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OUR MISSION
Bates Technical College enriches our diverse communities by inspiring student learning, challenging greater achievement, and educating for employment.

OUR VISION
Bates Technical College helps students realize their potential for growth and success through innovative instruction in a nurturing, diverse environment. Students achieve their career and personal goals, strengthening the region’s social and economic vibrancy. Strong local and global partnerships with business, industry, labor and the public make the college a respected contributor to community vitality.

OUR CORE THEMES
Bates measures mission fulfillment through four strategic core themes.

Workforce Education: We are committed to providing high quality training that helps students realize their potential for growth and success through innovative instruction.

Student Centered: Bates support students, enabling them to succeed, to aspire to education, to reach their educational goals and transition successfully to further education or employment.

General Education: Bates recognizes that the skills and knowledge attained through general and related education are essential to success and ensuring well-rounded learners.

Community Relationships: Strong local and global partnerships with business, industry, labor and the public make the college a respected, effective community resource, contributing to local community vitality.
OUR VALUES
We strive to ensure that we exceed customer expectations and to ensure that every person benefits from their contact with Bates. We fulfill our mission, vision, and goals by being committed to the following values

We Value Education
We enthusiastically embrace the education and training needs of students, staff, employers, and the community by:

• providing opportunities for students to satisfy diverse educational goals by offering competency-based education in career, academic, developmental and extended learning programs
• providing career education that is delivered by faculty who are industry experts, in an environment that replicates the workplace
• promoting a philosophy that values lifelong learning among students and staff
• hiring and developing faculty and staff who are committed to the education of students as well as their own professional development

We Develop Life Skills
We promote those qualities that help one be successful in life by:

• helping students to master human relations, communication, mathematical, and computer skills such that they can participate fully in the world around them
• helping students recognize when information is needed and facilitating the ability to locate, evaluate, and use information effectively and efficiently
• modeling behaviors consistent with community and workplace expectations
• infusing an appreciation for the diversity that exists within our society into program curriculum and staff development activities

We are Responsive
We respond to the changing needs of the community by:

• periodically reviewing and validating curriculum to ensure that it meets industry needs and is consistent with best practices
• encouraging economic development through partnerships with business and industry

We Honor Our Customers
We satisfy customer expectations by:

• effectively assisting students in their educational endeavors
• providing services that meet the complex and changing needs of students, in a warm and welcoming environment
• prudently managing college resources

We Nurture a Positive Environment
We provide a collegial environment in which all people are treated with respect and encouraged to excel by:

• providing an environment in which a diverse body of students, faculty and staff can thrive
• committing to shared decision-making and interest-based problem-solving processes
RESOURCE DEVELOPMENT

- The foundation’s fund balance at the end of FY14 was $1.22 million, an increase of over $150,000 from the previous year.
- The foundation held two very successful fundraisers again in 2014, our 12th annual Bates Sizzles and our fourth Hoptoberfest, raising a total of $45,000.
- $79,000 in scholarships was provided to students in FY14. Distributions from endowment investments provided a total of $21,850 in scholarship funding.
- Emergency assistance was provided to 19 students to help them stay in school.
- A new endowed fund was created by the Grunwald family in memory of their parents. The Robert and Deloris Grunwald Endowed Scholarship supports students in construction and manufacturing related programs, with preference given to students in Electrical Construction.
- 17 students traveled to Olympia in February, for the college’s annual legislative Cookie Day.
- Teri Amundsen was selected as the college’s first Exceptional Faculty Honoree in early 2014. She attended the NISOD National Conference in Austin, TX. Ed Young has been selected as the 2014-2015 Exceptional Faculty Award honoree. The award was supported by the foundation’s Exceptional Faculty endowment.
- The foundation provided over $300,000 in support to the college in fiscal year ending June 30, 2014.

