

River Parishes Community College



Institutional Effectiveness Strategic Plan Progress Report

FY 2015-2016

Dr. Dale Doty, Chancellor

RPCC IE Strategic Plan Progress Report

Louisiana 2020 Goals (2015-2016)

Goal	Year										
	2014	2015		2016		2017	Annual Forecast 2016 Actual to 2017 Target		Change from Baseline 2014 Baseline to 2017		
	Baseline	Target	Estimate	Target	Actual	Target	Amount	%	Amount	0%	
Goal #1: Double Graduates	381	427	433	521	613	641	28	5%	260	68%	
Goal #2: Double Earnings	N/A	N/A	N/A	N/A	NA	N/A	N/A	N/A	N/A	N/A	
Goal #3: Quadruple Transfers	547	600	914	1,051	663	814	151	23%	267	49%	
Goal #4: Double Students Served	Baseline	N/A	3,877	3,789	4,669	3,551	4,458	907	26%	(341)	-7%
	Credit	4,428	3,210	2,752	3,214	2,682	3,214	532	20%	(1,214)	-27%
	Non-Credit	NA	240	518	840	408	624	216	53%	N/A	N/A
	Adult-Ed	371	427	519	615	461	620	159	34%	249	67%
Goal #5: Quadruple Partnerships	0	40	24	40	45	66	21	47%	N/A	N/A	
Goal #6: Double Assets	\$775,917	\$875,917	\$532,249	\$650,500	\$633,104	\$788,000	154,896	24%	12,083	2%	

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 IE STRATEGIC PLANNING 2016 PROGRESS REPORT

GOAL 1: Double the number of graduates from the fall 2014 baseline level of 381 to 762 by the fall 2020.

Objective/Strategy 1: Improve student success through creating a college and career skills course that focuses on completion.

Accomplished: College and Career Skills Course Syllabus provides guidelines for 2016-2017 course implementation.

Analysis and Improvements: Continue to improve course as determined by student participation and success rates that will better assist students with completion

Objective/Strategy 2: Disburse student refunds within 10 days of the student receiving a financial student aid and credit balance.

Accomplished: Student refunds processed in over 10 Days decreased from 16 (Fall 2014) to 4 (Fall 2015).

Analysis and Improvements: Continue tracking financial aid disbursement time for efficiency and student satisfaction with support services. Also, reconcile Banner to COD and/or G5 information monthly to help reduce refund processing times.

Objective/Strategy 3: Increase payment options available to students using third party vendors.

Accomplished: Students Utilizing Third Party Payments for Tuition and Fees increased from 539 (2014-2015) to 620 in (2015-2016). Also, the number of third party agencies the college works with for payment of tuition and fees has increased from 21 to 25 in the same time frame.

Analysis and Improvements: Additional funding options were identified for our students that don't qualify for financial aid options to pay for their school other than loans. The more opportunities/options we have identified for our students the better it is for our students to complete their education.

Objective/Strategy 4: Complete and submit National Community College Benchmarking Project (NCCBP) membership application.

Accomplished: NCCBP Membership improves systematic reporting and annual planning and assessment improvements in which we can see how we can compare with similar institutions via analysis of NCCBP Annual Report results.

Analysis and Improvements: Continue annual reporting each cycle after the first initial membership drive to identify student success areas as well as not successful areas in an effort to better advise and better prepare students to graduate.

Objective/Strategy 5: Target potential completers who have not applied for graduation.

Partially Accomplished: Objective was met however, it was not specific and measurable. Future goals will be both specific and measurable.

Analysis and Improvements: Continue with the strategy making sure to identify the number scheduled the prior year and a specific number for the increase of the current year.

Objective/Strategy 6: Complete Curriculum, Advising and Program Planning (CAPP) Banner functions for all credit programs.

Not Accomplished: The work done on this goal was useful. It will be completed in the next year.

Analysis and Improvements: The CAPP program was not completely executed during this year. Personnel responsible for this activity resigned from the college prior to completing this task. Those portions that were completed appear to function successfully. The recommendation for next year is that the CAPP application be completed for all programs prior to June 1, 2017.

