

River Parishes Community College



Institutional Effectiveness Annual Unit Plans Assessment Handbook

FY 2017-2018

Institutional Effectiveness Annual Unit Plans 2017-2018

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.

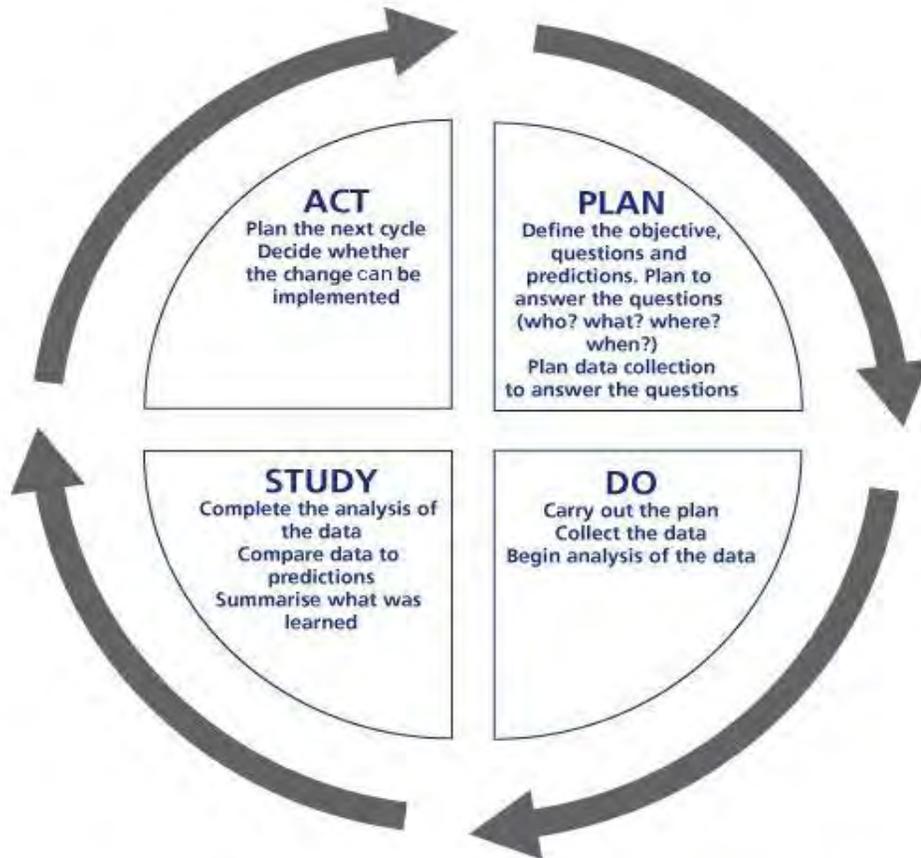
RPCC Five-Year Comprehensive Unit Plan Goals 2015-2020 (2017-2018)

Comprehensive Unit Plan Goals (Louisiana 2020)	Annual Target						
	<u>2014</u> <u>Baseline</u>	<u>2015</u> <u>Target</u>	<u>2016</u> <u>Target</u>	<u>2017</u> <u>Target</u>	<u>2018</u> <u>Target</u>	<u>2019</u> <u>Target</u>	<u>2020</u> <u>Target</u>
<i>KPI (Goal 1): Double the number of graduates to 40,000 annually</i>	381	427	521	641	428	850	990
<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	450	511
<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	2,891	4,480	4,604
	non-credit: NA	240	840	624	682	782	813
	ABE: 371	427	615	620	480	628	690
<i>KPI (Goal 5): Quadruple partnerships with business and industry to 1,000 annually</i>	30	40	40	66	72	98	120
<i>KPI (Goal 6): Double foundation assets to \$50 million</i>	\$775,917	\$875,971	650,500	\$788,000	4675,000	\$1,326,913	\$1,552,384

UNIT PLAN PLANNING PROCESS:

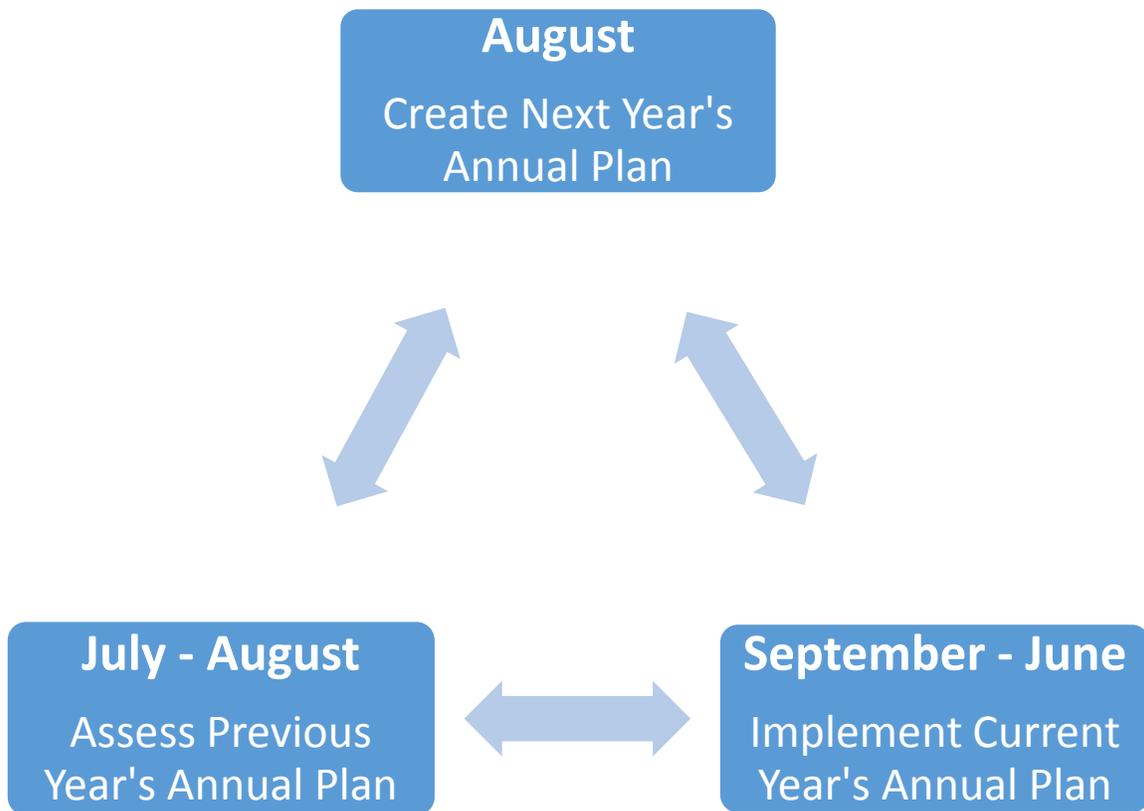
The faculty, staff and administrators are all involved in the planning process. Each department sets annual assessment plans using the LCTCS and RPCC Strategic plans. These annual administrative unit plans are collected and assessed each year, using the Deming Cycle Model for planning and assessment.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

Annual Unit Plan Assessment Timeline





**Institutional Effectiveness
Comprehensive Annual Unit Plans
Implementation Summary**

2017-2018



IE COMPREHENSIVE ANNUAL UNIT PLANS SUMMARY 2017-2018

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. Enhance student success and completion through the effective alignment of programs and curricula across a new 3-campus RPCC institutional organizational structure. (CCI #4: Innovative Academic and Technical Education Programs)	<ul style="list-style-type: none"> Meet with program personnel and industry advisory members starting with Nursing and PTEC to review program components, external stakeholder directives (e.g. licensing board, accrediting agency, etc.) and pram. Review faculty evaluations Determine how to build a schedule between both campuses with limited resources Management assessment of library resource-sharing and space 	<ul style="list-style-type: none"> Review and align courses and programs for complete compatibility to ensure all courses meet all academic expectations and course requirements; and achieve an effective college and curriculum merger that enhances transferability and workforce readiness. 	<ul style="list-style-type: none"> Course credit and contact Hour comparison document and course schedules 	<ul style="list-style-type: none"> Nursing and PTEC program components are aligned for all campuses and as a result program monitoring and reporting is simplified. <ul style="list-style-type: none"> ➤ Based on action plan success the remaining programs and courses will be assessed next semester for complete compatibility.
	2. Complete and submit the SACSCOC Ten Year Reaffirmation Certification, in collaboration with the RPCC Leadership Team and SACSCOC Steering Committee, to validate system and institutional missions and goals in support of student success and completion. (CCI#2: Student Success)	<ul style="list-style-type: none"> Complete narratives and any other documentation including evidence for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed SACSCOC Ten-Year Reaffirmation documentation as required by deadlines 	<ul style="list-style-type: none"> RPCC Reaffirmation Focused Response Report submitted on time 	<ul style="list-style-type: none"> Most standard responses were accepted the first time. Non-Compliance responses were prepared at the reporting date for the annual planning cycle <ul style="list-style-type: none"> ➤ Based on the Preliminary Findings Report, compliance personnel was able identify and participate in specific training in order to revise some existing processes to improve effectiveness and be better prepared to submit more acceptable responses for the next cycle

