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## LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

**TO:** Dr. Monty Sullivan  
LCTCS President

**THROUGH:** Dr. Wendi Palermo <sup>WP</sup>  
Chief Education and Training Officer

**FROM:** William Tulak <sup>WT</sup>  
Director of Institutional Effectiveness

**DATE:** March 19, 2024

**SUBJECT:** Program Requests at River Parishes Community College

### **FOR BOARD ACTION**

**Recommendation:** Staff recommends the Board approve the following program requests listed below.

### **Program Additions**

1. Career and Technical Certificates (CTC) in IT Support (CIP 11.0101) with an Industrial Based Certification in CompTIA A+ – **5 STARS**
2. Career and Technical Certificates (CTC) in Instrumentation and Electronics Apprentice (CIP 15.0404) with an Industrial Based Certification in NCCER Core – **4 STARS**
3. Career and Technical Certificates (CTC) in Process Technology Plant Safety (CIP15.0699) with an Industrial Based Certification OSHA 10-Hour General Industry Safety – **5 STARS**
4. Career and Technical Certificates (CTC) in Drafting Fundamentals (CIP 15.1301) with an Industrial Based Certification Autodesk Certified User in AutoCAD – **5 STARS**
5. Career and Technical Certificates (CTC) in HVAC Electrical Apprentice (CIP 47.0201) with an Industrial Based Certification HVAC Excellence Employment Ready Certification in Electrical – **5 STARS**
6. Career and Technical Certificates (CTC) in Welder Helper (CIP 48.0508) with IBCs NCCER Manual Oxyfuel Cutting and Manual Plasma Arc Cutting – **4 STARS**
7. Career and Technical Certificates (CTC) in Patient Care Representative (CIP 51.0707) with an Industrial Based Certification in Customer Service – **5 STARS**
8. Career and Technical Certificates (CTC) in Medical Office Customer Service (CIP 51.0801) with an Industrial Based Certification in Customer Service – **3 STARS**
9. Career and Technical Certificates (CTC) in Nurse Aide (CIP 51.3902) with an Industrial Based Certification in Certified Nurse Aide – **2 STARS**
10. Career and Technical Certificates (CTC) in Customer Service Representative (CIP 52.0411) with an Industrial Based Certification in Customer Service – **3 STARS**

### **Program Modifications**

1. Certificate of Technical Studies (CTS) in Engineering Aide (CIP 15.1301) – **5 STARS**
2. Technical Diploma (TD) in A/C & Refrigeration Technician (CIP 47.0201) – **5 STARS** (Named changed from: A/C & Refrigeration: Commercial Refrigeration)
3. Certificate of Technical Studies (CTS) in A/C & Refrigeration Helper (CIP 47.0201) – **5 STARS** (Named changed from: A/C & Refrigeration: Domestic)
4. Certificate of Technical Studies (CTS) in Healthcare Access Specialist (CIP 51.0707) – **5 STARS**
5. Associate of Applied Science (AAS) in Computer Systems and Information Technology (CIP 11.1001) – **5 STARS** (name change from “System Administration”, CIP change from 11.0902)

### **Program Deletion**

1. Associate of Science (AS) in Forensic Science (CIP 43.0106) – **3 STARS**

**Background:** River Parishes Community College (RPCC) is adding career and technical certificates (CTCs) that will be embedded into existing programs. The new CTCs will recognize the skill attainment of students who do not complete the higher-level credential. The new CTCs support the RPCC’s initiative to increase the number of program offerings linked to industry-based certifications.

The credit hours for the CTS in Engineering Aide are changing from 17 to 20 (contact hours, 345 to 390). RPCC is changing the name of the TD in “A/C & Refrigeration: Commercial Refrigeration” to “A/C & Refrigeration Technician”. RPCC is changing the name of the CTS in “A/C & Refrigeration: Domestic” to “A/C & Refrigeration Helper”. The credit hours for the CTS in Healthcare Access Specialist are changing from 24 to 21 (contact hours, 420 to 375).

RPCC is requesting a name change to the System Administration Associate of Applied Science (AAS). The title of the award will change from "System Administration" to "Computer Systems and Information Technology". The Classification of Instructional Programs (CIP) code will change from 11.0902 (Cloud Computing) to 11.1001 (Network and System Administration/Administrator). The new title will be consistent with the current program of study. The proposed CIP code is consistent with the nature, goals, and coursework for the current program of study and the degree's intent.

RPCC is terminating the AS in Forensic Science approved in May 2023. During the Board of Regents review process, it was determined that it would be more efficient to develop a concentration in the Louisiana Transfer degree that will provide students a pathway to a career in Forensic Science.

**Fiscal Impact:** The administrative structure and allocation of departmental funds will be unchanged, unless otherwise noted.

**History of Prior Actions:** There is a history of revising and creating new programs to meet student and workforce needs.

**Benefits to the System:** These requests will allow RPCC to better meet student and workforce needs.



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**Approved for Recommendation to the Board**  
**Dr. Monty Sullivan**

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**Date**



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14 February 2024

Board of Supervisors  
The Louisiana Community and Technical College System  
265 South Foster Drive  
Baton Rouge, Louisiana 70806

Attention: Wendi Palermo, Ph.D., R.N., LCTCS Chief Education and Training Officer

Dear Dr. Palermo,

River Parishes Community College (RPCC) requests the approval of the Board of Supervisors of the Louisiana Community and Technical College System (LCTCS) to implement the following curricular actions. Intended implementation dates are indicated for each type of program action.

**Program Additions – Spring 2024 Implementation**

1. IT Support CTC, CIP 11.0101, 5 Stars, with the IBC for CompTIA A+
2. Instrumentation and Electronics Apprentice CTC, CIP 15.0404, 4 Stars, with the IBC for NCCER Core Curriculum
3. Process Technology Plant Safety CTC, CIP 15.0699, 5 Stars, with the IBC for OSHA 10-Hour General Industry Safety
4. Drafting Fundamentals CTC, CIP 15.1301, 5 Stars, with the IBC for Autodesk Certified User in AutoCAD
5. HVAC Electrical Apprentice CTC, CIP 47.0201, 5 Stars, with the IBC for HVAC Excellence Employment Ready Certification in Electrical
6. Welder Helper CTC, CIP 48.0508, 4 Stars, with IBCs for NCCER Manual Oxyfuel Cutting and Manual Plasma Arc Cutting
7. Patient Care Representative CTC, CIP 51.0707, 5 Stars, with an IBC in Customer Service
8. Medical Office Customer Service CTC, CIP 51.0801, 3 Stars, with an IBC in Customer Service
9. Nurse Aide CTC, CIP 51.3902, 2 Stars, with an IBC in Certified Nurse Aide
10. Customer Service Representative CTC, CIP 52.0411, 3 Stars, with an IBC in Customer Service

Justification for Program Additions: New career and technical certificates (CTCs) will be embedded in existing awards and permit students to be competitive in the job market while pursuing their education or, if circumstances warrant, during a hiatus from pursuing a higher award. The CTCs support the College-wide initiative to increase the number of program offerings linked to industry-based certifications.

**Program Modifications – Fall 2024 Implementation**

11. Engineering Aide Certificate of Technical Studies (CTS), CIP 15.1301, 5 Stars: modify the credit hours (increase from 17 to 20) and instructional contact hours (from 345 to 390)
12. A/C & Refrigeration: Commercial Refrigeration Technical Diploma, CIP 47.0201, 5 Stars: modify the title of the award, from “A/C & Refrigeration: Commercial Refrigeration” to “A/C & Refrigeration Technician”.
13. A/C & Refrigeration: Domestic Certificate of Technical Studies (CTS), CIP 47.0201, 5 Stars: modify the title of the award, from “A/C & Refrigeration: Domestic” to “A/C & Refrigeration Helper”.

14. Healthcare Access Specialist CTS, CIP 51.0707, 5 Stars: modify the credit hours (decrease from 24 to 21) and instructional contact hours (from 420 to 375).

Justifications for Program Modifications: All of the proposed modifications result from review of the programs by lead faculty and their direct reports. The proposed modification of the Engineering Aide CTS is intended to provide completers with knowledge and skills in the application of CADD; for the A/C & Refrigeration programs, the proposed modifications are intended to align each program's content with its title; and for the Healthcare Access Specialist CTS, the proposed modification is intended to streamline the program and facilitate program completion.

Please let me know if additional information is needed.

Sincerely,

A handwritten signature in black ink, appearing to read 'P. Donaldson', followed by a horizontal line extending to the right.

Paul Donaldson, Ph.D.  
Interim Vice Chancellor for Academic Affairs

Cc: Quintin Taylor, Chancellor, RPCC  
Margaret McMichael, Ph.D., Director of Curriculum and Assessment, RPCC  
William Tulak, Director of Institutional Effectiveness, LCTCS



**LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE  
SYSTEM**

**New Program and Curriculum Modification Form**

**River Parishes Community College**

<b>TYPE OF PROPOSED CHANGE</b>	
<input checked="" type="checkbox"/> New Program	<input checked="" type="checkbox"/> Curriculum Modification

<b>AWARD LEVEL(S)</b>	
Award Level(s): <input type="checkbox"/> Associate of Applied Science (A.A.S.) <input type="checkbox"/> Associate of Science (A.S.) <input type="checkbox"/> Associate of Arts (A.A.) <input type="checkbox"/> Other Associate Degree Name: <input type="text"/>	<input checked="" type="checkbox"/> Technical Diploma (T.D.) <input checked="" type="checkbox"/> Career and Technical Certificate (C.T.C.) <input checked="" type="checkbox"/> Certificate of Technical Studies (C.T.S.) <input type="checkbox"/> Certificate of Applied Science (C.A.S.) <input type="checkbox"/> Certificate of General Studies (C.G.S.)