PUBLIC INFORMATION/COMMUNICATIONS

- In conjunction with the foundation and facilities, the department hosted a successful groundbreaking ceremony for the Advanced Technology Center in March 2014, which was attended by over 100 guests, including the city of Tacoma’s mayor, SBCTC staff, and local elected officials.
- Successfully navigated the US Postal Services’ confusing periodicals application, for the ‘Reinvent’ class schedule, which will result in a postage savings of over $32,000 annually.
- Redesigned the ‘Reinvent’ class schedule with a fresh cover design, as well as a ‘magazine style’ look on the inside pages.
- Rebranded the college’s blog The Insider, to include an emphasis on student and faculty stories.
- Implemented the ASG-purchased Visix digital signage software, in time for fall quarter 2014. Work closely with ASG to maintain the messaging for the signage, which has been installed at all three campuses.
- Implemented a comprehensive online college event and registration calendar, ensuring better communication of important college events and deadlines.
- The department successfully launched two advertising campaigns in 2014 for spring and fall quarters. The ‘Reinvent’ campaign was focused primarily in the following media: transit, billboards, radio and television, with a minor emphasis on print and social media.
• Collaborated with KBTC on the production of a television commercial, which aired in two separate cable television campaigns and continues to air on the college website and College Vision.

• A part-time outreach support staff member was hired in Nov. 2014. The position will focus on the administrative tasks within the outreach department, and assist with the college’s Customer Relations Management software.

• Working closely with other departments and serving as a project coordinator on the Customer Relations Management implementation team.

• Designed and purchased new Outreach kits, which improves the college’s visual presence at outreach events.

• Increased presence with Tacoma Public Schools, resulting in several visits from students at Wilson H.S. to Bates Technical College. Collaborated with other departments on outreach events, such as the Construction Careers Day at the Puyallup Fair.

• Coordinated several community partnerships which result in enhanced marketing opportunities for the college, including the longstanding partnership with the Tacoma Rainiers, and a new partnership with the Tacoma Holiday Food & Gift Festival which provided a teaching opportunity for broadcast students, as well as resulted in over $17,000 value of advertising for Bates through television, radio and other media.

• Kym Pleger served as secretary for the Public Information Commission.

INFORMATION TECHNOLOGY

• Provided infrastructure support for the Higher One implementation, a new financial aid disbursement process.

• In cooperation with ASG and the Communications/Marketing department, installed the Visix digital signage software, allowing Bates to create, manage and deliver messages, media and alerts to displays, desktops, smartphones and RSS readers.

• Installed E911 on the phone system which allows 911 dispatch the ability to pinpoint the exact location of calls, ensuring quicker response times.

• Installed Microsoft Cluster Service (MSCS), a service that provides high availability (HA) for applications such as databases, messaging and file and print services. This provides the college triple redundancy and fail over. The college also upgraded our storage area network (SAN) to Single Switch / Dual Fabric SAN to enhance reliability.

• Installed 110 computers in career training programs in fall 2015. Also upgraded 85 systems in computer labs.

• Our Wireless Access points at the Downtown Campus were upgraded to ultra-high performance cloud-managed 802.11ac wireless. A three-radio, cloud-managed 3x3 MIMO 802.11ac access is point designed for high-density next-generation deployments for schools which provides the highest performance, security, and manageability. South Campus and Mohler are scheduled for a similar upgrade in 2015-2016.

• A new firewall was installed to protect the college from unauthorized access while permitting legitimate traffic. The possibility of a malicious attempt to damage or disrupt computer network is high; we take this threat seriously and consider it equal to a terrorist act.

• The department expanded Virtual Desktop Services to the South Campus Library, Administrative Medical Assistant program, Dental Assistant program, and several offices.

• The IT Help Desk received 2,887 work orders in 2014, of which 2,776 were completed by
year-end. This does not include numerous on-the-spot unrecorded responses.