	<p>3. Complete and submit the RPCC Quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs for submission.</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> Complete the new 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"> QEP submitted on time 	<ul style="list-style-type: none"> The QEP team further clarified duties and responsibilities of the team for completion and submission and of the QEP <ul style="list-style-type: none"> ➤ Changes were made to the administrative process to improve effectiveness and efficiency for implementation of the QEP.
<p>STUDENT SERVICES</p>	<p>Register 60% of continuing students for the Spring 2018 term by December 15, 2017 and 60% of continuing students for the Fall 2018 by June 30, 2018</p> <p>(CCI #8: Access)</p>	<ul style="list-style-type: none"> Implement advising and financial aid awareness weeks in the Fall 2017 and Spring 2018 terms to increase student awareness of financial aid options, FAFSA completion, self-service tools usage, scheduling assistance appointments, and transfer and graduation counseling appointments 	<ul style="list-style-type: none"> 60% of enrolled students for Fall 2017 term registered for classes by December 15, 2017 	<ul style="list-style-type: none"> Student enrollment report documentation 	<ul style="list-style-type: none"> RPCC Spring registration goal was not met as 366 of 979 continuing students were registered. The goal would have expected nearly 700 students to be registered. The Fall 2018 target should be met; as of June 25, 2018, we had 454 continuing students, we do not know the ultimate outcome in mid-September 2017 we had 537 continuing students. These numbers imply that we will meet that target. Therefore, we partially met the target <ul style="list-style-type: none"> ➤ RPCC expect to get more continuing students top register before the last week of registration. RPCC will need to improve the registration of continuing students for spring of each year.
<p>WORKFORCE DEVELOPMENT</p>	<p>1. Credential 75% of workforce student served with an LCTCS recognized IBC</p> <p>(CCI #8: Workforce Development)</p>	<ul style="list-style-type: none"> Collaborate with business and industry sector partners to create and/or align programs with relevant Industry Based Credentials and IBC granting entities 	<ul style="list-style-type: none"> NCCO Rigging and Signal Person IBC implemented 	<ul style="list-style-type: none"> IBC program documentation 	<ul style="list-style-type: none"> RPCC implemented training and certification linked to performance required on the job RPCC will continue to explore opportunities to partner with industry to serve their workforce needs with IBC's as required



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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.

<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>
<p>WORKFORCE DEVELOPMENT</p>	<p>1. Create, promote and support high wage training offerings and IBCs focusing workforce development training classes on high wage, entry level, and enhanced earnings of currently employed students.</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 	<ul style="list-style-type: none"> Increase workforce solution contracts/projects by 100 % Increase high wage training programs by 20% 	<ul style="list-style-type: none"> Workforce Development program offering and contract documentation 	<ul style="list-style-type: none"> Workforce contracts were increased by 300%. Also processes were established for assessing needs and solidifying contracts and projects with clients including other training providers, other community colleges, business and industry as well as vendors. <ul style="list-style-type: none"> ➤ RPCC will build on momentum and keep doing what works. High wage training programs were increased by 30%. RPCC has been established as a “go to” institution to partner with clients to define workforce needs, design, and implement solutions with a win/win relationship model. <ul style="list-style-type: none"> ➤ Workforce will continue to identify opportunities to increase high wage training programs that serve the economic driver industries and companies as well as those industries and companies that support economic drivers.



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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	Provide tutoring services offered on campus to 400 students (CCI#2: Student Success)	<ul style="list-style-type: none"> Through service promotions, referrals, and academic progress monitoring, the number of students served in TRIO Student Support Services, Adult Education Math and English Prep Programs will be 400 	<ul style="list-style-type: none"> 400 students served through TRIO and Adult Education tutoring services 	<ul style="list-style-type: none"> Services provided documentation 	<ul style="list-style-type: none"> Target was not met but RPCC will continue to expand tutoring services to the Reserve and Westside campus with the expectation that all students will be served at all campuses



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LCTCS LA 2020 GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED: Double the number of students served annually 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
ACADEMIC AFFAIRS	1. Continue partnership with Ascension Parish Schools for Early College Option assisting on-site high school leadership team in the analysis of student academic performance data yielding predictive analytics for student retention. (CCI#5: Partnerships)	<ul style="list-style-type: none"> Meet with Ascension Parish Schools Early College Option on-site leadership team as needed to address the needs, performance indicators, and trend data of academically at-risk students and develop a plan in collaboration with Early College Option. 	<ul style="list-style-type: none"> A new MOU was signed between RPCC and APSB 	<ul style="list-style-type: none"> Signed MOU Document 	<ul style="list-style-type: none"> Additional elements that apply to all other dual enrollment relationships with APSB were added to the MOU. <ul style="list-style-type: none"> ➤ The on-going collaboration with APSB personnel supports the successful implementation of the ECO
	2. Implement college wide employee and student satisfaction surveys as a measure of effectiveness of instructional quality, academic programming, student retention and completion, workforce development, student engagement and college climate (CCI#1: Access)	<ul style="list-style-type: none"> Work with Student Services, Human Resources, Workforce Development, and Institutional Research and Effectiveness for completion of satisfaction surveys. Offer professional development training for faculty administrative leaders and faculty to achieve greater understanding of the purpose, desired outcomes, results, and use of survey data at RPCC 	<ul style="list-style-type: none"> RPCC surveys completed were Graduate Survey, CCSSEE, SENSE, Faculty/course Evaluations 	<ul style="list-style-type: none"> Completed survey reports for the surveys listed 	<ul style="list-style-type: none"> The data collected was helpful in responding to reaffirmation standards and useful in leadership decision making activities <ul style="list-style-type: none"> ➤ The analysis of survey data was helpful in improving methods for data integrity and use.
FINANCE & ADMINISTRATION	1. Create and implement purchasing and travel training for college faculty and staff	<ul style="list-style-type: none"> Design training on the college's purchasing and travel processes 	<ul style="list-style-type: none"> Successful training session with faculty and staff 	<ul style="list-style-type: none"> Faculty Convocation training documentation 	<ul style="list-style-type: none"> Training was provided to faculty at the Fall 2017 Faculty Convocation. However, updated written procedures have not been provided for faculty and