<b>NAME OF PROGRAM(S) and AWARD LEVEL(S)</b>			
1. Name: IT Support (new award)			
CIP: 11.0101	Credit Hours: 6	Contact Hours: 90	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
A+	CompTIA	IT Hardware Support	CSCI	1210	3
		IT Software Support	CSCI	1300	3

2. Name: Instrumentation and Electronics Apprentice (new award)			
CIP: 15.0404	Credit Hours: 7	Contact Hours: 105	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Core Curriculum	NCCER	Core Industry Safety	CORE	1003	3

3. Name: Process Technology Plant Safety (new award)			
CIP: 15.0699	Credit Hours: 6	Contact Hours: 90	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
10-Hour General Industry Safety	OSHA	Plant Safety, Health and Environment	PTEC	2030	3

4. Name: Drafting Fundamentals (new award)			
CIP: 15.1301	Credit Hours: 9	Contact Hours: 150	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Autodesk Certified User in AutoCAD	Autodesk	Introduction to Computer-Aided Drafting and Design	CADD	1100	5

5. Name: HVAC Electrical Apprentice (new award)			
CIP: 47.0201	Credit Hours: 12	Contact Hours: 225	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
HVAC Excellence Employment Ready Electrical	Esco/HVAC Excellence	Electrical Fundamentals	HACR	1210	3
		Electrical Components	HACR	1220	3
		Electrical Motors	HACR	1230	3

6. Name: Welder Helper (new award)			
CIP: 48.0508	Credit Hours: 8	Contact Hours: 135	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
NCCER Manual Oxyfuel Cutting; NCCER Manual Plasma Arc Cutting	NCCER	Introduction to Cutting Processes	WELD	1200	2

7. Name: Patient Care Representative (new award)			
CIP: 51.0707	Credit Hours: 9	Contact Hours: 135	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Customer Service	National Retail Federation	Customer Service	BUSN	1000	3

8. Name: Medical Office Customer Service (new award)			
CIP: 51.0801	Credit Hours: 13	Contact Hours: 270	Award Level:

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Customer Service	National Retail Federation	Customer Service	MAST	1214	4

9. Name: Nurse Aide (new award)			
CIP: 51.3902	Credit Hours: 8	Contact Hours: 165	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Certified Nurse Aide	Louisiana Department of Health and Hospitals	Nursing Fundamentals	HNUR	1211	4
		Geriatric Clinical	HNUR	1212	1
		PN Perspectives	HNUR	1270	3

10. Name: Customer Service Representative (new award)			
CIP: 52.0411	Credit Hours: 6	Contact Hours: 90	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
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Customer Service and Sales	National Retail Federation	Customer Service	BUSN	1000	3
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11. Name: Engineering Aide (program modification)			
CIP: 15.1301	Credit Hours: 17	Contact Hours: 345	Award Level: C.T.S.

12. Name: A/C & Refrigeration: Commercial Refrigeration (program modification)			
CIP: 47.0201	Credit Hours: 46	Contact Hours: 1380	Award Level: T.D.

13. Name: A/C & Refrigeration: Domestic (program modification)			
CIP: 47.0201	Credit Hours: 29	Contact Hours: 870	Award Level: C.T.S.

14. Name: Healthcare Access Specialist (program modification)			
CIP: 51.0707	Credit Hours: 24	Contact Hours: 420	Award Level: C.T.S.

**DESCRIBE THE PROPOSED CHANGE (For Curriculum Modifications, state previous credit and clock hours, and for Program Termination, state program and all award levels.)**

Add the following new Career and Technical Certificates (CTCs) to RPCC's program inventory ([Appendix A](#)):

1. IT Support CTC, CIP 11.0101, 5 Stars, with the IBC for CompTIA A+
2. Instrumentation and Electronics Apprentice CTC, CIP 15.0404, 4 Stars, with the IBC for NCCER Core Curriculum
3. Process Technology Plant Safety CTC, CIP 15.0699, 5 Stars, with the IBC for OSHA 10-Hour General Industry Safety
4. Drafting Fundamentals CTC, CIP 15.1301, 5 Stars, with the IBC for Autodesk Certified User in AutoCAD
5. HVAC Electrical Apprentice CTC, CIP 47.0201, 5 Stars, with the IBC for HVAC Excellence Employment Ready Certification in Electrical
6. Welder Helper CTC, CIP 48.0508, 4 Stars, with IBCs for NCCER Manual Oxyfuel Cutting and Manual Plasma Arc Cutting
7. Patient Care Representative CTC, CIP 51.0707, 5 Stars, with an IBC in Customer Service

8. Medical Office Customer Service CTC, CIP 51.0801, 3 Stars, with an IBC in Customer Service
9. Nurse Aide CTC, CIP 51.3902, 2 Stars, with an IBC in Certified Nurse Aide
10. Customer Service Representative CTC, CIP 52.0411, 3 Stars, with an IBC in Customer Service

Modify the following awards in RPCC's existing program inventory:

11. Engineering Aide Certificate of Technical Studies (CTS), CIP 15.1301, 5 Stars: modify the credit hours (increase from 17 to 20) and instructional contact hours (from 345 to 390)
12. A/C & Refrigeration: Commercial Refrigeration Technical Diploma, CIP 47.0201, 5 Stars: modify the title of the award, from "A/C & Refrigeration: Commercial Refrigeration" to "A/C & Refrigeration Technician".
13. A/C & Refrigeration: Domestic Certificate of Technical Studies (CTS), CIP 47.0201, 5 Stars: modify the title of the award, from "A/C & Refrigeration: Domestic" to "A/C & Refrigeration Helper".
14. Healthcare Access Specialist CTS, CIP 51.0707, 5 Stars: modify the credit hours (decrease from 24 to 21) and instructional contact hours (from 420 to 375).

<b>IMPLEMENTATION DATE (Semester and Year)</b>	New Awards: Spring 2024 Program Modifications: Fall 2024
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### **HISTORY OF PRIOR ACTIONS**

**Provide an overview of changes to this program.**

1. System Administration AAS, CIP 11.0902 (IT Support CTC, CIP 11.0101):
  - 2020-06-10: Board of Supervisors for LCTCS approves RPCC's adoption of the System Administration AAS, with a concentration in Cloud Computing, offered by Bossier Parish Community College.
  - 2020-12-16: Board of Regents approves the System Administration AAS for RPCC.
  - 2021-06-16: Board of Trustees for the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) approves System Administration AAS as within the scope of RPCC's accreditation.
2. Instrumentation and Electrical Technology AAS, CIP 15.0404 (Instrumentation and Electronics Apprentice CTC, CIP 15.0404):
  - 2010: Industrial Instrumentation AAS, Industrial Instrumentation Technician TD, Industrial Electronic Repair CTS, and Industrial Instrumentation Technician TCA were added to RPCC's program inventory with the consolidation of the Ascension instructional site of Northshore Technical College with RPCC.
  - 2015-03-04: Board of Supervisors for LCTCS approved reductions to credit hours for the AAS, TD, and CTS, and deletion of the TCA.
  - 2018-02: Instrumentation Helper CTS added to RPCC's active program inventory (not included in LCTCS meeting minutes – administrative action).

3. Process Technology AAS, CIP 15.0699 (Process Technology Plant Safety CTC, CIP 15.0699):
  - 2010, October: Process Technology AAS added to the RPCC program inventory with the consolidation of the Northshore Technical Community College Ascension location with RPCC.
  - 2013-12-11: LCTCS Board of Supervisors approves the Process Technology Foundations Certificate of Applied Science (CAS) with an embedded Technical Competency Area (TCA). The CAS was approved by the Board of Regents 2014-03-26.
  - 2018-05-09: LCTCS Board of Supervisors approves the Process Technology Technical Diploma, Industrial Operations Technician Certificate of Applied Science (CAS), and Process Technology Support Technician CTS, developed by the LCTCS Process Technology Faculty Peer Group (BRCC, Elaine P. Nunez, RPCC, and SOWELA faculty and staff) for the purpose of developing common exit points within the AAS programs offered statewide and to strengthen and align the competencies taught among the four colleges.
4. Drafting and Design Technology AAS, CIP 15.1301 (Drafting Fundamentals CTC, CIP 15.1301, and Engineering Aide CTS, CIP 15.1301):
  - 2010: Drafting and Design Technology AAS, Drafting and Design Technician TD, and Drafting and Design Technician: Engineering Aide II were added to RPCC's program inventory with the consolidation of the Ascension instructional site of Northshore Technical College with RPCC.
  - 2023-09-25: Board of Supervisors for LCTCS and the Board of Regents authorized RPCC for fully online delivery of the Drafting and Design Technology AAS.
5. A/C & Refrigeration: Commercial Refrigeration TD (HVAC Electrical Apprentice CTC, CIP 47.0201):
  - 2021-05: LCTCS Board of Supervisors approves deletion of the A/C & Refrigeration Helper II CTS.
  - 2018-02: LCTCS Board of Supervisors and State Board of Regents transfer the A/C & Refrigeration Helper II CTS to RPCC from South Central Louisiana Technical College upon acquisition of the Reserve instructional site.
6. Welding TD, CIP 48.0508 (Welder Helper CTC, CIP 48.0508):
  - 2010, October: Welding Technical Diploma and the following certificate-level programs were added to the RPCC program inventory with the consolidation of the Northshore Technical Community College Ascension location with RPCC.
    - Welding: Arc Welder-GTAW CTS (C1-1)
    - Welding: Arc Welder-GMAW CTS (C1-2)
    - Welding: Arc Welder-FCAW CTS (C1-3)
    - Entry Welder, SMAW CTS (C1-4)
    - Production Line Welder II CTS (C1-5)
    - Production Line Welder-Shipbuilding CTS (C1-6)
  - 2014-06: LCTCS Board of Supervisors approves modifications to the Welding TD, including redesign to align with NCCER and AWS curriculum. Programs impacted included the TD, Certificate of Technical Studies in Entry Welder (SMAW) and Certificate of Technical Studies in GMAW, GTAW, FCAW Welding Processes (new award; C1-7, CIP: 48.0508).

- 2018-02: LCTCS Board of Supervisors approves the addition of the Welding: Arc Welder-SMAW CTS (C1-8) to RPCC's program inventory from South Central Louisiana Technical College upon acquisition of the Reserve instructional site.
  - 2021-10-04: LCTCS Board of Supervisors approves the deletion of the following certificate-level awards in Welding: with the redesign of the TD in 2014, the CTSs were redundant. All students originally enrolled in the certificates had completed the awards.
    - Welding: ARC Welder- SMAW CTS (C1-8, CIP 48.0508)
    - Welding: ARC Welder- GTAW (C1-1, CIP 48.0508)
    - Welding: ARC Welder- GMAW (C1-2, CIP 48.0508)
    - Welding: ARC Welder- FCAW (C1-3, CIP 48.0508)
7. Healthcare Access Specialist CTS, CIP 51.0707 (Patient Care Representative CTC, CIP 51.0707):
- 2023-05-10: Board of Supervisors for LCTCS approves the Healthcare Access Specialist Certificate of Technical Studies (CTS), with an industry-based certification (IBC) in Healthcare Access Associate.
8. Medical Assistant CTS, CIP 51.0801 (Medical Office Customer Service CTC, CIP 51.0801):
- 2014-11-12: Board of Supervisors for LCTCS approves the Clinical Medical Assistant Certificate of Technical Studies (CTS) for RPCC.
  - 2017-09-20: Board of Supervisors for LCTCS approves modifications to the Medical Assistant CTS (increases to credit and instructional contact or clock hours) to align with the CTS offered at Baton Rouge Community College. Actions were prompted by the realignment of the Westside instructional site of BRCC, at which BRCC's Medical Assistant CTS was offered, to RPCC (March 2017).
  - 2019-08-14: Board of Supervisors for LCTCS approves modifications to the Medical Assistant CTS, including a reduction in credit hours (from 37 to 36) resulting from course replacements to streamline the program (combined two courses with overlapping content into one course).
  - 2022-04-13: Board of Supervisors for LCTCS approves modifications to the Medical Assistant CTS, including a reduction in credit hours (from 36 to 26) to make the award more competitive and align better with needs of industry partners for Medical Assistants.
9. Practical Nursing TD, CIP 51.3901 (Nurse Aide CTC, CIP 51.3902):
- No modifications have been made requiring approval of the Louisiana State Board of Practical Nursing Examiners or the LCTCS Board of Supervisors since the program was added to the RPCC program inventory in 2010, with the consolidation of the Northshore Technical Community College Ascension site with RPCC.
10. Business Office Administration AAS, CIP 52.0401 (Customer Service Representative CTC, CIP 52.0411)
- 2010: Business Office Administration AAS and several embedded awards were added to RPCC's program inventory with the consolidation of the Ascension instructional site of Northshore Technical College with RPCC.
  - 2014-05-14: Board of Supervisors approved deletion of the Legal Office Specialist CTS (52.0401-C1-5) embedded in the Business Office Technology TD and the Business Office Administration AAS.

