effectiveness
Student Services
Annual Unit Plan**

2016-2017



IE STUDENT SERVICES ANNUAL UNIT PLAN SUMMARY 2016-2017

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 from the fall baseline level of 381 to 762 by the fall of 2020.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
1. Target potential completers who have not applied for graduation. (CCI#1: Access)	<ul style="list-style-type: none"> Obtain report from the Registrar to determine students with 36+ hours completed & complete degree audits. 	<ul style="list-style-type: none"> Increased Graduation Appointments Scheduled 	<ul style="list-style-type: none"> RPCC Comparison Documentation for previous vs current Potential Completers scheduled appointments 	<ul style="list-style-type: none"> The strategy was accomplished, and the graduation appointments scheduled were completed. <ul style="list-style-type: none"> ➤ Continue to identify the number scheduled for future years to determine a specific number for the increase in the current year.
2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs. (CCI#2: Student Success)	<ul style="list-style-type: none"> Utilize CAPP functionality to determine if the program is working properly and enlist assistance from LCTCS staff to work on programming issues. 	<ul style="list-style-type: none"> CAPP Program Effectiveness Implementation 	<ul style="list-style-type: none"> CAPP Functionality Document (copy of screen shots demonstrating use & functionality) 	<ul style="list-style-type: none"> Advising is more easily conducted through CAPP as it pertains to program planning <ul style="list-style-type: none"> ➤ Continue to use this document to advise students for completion.
3. Registrar obtain NCCER ICTP training to serve as NCCER point of contact for RPCC and LCTCS. (CCI#2: Student Success)	<ul style="list-style-type: none"> Registrar participated in LCTCS NCCER ICTP training provided by the Director of Workforce in fall 2015. 	<ul style="list-style-type: none"> Registrar Completion of NCCER ICTP Certification 	<ul style="list-style-type: none"> ICTP Certification Document 	<ul style="list-style-type: none"> Registrar obtained ICTP Certification

LCTCS LA 2020 GOAL 3. QUADRUPLE TRANSFERS TO 4-YEAR UNIVERSITIES: Quadruple the number of 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.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
1. Identify and target students enrolled in one of the four transfer programs.	<ul style="list-style-type: none"> Promote student transfer day to students completing a transfer degree and to increase awareness and 	<ul style="list-style-type: none"> Increased Student Participation in Transfer Day Event 	<ul style="list-style-type: none"> Student Transfer Day Participation Sign-In Sheet 	<ul style="list-style-type: none"> Student exposure and awareness of entrance requirements to enter 4-year universities increased.

(CCI#5: Partnerships)	establish a point of contact with four-year universities.			➤ Continue to offer this event and expand advising work to make transitions easier.
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 4,799 to 9,598 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. (CCI#1: Access)	<ul style="list-style-type: none"> Attend a minimum of 8 recruiting events listed on the LACRAO calendar. 	<ul style="list-style-type: none"> Increased Promotion and Recruitment Events Attended 	<ul style="list-style-type: none"> 2016-2017 Recruiting Calendar 	<ul style="list-style-type: none"> RPCC surpassed the recruiting events set forth, expanded outside LACRO area to increase student enrollment. ➤ Continue this event to help us meet RPCC enrollment goals.
2. Increase the number of admission applications received by 2% (CCI#2: Student Success)	<ul style="list-style-type: none"> Implement Banner Recruiter Module. 	<ul style="list-style-type: none"> Implementation of Banner Recruitment Module (data submitted to indicate 2% increase) 	<ul style="list-style-type: none"> Admissions Applications Submitted Document 	<ul style="list-style-type: none"> RPCC implemented Banner Recruiter Module to increase admission applications received ➤ Use the module to set up communications campaigns to communicate with prospective students better.
3. Increase the number of email communications to applicants (CCI#2: Student Success)	<ul style="list-style-type: none"> Utilize Banner missing document report to contact applicants regarding admissions status. 	<ul style="list-style-type: none"> Increased Number of Applicants Fully Admitted. 	<ul style="list-style-type: none"> Daily Reports Data Document 	<ul style="list-style-type: none"> RPCC increased the number of email communications to applicants regarding admission status. ➤ Use the module to set up communication campaigns to communicate with applicants to become registered students.
4. Improve the awareness of Disability Accommodations available for students (CCI#2: Student Success)	<ul style="list-style-type: none"> Restructure disability services portion of the RPCC website and literature. 	<ul style="list-style-type: none"> Increased Accommodations for Disability Students Awareness 	<ul style="list-style-type: none"> Website Documents and Faculty Training Sign-in Sheets 	<ul style="list-style-type: none"> RPCC Disability Accommodations awareness increased via website updated, flyer development and Future Students Handbook developed. ➤ Continue these efforts to make sure students are aware of assistance available for students with disabilities as well as help us to identify accommodations that can help them pass their courses.
5. Improve financial aid information available to students	<ul style="list-style-type: none"> Restructure financial aid portion of the RPCC website and literature. 	<ul style="list-style-type: none"> Increased Financial Aid Website Updated and Printable Materials 	<ul style="list-style-type: none"> Website Documents and Printed Materials 	<ul style="list-style-type: none"> Website documents and printed materials updated. ➤ Continue these efforts to make sure students are aware of requirements and options to