	(CCI#7: Resources)	<ul style="list-style-type: none"> • Provide training to staff at a staff meeting and to faculty during faculty in-service 	<ul style="list-style-type: none"> • Written procedures for faculty and staff to reference 	<ul style="list-style-type: none"> • Written procedures documentation 	<p>staff to reference. The Business Office has noted fewer errors on travel authorization and travel reimbursement requests</p> <ul style="list-style-type: none"> ➤ The LCTCS System Office is in the process of implementing a new electronic travel authorization and reimbursement system. Additional training should be provided to faculty and staff once the new electronic system is in place. The updated written procedures should also be completed and provided to faculty and staff. The new electronic system will hopefully improve our current process and help to reduce errors.
	2. Decrease the time to close facility tickets. (CCI#7: Resources)	<ul style="list-style-type: none"> • The goals for timely completion of tickets are as follows: 1) 70% closed in 3 days or less; 2) 15% closed in 4-7 days; 3) 10% closed in 8-28 days; 4) 5% closed in over 28 days 	<ul style="list-style-type: none"> • Facility tickets are closed in the recommended timeframe. 	<ul style="list-style-type: none"> • Facility ticket closure documentation 	<ul style="list-style-type: none"> • Most tickets (98%) were open at the time the report was run and had been open for over 28 days. It appears that the Facilities Manager is not closing tickets in the ticketing system. ➤ Train the Facilities Manager in how to review and close open tickets. Stress the importance of the tracking feature and the need to timely resolve issues. Once training is provided, the Facilities Manager will be able to timely close tickets.
	3. Determine adequate ticket closure time for IT tickets based on the realignment of the Westside and Reserve campuses and the increase in IT personnel (CCI#7: Resources)	<ul style="list-style-type: none"> • Review the time to close IT tickets at least 4 times throughout the year to determine a reasonable time frame for ticket closures 	<ul style="list-style-type: none"> • A clearly defined expected time frame for closing IT tickets and communicated to IT personnel 	<ul style="list-style-type: none"> • Recommended time frame for closing IT tickets documentation 	<ul style="list-style-type: none"> • The timeframe for IT ticket closure is as follows: 60% of tickets closed in less than 3 days, 15% of tickets closed in 3-7 days, 15% of tickets closed in 7-28 days, and 10% of tickets closed in over 28 days. The recommended timeframe is based on performance throughout the year. IT personnel have been notified of the expected time frame. ➤ The recommended timeframe will continuously be reviewed and edited as needed.

<p>WORKFORCE DEVELOPMENT</p>	<p>1. Increase workforce students served by 1,000 each year resulting in 3,200 served in fiscal year 2020.</p> <p>(CCI#8: Workforce Development)</p>	<ul style="list-style-type: none"> • Capture ALL workforce students served in Xenegrade learning management system • Increase courses and events to prepare students to satisfy workforce skills needed and IBC attainment 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. 	<ul style="list-style-type: none"> • 1, 447 workforce students served • 122 courses, course sections and events offered in FY 17-18 	<ul style="list-style-type: none"> • LA2020 Dashboard Report 	<ul style="list-style-type: none"> • Increased the number of workforce students served. <ul style="list-style-type: none"> ➤ RPCC will continue doing what works and establish a process to capture all students served and engage other college personnel in the same.
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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 OF RESULTS
INSTITUTIONAL ADVANCEMENT	1. Grow business/partner client portfolio by 20 each year resulting in 120 for fiscal year 2020, serving 20% with college product or workforce development service (CCI#8: Workforce Development)	<ul style="list-style-type: none"> RPCC will invite industry experts 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. Following the successful build of the PET Unit, we will approach all participants to continue into a major campaign to seek new cash contributions 	<ul style="list-style-type: none"> RPCC has 14 partners currently completing portions of the project and 36 partners that have committed to completing elements of the PET 	<ul style="list-style-type: none"> Business and Industry Partnership documentation 	<ul style="list-style-type: none"> RPCC had 66 partnerships in June of 2017 and 93 during the 2017-2018 academic year which means 27 new partners were added. <ul style="list-style-type: none"> ➤ The events related to the PET project attracted more partners than expected. RPCC will continue the practice that were employed this year to continue increase in partnerships