- 2014-12-10: Board of Supervisors approved modifications to the Business Office Administration AAS and Business Office Technology TD to reflect current technologies and workforce needs. Actions included the deletion of the Accounting Office Assistant CTS (52.0401-C1-1).
- 2019-08-14: Board of Supervisors approved deletion of the Accounting Office Specialist CTS (52.0401-C1-6) and the Office Assistant Specialist – Reserve (52.0401-C1-7) embedded in the Business Office Technology TD and the Business Office Administration AAS to streamline program offerings across all instructional sites.

**REASON/JUSTIFICATION FOR THE PROPOSED CHANGE (Include support such as four-year university agreements, industry demand, advisory board information, etc.)**

Rationale for Career and Technical Certificates: addition of each CTC supports the College-wide initiative to increase the number of program offerings linked to industry-based certifications for RPCC students. Further justification for each proposed CTC is provided below.

1. IT Support Career and Technical Certificate (CTC), CIP 11.0101, 5 Stars, with the IBC for CompTIA A+: The IT Support CTC, to be considered embedded in the System Administration Associate of Applied Science (AAS), will allow students to earn high-demand technical skills in their first semester that will increase their competitiveness for employment and serve as a confidence-booster for students whose continued enrollment in the AAS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the AAS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete additional academic awards and IBCs. Individuals with the IBC are considered eligible for a variety of entry-level positions: through 2030, the Louisiana Workforce Commission projects 490 annual openings for all computer occupations, 116 of which are in computer user support specialist positions ([Appendix B](#)).
2. Instrumentation and Electronics Apprentice CTC, CIP 15.0404, 4 Stars, with the IBC for NCCER Core Curriculum: The Instrumentation and Electronics Apprentice CTC, to be considered embedded in the Instrumentation and Electrical Technology AAS, will allow students enrolled in the degree to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. Individuals with this credential are considered eligible for Helper occupations for Electricians: the Louisiana Workforce Commission projects 50 annual openings for these positions through 2030 ([Appendix B](#)). The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the AAS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the AAS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete additional academic awards and IBCs.
3. Process Technology Plant Safety CTC, CIP 15.0699, 5 Stars, with the IBC for OSHA 10-Hour General Industry Safety: The addition of the Plant Safety CTC, to be considered embedded in the Process Technology AAS, will allow students enrolled in the degree to

complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. Individuals with this credential may be eligible for Occupational Health and Safety Technicians: through 2030, the Louisiana Workforce Commission projects annual openings of 13 openings annually ([Appendix B](#)). A student able to obtain this type of position is well positioned to work while pursuing the next academic award. The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the AAS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the AAS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete additional academic awards and IBCs.

4. Drafting Fundamentals CTC, CIP 15.1301, 5 Stars, with the IBC for Autodesk Certified User in AutoCAD: The Drafting Fundamentals CTC, to be considered embedded in the Drafting and Design Technology AAS, will allow students enrolled in the degree to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. The curriculum and IBC provide students with skills needed to prepare plans for conceptual to full construction for various products in entry-level positions after completing just nine (9) credit hours. The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the AAS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the AAS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete additional academic awards and IBCs.
5. HVAC Electrical Apprentice CTC, CIP 47.0201, 5 Stars, with the IBC for HVAC Excellence Employment Ready Certification in Electrical: The HVAC Electrical Apprentice CTC, to be considered embedded in the A/C & Refrigeration Technical Diploma (TD), will allow students enrolled in the TD to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. Individuals with this credential are considered eligible for Helper occupations for Electricians or HVAC technicians: the Louisiana Workforce Commission projects annual openings of 50 and 69 positions, respectively, through 2030 ([Appendix B](#)). The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the TD would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the TD, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete additional academic awards and IBCs.
6. Welder Helper CTC, CIP 48.0508, 4 Stars, with IBCs for NCCER Manual Oxyfuel Cutting and Manual Plasma Arc Cutting. The Welder Helper CTC, to be considered embedded in the Welding TD, will allow students enrolled in the TD to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. Individuals with this credential are considered eligible for Helper occupations for Production Workers: through 2030, the Louisiana Workforce Commission projects 97 annual openings for these positions ([Appendix B](#)). The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the TD would be motivated by earning this award. For students

unable to commit to continuous enrollment for completion of the TD, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete the TD and the certificate-level academic awards embedded in the TD, and additional IBCs.

7. Patient Care Representative CTC, CIP 51.0707, 5 Stars, with an IBC in Customer Service and Sales: The Patient Care Representative CTC, to be considered embedded in the Healthcare Access Specialist Certificate of Technical Studies (CTS), will allow students enrolled in the CTS to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the CTS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the CTS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete the Healthcare Access Specialist CTS and additional academic awards and IBCs. Patient Care Representatives are included in the category “Healthcare Support Workers, All Others” by the US Bureau of Labor Statistics ([Appendix B](#)), and “Healthcare Support Occupations” by the Louisiana Workforce Commission and US Bureau of Labor Statistics: the occupational outlook for these positions is considered bright, with over 1,000 positions projected annually through 2030.
8. Medical Office Customer Service CTC, CIP 51.0801, 3 Stars, with an IBC in Customer Service and Sales: The Medical Office Customer Service CTC, to be considered embedded in the Medical Assistant CTS, will allow students enrolled in the CTS to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the CTS would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the CTS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete the Medical Assistant CTS and additional academic awards and IBCs. Medical Office Customer Service personnel are included in the category “Healthcare Support Workers, All Others” by the US Bureau of Labor Statistics ([Appendix B](#)), and “Healthcare Support Occupations” by the Louisiana Workforce Commission and US Bureau of Labor Statistics: the occupational outlook for these positions is considered bright, with over 1,000 positions projected annually through 2030.
9. Nurse Aide CTC, CIP 51.3902, 2 Stars, with an IBC in Certified Nurse Aide: The Nurse Aide CTC, to be considered embedded in the Practical Nursing TD, will allow students enrolled in the TD to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the TD would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the TD, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete the TD and/or other academic awards and IBCs. The Louisiana Workforce Commission’s Long-term Employment projections for 2020-2030 included an estimate of 551 annual openings for Nursing Assistants in Regional Labor Market 2, which includes parishes in which most



RPCC students reside ([Appendix B](#)); jobs will be available to virtually all students completing the Nurse Aide CTC and obtaining the IBC from the Louisiana Department of Health and Hospitals.

10. Customer Service Representative CTC, CIP 52.0411, 3 Stars, with an IBC in Customer Service: The Customer Service Representative CTC, to be considered embedded in the Business Office Administration AAS, will allow students enrolled in the degree to complete an academic award in their first semester and earn a résumé-enhancing IBC for skills recognized and appreciated by potential employers. Through 2030, the Louisiana Workforce Commission projects 695 annual openings for Customer Service Representative positions ([Appendix B](#)). The CTC is expected to serve as a confidence-booster for students whose continued enrollment in the degree would be motivated by earning this award. For students unable to commit to continuous enrollment for completion of the AAS, the marketable skills learned while completing the CTC serve as both a temporary exit point as well as a point of entry for employment and for returning to RPCC to complete the Business Office Administration AAS (and additional academic awards embedded in the degree) and IBCs.

Rationale for Program Modifications:

11. Engineering Aide II Certificate of Technical Studies (CTS), CIP 15.1301, 5 Stars: desiring to improve the skills of students completing the award, Faculty proposed inclusion of PRNT 1000, Print Reading for Industry in this award (the course is required for the TD and the AAS in Drafting and Design Technology). Addition of PRNT 1000 adds three credit hours and 45 instructional hours to the CTS. Adding PRNT 1000 to the Engineering Aide CTS allows for the addition of the Drafting Fundamentals Career and Technical Certificate (nine (9) credit hours) and compliance with the Board of Regents' definition of a CTC: "at least half of the CTC requirements should be distinctive from other credential".
12. A/C & Refrigeration: Commercial Refrigeration Technical Diploma (TD), CIP 47.0201, 5 Stars: modify the title of the award, from "A/C & Refrigeration: Commercial Refrigeration" to "A/C & Refrigeration Technician": so that the title of the award is consistent with the knowledge, skills, and abilities of completers of the TD. Recognizing the need for additional content covering commercial systems, RPCC faculty are reviewing the curriculum and will revise the program to balance the residential and commercial content.
13. A/C & Refrigeration: Domestic Certificate of Technical Studies (CTS), CIP 47.0201, 5 Stars: modify the title of the award, from "A/C & Refrigeration: Domestic" to "A/C & Refrigeration Helper": for consistency with the content of the award and the knowledge, skills, and abilities of completers. Content of courses required for completion of the CTS are not restricted to domestic systems.
14. Healthcare Access Specialist Certificate of Technical Studies (CTS), CIP 51.0707, 5 Stars: recognizing the redundancy in content in two courses required for the program of study – CSCI 1010, Introduction to Computer Technology, and HEIT 1010, Introduction to Health Information Technology – and desiring to maximize the courses originating in the Allied Health department (for the purpose of assessing program outcomes), faculty request deletion of the CSCI course.



Deletion of the course will not alter the award level. Students will still be able to enroll in sufficient credit hours in the first semester to be considered full-time. Reducing the credit and instructional hours is expected to facilitate completion for most students.