(CCI#2: Student Success)				assist with them having funds to complete their education.
6. Implement Banner email function to notify students of FASFA receipt (CCI#8: Workforce Development)	<ul style="list-style-type: none"> Enlist assistance from LCTCS Financial Aid staff to create the necessary programming. 	<ul style="list-style-type: none"> Implementation of FAFSA email Banner Notifications Receipt 	<ul style="list-style-type: none"> Email Banner notification have been generated to be disbursed by LCTCS to notify students 	<ul style="list-style-type: none"> None (not implemented)
7. Host National College Goal Sunday Event (CCI#4: Innovative Academic and Technical Education Programs)	<ul style="list-style-type: none"> Coordinate with LOSFA to schedule and hold event during 2015-2016. 	<ul style="list-style-type: none"> Participation in Event during 2015-2016 	<ul style="list-style-type: none"> National Goal Sunday Event Flyer 	<ul style="list-style-type: none"> LOSFA decides on the location to host National Goal Sunday. Baton Rouge Community College (BRCC was selected for our region and RPCC students were encouraged to attend the event at BRCC. ➤ Continue to encourage our students to participate in this event to learn more about financial aid.



**Institutional Effectiveness
Workforce Development
Annual Unit Plan**

2016-2017



IE WORKFORCE DEVELOPMENT ANNUAL UNIT PLAN SUMMARY 2016-2017

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.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
1. Increase number of programs that align with approved Industry Based Credentials (IBCs). (CCI#8: Workforce Development)	<ul style="list-style-type: none"> Secure LCTCS approval to include 5 UA welding Certifications on Master IBC list; add 2 programs that are already listed on the LCTCS Master IBC list; and develop and secure 1 new program/IBC. 	<ul style="list-style-type: none"> RPCC Development and implementation of 5 UA Welding Certifications on the Master IBC list; and additional 2 programs currently on the IBC list and 1 new IBC program 	<ul style="list-style-type: none"> RPCC 2015-2016 workforce credentials document aligned to demand areas, including 2015-16 end of year data documenting the increase. 	<ul style="list-style-type: none"> Expanded local welding apprenticeship implementation to serve more students. Programs were offered that have never been offered before. Learned and established the process for the ISC to secure IBC approval from the Workforce Commission <ul style="list-style-type: none"> ➤ Focus on one impactful certification and build on program success ➤ Continue to work with industry partners to create stackable credentials to serve their workforce needs. Seek apprenticeship to serve industry partners.

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.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS</i>
1. Focus workforce development training classes on high wage, entry level and enhanced earnings of currently employed clients. (CCI#8: Workforce Development)	<ul style="list-style-type: none"> Implement programs and contracts that yield high wage job placement and/or wage enhancement and promotions for completers increased. 	<ul style="list-style-type: none"> RPCC Implementation of increased High Wage Programs Offered and Contracts Created. 	<ul style="list-style-type: none"> RPCC Workforce Data Comparison Document of 2015-2016 Programs, Contracts, Completers and Earnings to 2016-2017. 	<ul style="list-style-type: none"> Mobile Crane Operator established and sustaining. Established partnership to establish CDL certification training. Designing and developing a Certified Advanced Process Operator troubleshooting course with BASF and other petrochemical industry partners. <ul style="list-style-type: none"> ➤ Continue working with contractor to develop a cost control administrator course for project management and control.