Objective/Strategy 7: Obtain NCCER ICTP training to serve as point of contact for RPCC and LCTCS.

Accomplished: Registrar obtained ICTP Training Certification. The college has a contact/liaison with NCCER to address all state and national NCCER issues related to the college.

Analysis and Improvements: Work with the technical programs to ensure students complete NCCER certifications as they progress through the program.

GOAL 2: Double the number annual earnings of graduates from the fall 2014 baseline level of \$15,000,000 to \$30,000,000 by the fall of 2020.

Objective/Strategy 1: Focus workforce development training classes on high wage, entry level, and enhanced earnings of currently employed clients.

Accomplished: Mobile Crane Operator established and sustaining, NCCER pipefitting training implemented, working with local 198 for expansion of higher skill training in AWS Welding certification.

Analysis and Improvements: Continue to explore, create and high wage programs.

Objective/Strategy 2: Create and implement a tracking system to document employment status of RPCC graduates.

Partially Accomplished: Faculty and staff worked together to develop an Access Database that would work with the Banner Student Information System (SIS) to track student progress via advising and documenting cohorts progress beyond their program completion. Database development still in progress.

Analysis and Improvements: Use tracking database to track incoming first year students via the CCSS 1100 course beginning August 2016.

GOAL 3: *Quadruple student transfers to four-year universities from the fall of 2014 baseline level of 547 to 2,188 by the fall of 2020.*

Objective/Strategy 1: Identify and target student enrolled in one of the four transfer programs.

Accomplished: Student exposure and awareness of entrance requirements to enter 4-year universities increased.

Analysis and Improvements: Continue to offer the event and document participants in the transfer day program to make comparisons from one year to another.

GOAL 4: Double the number of students served from the fall of 2014 baseline level of 4,791 to 5,958 by the fall of 2020.

Objective/Strategy 1: Implement a systematic, faculty led, peer review course evaluation process for online classes.

Accomplished: More faculty are now fully credentialed and trained to teach online courses.

Analysis and Improvements: Performance is improved through the additional training and quality assurance in the teaching and learning environment. .Facilitate additional Quality Matters (QM) training for faculty in 2016-17.

Objective/Strategy 2: Implement College wide a new web-based help desk and decrease time to close tickets.

Accomplished: Since implementation the help desk tickets have been closed in the following time frame, 66% of tickets closed in 3 days or less, 14% of tickets closed in 4-7 days, 13% of tickets closed in 8-28 days and 7% of tickets closed in more than 28 days.

Analysis and Improvements: Continue to decrease the timeframe it takes to close tickets to improve efficiency of technology utilization.

Objective/Strategy 3: Implement college wide student and employee satisfaction surveys.

Partially Accomplished: Employee Satisfaction Survey was completed however; student satisfaction survey was not completed.

Analysis and Improvements: Implement Student Satisfaction Survey in the next cycle.

Objective/Strategy 4: Explore and identify software for institutional effectiveness, planning and evaluation.

Accomplished: Implementation of WEAVE Online provided for systematic planning, evaluation and review of the college mission, services and educational and support programs.

Analysis and Improvements: Continue to Train staff members to continue to use WEAVE for SACSCOC Compliance.

Objective/Strategy 5: Identify additional avenue to recruit qualified faculty and staff throughout the state of Louisiana.

Accomplished: Expanded advertising in 3 different resources.

Analysis and Improvements: After expanded advertising 12 highly qualified applicants from surrounding parishes applied for jobs. Continue expanding advertising for all positions to capture the best applicants.

Objective/Strategy 6: Increase access and students served through pursuing new and relevant programs to meet local and regional needs.

Accomplished: Certificate of Technical Studies, Electrical Helper, Substantial Change approved by SACSCOC for implementation 2016-2017. Awaiting approvals of CTS in Millwright and Pipefitting

Analysis and Improvements: Continue progress of obtaining necessary approvals for CTS in Pipefitting and Millwright.

Objective/Strategy 7: Increase awareness of RPCC program offerings.

Accomplished: The College extended our regional presence in the surrounding areas. Recruiting staff improve program offering services provided via attendance at recruiting events.