**SITE(S) OF NEW PROGRAM OR CURRICULUM MODIFICATION**
 Main Campus

 All Campuses

 Sites (list below)

**LOUISIANA WORKFORCE COMMISSION STAR LEVEL** (<http://www.laworks.net/Stars/>)

 5 Stars

 4 Stars

 3 Stars

 2 Stars

 1 Star

 Transfer

**PLAN FOR PROVIDING QUALIFIED FACULTY** (Check all that apply)

 Use Existing Faculty

#: \_\_\_\_\_

 Hire Adjunct Faculty

#: \_\_\_\_\_

 Hire Full-Time Faculty

#: \_\_\_\_\_

**MINIMUM CREDENTIALS REQUIRED FOR FACULTY**

Education:

Experience:

Certification:

**ANTICIPATED ENROLLMENT: - N/A**

Students	Year One	Year Two	Year Three	Year Four	Year Five
<u>DAY</u>					
<u>EVENING</u>					
Describe Process for Attaining & Estimating Enrollment:					

**PROGRAM ACCREDITATION:**
**Is Program Accreditation, Licensure or Certification Required?**
 Yes

 No

If YES, please provide projected accreditation/licensure/certification date:

**Type/Name of Program Accreditation, Licensure or Certification Required:**

Nurse Aide CTC: required coursework is embedded in the Practical Nursing TD, which is approved by the Louisiana State Board of Practical Nursing Examiners. The Louisiana Department of Health and Hospitals knows that the

	coursework required for becoming certified as a Nursing Assistant is <u>embedded in the Practical Nursing TD.</u>
--	---

<b>DESCRIBE IMPLEMENTATION COSTS</b> (Include Faculty, Facilities, Library Resources, etc.)
---

RPCC will incur no costs for implementation of the program additions or program modifications.
--

<b>PROGRAM CURRICULUM</b> – see <a href="#">Appendix C</a>
--

(Use the template below or insert separate attachment; all modifications should include the OLD and NEW curriculum with changes appropriately noted so that it is visually clear what has been added, deleted and/or changed)
---

<b>BENEFITS TO THE SYSTEM</b>
-------------------------------

<b>Discuss how this change will benefit your students, your community, and the LCTCS.</b>
---

The opportunity for RPCC students to earn an academic award in their first semester is expected to elevate the confidence of students, many of whom are first in their families to go to college. The added benefit of being prepared for an industry-based certification is expected to be particularly motivating for these students, as these credentials are recognized by potential employers. The academic awards and IBCs provide a crucial opportunity for entry-level employment that allows students to improve their earnings while progressing toward their educational goals. The opportunity to work and apply their knowledge while obtaining valuable skills is expected to help students sustain their momentum to completion of their chosen program of study. As noted previously, both the US Bureau of Labor Statistics and the Louisiana Workforce Commission project many openings for students with the skills attained in the proposed CTCs.

The addition of the CTCs directly supports the LCTCS goal of offering credentials that can help people move into meaningful careers with sufficient income to support themselves and even a family. The programs also support the Board of Regents' Master Plan goal for 60% of Louisiana's adult population to hold a credential of value for the 'knowledge-based economy' by 2030.

The proposed program modifications ensure consistency between program content and award titles, compliance with Board of Regents' policy, and timely program completion.

LCTCS will benefit from the positive impact of the employment of RPCC graduates in the communities the College serves. The proposed actions support RPCC's mission to provide workforce training, certificates, diplomas, and associate degrees via partnerships with the communities and businesses in the river parishes region of Louisiana.

**SIGNATURES**

  
\_\_\_\_\_  
College Chief Academic Officer

2/14/24  
Date


  
\_\_\_\_\_  
College Chief Executive Officer

2/14/24  
Date

# River Parishes Community College: LCTCS Board of Supervisors, March 2024

## IBCs supporting Proposed CTCs

### Appendix A

IBCDESC - Master IBC List Entries	Proposed RPCC Program(s)
11010102-A+	IT Support CTC, CIP 11.0901
15069916 - OSHA 10 Hour General Industry	Process Technology Plant Safety CTC, CIP 15.0699
15130103-Autodesk AutoCAD  Certified User	Drafting Fundamentals, CIP 15.1301
46999905-NCCER Core Curriculum	Instrumentation and Electronics Apprentice CTC, CIP 15.0404
47020125-HVAC Employment Ready Certifications	HVAC Electrical Apprentice, CIP 47.0201
48050817-Manual Oxy-fuel Cutting	Welder Helper CTC, CIP 48.0508
48050818-Manual Plasma Arc Cutting	Welder Helper CTC, CIP 48.0508
51390208-Certified Nurse Aide	Nurse Aide CTC, CIP 51.3902
52041101-Customer Service	Patient Care Representative CTC, CIP 51.0707 Medical Office Customer Service, CIP 51.0801 Customer Service Representative CTC, CIP 52.0411

**Appendix B: Long Term Projections (to 2030) for Occupations Related to CTCs Proposed by RPCC  
(in order by CIP code of proposed CTC)**

**RLMA 2 : Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, Tangipahoa, Washington, West Baton Rouge, & West Feliciana**

Proposed CTC	CTC CIP code	Occ. Code	Occupational Title	2020 Employment	2030 Employment	Numeric Change	Percent Change	Exits	Annual Exits	Transfers	Annual Transfers	Change	Annual Change	Total Opening	Annual Total Openings	Most Significant Source of Education or Training	Work Experience	Job Training
IT Support	11.0101	15-1200	Computer Occupations	6,304	6,688	384	6.1%	1,304	130	3,218	322	384	38	4,906	490			
IT Support	11.0101	15-1232	Computer User Support Specialists	1,414	1,517	103	7.3%	275	28	776	78	103	10	1,154	116	Some college, no degree	None	None
Instrumentation & Electronics Apprentice	15.0404	47-3013	Helpers--Electricians	887	1,012	125	14.1%	279	28	831	83	125	12	1,235	123	High school diploma or equivalent	None	Short-term on-the-job training
Process Technology Plant Safety	15.0699	19-5012	Occupational Health and Safety Technicians	150	166	16	10.7%	43	4	68	7	16	2	127	13	High school diploma or equivalent	None	Moderate-term on-the-job training
Drafting Fundamentals	15.1301	17-3000	Drafters, Engineering Technicians, and Mapping Technicians	3,024	2,929	-95	-3.1%	915	92	1,922	192	-95	-10	2,742	274			
HVAC Electrical Apprentice	47.0201	49-9098	Helpers--Installation, Maintenance, and Repair Workers	489	529	40	8.2%	219	22	427	43	40	4	686	69	High school diploma or equivalent	None	Short-term on-the-job training
HVAC Electrical Apprentice	47.0201	47-3013	Helpers--Electricians	887	1,012	125	14.1%	279	28	831	83	125	12	1,235	123	High school diploma or equivalent	None	Short-term on-the-job training
Welder Helper	48.0508	51-4121	Welders, Cutters, Solderers, and Brazers	2,707	3,101	394	14.6%	764	76	2,291	229	394	39	3,449	344	High school diploma or equivalent	None	Moderate-term on-the-job training
Welder Helper	48.0508	51-9198	Helpers--Production Workers	717	694	-23	-3.2%	331	33	664	66	-23	-2	972	97	High school diploma or equivalent	None	Short-term on-the-job training
Patient Care Representative	51.0707	31-0000	Healthcare Support Occupations	19,418	22,155	2,737	14.1%	12,158	1,216	12,959	1,296	2,737	274	27,854	2,786			
Medical Office Customer Service	51.0801	31-0000	Healthcare Support Occupations	19,418	22,155	2,737	14.1%	12,158	1,216	12,959	1,296	2,737	274	27,854	2,786			
Nurse Aide	51.3902	31-1131	Nursing Assistants	4,207	4,479	272	6.5%	2,780	278	2,459	246	272	27	5,511	551	Postsecondary non-degree award	None	None
Customer Service Representative	52.0411	43-4051	Customer Service Representatives	5,651	5,557	-94	-1.7%	2,634	263	4,407	441	-94	-9	6,947	695	High school diploma or equivalent	None	Short-term on-the-job training



## Nursing Assistants

31-1131.00

Bright Outlook

Updated 2023

Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health-related tasks. Includes nursing care attendants, nursing aides, and nursing attendants.

**Sample of reported job titles:** Certified Medication Aide (CMA), Certified Nurse Aide (CNA), Certified Nurses Aide (CNA), Certified Nursing Assistant (CNA), Licensed Nursing Assistant (LNA), Nurses' Aide, Nursing Aide, Nursing Assistant, Patient Care Assistant (PCA), State Tested Nursing Assistant (STNA)

Summary

Details

Custom

Easy Read

Veterans

Español

Contents

### Occupation-Specific Information

#### Tasks

5 of 33 displayed

- + Turn or reposition bedridden patients.
- + Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs.
- + Feed patients or assist patients to eat or drink.
- + Measure and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.
- + Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.

#### Technology Skills

5 of 11 displayed

- + **Accounting software** — Billing software
- + **Electronic mail software** — Microsoft Outlook

- + **Medical software** — Epic Systems 🔥; Medical procedure coding software; MEDITECH software; Telemetry software
- + **Spreadsheet software** — Microsoft Excel 🔥
- + **Video conferencing software** — FaceTime



Hot Technologies are requirements most frequently included across all employer job postings.

[See all 6 Hot Technologies for this occupation.](#)

## Occupational Requirements

### Work Activities

▼ 5 of 23 displayed

- + **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- + **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- + **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, coworkers, and subordinates by telephone, in written form, e-mail, or in person.
- + **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- + **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.

### Detailed Work Activities

▼ 5 of 25 displayed

- + Adjust positions of patients on beds or tables.
- + Feed patients.
- + Record vital statistics or other health information.
- + Hold patients to ensure proper positioning or safety.
- + Assist patients with daily activities.

### Work Context

▼ 5 of 28 displayed

- + **Contact With Others** — 87% responded “Constant contact with others.”
- + **Work With Work Group or Team** — 83% responded “Extremely important.”
- + **Importance of Being Exact or Accurate** — 63% responded “Extremely important.”

- + **Spend Time Walking and Running** — 62% responded “Continually or almost continually.”
- + **Responsible for Others' Health and Safety** — 71% responded “Very high responsibility.”