**HUMAN RESOURCES**

- Enhanced New Employee Orientation with new topics and speakers.
- Developed new, online sexual harassment training for all faculty and staff.
- Participated in Public Safety Officer, Faculty, and Custodial-Maintenance union negotiations resulting in successful bargaining agreements.
- Coordinated and executed a successful professional development day for the PTE union.
- Coordinated and executed a college-wide employee recognition Commencement Day activity.
- Successfully effected the following employee transitions:
  - 29 hire/re-hires
  - 12 retirements
  - 19 resignations/separations
- Submitted a planning and budgeting initiative and was awarded funds to purchase and implement a new recruiting software application in 2015 (NeoGov).
- Submitted a planning and budgeting initiative and was awarded an increase to our recruiting budget for advertising job openings.
- Coordinated Title IX training for seven Bates employees.
- Realized an efficiency in time and materials by modifying annual employment contracts for exempt employees.

**DIVERSITY INITIATIVES**

- The diversity manager reporting structure was adjusted; the position now reports directly to the college president. The realignment elevates the role of college diversity initiatives and communicates the continual advancement of related institutional and strategic goals.
- The college’s new Strategic Plan includes several indicators related to institutional diversity are located under grow new clienteles and student achievement goals:
  1) Increase services to Veterans and military employees and families.
  2) Reach out to the Pierce County Hispanic community and become a center for personal and professional development.
  3) Increase Students of Color completing credentials.
  4) Increase non-traditional student completing credentials.
  5) Increase enrollments of Students of Color.
  6) Increase the number of exempt, faculty and staff of color.

*NOTE: Two IDEAL/CDAC 2014-15 objectives are compatible with plan indicators 2) and 6).*

- The IDEAL Council and the Community Diversity Advisory Committee (CDAC) developed several goal objectives for 2014-15, which include:
  1) Establish a program to address underrepresented student populations;
  2) Design college-wide process for the IDI experience; and,
  3) Increase the collaborative efforts with community-based organization, connecting students with needed resources.
- Five college representatives attended a one-day training on Hiring and Retaining a Diverse
Workforce. The seminar focused on what businesses can do to tap into diverse applicant pools, and to review traditional hiring practices which can deter potential candidates. Participation aligned with IDEAL/CDAC’s goal to work collaboratively with Human Resources to support the hiring of a diverse workforce.

• IDEAL submitted a request through the college’s planning and budgeting process. The one-time approval to initiate an Intercultural Development Inventory (IDI) program provided $5,000 to train two staff as IDI qualified administrators. This was accomplished in May, with the intent to now move to the IDI campus implementation phase of the initiative.

• The following standing cultural events were held in 2014:
  o MLK Jr. Celebration and March for MLK – The Jan. 17 campus event featured speaker, Dr. Dexter Gordon and performance by Jerusalem’s Gate. Marchers gathered on January 20 for the March for MLK.
  o Diversity Institute – The Feb. 5 event, “Why do I react and you don’t? Navigating triggering events” by Dr. Kathy Obear. Over thirty college students, faculty and staff attended.
  o Global Heritage Celebration – On June 12, the college partnering with Asia Pacific Cultural Center, for the event which featured performances from Okinawa, India and Hawaii.
  o Black History Month – Feb. 25, spoken word artist, Joshua Bennett, recited his original works, which he has performed at venues such as The Sundance Film Festival, the NAACP Image Awards, the Clinton Global Citizen Awards and President Obama’s Evening of Poetry and Music.
  o Students of Color Conference – April 17-19, Diversity Center staff took 16 students to the state-wide leadership conference, funded by the ASG.
  o An Empowering Conversation about Human Trafficking – The October 30 event featured speaker Khurshida Begum. Begum, a trafficking survivor, offered information about the types of trafficking; how it impacts communities; and, creative and tangible ways to help victims.
  o Veterans Day Event – On Nov. 11, Dr. Peter Schmidt, Project Director for the Veterans Training Support Center at Edmonds Community College and Doug Pfeffer, Director of External Relations for RallyPoint 6 were guest speakers for an event that engaged the audience in conversations about serving serve veterans more effectively.

• Community partnerships:
  o Ethnic Fest – Bates participates in the annual event held in Wright Park. Ethnic Fest features many community and regional performances, as well as an array of culturally diverse food vendors.
  o Asian Pacific Cultural Center New Year’s – As the region’s largest celebration, the New Year’s celebration includes community information, food and craft vendors, and hour after hour of cultural performances.