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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
<p>INSTITUTIONAL ADVANCEMENT</p>	<p>1. RPCC will create functioning partnerships to complete the PET unit and will leverage those partnerships to kick start a major cash campaign immediately following completion of the build.</p> <p>(CCI#6: Fundraising)</p>	<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. We will maintain regular contact with our existing B&I partners to identify their in-kind contributions and we will make new relationships for additional contributors. • Determine goal for capital campaign-meaning a specific, measurable task for which donations will be used. This is the “ask” of any capital campaign, for examples: build a new building; establish a chair or scholarship; create and equip a new program, etc. Begin to mention the capital campaign goal toward the end of the PET build 	<ul style="list-style-type: none"> • By October 2018 RPCC will have general scholarship campaign strategy and action plan complete with scholar descriptors, monetary goals, and milestones • Kick off event for PET with contacts and commitments and the number of contacts to vendors, existing partners and potential partners • Increase PET Plant contributors • Increase ongoing annual donations 	<ul style="list-style-type: none"> • Cash Campaign written document • PET Plant Kick-off event • Number of corporations who complete written commitment forms for in-kind or cash donations to PET unit • Increase assets by 1/3 in 2017-18 	<ul style="list-style-type: none"> • Skeletal campaign completed in early 2018. RPCC has obtained specific data on Asset Limited Income Constrained Employed (ALICE) residents in service area to guide in the formation of GAP scholarship plan <ul style="list-style-type: none"> ➤ RPCC will use United Way national statistics on ALICE demographic to help define and number GAP students. The ALICE characteristics will accurately describe our GAP students and the local databased will provide a targeted group for this campaign. • Upwards of 35 companies attended kick-off breakfast; some expressed interest; others made firm commitments. The response of our business partners and their participation in this event indicate that this approach will continue to generate support and participation in other locations

					<ul style="list-style-type: none"> ➤ RPCC will consider additional kick-off events as similar training systems at the new campuses are developed • As of mid-year, 14 companies have committed to PET. A specific written measurable follow-up plan and procedures to ensure each attendee is contacted a specific number of times with specific “asks” ➤ RPCC will Carry out specific follow-up plans for each partner that is expected to participate or has indicated a specific element of the project to manage or contribute • RPCC successfully secured matching funds from LCTCS and Board of Regents. Assets increase from \$608, 104 to \$970,400; an increase by 60% ➤ RPCC will continue to build annual donations through new donors and by providing opportunities for increased donations from current donors.
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**Institutional Effectiveness
Academic Affairs Annual Unit Plan**

2017-2018



IE ACADEMIC AFFAIRS ANNUAL UNIT PLAN 2017-2018

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

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UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENT ACHIEVED USE/IMPLICATIONS OF RESULTS
1. Enhance student success and completion through the effective alignment of programs and curricula across a new 3-campus RPCC institutional organizational structure. (CCI#2: Student Success)	<ul style="list-style-type: none"> Meet with program personnel and industry advisory members starting with Nursing and PTEC to review program components, external stakeholder directives (e.g. licensing board, accrediting agency, etc.) and pram. Review faculty evaluations Determine how to build a schedule between both campuses with limited resources Management assessment of library resource-sharing and space 	<ul style="list-style-type: none"> Review and align courses and programs for complete compatibility to ensure all courses meet all academic expectations and course requirements; and achieve an effective college and curriculum merger that enhances transferability and workforce readiness. 	<ul style="list-style-type: none"> Course credit and contact Hour comparison document and course schedules 	<ul style="list-style-type: none"> Nursing and PTEC program components are aligned for all campuses and as a result program monitoring and reporting is simplified. ➤ Based on action plan success the remaining programs and courses will be assessed next semester for complete compatibility.
2. Complete and submit the SACSCOC Ten Year Reaffirmation Certification, in collaboration with the RPCC Leadership Team and SACSCOC Steering Committee, to validate system and institutional missions and goals in support of student success and completion. (CCI#2: Student Success)	<ul style="list-style-type: none"> Complete narratives and any other documentation including evidence for submission. 	<ul style="list-style-type: none"> RPCC Submission of completed SACSCOC Ten-Year Reaffirmation documentation as required by deadlines 	<ul style="list-style-type: none"> RPCC Reaffirmation Focused Response Report submitted on time 	<ul style="list-style-type: none"> Most standard responses were accepted the first time. Non-Compliance responses were prepared at the reporting date for the annual planning cycle Based on the Preliminary Findings Report, compliance personnel was able identify and participate in specific training in order to revise some existing processes to improve effectiveness and be better prepared to submit more acceptable responses for the next cycle
4. Complete and submit the RPCC Quality Enhancement Plan (QEP) in	<ul style="list-style-type: none"> Complete the new 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"> QEP submitted on time 	<ul style="list-style-type: none"> The QEP team further clarified duties and responsibilities of the

collaboration with the QEP Committee/Co-Chairs for submission.				team for completion and submission and of the QEP <ul style="list-style-type: none"> • Changes were made to the administrative process to improve effectiveness and efficiency for implementation of the QEP.
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(CCI#2: Student Success)

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 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.