## Experience Requirements

### Job Zone

<b>Title</b>	Job Zone Three: Medium Preparation Needed
<b>Education</b>	Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.
<b>Related Experience</b>	Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
<b>Job Training</b>	Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.
<b>Job Zone Examples</b>	These occupations usually involve using communication and organizational skills to coordinate, supervise, manage, or train others to accomplish goals. Examples include hydroelectric production managers, desktop publishers, electricians, agricultural technicians, barbers, court reporters and simultaneous captioners, and medical assistants.
<b><a href="#">SVP</a> Range</b>	(6.0 to < 7.0)

### Training & Credentials

<b>State training</b>	<input type="text" value="Louisiana"/>	<input type="button" value="Go"/>
<b>Local training</b>	<input type="text" value="ZIP Code"/> <input type="text" value="70737"/>	<input type="button" value="Go"/>
<b>Certifications</b>	<input type="text" value="Find certifications nationwide"/>	
<b>State licenses</b>	<input type="text" value="Louisiana"/>	<input type="button" value="Go"/>

### Apprenticeship Opportunities

^ All 1 displayed

Example apprenticeship titles for this occupation:



- Nurse Assistant

Specific title(s) listed above are vetted by industry and approved by the U.S. Department of Labor for use in a Registered Apprenticeship Program.

Start your career and build your skillset. Visit [Apprenticeship.gov](https://www.apprenticeship.gov) [↗](#) to learn about opportunities related to this occupation.

## Worker Requirements

### Skills

▼ 5 of 8 displayed

- ⊕ **Service Orientation** — Actively looking for ways to help people.
- ⊕ **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ⊕ **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- ⊕ **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- ⊕ **Coordination** — Adjusting actions in relation to others' actions.

### Knowledge

▼ 5 of 7 displayed

- ⊕ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ⊕ **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- ⊕ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ⊕ **Medicine and Dentistry** — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- ⊕ **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Education

How much education does a new hire need to perform a job in this occupation? Respondents said:

- 39% High school diploma or equivalent required [?](#)
- 24% Post-secondary certificate required
- 12% Some college, no degree required [?](#)

## Worker Characteristics

### Abilities

5 of 16 displayed

- Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Near Vision** — The ability to see details at close range (within a few feet of the observer).
- Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- Speech Recognition** — The ability to identify and understand the speech of another person.

### Interests

All 3 displayed

Interest code: **SRC**

[?](#) Want to discover your interests? Take the **O\*NET Interest Profiler** at My Next Move.

- Social** — Work involves helping, teaching, advising, assisting, or providing service to others. Social occupations are often associated with social, health care, personal service, teaching/education, or religious activities.
- Realistic** — Work involves designing, building, or repairing of equipment, materials, or structures, engaging in physical activity, or working outdoors. Realistic occupations are often associated with engineering, mechanics and electronics, construction, woodworking, transportation, machine operation, agriculture, animal services, physical or manual labor, athletics, or protective services.
- Conventional** — Work involves following procedures and regulations to organize information or data, typically in a business setting. Conventional occupations are often associated with office work, accounting, mathematics/statistics, information technology, finance, or human resources.

### Work Values

^ All 3 displayed

- + **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- + **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- + **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

## Work Styles

∨ 5 of 16 displayed

- + **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- + **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- + **Self-Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- + **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- + **Integrity** — Job requires being honest and ethical.

## Workforce Characteristics

## Wages & Employment Trends

**Median wages** (2022) \$17.19 hourly, \$35,760 annual

**State wages**

Louisiana

Go

**Local wages**

ZIP Code 70737

Go

**Employment** (2022) 1,361,300 employees

**Projected growth** (2022-2032)  Average (2% to 4%)

**Projected job openings** (2022-2032) 202,400

**State trends**

Louisiana

Go

**Top industries** [Health Care and Social Assistance](#)  
(2022)

Source: Bureau of Labor Statistics [2022 wage data](#) and [2022-2032 employment projections](#). “Projected growth” represents the estimated change in total employment over the projections period (2022-2032). “Projected job openings” represent openings due to growth and replacement.

## Job Openings on the Web

State job openings

Louisiana

Go

Local job openings

ZIP Code

70737

Go

## More Information

## Related Occupations

5 of 10 displayed

- 29-1141.01 [Acute Care Nurses](#)  **Bright Outlook**
- 31-1121.00 [Home Health Aides](#) 
- 29-2061.00 [Licensed Practical and Licensed Vocational Nurses](#) 
- 31-1133.00 [Psychiatric Aides](#) 
- 29-1141.00 [Registered Nurses](#) 

## Sources of Additional Information

All 5 displayed

**Disclaimer:** Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [National Association for Home Care and Hospice](#)
- [National Association of Health Care Assistants](#)
- [National Council of State Boards of Nursing](#)
- [National Network of Career Nursing Assistants](#)
- [Occupational Outlook Handbook: Nursing assistants and orderlies](#)

## AGREEMENT

THIS AGREEMENT ( "Agreement") is dated July 1, 2023 (the "Effective Date") and is by and between the **LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM** ("LCTCS"), composed of the institutions under the supervision and management of the Louisiana Board of Supervisors of Community and Technical Colleges and domiciled in East Baton Rouge Parish, with its principal place of business located at 265 South Foster Drive, Baton Rouge, LA 70806, and the **LOUISIANA DEPARTMENT OF HEALTH** ("LDH"), a body corporate and executive branch department of the State of Louisiana domiciled in Baton Rouge, LA, with its principal offices located at 628 North 4th Street, Baton Rouge, LA 70802 (individually a "Party" and together the "Parties").

- 1.0 **OBJECTIVES AND SERVICES.** LDH desires to utilize LCTCS to develop a nurse aide testing and certification program that will be professionally administered for testing Candidates in accordance with LDH's parameters. All services shall be provided in accordance with the terms and conditions set forth in this Agreement and in any associated subsequent Amendments.
  
- 2.0 **DEFINITIONS.** As used throughout this Agreement and in any accompanying Amendment(s), the following terms shall have the meaning specified below:
  - 2.1 **Candidate:** An individual who is or plans to complete and pass Certified Nurse Aide ("CNA") training, evaluation, obtain CNA certification, and who utilizes products or services contemplated in this Agreement and any Amendment.
  
  - 2.2 **Candidate Data:** Any data provided to LCTCS by LDH or collected by LCTCS from a Candidate in connection with this Agreement and may include "Personal Identification Data," test results, test registrations, and any other data concerning or provided by a Candidate.
  
  - 2.3 **Item:** A single question or problem that may appear on a Test.
  
  - 2.4 **Item Bank:** A pool or group of Items, provided by LCTCS for use by LDH, any one or more of which in combination comprise a Test.
  
  - 2.5 **Test:** A set of Items from an Item Bank selected according to a set of Test specifications to be provided by LCTCS and approved by LDH (also known as "content outline" or "Test blueprint"), which is to be administered to a Candidate via computer or, if applicable, via paper and pencil, exclusive of any LCTCS test delivery software or coding language which may be attached to the Items or in which the Items may be imbedded.
  
  - 2.6 **Personal Identification Data:** Any information provided to LCTCS by LDH or collected by LCTCS in connection with this Agreement: (i) that identifies or can be used to identify or contact the person to whom such information pertains, or (ii) from which identification or contact information of an individual person can be derived.

Personal Identification Data may include a person's name, address, phone number, fax number, email address, social security number, or other government-issued identifier, and credit card information.

**3.0 TERM AND RENEWALS.** This Agreement commences with the Effective Date and will expire in three (3) years (the "Expiration Date"), unless terminated earlier as provided in Section 19.0 or by mutual agreement of the Parties. The initial period and renewal period shall be referred to herein as the "Term" of this Agreement.

**4.0 STATEMENT OF WORK.**

**4.1 Nurse Aide Training.** LCTCS will assume the role of the manager of the Competency Evaluation Program, to include creating, administering, and evaluating the written and clinical competency examinations, pursuant to federal and state regulations, for all nurse aide competency candidates within the State of Louisiana, including the following:

- a. LCTCS (Community College and Workforce) program candidates;
- b. Nursing home program candidates;
- c. Proprietary school candidates;
- d. High School program candidates;
- e. Registered Nurses ("RNs"), RN students, Licensed Practical Nurses ("LPNs"), LPN students, and military trained candidates; and
- f. Re-testers (lapsed less than 24 months).

**4.2 Nurse Aide Training Programs.** LDH will continue to serve as the regulatory entity tasked with oversight of the Nurse Aide Training Program. The tasks that LDH will perform are as follows:

- a. Administration of program in accordance with all federal and state regulations;
- b. Approval of new programs;
- c. Approval of program changes;
- d. Closure of programs.

**4.3 Regulatory Requirements.** LDH will continue to serve as the regulatory entity of all nurse aide training programs, as required by state and federal regulations, to ensure compliance. LCTCS shall comply with all provisions of state and federal laws, rules, regulations, policies, and guidelines as indicated, amended or modified that govern performance of the services contained in this Agreement.

**4.4** LCTCS representative may be required to meet annually in person with the LDH and other key stakeholders.

**5.0 APPLICATIONS AND REGISTRATION.**

**5.1** LCTCS shall implement an application process, which must be submitted to LDH for review and approval prior to implementation, that its member institutions will use to verify whether a candidate is eligibility for competency evaluation testing based upon

the LDH's requirements for certified nurse aide (CNA) training and competency evaluation and in compliance with 42 CFR § 483.154 and state regulations for Nurse Aide Training and Competency Evaluation Programs found at LAC 48:I. Chapter 100.

- 5.2 LDH will send program and coordinator information to LCTCS representative weekly.
- 5.3 LCTCS shall notify candidates in advance of testing that a record of successful completion of the evaluation will be included in the Louisiana Nurse Aide Registry and that this information is available to the public.

## 6.0 **TESTING.**

- 6.1 LCTCS shall provide web-based written/oral and clinical skills demonstration CNA tests at multiple testing sites secured by LCTCS throughout Louisiana.
- 6.2 LCTCS shall administer an LDH-approved written component of the nurse aide competency evaluation in compliance with 42 CFR § 483.154 and state regulations for Nurse Aide Training and Competency Evaluation Programs found at LAC 48:I. Chapter 100.
- 6.3 LCTCS shall administer an oral exam for candidates who elect an oral exam rather than a written one as required at 42 CFR § 483.154(b) and state regulations for Nurse Aide Training and Competency Evaluation Programs found at LAC 48:I. Chapter 100. LCTCS shall provide a prerecorded oral exam that is delivered in a neutral tone. The oral examination shall be equal in content and difficulty to the written examination.
- 6.4 LCTCS shall utilize a minimum of three (3) active versions of the written test with each equated to ensure comparable difficulty.
- 6.5 LCTCS shall evaluate the effectiveness of the CNA test questions using accepted psychometric principles, which include, but are not limited to the following criteria:
  - a. conduct currency reviews and revisions of the written and clinical skills examinations with subject matter experts, including registered nurses with experience in long-term care;
  - b. pre-test items to establish psychometric value before adding to the operational item pool;
  - c. subject all examination forms to reviews for fairness, overlap, and cueing;
  - d. conduct statistical evaluation of examinations and maintain data on item performance in the item banking system for test construction and revisions;
  - e. develop all exam forms of the written/oral examinations using objective, multiple-choice items with four choices (*i.e.*, one correct answer and three distractors). All items are to be referenced to at least two commonly-used, publicly-available nurse aide text books to ensure that the material on the examinations is reflective of standard practice;

- f. provide item writing training and style guides to all subject matter experts submitting questions for potential inclusion on the exams. Emphasis is placed on ensuring that the items are written with the new, minimally-competent nurse aide in mind. The items are subsequently edited for format, style, and sensitivity by LCTCS staff;
- g. utilize nurses who meet the federal and state experience and licensing requirements to administer the exams. LCTCS also reserves the right to offer only the computerized portion of the written or oral examination in an on-campus, secure testing center as available. LCTCS will also provide annual training, as well as ongoing supervision and review of the performance of evaluators to promote rater reliability, as well as a supportive and consistent testing experience for candidates; and
- h. avoid writing items that are worded in the negative, such as “which of the following is not...”, as that structure is often confusing to candidates with English as a second language.