• The Diversity Academy continued to help students with their Student Learning Outcome: Human Diversity. The Academy delivered workshops to 482 students; several completed the three-workshop series and received a completion certificate. To strengthen the volunteer facilitator structure of the academy several “primary” facilitators were identified. These individuals are scheduled across one to two quarters and allow for facilitator reliability. In response to a call for volunteers, eight staff and faculty participated in a two-day Training
of Facilitators (TOF) to prepare them to deliver workshops to students.

ASSOCIATED STUDENT GOVERNMENT

• The ASG Budget Committee approved funding for a half-time Student Life Assistant position. The position was filled in November, and has been a key factor in broadening the reach of postsecondary SkillsUSA on campus, and allowed the Diversity/ASG department to assume responsibility for Phi Theta Kappa. A plan is being developed to improve the existing content and process for disseminated college information to new students.

• The college’s two Veteran Resource Center (VRC) areas were completed summer quarter — furnished and equipped using one-time strategic plan funding from ASG. An official ribbon-cutting ceremony of the Downtown Campus VRC was sponsored by the ASG and Veteran Support Team, and served as the closing activity for November’s Veterans Day event; an official Veterans Meet & Greet was conducted for the South Campus VRC.

• SkillsUSA 2014 was another success year for Bates Technical College. Three Diesel & Heavy Equipment Mechanic students and their faculty advisor participated in the Spring SkillsUSA Leadership Conference at Columbia Basin College. Two students brought home medals, gold and silver, in the state-level Job Interview category.

• New this year was the Black History Month event; the ASG brought a spoken word performance by Joshua Bennett, nationally recognized spoken word artist. In addition, the ASG Executives introduced a “passport” activity and monthly meetings with evening students to increase communication and participation on campus.

• The ASG partnered with the newly established ASG Executive Alumni Association, Torchbearers, to offset the ticket cost for several students to participate in the Bates Night on the Water in August. Commencement Bay, the Narrows and Gig Harbor were a few of the attractions during the three-hour cruise.

• Although the college has not formally joined the regional intercollegiate organization, Northwest Athletic Conference (NWAC), student funds continue to support the growing student interest in soccer, softball and basketball at the intramural and community league level.

• Consultant Ron Thomas conducted his study on athletics and presented to the board. Work groups created additional recommendations and presented to the board.

KBTC PUBLIC TELEVISION

• Hosted 108 Sherlock fans for the screening of the Season 3 premiere, The Empty Hearst, the largest member/viewer event ever held at the campus. In addition to being treated to the premiere, attendees feasted on popcorn, licorice, and soda, creating the perfect movie theatre experience. A follow-up email, which included a thank you, a behind-the-scenes clip, a referral to a local Sherlock fan club, as well as a “soft” ask of support was sent out the following day.

• KBTC hosted a reception to officially welcome new Executive Director/General Manager/Dean of Instruction, Ed Ulman. Attendees included Bates Technical College trustees, faculty and staff, KBTC Association Board Members, KBTC staff, and KBTC members and viewers.

• Northwest Now was presented with a Telly Award for two programs airing in 2013: the debate regarding the initiative to label genetically modified foods and a program featuring local singer Vicci Martinez.

• Michael Peters, with support from Tom Layson, and in consultation with Kym Pleger and Chelsea Lindquist, developed promotional spots for Bates. The team produced a long-
form promotional sizzle reel (approx. 1-2mins), a :30 PSA, a :15 advertisement, and :15 radio liner. The estimated fair market, in-kind value for this project is $25,000. In addition to airing on cable television, the spots are used on College Vision and also air on KBTC in primetime, in the mornings (M-F) during the “Good Life” programming block, and in overnight time slots.

- In May, the Society of Professional Journalists recognized member Tom Layson and program Northwest Now with first, second, and third places in the general news category for the annual Excellence in Journalism Awards. More than 1,800 entries from Alaska, Washington, Oregon, Idaho, and Montana were judged by professionals all across the country. Northwest Now was also nominated for a regional Emmy.