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 547 to 2,188 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
<p>1. Register all students/clients served in workforce training events and Work Ready U program.</p> <p>(CCI#8: Workforce Development)</p>	<ul style="list-style-type: none"> • Create courses, events, services and incidents of students being served in Xenegrade system; • Register all non-credit student and clients who participates in courses, events, services and incidents in Xenegrade system, • Train all current and new RPCC staff on the Xenegrade workforce training registration system. 	<p>RPCC number of students served and registered in Xenegrade increased.</p>	<p>RPCC Xenegrade Comparison Document. (2015-16 vs 2016-17)</p>	<ul style="list-style-type: none"> • Created more rigorous documentation of events, host and facilitated. • More students served • Training and job aids provided to assist student with self-serve process. ➤ Make training a part of new employee orientation
<p>2. Increase online Virtual training delivery options in workforce training, Work Ready U, and Technical training programs.</p> <p>(CCI#8: Workforce Development)</p>	<ul style="list-style-type: none"> • Implement Xenegrade; • Create online environment/portal in Canvas to deliver NDT (non-credit) training content; • Make the online ACT Key Train System available and 'sell" to RPCC students and clients via Xenegrade registration system; • Design, develop, and implement online introduction to PTEC course to be delivered via the Canvas online platform. 	<ul style="list-style-type: none"> • RPCC Canvas delivery of non-credit training content 	<ul style="list-style-type: none"> • RPCC non-credit online portal in Canvas document 	<ul style="list-style-type: none"> • Created more rigorous documentation of events, host and facilitated. • More students served • Training and job aids provided to assist student with self-serve process. ➤ Make training a part of new employee orientation
<p>3. Increase partnerships with training providers to expand RPCC's capabilities to deliver workforce training services in high demand, high wage occupations.</p>	<ul style="list-style-type: none"> • Worked collaboratively with business and industry to offer new high demand training. 	<ul style="list-style-type: none"> • Partnerships created to deliver workforce training and workforce solutions services by 25%. 	<ul style="list-style-type: none"> • Business and Industry Partnership list showing increase. 	<ul style="list-style-type: none"> • Partnered with CDL certifiers to offer CDL training at RPCC. • Partnered with the Alliance Safety Council to develop Lock Out Tag Out training. • Partnered with Local 198 to conduct welding training. • Partnered with Mike KuKuk Consulting to deliver Advance Process Troubleshooting training.

(CCI#8: Workforce Development)				➤ Continue to create Win Win Partnerships.
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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 of \$775,917 to \$1,552,384 by the fall of 2020

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENT ACHIEVED Use/IMPLICATIONS OF RESULTS</i>
1. Execute customized Workforce Solutions (CCI#8: Workforce Development)	<ul style="list-style-type: none"> Explore, design, and propose workforce solutions to clients. 	<ul style="list-style-type: none"> RPCC create and execute customized workforce solutions for business and industry. 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None



IE UNIT PLAN EVALUATION SCORING RUBRIC 2016-2017

ASSESSMENT CRITERIA	SCORE (1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 – 13 = ACCEPTABLE; 14 – 16 = EXEMPLARY)			
	<i>BEGINNING</i> 1	<i>DEVELOPING</i> 2	<i>ACCEPTABLE</i> 3	<i>EXEMPLARY</i> 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**

2016-2017



IE COMPREHENSIVE ANNUAL UNIT PLAN EVALUATION SPRING RUBRIC 2016-2017

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 implementation of the SACSCOC approved CTS. Electrical helper, Pipefitter and Millwright Apprenticeship.	4	2	2	2	10	Acceptable
	2. Work with RPCC SACSCOC Leadership team to complete and submit the Ten-Year Reaffirmation Certification required documentation.	4	3	3	3	13	Acceptable
	3. Develop RPCC quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs.	4	4	4	4	16	Exemplary
	4. Complete and submit National Community College Benchmarking Project (NCCBP) 2017 data workbook.	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
INSTITUTIONAL ADVANCEMENT	NA	NA	NA	NA	NA	NA	NA
STUDENT SERVICES	1. Target potential completers who have not applied for graduation	4	4	3	3	14	Exemplary
	2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs	4	4	4	4	16	Exemplary
	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. Increase number of programs that align with approved Industry Basic Credentials (IBCs)	4	3	4	4	15	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	
ACADEMICS	NA	NA	NA	NA	NA	NA	NA
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	4	4	4	16	Exemplary