- 6.6 LCTCS shall review and edit the test questions and add new items on an ongoing basis to ensure a sufficient pool of test items at all times. All test questions, answer choices, and instructions are to be at a fourth to sixth grade reading level; however, grade-level calculation excludes nursing related terminology required for the entry-level nurse aide.
- 6.7 LCTCS shall maintain a process for randomly selecting which written/oral exams will be given to each student using the LCTCS Learning Management System (LMS) and ensure federal testing requirements are incorporated and to ensure test integrity.
- 6.8 LCTCS shall administer an LDH-approved clinical skills examination in compliance with 42 CFR § 483.154 and state regulations for Nurse Aide Training and Competency Evaluation Programs found at LAC 48:I.Chapter 100.
- 6.9 LCTCS shall administer randomly-assigned clinical skills exam forms that include five (5) unique skills. All forms shall include Handwashing, Indirect Care, and three (3) additional psychomotor skills.
- 6.10 LCTCS shall utilize a minimum of ten (10) active versions of the clinical skills test, with each assembled to ensure comparable difficulty.
- 6.11 LCTCS shall utilize Registered Nurses (RNs) with at least one (1) year of experience providing care for the elderly or the chronically ill of any age to administer the clinical skills exam.
- 6.12 LCTCS shall utilize a Registered Nurse(s) to train the Nurse Aide Evaluators (“NAEs”) in the proper administration of the clinical skills exam.
- 6.13 In order to ensure that a sufficient number of RNs are available to serve as NAEs during all phases of testing, and that the testing needs of the State are met and/or exceeded during the term of the Agreement, LCTCS will employ enough RNs to timely (*i.e.*, two



(2) – four (4) weeks) test all candidates; utilization of testing labs may be utilized for the non-skills portion of the examination.

- 6.14 LCTCS shall implement a process for unsuccessful candidates to retest, as required by 42 CFR § 483.154(f) and state regulations for Nurse Aide Training and Competency Evaluation Programs found at LAC 48:I.Chapter 100. Candidates shall not be assigned the same form of an exam in consecutive attempts.
- 6.15 LCTCS shall develop examinations that only use a small portion of the total bank of at least 500 questions.
- 6.16 LCTCS shall maintain a system that prevents the disclosure of both the pool of questions and the individual competency evaluations.
- 6.17 LCTCS shall ensure that the proctor of an exam, and those who are aiding in the proctoring of the exam, had no role in teaching the testing candidate any portion of the exam.
- 6.18 LCTCS shall ensure candidates will be provided an opportunity to complete the competency examination within two (2) to four (4) weeks of determination of a candidate's eligibility. For candidates submitting an application for in-facility testing, LCTCS shall ensure that candidates will be provided an opportunity to test on a date agreed upon with the sponsoring facility following determination of a candidate's eligibility.

## **7.0 POST TESTING.**

- 7.1 LCTCS shall score the written/oral and clinical skills exams immediately upon completion and provide a score report to the nurse aide candidate, including feedback on areas not successfully completed.
- 7.2 LCTCS shall ensure that LDH staff have access to exam results within 72 hours of completion of testing.
- 7.3 LCTCS, at LDH's request, shall provide unmasked Candidate social security numbers, with Candidate information and testing results to be entered into LDH-maintained Certified Nurse Aide Registry.

## **8.0 SECURITY.**

- 8.1 LCTCS shall implement a testing program to maintain test security that has been approved by LDH.
- 8.2 LCTCS shall allow only qualified candidates to take an exam.
- 8.3 LCTCS shall investigate and report immediately to the current LDH Nurse Aide

Training Program manager any alleged security violations.

**9.0 CUSTOMER SERVICE AND COMMUNICATIONS.**

- 9.1 LCTCS institutions shall provide and maintain phone support to the public, testing sites, and LDH during all regular business hours (Monday - Friday, 8:00 a.m. – 4:30 p.m. Central Time).
- 9.2 LCTCS or LCTCS institutions shall provide an informational website and candidate information handbook to assist candidates with the examination and certification process. The website shall also support online registration and application completion.
- 9.3 LCTCS shall implement and maintain policies and procedures that include training of LCTCS staff to ensure provision of responsive services to meet the needs of the LDH, nurse aide candidates, training facilities, and healthcare facilities.
- 9.4 LCTCS shall respond to LDH inquiries, requests, and complaints regarding the Nurse Aide Training and Competency Evaluation Programs and CNA testing within two (2) business days of receipt.
- 9.5 LDH shall make every effort to respond to inquiries from LCTCS institutions regarding the Nurse Aide Training and Competency Evaluation Programs and CNA testing within two (2) business days of receipt.
- 9.6 LCTCS shall communicate immediately to LDH any public inquiries, requests, and complaints regarding the Nurse Aide Training and Competency Evaluation Programs and CNA testing within two (2) business days of receipt.

**10.0 REPORTS AND DOCUMENTS.**

- 10.1 LCTCS shall provide the following reports quarterly and/or as requested by LDH:
  1. Number of applicants to test and number of applicants tested;
  2. Pass and/or fail rates that can be sorted by exam, timeframe, school, NAE, testing route, training program type, number of attempts, and overall statewide performance;
- 10.2 LCTCS shall provide the following reports when requested by LDH:
  1. Candidate demographic information and results data;
  2. Strengths and weaknesses summary;
  3. Pass rates by form;

4. Item analyses; and
  5. NAE pass rates comparison by training program and/or test site.
- 10.3 Report data shall be updated by the 15th day of the month after the quarter in which services were provided.
- 10.4 LCTCS institutions shall maintain records and documents according to the timelines outlined in the Agreement and shall follow all record keeping and integrity requirements as set for by the United States Department of Education and the Family Educational Rights and Privacy Act ("FERPA") (20 U.S.C. § 1232g; 34 CFR Part 99).

**11.0 QUALITY ASSURANCE.**

LCTCS and its member institutions shall maintain an internal quality control program that verifies, quarterly, the existence and accuracy of all examination-related documents, students' information, and other data related to the testing of CNAs that must be shared with LDH. Such program shall be capable of evaluating and monitoring the overall quality of the examination and ensuring competency of those who pass the examination. Such program shall: (i) ensure that there are no conflicts of interest; (ii) guard against dishonest, fraudulent, or negligent acts; and (iii) guard against errors and omissions by officers, employees, or other authorized persons of LCTCS and/or LCTCS member institutions.

**12.0 ELECTRONIC SYSTEM AND DATA SECURITY PLAN.**

LCTCS will support the testing program using LCTCS's Student Information System and Learning management platform. Both platforms are hosted by third party providers and have documented security plans which are available upon request.

As the systems of record for all LCTCS colleges, all data contained within these systems is the property of LCTCS.

**13.0 DISASTER RECOVERY PLAN.**

LCTCS shall maintain a Disaster Recovery Plan that identifies how LCTCS will manage services in the event of a catastrophe, such as, but not limited to, disaster, emergency, flooding, power failure, weather conditions, loss of phone systems, loss of computer systems.

**14.0 TRANSITION PLAN.**

- 14.1 LCTCS shall provide and maintain a Transition Plan that complies with the requirements of this Agreement. The objectives of the Transition Plan are to minimize disruption of services provided to the LDH and to provide for an orderly and controlled transition of LCTCS's responsibilities to a successor at the conclusion of the Agreement or for any other reason that LCTCS cannot complete the responsibilities of the Agreement. The

Transition Plan shall address the following:

1. A plan for transitioning services from LDH's current vendor; and
2. The plan for transitioning services to a successor at the conclusion of this Agreement.

14.2 The Transition Plan shall include, but is not limited to, the following:

1. Tasks and subtasks for transition;
2. Schedule for transition;
3. Operational resource requirements;
4. Training requirements for transition, including how and when training will be provided;
5. LCTCS staff identified for the transition process, including their qualifications;
6. Data conversion requirements from LCTCS to the LDH or a new vendor;
7. Transfer of data to the LDH or a new vendor;
8. Transfer of documentation, files, or other records; and
9. Plan for cooperation during transition with the LDH and a new vendor.

**15.0 COST AND BILLING PROCEDURE.** Candidates and CNAs shall pay such fees for services as are set forth in this section. Should LDH request additional services during the term of the Agreement, the Parties agree to execute an amendment to the Agreement, or any additional Amendment(s), as appropriate. Any costs associated with additional services to be performed will be agreed upon by the Parties and set forth in the amendment or additional Amendment(s) signed between the Parties. Any potential increases in examination fees must be approved by LDH at least thirty (30) days prior to implementation.

**COST:**

There is no (\$0) cost to LDH for services provided in this Agreement.

**ADMINISTRATION:**

Administration includes, but is not limited to, access fees, technical support, customization of the CNA examinations for Louisiana, reports, training, candidate communications, customer service costs, meetings with stakeholders, and LCTCS's costs for any travel. There is no cost to LDH for the services provided.

CNA TESTING:

CNA testing costs include, but are not limited to, revising and updating tests, administering tests, and calculating test results. There is no cost to LDH for the services provided.

CNA EXAMINATION FEES:

All examination fees are paid by a third party and are not the responsibility of LDH. Any and all fees related to testing that will be assessed by LCTCS must be approved by LDH prior to implementation and/or assessment by LCTCS.