<i>UNIT OBJECTIVE/STRATEGY</i>	<i>ACTION STEPS</i>	<i>RESULTS</i>	<i>SUPPORTING DOCUMENTATION</i>	<i>IMPROVEMENTS ACHIEVED/ USE OF RESULTS</i>
1. Continue partnership with Ascension Parish Schools for Early College Option and initiate an Early College Technical Program option. (CCI#4: Partnerships)	<ul style="list-style-type: none"> • Meet with Ascension Parish Schools Early College Option on-site leadership team as needed to address the needs, performance indicators, and trend data of academically at-risk students and develop a plan in collaboration with Early College Option. 	<ul style="list-style-type: none"> • A new MOU was signed between RPCC and APSB 	<ul style="list-style-type: none"> • Signed MOU Document 	<ul style="list-style-type: none"> • Additional elements that apply to all other dual enrollment relationships with APSB were added to the MOU. ➤ The on-going collaboration with APSB personnel supports the successful implementation of the ECO
2. Implement college wide employee and student satisfaction surveys as a measure of effectiveness of instructional quality, academic programming, student retention and completion, workforce development, student engagement and college climate (CCI#2: Access)	<ul style="list-style-type: none"> • Work with Student Services, Human Resources, Workforce Development, and Institutional Research and Effectiveness for completion of satisfaction surveys. • Offer professional development training for faculty administrative leaders and faculty to achieve greater understanding of the purpose, desired outcomes, results, and use of survey data at RPCC 	<ul style="list-style-type: none"> • RPCC surveys completed were Graduate Survey, CCSSEE, SENSE, Faculty/course Evaluations 	<ul style="list-style-type: none"> • Completed survey reports for the surveys listed 	<ul style="list-style-type: none"> • The data collected was helpful in responding to reaffirmation standards and useful in leadership decision making activities ➤ The analysis of survey data was helpful in improving methods for data integrity and use.



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

2017-2018

				Manager will be able to timely close tickets.
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**Institutional Effectiveness
Institutional Advancement Annual Unit Plan**

2017-2018



IE INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN 2017-2018

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 30 to 120 by the fall of 2020.

UNIT OBJECTIVE/STRATEGY	ACTION STEPS	RESULTS	SUPPORTING DOCUMENTATION	IMPROVEMENTS ACHIEVED/ USE OF RESULTS
1. Grow business/partner client portfolio by 20 each year resulting in 120 for fiscal year 2020, serving 20% with college product or workforce development service (CCI#8: Workforce Development)	<ul style="list-style-type: none"> RPCC will invite industry experts 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. Following the successful build of the PET Unit, we will approach all participants to continue into a major campaign to seek new cash contributions 	<ul style="list-style-type: none"> RPCC has 14 partners currently completing portions of the project and 36 partners that have committed to completing elements of the PET 	<ul style="list-style-type: none"> Business and Industry Partnership documentation 	<ul style="list-style-type: none"> RPCC had 66 partnerships in June of 2017 and 93 during the 2017-2018 academic year which means 27 new partners were added. <ul style="list-style-type: none"> ➤ The events related to the PET project attracted more partners than expected. RPCC will continue the practice that were employed this year to continue increase in partnerships

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 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
2. RPCC will create functioning partnerships to complete the PET unit and will leverage those partnerships to kick start a 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. We will maintain regular contact with our existing B&I partners to identify their in-kind 	<ul style="list-style-type: none"> By October 2018 RPCC will have general scholarship campaign strategy and action plan complete with scholar descriptors, 	<ul style="list-style-type: none"> Cash Campaign written document PET Plant Kick-off event Number of corporations who complete written 	<ul style="list-style-type: none"> Skeletal campaign completed in early 2018. RPCC has obtained specific data on Asset Limited Income Constrained Employed (ALICE) residents in service area to guide in the formation of GAP scholarship plan

(CCI#6: Fundraising)