UNIT	OBJECTIVE/STRATEGY	SCORE					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		(1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY)					
	Goal 3: Quadruple Transfers to 4-Year Universities	OBJECTIVE	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
ACADEMICS	NA	NA	NA	NA	NA	NA	NA
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	4	4	4	4	16	Exemplary
Workforce Development	NA	NA	NA	NA	NA	NA	NA

UNIT	OBJECTIVE/STRATEGY	SCORE					IMPROVEMENT LEVEL (BEGINNING, DEVELOPING, ACCEPTABLE, EXEMPLARY)
		(1 – 4 = BEGINNING; 5 – 9 = DEVELOPING; 10 -13 = ACCEPTABLE; 14-16 = EXEMPLARY)					
	Goal 4. Double Number of Students Served	STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
ACADEMICS	1. Continue partnership with Ascension Parish Schools for Early College Option and initiate an Early College Technical Program option	4	4	4	3	15	Exemplary
	2. Implement college wide employee and student satisfaction surveys Expand Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist	4	4	4	4	16	Exemplary
	3. Work with Lafourche Parish Schools Career Magnet Center for Process Technology courses (submit letter to SACSCOC with new K-12 location).	4	4	4	4	16	Exemplary
	4. Implement college wide employee and student satisfaction surveys.	4	4	4	4	16	Exemplary
FINANCE & ADMINISTRATION	1. Decrease time to close Help Desk tickets	4	3	4	3	14	Exemplary
	2. Create and implement purchasing and travel training for college faculty and staff	4	1	1	0	6	Developing
	3. Create and implement a facilities plan for both buildings on campus	4	4	4	4	16	Exemplary
	4. Create a comprehensive new employee packet in both electronic and hard copy formats.	4	4	4	4	16	Exemplary
INSTITUTIONAL ADVANCEMENT	NA	NA	NA	NA	NA	NA	NA
STUDENT SERVICES	1. Increase awareness of RPCC program offerings.	4	4	4	4	16	Exemplary
	2. Increase the number of admission applications received by 2%	4	4	4	4	16	Exemplary
	3. Increase the number of email communications to applicants	4	4	4	4	16	Exemplary
	4. Improve the awareness of Disability Accommodations available for students	4	4	4	4	16	Exemplary
	5. Improve financial aid information available to students	4	4	4	4	16	Exemplary
	6. Implement Banner email function to notify students of FASFA receipt	4	4	4	0	12	Acceptable
	7. Host National College Goal Sunday Event	4	4	3	2	13	Acceptable
	1. Register all student/clients served in workforce training events and Work Ready U Program	4	2	2	0	8	Developing

WORKFORCE DEVELOPMENT	2. Increase online/virtual training delivery options in workforce training. Work Ready U and Technical training programs.	4	2	2	0	8	Developing
	3. Increase partnerships with training providers to expand RPCC's capabilities to deliver workforce training services in a high demand high work occupation	3	0	0	0	3	Beginning

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	
ACADEMICS	NA	NA	NA	NA	NA	NA	NA
FINANCE & ADMINISTRATION	NA	NA	NA	NA	NA	NA	NA
INSTITUTIONAL ADVANCEMENT	1. Turn the donation of the components of an operating PET unit into opportunity for area industry and business to partners to help build PET.	4	4	3	4	15	Exemplary
STUDENT SERVICES	NA	NA	NA	NA	NA	NA	NA
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)R
		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. Recruit B&I partners to help build PET	3	3	0	3	9	Developing
STUDENT SERVICES	NA	NA	NA	NA	NA	NA	NA
WORKFORCE DEVELOPMENT	1. Execute Customized Workforce Solutions	4	4	0	0	8	Developing



**Institutional Effectiveness
Academic Affairs
Annual Unit Plan Evaluation**

2016-2017



IE ACADEMIC AFFAIRS ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC 2016-2017

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)
		<i>Objective</i>	<i>Results</i>	<i>Evidence</i>	<i>Achievements</i>	<i>Total Score</i>	
GOAL 1: DOUBLE GRADUATES	1. Improve student success through implementation of the SACSCOC approved CTS. Electrical helper, Pipefitter and Millwright Apprenticeship.	4	2	2	2	10	Acceptable
	2. Work with RPCC SACSCOC Leadership team to complete and submit the Ten-Year Reaffirmation Certification required documentation.	4	3	3	3	13	Acceptable
	3. Develop RPCC quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs.	4	4	4	4	16	Exemplary
	4. Complete and submit National Community College Benchmarking Project (NCCBP) 2017 data workbook.	4	4	4	4	16	Exemplary
GOAL 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Continue partnership with Ascension Parish Schools for Early College Option and initiate an Early College Technical Program option	4	4	4	3	15	Exemplary
	2. Expand Dual Enrollment partnerships and MOUs with Ascension, St. James and St. John the Baptist	4	4	4	4	16	Exemplary
	3. Work with Lafourche Parish Schools Career Magnet Center for Process Technology courses (submit letter to SACSCOC with new K-12 location).	4	4	4	4	16	Exemplary
	4. Implement college wide employee and student satisfaction surveys	4	4	4	4	16	Exemplary