Written Exam	\$40
Oral Exam	\$40
Clinical Skills Exam	\$60
Rescheduling Fee	\$25

**16.0 OWNERSHIP.**

Candidate Data shall be treated as LDH Owned Materials. LDH hereby authorizes LCTCS to process Personal Identification Data about its Candidates in accordance with this Agreement and any Amendment(s). LDH represents and warrants that the processing contemplated herein complies with applicable federal and state laws and regulations. Any Personal Identification Data collected or accessed by LCTCS in the performance of its obligations hereunder shall be limited to that which is reasonably necessary to perform such obligations or to fulfill any legal requirements. LCTCS shall maintain such Personal Identification Data in confidence as confidential information of LDH and shall use commercially reasonable technical and administrative measures to protect the security of all Personal Identification Data that it processes. Upon request from LDH, LCTCS shall provide LDH with copies of any or all Personal Identification Data in LCTCS's possession in a format reasonably requested by LDH.

- 17.0 DISCRIMINATION CLAUSE.** LCTCS hereby agrees to abide by the requirements of the following, as applicable: Section 1557 of the Patient Protection and Affordable Care Act (42 U.S.C. §18116); Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d, et seq.); Title VII of the Civil Rights Act of 1964 (42 U.S.C. §2000e, et seq.); Title IX of the Education Amendments of 1972 (20 U.S.C. §1681, et seq.); the Age Discrimination Act of 1975 (42 U.S.C. §6101, et seq.); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §794); Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. §794d); the Americans with Disabilities Act of 1990 (42 U.S.C. §12101, et seq.); the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (38 U.S.C. §4212); the Fair Housing Act of 1968 (42 U.S.C. §3601, et seq.); and Federal Executive Order 11246; and all applicable requirements imposed by or pursuant to the regulations of the U. S. Department of Health and Human Services. LCTCS agrees not to discriminate in the rendering of services to and/or employment of individuals because of race, color, religion, sex, sexual orientation, age, national origin, disability, political affiliation, veteran status, or any other non-merit factor. Any act of discrimination committed by LCTCS, or failure to comply with these statutory obligations when applicable, shall be grounds for termination of this Agreement.

**18.0 LIMITATION OF LIABILITY/WARRANTY DISCLAIMER.** NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR PUNITIVE, EXEMPLARY, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES ARE PERMITTED UNDER APPLICABLE LAW, EXCEPT AS SPECIFICALLY SET FORTH HEREIN OR IN AMENDMENT(S) BETWEEN THE PARTIES. EACH PARTY HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

LCTCS shall defend, indemnify, and hold LDH harmless from any and all claims, injuries, damages, losses, or suits, including attorney fees, arising out of or resulting from the acts, errors, or omissions of LCTCS in the performance of this Agreement. Likewise, LDH shall defend, indemnify, and hold LCTCS harmless from any and all claims, injuries, damages, losses, or suits, including attorney fees, arising out of or resulting from the acts, errors, or omissions of LDH in the performance of this Agreement.

**19.0 TERMINATION PROVISIONS**

**19.1 Termination For Cause.** This Agreement may be terminated by either Party for cause (cause being a breach of a material obligation or responsibility imposed upon a Party by this Agreement), but only after written notice of default to the party believed to have breached this Agreement (“defaulting party”) and at least a thirty (30) day opportunity to cure has been given. If the defaulting Party does not cure the breach before the cure date stated in the notice, the non-defaulting Party may terminate this Agreement by giving the defaulting Party a written termination notice with effective date of termination. Notwithstanding the delivery of a notice of default or notice of termination by either Party, all obligations to perform services shall continue in full force and effect until the effective date of termination.

**19.2 Termination for Convenience.** This Agreement may be terminated at any time by LDH or LCTCS by giving thirty (30) days’ written notice to the other party.

**20.0 MISCELLANEOUS.**

**20.1 No Third Party Beneficiaries.** Nothing in this Agreement shall entitle any person (including, without limitation Candidates) to any rights as a third-party beneficiary under this Agreement.

**20.2 Subcontracting.** LCTCS shall not enter into any subcontract for work or services contemplated under this Agreement without obtaining prior written approval of LDH. Any subcontracts approved by LDH shall be subject to conditions and provisions as

LDH may deem necessary; provided, however, that notwithstanding the foregoing, unless otherwise provided in this contract, such prior written approval shall not be required for the purchase by LCTCS of items and services that are incidental but necessary for the performance of the work required under this contract. No subcontract shall relieve LCTCS of the responsibility for the performance of contractual obligations described herein.

- 20.3 Survival.** All provisions, that by their nature would be expected to survive, shall survive expiration or termination of this Agreement, including, without limitation, provisions relating to fees, confidentiality, ownership rights, warranty, applicable law, and limitation of liability.
- 20.4 Notices.** Any notices given pursuant to this Agreement shall be in writing and may be sent by facsimile or email, followed with the original either by overnight courier, with a verified receipt, or by registered or certified mail, postage prepaid and addressed as stated above, or to such other address as the Parties may subsequently designate in writing.
- 20.5 Independent Contractor.** LCTCS shall perform all services as an independent contractor and not as an agent or employee of LDH. All services shall be performed as a vendor.
- 20.6 Attorney Fees.** Except for the provision related to attorney fees above at Paragraph 18.0, any Party in any action or proceeding shall be responsible for its own costs, expenses, and attorney fees related to enforcing the terms and conditions of this Agreement.
- 20.7 Conflict of Interest.** LCTCS acknowledges that the Code of Governmental Ethics, La. R.S. 42:1101, et seq., applies to LCTCS in the performance of services under this Agreement. LCTCS warrants that no person and no entity providing services pursuant to this Agreement on behalf of LCTCS or any subcontractor is prohibited from providing such services by the provisions of La. R.S. 42:1113. LCTCS agrees to immediately notify LDH of violations of the Code of Governmental Ethics that arise at any time during the term of the Agreement.
- 20.8 Governing Law.** This Agreement shall be construed and enforced in accordance with, and the validity and performance hereof shall be governed by the laws of the State of Louisiana without reference to principles of conflict of laws thereof. Venue for any action brought with regard to this Agreement shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.
- 20.9 Contractor's Cooperation.** LCTCS has the duty to fully cooperate with LDH and provide any and all requested information, documentation, etc. to LDH when requested. This applies even if this Agreement is terminated and/or a lawsuit is filed. Specifically, LCTCS shall not limit or impede LDH's right to audit or shall not withhold LDH-owned documents.


- 20.10 Force Majeure.** Neither Party shall be liable for delay or failure in performance of any of its obligations under this Agreement when such delay or failure arises from events or circumstances beyond the reasonable control of such Party, including without limitation acts of God, fire, flood, war, explosion, sabotage, terrorism, embargo, civil commotion, acts or omissions of any government entity, supplier delays, communications or power failure that are not caused by LCTCS, equipment or software malfunction not caused by LCTCS and which are of a general nature within commerce, or labor disputes.
- 20.11 Assignment.** Neither Party may assign, sublicense, or otherwise transfer this Agreement, or any part thereof, without the prior written approval of the other Party, which approval shall not be unreasonably withheld. Notwithstanding the foregoing, LCTCS may, without the necessity of LDH's consent, assign its rights and obligations under this Agreement to: (a) any subsidiary or affiliate of LCTCS, (b) any company owned by or affiliated with Educational Testing Service, or (c) any successor in interest pursuant to a merger or acquisition.
- 20.12 Signatures.** Electronic and facsimile signatures of the Agreement and any Amendment(s) shall be as binding as originals.
- 20.13 Countersignature.** This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which, taken together, shall constitute one and the same instrument.
- 20.14 Enforceability.** The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of the other provisions of this Agreement, which shall remain in full force and effect. If any of the provisions of this Agreement shall be deemed to be unenforceable by reason of its extent, duration, scope, or otherwise, then the Parties contemplate that the court making such determination shall enforce the remaining provisions of this Agreement, and shall reduce such extent, duration, scope, or other provision and shall enforce them in their reduced form for all purposes contemplated by this Agreement.
- 20.15 Entire Agreement.** This Agreement, including any accompanying Amendment(s), constitutes and expresses the entire agreement and understanding between the Parties regarding all the matters herein referred to, and supersedes all previous discussions, promises, representations, and understandings relative thereto, if any, between the Parties.



THIS DONE AND SIGNED AT East Baton Rouge, Louisiana on the 10th day of July, 2023.

WITNESSES:

LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM


  
\_\_\_\_\_  
Michele M. Nardain


  
\_\_\_\_\_  
Dr. Monty Sullivan  
System President

THIS DONE AND SIGNED AT Baton Rouge, Louisiana on the 14<sup>th</sup> day of July, 2023.

WITNESSES:

STATE OF LOUISIANA  
LOUISIANA DEPARTMENT OF HEALTH

  
\_\_\_\_\_  
Kimberly W. Harblos

  
\_\_\_\_\_  
Stephen R. Rasso, JD  
Secretary

  
\_\_\_\_\_  
Whitney Dero











# LDH-LCTCS Agreement for CNA Testing (CLEAN) I

Final Audit Report

2023-07-10

Created:	2023-07-07
By:	Michele Nardini (mnardini@lctcs.edu)
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**River Parishes Community College: LCTCS Board of Supervisors, March 2024**  
**Appendix C: Curricula for Proposed Program Additions (CTCs) and Program Modifications**

**Program Additions**

**1. IT Support, Career and Technical Certificate (CTC), CIP 11.0101 – 5 Stars:**

IBC: CompTIA A+ (11010102)

Courses	SCH	Clk Hrs
CSCI 1210, IT Hardware Support	3	45
CSCI 1300, IT Software Support	3	45
Total Credit Hours:	6	90

**2. Instrumentation and Electronics Apprenticeship, Career and Technical Certificate (CTC), CIP 15.0404 – 5 Stars**

IBC: NCCER Core (46999905)

Courses	SCH	Clk Hrs
CORE 1003, Core Industry Safety	3	45
ETRN 1112, Fundamentals of Electricity and Electronics	4	60
Total Hours:	7	105

**3. Process Technology Plant Safety, Career and Technical Certificate (CTC), CIP 15.0699 – 5 Stars**

IBC: OSHA 10-Hour General Industry Safety (15069916)

Courses	SCH	Clk Hrs
PTEC 1010, Intro to Process Technology (45)	3	45
PTEC 2030, Plant Safety, Health & Environment (45)	3	45
Total Hours:	6	90

**4. Drafting Fundamentals, Career and Technical Certificate (CTC), CIP 15.1301 – 5 Stars**

IBC: Autodesk Certified User; AutoCAD (15130103)

Courses	SCH	Clk Hrs
DRFT 1000, Fundamentals of Drafting & Design	4	45
CADD 1100, Introduction to Computer Aided Drafting & Design	5	105
Total Hours:	9	150

**5. HVAC Electrical Apprenticeship, Career and Technical Certificate (CTC), CIP 47.0201 – 5 Stars**

IBC: HVAC Excellence Employment Ready Certification in Electrical (47.020125)