<p>contributions and we will make new relationships for additional contributors.</p> <ul style="list-style-type: none">• Determine goal for capital campaign-meaning a specific, measurable task for which donations will be used. This is the “ask” of any capital campaign, for examples: build a new building; establish a chair or scholarship; create and equip a new program, etc. Begin to mention the capital campaign goal toward the end of the PET build	<p>monetary goals, and milestones</p> <ul style="list-style-type: none">• Kick off event for PET with contacts and commitments and the number of contacts to vendors, existing partners and potential partners• Increase PET Plant contributors• Increase ongoing annual donations	<p>commitment forms for in-kind or cash donations to PET unit</p> <ul style="list-style-type: none">• Increase assets by 1/3 in 2017-18	<ul style="list-style-type: none">➤ RPCC will use United Way national statistics on ALICE demographic to help define and number GAP students. The ALICE characteristics will accurately describe our GAP students and the local databased will provide a targeted group for this campaign.• Upwards of 35 companies attended kick-off breakfast; some expressed interest; others made firm commitments. The response of our business partners and their participation in this event indicate that this approach will continue to generate support and participation in other locations➤ RPCC will consider additional kick-off events as similar training systems at the new campuses are developed• As of mid-year, 14 companies have committed to PET. A specific written measurable follow-up plan and procedures to ensure each attendee is contacted a specific number of times with specific “asks”➤ RPCC will Carry out specific follow-up plans for each partner that is expected to participate or has indicated a specific element of the project to manage or contribute• RPCC successfully secured matching funds from LCTCS and Board of Regents. Assets increase from \$608, 104 to \$970,400; an increase by 60%➤ RPCC will continue to build annual donations through new
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				donors and by providing opportunities for increased donations from current donors.
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**Institutional Effectiveness
Student Services Annual Unit Plan**

2017-2018



IE STUDENT SERVICES ANNUAL UNIT PLAN 2017-2018

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 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
Register 60% of continuing students for the Spring 2018 term by December 15, 2017 and 60% of continuing students for the Fall 2018 by June 30, 2018 (CCI#1: Access)	<ul style="list-style-type: none"> Implement advising and financial aid awareness weeks in the Fall 2017 and Spring 2018 terms to increase student awareness of financial aid options, FAFSA completion, self-service tools usage, scheduling assistance appointments, and transfer and graduation counseling appointments 	<ul style="list-style-type: none"> 60% of enrolled students for Fall 2017 term registered for classes by December 15, 2017 	<ul style="list-style-type: none"> Student enrollment report documentation 	<ul style="list-style-type: none"> RPCC Spring registration goal was not met as 366 of 979 continuing students were registered. The goal would have expected nearly 700 students to be registered. The Fall 2018 target should be met; as of June 25, 2018, we had 454 continuing students, we do not know the ultimate outcome in mid-September 2017 we had 537 continuing students. These numbers imply that we will meet that target. Therefore, we partially met the target ➤ RPCC expect to get more continuing students top register before the last week of registration. RPCC will need to improve the registration of continuing students for spring of each year.

LCTCS LA 2020 GOAL 3. QUADRUPLE TRANSFERS TO 4-YEAR UNIVERSITIES: 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
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<p>Provide tutoring services offered on campus to 400 students</p> <p>(CCI#2: Student Success)</p>	<ul style="list-style-type: none"> • Through service promotions, referrals, and academic progress monitoring, the number of students served in TRIO Student Support Services, Adult Education Math and English Prep Programs will be 400. 	<ul style="list-style-type: none"> • 400 students served through TRIO and Adult Education tutoring services 	<ul style="list-style-type: none"> • Spreadsheets of services provided 	<ul style="list-style-type: none"> • Target was not met <ul style="list-style-type: none"> ➤ RPCC will continue to expand tutoring services to Reserve and Westside with the expectation that all students will served at all campuses.
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**Institutional Effectiveness
Workforce Development Annual Unit Plan**

2016-2017



IE WORKFORCE DEVELOPMENT ANNUAL UNIT PLAN 2017-2018

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
2. 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.

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 Earning 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)	<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

(CCI#8: Workforce Development)				course for project management and control.
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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 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
1. Register all students/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 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. 	RPCC number of students served and registered in Xenegrade increased.	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



IE UNIT PLAN REVIEW 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**

2017-2018



IE COMPREHENSIVE ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC 2017-2018