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

2016-2017



IE FINANCE & ADMINISTRATION ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC 2016-2017

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)
		<u>OBJECTIVE</u>	<u>RESULTS</u>	<u>EVIDENCE</u>	<u>ACHIEVEMENTS</u>	<u>TOTAL SCORE</u>	
		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	
GOAL 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Implement a new web-based help desk and decrease time to close tickets.	4	3	4	3	14	Exemplary
	2. Create and implement purchasing and travel training for college faculty and staff	4	1	1	0	6	Developing
	3. Create and implement a facilities plan for both buildings on campus	4	4	4	4	16	Exemplary
	4. Identify additional avenues to recruit qualified faculty and staff throughout the state of Louisiana	4	4	4	4	16	Exemplary



**Institutional Effectiveness
Institutional Advancement
Annual Unit Plan Evaluation**

2016-2017



IE INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC 2016-2017

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. Turn the donation of the components of an operating PET unit into opportunity for area industry and business to partners to help build PET.	4	4	3	4	15	Exemplary
GOAL 6: DOUBLE FOUNDATION ASSETS	1. Leverage the success and the functioning partners in the PET build to kick start major cash campaign immediately following completion of the build.	4	3	4	3	14	Exemplary



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

2016-2017



IE STUDENT SERVICES ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC – 2016-2017

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)
		<u>OBJECTIVE</u>	<u>RESULTS</u>	<u>EVIDENCE</u>	<u>ACHIEVEMENTS</u>	<u>TOTAL SCORE</u>	
GOAL 1: Double Graduates	1. Target potential completers who have not applied for graduation.	4	4	3	3	14	Exemplary
	2. Complete curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs.	4	4	4	4	16	Exemplary
	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	4	4	4	4	16	Exemplary
GOAL 4: Double the Number of Students Served	1. Increase awareness of RPCC program offerings.	4	4	4	4	16	Exemplary
	2. Increase the number of admission applications received by 2%	4	4	4	4	16	Exemplary
	3. Increase the number of email communications to applicants	4	4	4	4	16	Exemplary
	4. Improve the awareness of Disability Accommodations available for students	4	4	4	4	16	Exemplary
	5. Improve financial aid information available to students	4	4	4	4	16	Exemplary
	6. Implement Banner email function to notify students of FASFA receipt	4	4	4	0	12	Acceptable
	7. Host National College Goal Sunday Event	4	4	3	2	13	Acceptable



**Institutional Effectiveness
Workforce Development
Annual Unit Plan Evaluation**

2016-17



IE WORKFORCE DEVELOPMENT ANNUAL UNIT PLAN EVALUATION SCORING RUBRIC 2016-2017

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)
		<i>OBJECTIVE</i>	<i>RESULTS</i>	<i>EVIDENCE</i>	<i>ACHIEVEMENTS</i>	<i>TOTAL SCORE</i>	
		GOAL 1: DOUBLE GRADUATES	1. Increase the number of programs that align with approved Industry Based Credentials (IBCs)	4	3	4	
GOAL 2: DOUBLE GRADUATES ANNUAL EARNINGS	1. Use Xenegrade learning Management System to document initial placement for Workforce Development.	4	4	4	4	16	Exemplary
GOAL 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Register all students/clients served in workforce training events and Work Ready U program	4	4	3	3	14	Exemplary
	2. Increase online Virtual training delivery options in workforce training. Work Ready U, and Technical training programs.	4	4	3	4	15	Exemplary
	3. Increase partnerships with training providers to expand RPCC's capabilities to deliver workforce training services in high demand, high wage occupations.	3	4	3	4	14	Exemplary
GOAL 6: DOUBLE FOUNDATION ASSETS	1. Execute customized Workforce Solutions	4	4	0	0	8	Developing