Courses	SCH	Clk Hrs
CORE 1003, Core Industry Safety	3	45
HACR 1210, Electrical Fundamentals	3	60
HACR 1220, Electrical Components	3	60
HACR 1230, Electric Motors	3	60
Total Hours:	12	225

**River Parishes Community College: LCTCS Board of Supervisors, March 2024**  
**Appendix C: Curricula for Proposed Program Additions (CTCs) and Program Modifications**

**6. Welder Helper Career and Technical Certificate (CTC), CIP 48.0508 – 4 Stars**

IBC: NCCER Manual Oxyfuel Cutting (48050817) & NCCER Manual Plasma Arc Cutting (48050818)

Courses	SCH	Clk Hrs
WELD 1005, Occupational Orientation & Welding Safety	3	45
WELD 1125, Introduction to Welding Fundamentals	3	60
WELD 1200, Introduction to Cutting Processes	2	60
Total Hours:	8	165

**7. Patient Care Representative Career and Technical Certificate (CTC), CIP 51.0707 - 5 Stars**

IBC: Customer Service (52041101)

Courses	SCH	Clk Hrs
BUSN 1000, Customer Service	3	45
HESC 1000, Medical Terminology	3	45
HEIT 1250, Healthcare Reimbursement	3	45
Total Hours:	9	135

**8. Medical Office Customer Service Career and Technical Certificate (CTC), CIP 51.0707 – 3 Stars**

IBC: Customer Service (52041101)

Courses	SCH	Clk Hrs
HLTH 1000, Introduction to Health Professions	2	30
MAST 1222, Clinical Procedures I	4	120
MAST 1214, Administrative Procedures I	4	75
HLTH 1002, Medical Terminology for Health Careers	3	45
Total Hours:	13	270

**9. Nurse Aide Career and Technical Certificate (CTC), CIP 52.3902 – 2 Stars**

IBC: Certified Nurse Aide (51390208)

Course	SCH	ClkHrs
HNUR 1211, Nursing Fundamentals	4	75
HNUR 1212, Geriatric Clinical	1	45
HNUR 1270, PN Perspectives	3	45
Total Hours:	8	165

**10. Customer Service Representative Career and Technical Certificate (CTC), CIP 52.0411 - 3 Stars**

IBC: Customer Service (52041101)

Courses	SCH	ClkHrs
BUSN 1000, Customer Service	3	45
BUSN 1100, Introduction to Business	3	45
Total Hours:	6	90

**River Parishes Community College: LCTCS Board of Supervisors, March 2024**  
**Appendix C: Curricula for Proposed Program Additions (CTCs) and Program Modifications**

**Program Modifications**

**11. Engineering Aide Certificate of Technical Studies (CTS):** increase credit and instructional (clock) hours

Current Program of Study			Proposed, Revised Program of Study		
Courses	SCH	Clk Hrs	Courses	SCH	Clk Hrs
DRFT 1000, Fund. of Drafting & Design	4	90	DRFT 1000, Fund. of Drafting & Design	4	90
CADD 1100 Intro. to Computer Aided Drafting & Design	5	105	CADD 1100 Intro. to Computer Aided Drafting & Design	5	105
CSCI 1010, Introduction to Computer Technology	3	45	CSCI 1010, Introduction to Computer Technology	3	45
CADD 1200, Advanced Computer Drafting and Design	5	105	CADD 1200, Advanced Computer Drafting and Design	5	105
			PRNT 1000, Print Reading for Industry	3	45
Total Hours:	17	345	Total Hours:	20	390

**14. Healthcare Access Specialist Certificate of Technical Studies (CTS):** decrease credit and instructional (clock) hours

Current Program of Study			Proposed, Revised Program of Study		
Courses	SCH	Clk Hrs	Courses	SCH	Clk Hrs
BUSN 1000, Customer Service	3	45	BUSN 1000, Customer Service	3	45
CSCI 1010, Introduction to Computer Technology	3	45			
HESC 1000, Medical Terminology	3	45	HESC 1000, Medical Terminology	3	45
HEIT 1010, Introduction to Health Information Technology	3	45	HEIT 1010, Introduction to Health Information Technology	3	45
HEIT 1020, Healthcare Law, Ethics, and Compliance	3	45	HEIT 1020, Healthcare Law, Ethics, and Compliance	3	45
HEIT 1250, Healthcare Reimbursement	3	45	HEIT 1250, Healthcare Reimbursement	3	45
HEIT 2050, Health Data Content and Structure	3	45	HEIT 2050, Health Data Content and Structure	3	45
HEIT 2410, Healthcare Access Externship	2	90	HEIT 2410, Healthcare Access Externship	2	90
HEIT 2420, Health Access Seminar	1	15	HEIT 2420, Health Access Seminar	1	15
Total Hours:	24	420	Total Hours:	21	375



925 W. Edenborne Parkway • Gonzales • Louisiana • 70737

(225) 743-8500 • FAX (225) 644-8300 • <http://www.rpcc.edu>

18 March 2024

Board of Supervisors  
The Louisiana Community and Technical College System  
265 South Foster Drive  
Baton Rouge, Louisiana 70806

Attention: Wendi Palermo, Ph.D., R.N., LCTCS Executive Director of Academics and Workforce  
William Tulak, Ph.D., Director of Institutional Effectiveness

Dear Drs. Palermo and Tulak,

River Parishes Community College (RPCC) requests the approval of the Board of Supervisors of the Louisiana Community and Technical College System (LCTCS) to implement modifications to the System Administration Associate of Applied Science (AAS).

**Program Modifications**

- a. Change the title of the award, from “System Administration” to “Computer Systems and Information Technology”.
- b. Change the Classification of Instructional Programs (CIP) code, from 11.0902 (Cloud Computing) to 11.1001 (Network and System Administration/Administrator); 5 Stars).

Justification: The proposed title is consistent with the current program of study overall and with the goal of developing additional concentrations within the degree in the future. The proposed CIP code is consistent with the nature, goals, and coursework for the current program of study and with the intent of the degree overall.

In June 2020, RPCC was approved by the Board of Supervisors for the Louisiana Community and Technical College System (LCTCS) to adopt the System Administration AAS, CIP code 11.0902, with a concentration in Cloud Computing, offered by Bossier Parish Community College. In December 2020, the Board of Regents granted RPCC conditional approval of the degree.

Reviewing the degree in preparation for submitting the College’s three-year Academic Planning report to the Board of Regents and the Fifth Year Interim Report to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), faculty and staff raised concerns about (a) the title and its potential impact on enrollment and (b) the disconnect between the title of the award and the CIP code. For many, the title “System Administration” does not equate to or align with computer systems, hardware and software support, information technology, networking, or cloud computing; CIP code 11.0902 corresponds to a Cloud Computing program. CIP code 11.1001 aligns with the title Network and System Administration/Administrator (2020 CIP codes; in the 2010 codes, the title for 11.1001 was System Administration/Administrator) and with the overall degree and is very likely to align with additional concentrations to be developed within the degree. Under the current CIP code, any plans to develop additional concentrations within the degree will need to be restricted to Cloud Computing (CIP 11.0902).

As RPCC’s only program of study in the Computer and Information Sciences and Supporting Services category (CIP codes beginning with “11” as established by the National Center for Education Statistics or NCES), the College proposes to change the title of the degree to broadly capture the current program and change the CIP code to match the overall content of the degree<sup>i</sup>. Looking ahead, faculty recognize and seek the opportunity to offer

education and training across a broader spectrum of content in computer systems and information and technologies disciplines that will appeal to a wider audience and increase enrollment.

Please let me know if additional information is needed. Thank you for your consideration of this request.

Sincerely,



Paul Donaldson, Ph.D.  
Interim Vice Chancellor for Academic Affairs

Cc: Quinto D. Taylor, Chancellor  
Margaret McMichael, Ph.D., Director of Curriculum and Assessment

i

CIP code	11.1001 (proposed)	11.0902 (current)
Definition	<i>"A program that prepares individuals to manage the computer operations and control the system configurations emanating from a specific site or network hub. Includes instruction in computer hardware and software and applications; local area (LAN) and wide area (WAN) networking; principles of information systems security; disk space and traffic load monitoring; data backup; resource allocation; and setup and takedown procedures."</i>	<i>"A program that prepares individuals to design and implement enterprise software systems that rely on distributed computing and service-oriented architecture, including databases, web services, cloud computing, and mobile apps. Includes instruction in data management, distributed and cloud computing, enterprise software architecture, enterprise and cloud security, mobile systems and applications, server administration, and web development."</i>



River Parishes Community College  
925 West Edenborne Parkway  
Gonzales, LA 70737  
(225) 743-8500  
[www.rpcc.edu](http://www.rpcc.edu)

22 January 2024

Board of Supervisors  
The Louisiana Community and Technical College System  
265 South Foster Drive  
Baton Rouge, Louisiana 70806

Attention: Wendi Palermo, Ph.D., R.N., LCTCS Chief Education and Training Officer

Dear Dr. Palermo,

Upon review of the Forensic Science Associate of Science approved by the Board of Supervisors in May, 2023, staff of the Board of Regents' Academic Affairs and Innovation division met with Academic Affairs staff here at River Parishes Community College (RPCC) to discuss sustainability of the degree. The discussion ended with the decision to not move forward with the request for approval by the Board of Regents and to develop a pathway for completion of the program by way of the Louisiana Transfer degree (Criminal Justice concentration in the Associate of Arts or Biological Sciences concentration in the Associate of Science).

RPCC is grateful to you, the Education and Training division, and Board of Supervisors for supporting the development of this program. Please accept this memo as RPCC's official notification of tabling of the Forensic Science AS for the foreseeable future.

Please let me know if additional information is needed.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Donaldson', with a long horizontal line extending to the right.

Paul Donaldson, Ph.D.  
Interim Vice Chancellor for Academic Affairs

Cc: Quinton Taylor, Chancellor, RPCC  
Erin Blake, Associate Vice Chancellor of Enrollment Management/Dean of General Education, RPCC  
Margaret McMichael, Ph.D., Director of Curriculum and Assessment, RPCC  
William Tulak, Director of Institutional Effectiveness, LCTCS

**Signature:** *Wendi Palermo*

**Email:** wendipalermo@lctcs.edu

**Signature:** *William Tulak*

**Email:** williamtulak@lctcs.edu














# Consent Agenda Item - RPCC

Final Audit Report

2024-04-03

Created:	2024-04-03
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## "Consent Agenda Item - RPCC" History

-  Document created by Ericka Poole (erickapoole@lctcs.edu)  
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-  Document emailed to Wendi Palermo (wendipalermo@lctcs.edu) for signature  
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-  Email viewed by Wendi Palermo (wendipalermo@lctcs.edu)  
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