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. Enhance student success and completion through the effective alignment of programs and curricula across new 3-campus RPCC institutional organizational structure.	4	4	4	4	16	Exemplary
	2. Complete and submit the SACSCOC Ten Year Reaffirmation Certification, in collaboration with the RPCC Leadership Team and SACSCOC Steering Committee, to validate system and institutional missions and goals in support of student success and completion	4	3	4	3	14	Exemplary
	3. Complete and submit the RPCC Quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs for submission.	9	2	3	2	10	Developing
STUDENT SERVICES	1. Register 60% of continuing students for the Spring 2018 term by December 15, 2017 and 60% of continuing students for the Fall 2018 by June 30, 2018	4	3	4	2	13	Acceptable
WORKFORCE DEVELOPMENT	1. Credential 75% of workforce students served with an LCTCS recognized IBC	4	4	4	4	16	Exemplary
UNIT	GOAL 2: DOUBLE ANNUAL EARNINGS						IMPROVEMENT
WORKFORCE	1. Create, promote and support high wage training offerings and IBCs focusing workforce development training classes on high wage, entry level, and enhanced earnings of currently employed students	4	4	4	4	16	Exemplary
UNIT	GOAL 3: QUADRUPLE STUDENT TRANSFERS						IMPROVEMENT
STUDENT SERVICES	1. Provide tutoring services offered on campus to 400 students.	4	2	4	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)
		STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	
	GOAL 4. DOUBLE NUMBER OF STUDENTS SERVED						
ACADEMICS	1. Continue partnership with Ascension Parish Schools for Early College Option assisting on-site high school leadership team in the analysis of student academic performance data yielding predictive analytics for student retention	4	4	4	4	16	Exemplary
	2. Implement college wide employee and student satisfaction surveys as a measure of effectiveness of instructional quality, academic programming, student retention and completion, workforce development, student engagement and college climate	4	4	4	4	16	Exemplary
FINANCE & ADMINISTRATION	1. Create and implement purchasing and travel training for college faculty and staff	4	3	4	2	13	Acceptable
	2. Decrease the time to close facility tickets	4	3	3	3	13	Acceptable
	3. Determine adequate ticket closure time for IT tickets based on the realignment of the Westside and Reserve campuses and the increase in IT personnel	4	4	4	4	16	Exemplary
WORKFORCE DEVELOPMENT	1. Increase workforce students served by 1,000 each year resulting in 3,200 served in fiscal year 2020	4	4	4	4	16	Exemplary
UNIT	GOAL 5: QUADRUPLE PARTNERSHIPS WITH BUSINESS AND INDUSTRY	STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	IMPROVEMENT
INSTITUTIONAL ADVANCEMENT	1. Grow business/partner client portfolio by 20 each year resulting in 120 for fiscal year 2020, serving 20% with college product or workforce development service	4	4	4	4	4	Exemplary
UNIT	GOAL 6: DOUBLE THE FOUNDATION ASSETS TO \$50 MILLION	STRATEGY	RESULTS	EVIDENCE	ACHIEVEMENTS	TOTAL SCORE	IMPROVEMENT
INSTITUTIONAL ADVANCEMENT	1. Create functioning partnerships to complete the PET unit and will leverage those partnerships to kick start a major cash campaign immediately following completion of the build.	4	4	4	4	4	Exemplary



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

2017-2018



IE ACADEMIC AFFAIRS ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC 2017-2018

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. Enhance student success and completion through the effective alignment of programs and curricula across new 3-campus RPCC institutional organizational structure.	4	2	2	
2. Complete and submit the SACSCOC Ten Year Reaffirmation Certification, in collaboration with the RPCC Leadership Team and SACSCOC Steering Committee, to validate system and institutional missions and goals in support of student success and completion	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
GOAL 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Continue partnership with Ascension Parish Schools for Early College Option assisting on-site high school leadership team in the analysis of student academic performance data yielding predictive analytics for student retention	4	4	4	3	15	Exemplary
	2. Implement college wide employee and student satisfaction surveys as a measure of effectiveness of instructional quality, academic programming, student retention and completion, workforce development, student engagement and college climate	4	4	4	4	16	Exemplary



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

2017-2018



IE FINANCE & ADMINISTRATION ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC 2017-2018

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 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Create and implement purchasing and travel training for college faculty and staff	4	3	4	
1. Decrease the time to close facility tickets	4		3	3	3	13	Acceptable
2. Determine adequate ticket closure time for IT tickets based on the realignment of the Westside and Reserve campuses and the increase in IT personnel	4		4	4	4	16	Exemplary



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

2017-2018



IE INSTITUTIONAL ADVANCEMENT ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC 2017-2018

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. Grow business/partner client portfolio by 20 each year resulting in 120 for fiscal year 2020, serving 20% with college product or workforce development service	4	4	4	4	16	Exemplary
GOAL 6: DOUBLE FOUNDATION ASSETS	Create functioning partnerships to complete the PET unit and will leverage those partnerships to kick start a major cash campaign immediately following completion of the build.	4	4	4	4	16	Exemplary



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

2017-2018



IE STUDENT SERVICES ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC – 2017-2018

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. Register 60% of continuing students for the Spring 2018 term by December 15, 2017 and 60% of continuing students for the Fall 2018 by June 30, 2018	4	3	3	2	13	Acceptable
GOAL 3: Quadruple Transfers to 4-Year Universities	1. Provide tutoring services offered on campus to 400 students.	4	2	4	3	13	Acceptable



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

2017-18



IE WORKFORCE DEVELOPMENT ANNUAL UNIT PLAN REVIEW EVALUATION SCORING RUBRIC 2017-2018

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. Credential 75% of workforce students served with an LCTCS recognized IBC)	4	4	4	
GOAL 2: DOUBLE GRADUATES ANNUAL EARNINGS	1. Create, promote and support high wage training offerings and IBCs focusing workforce development training classes on high wage, entry level, and enhanced earnings of currently employed students.	4	4	4	4	16	Exemplary
GOAL 4: DOUBLE THE NUMBER OF STUDENTS SERVED	1. Increase workforce students served by 1,000 each year resulting in 3,200 served in fiscal year 2020	4	4	4	4	16	Exemplary