

River Parishes Community College



Institutional Effectiveness Strategic Plan Progress Report

FY 2017-2018

Dr. Dale Doty, Chancellor

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 2018 PROGRESS REPORT

RPCC GOAL 1: Double the number of graduates with a focus on credentials aligned to fields with the greatest demand by 2020 from the fall baseline

Objective/Strategy 1: Enhance student success and completion through the effective alignment of programs and curricula across a new 3-campus RPCC institutional organizational structure.

Accomplished: Nursing and PTEC program components are aligned for all campuses and as a result program monitoring and reporting is simplified.

Analysis and Improvements: Based on action plan success the remaining programs and courses will be assessed next semester for complete compatibility.

Objective/Strategy 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.

Accomplished: SACSCOC Ten Year Reaffirmation Certification Report was submitted. Most standard responses were accepted the first time. Non-Compliance responses were prepared at the reporting date for the annual planning cycle.

Analysis and Improvements: Based on the Preliminary Findings Report, compliance personnel were 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

Objective/Strategy 3: Complete and submit the RPCC Quality Enhancement Plan (QEP) in collaboration with the QEP Committee/Co-Chairs for submission.

Accomplished: The first draft of the QEP was completed for submission. The QEP team further clarified duties and responsibilities of the team for completion and submission and of the QEP.

Analysis and Improvements: Changes were made to the administrative process to improve effectiveness and efficiency for implementation and final submission of the QEP.

Objective/Strategy 4: 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.

Partially Met: 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

Analysis and Improvements: RPCC expects to get more continuing students to register before the last week of registration. RPCC will need to improve the registration of continuing students for spring of each year.

Objective/Strategy 5: Credential 75% of workforce student served with an LCTCS recognized IBC.

Accomplished: RPCC implemented training and certification linked to performance required on the job.

Analysis and Improvements: Continue to explore opportunities to partner with industry to serve their workforce needs with IBC's as required.

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: 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.

Accomplished: 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. 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.

Analysis and Improvements: Build on momentum and keep doing what works. 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.

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: Provide tutoring services offered on campus to 400 students

Not Accomplished: Target was not met but RPCC

Analysis and Improvements: RPCC will continue to expand tutoring services to include the Reserve and Westside campus with the expectation that all students will be served at all campuses.

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: 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.

Accomplished: Additional elements that apply to all other dual enrollment relationships with APSB were added to the MOU.

Analysis and Improvements: The on-going collaboration with APSB personnel supports the successful implementation of the ECO

Objective/Strategy 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

Accomplished: The data collected was helpful in responding to reaffirmation standards and useful in leadership decision making activities

Analysis and Improvements: The analysis of survey data was helpful in improving methods for data integrity and use.

Objective/Strategy 3: Create and implement purchasing and travel training for college faculty and staff.

Accomplished: Training was provided to faculty at the Fall 2017 Faculty Convocation. However, updated written procedures have not been provided for faculty and staff to reference. The Business Office has noted fewer errors on travel authorization and travel.

Analysis and Improvements: 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.

Objective/Strategy 4: Decrease the time to close facility tickets.

Not Accomplished: 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.

Analysis and Improvements: 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.

Objective/Strategy 5: Determine adequate ticket closure time for IT tickets based on the realignment of the Westside and Reserve campuses and the increase in IT personnel.

Accomplished: 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.

Analysis and Improvements: The recommended timeframe will continuously be reviewed and edited as needed.

Objective/Strategy 6: Increase workforce students served by 1,000 each year resulting in 3,200 served in fiscal year 2020.

Accomplished: Increased the number of workforce students served.

Analysis and Improvements: RPCC will continue doing what works and establish a process to capture all students served and engage other college personnel in the same.

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: 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.

Accomplished: RPCC had 66 partnerships in June of 2017 and 93 during the 2017-2018 academic year which means 27 new partners were added.

Analysis and Improvements: 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.

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: 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.

Accomplished: Skeletal campaign was 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. 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. 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 successfully secured matching funds from LCTCS and Board of Regents. Assets increase from \$608, 104 to \$970,400; an increase by 60%.

Analysis and Improvements: 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. RPCC will consider additional kick-off events as similar training systems at the new campuses are developed. 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 will continue to build annual donations through new donors and by providing opportunities for increased donations from current donors.