Analysis and Improvements: As we continue to recruit outside our service areas we should specifically promote programs that are not offered at other intuitions.

Objective/Strategy 8: Increase the number of admission applications received by 2%

Accomplished: Banner Recruiter Module was implemented, and we can better communicate with potential students.

Analysis and Improvements: Develop campaign to target the different populations we want to recruit.

Objective/Strategy 9: Increase the number of email communications to applicants

Partially Accomplished: We do not have a report that provides verification of a number for this year and past years. The LCTCS system has daily reports on application numbers, but RPCC does not have a report or any data to verify or deny success of this measure.

Analysis and Improvements: Continue to work with the LCTCS system to verify success of this measure.

Objective/Strategy 10: Improve the awareness of Disability Accommodations available for students

Accomplished: During the Student Services updates remarks at Convocation, disability services information was shared with faculty and staff.

Analysis and Improvements: Continue work to improve awareness of Disability Accommodations via website documents.

Objective/Strategy 11: Improve financial aid information available to students

Partially Accomplished: Some information on the website was updated but not all portions that needed updating and were planned to be updated have been completed.

Analysis and Improvements: Make copies of before and after web page status. These copies can be added in the future to document the changes that are made.

Objective/Strategy 12: Implement Banner email function to notify students of FASFA receipt.

Partially Accomplished: This process should be completed during the next year. Keeping copies of the changes and the prior status will verify the change activity. This activity has been partially completed.

Analysis and Improvements:

Objective/Strategy 13: Host National College Goal Sunday Event.

Accomplished: The event was held as a service to the community aiding with completing college and financial aid applications.

Analysis and Improvements: Continue to engage community and industry partners to help bring awareness to regional college education and employment opportunities.

GOAL 5: Quadruple partnerships with business and industry from the fall 2015 baseline level of 40 to 120 by the fall of 2020.

Objective/Strategy 1: Coordinate the use and rental of multi-purpose rooms, classrooms, and lab areas.

Accomplished: Facilities has created the faculty rental contract that is now used to book facility usage by business and industry. A copy of each rental contract is forwarded to accounting where it is used to create an invoice for the lessee's use of the contracted space. Rental contracts totaling \$40,380 have been executed.

Analysis and Improvements: Continue implementation of rental contract.

Objective/Strategy 2: Implement outreach within Strategic plan to assess existing business partnerships and create new ones.

Accomplished: RPCC Foundation Board is improving its ability to develop short and long-term goals and effective strategies for working with business and industry. We engaged expertise within our system to conduct strategic planning and development training for board members.

Analysis and Improvements: Leverage our board members and their industrial contacts to create more and stronger industrial partnerships.

Objective/Strategy 3: Create active media release and public relations mechanism.

Accomplished: Media release process has resulted in more news releases and increased news coverage.

Analysis and Improvements: Rethink memberships on the teams based on skills and talents and not just interests. Engage individual member with specific projects and not simply manage committee work.

Objective/Strategy 4: Implement a "Corporate College Business Model" with processes designed to create opportunities to partner with business and industry.

Partially Accomplished: Categories that need to be established in Banner so financial information can sync transactions in Xenegrade have been identified.

Analysis and Improvements: Continue to work with the business office to use Xenegrade and/or banner to track non-credit workforce training financial transactions.

GOAL 6: Double the Foundation assets from the fall 2014 baseline level of \$775,917 to \$1,552,384 by the fall of 2020.

Objective/Strategy 1: Create 5-year strategic plan with RPCC Foundation that includes market research, goals, tactics/procedures, measures, evaluation.

Partially Accomplished: Foundation Board has taken first steps in strategic planning process including undergoing a planning retreat and has created a planning committee to create detail and finalize.

Analysis and Improvements: Create a specific timeline to engage partners in the completion of a new tech training system, forces on those partners for our in-kind donation to build the PET training unit.

Objective/Strategy 2: Increase annual donations and large gifts.

Accomplished: RPCC has reinstated an annual employee giving program including employees as well as business and industry and have exceeded the monetary goal for the year.

Analysis and Improvements: RPCC must find a way to provide resources necessary to achieve specific, high priority goals considering budget cut ad partners effective prioritization is key.