- KBTC received an American Graduate: Let’s Make it Happen grant to produce local content, airing nationally produced programs, and create action plans with our partners (including United Way) to affect early childhood education and therefore the graduation rate of Pierce County. As a nation, we are laying a strong foundation for ongoing action and long-term impact on the road to 90% graduation rates by 2020. The funding for this project is $110,000, with $10,000 of that going towards fundraising efforts to create a sustainable program, and will continue through December 2015.

- At the Annual Meeting of PBS stations, KBTC and the station’s community engagement work was singled out and presented as a model for other stations to emulate. Ed Ulman was featured twice in videos that talked about the importance of the educational work public television stations can do in their communities and how it drives funding and supports the overall impact of community-driven initiatives. Close to 1,200 PBS station staff from all over the United States attended. The conference, which included the Annual General Manager’s Planning Meeting, was held in San Francisco, May 12-15, 2014. KBTC and Bates Technical College were represented by Ed Ulman and Sherri Stanton.

- KBTC hosted its first Summer Camp, with 34 students entering first through third grades, at Lister Elementary School. The students participated in many PBS Kids activities based on their favorite characters, and had the opportunity to play PBS Kids games on computers and iPads. The camp was funded by an award from Comcast.

- In Sept., we invited our partners and neighbors to help us launch the American Graduate: Let’s Make it Happen initiative for Western Washington and Pierce County. Together, we celebrated American Graduate Day with an in-studio event and live local coverage of the importance of Early Learning as it helps our children prepare for graduation and the life of their choosing. Sam Whiting, President and CEO of Thrive by Five, gave an address on Washington’s role in Early Learning. The local panels are available online at http://www.kbtc.org/page.php?id=1221, and visit www.americangraduate.org, the American Graduate website, which has national and online content as well as additional information on how to get involved.

- Almost 400 people joined KBTC in Dec. for two separate screenings of the first episode of Downton Abbey Season 5, first at the Washington History Museum in the afternoon and then the Museum of Flight later that evening. If the first episode is anything to go by, our viewers are in for a treat because it was chock-full of gorgeous costumes, drama, affairs, and secrets. And if that wasn’t enough, 1,200 Doctor Who fans joined us in Seattle for a sold-out Doctor Wholiday party at the EMP later that night!

- KBTC’s Audited Financial Statements (AFR) for fiscal year 2013-2014 were presented to college leadership by the auditing firm of Johnson Stone Pagano, P.S.. The financial outlook of the station continues to be positive. There were no findings, nor recommendations related to KBTC’s accounting principles and practices. Financial Officer Vicki Valdez was acknowledged for her leadership throughout the audit and subsequent completion of the Audited Financial Report to the Corporation for Public Broadcasting by station, college,
and auditing firm leadership. All documents were filed well in advance of CPB’s required
deadline. This activity ensures financial compliance and tabulates additional Non-Federal
Financial Support for the station. The AFR is currently posted on the station’s website as
required by CPB. The Board of Trustees will be provided with a final presentation of the AFS
in early 2015.

• After conducting national searches and interviewing very talented pools of candidates,
Bates Technical College/KBTC Public Television appointed Ed Ulman as Executive Director/
General Manager/Dean of Instruction and Sherri Stanton as the Director of Development. In
addition, the following positions were filled in 2014:
  o Jeffrey Axtman, Multimedia Coordinator
  o Chris Anderson, Associate Producer
  o Chloe DuBois, Donor Services Associate
  o Ashley Jackson, Customer Service Associate
  o Josh Rebelez, Programming Assistant
• Brandon Rogers, South Campus Dean, received a $500 grant from Northeastern University to attend the Council for the Study of Community Colleges 2014 annual conference.

• Dawn Sciglibaglio, Administrative Assistant to the campus dean, completed 20 hours of professional development training, with coursework in event planning, administrative professional excellence, grammar, writing and communication.

• Shelly Jarboe, Fire Service Testing/Grants & Contract Specialist, completed 26 hours of professional development training, with coursework in communication, telephone skills, conflict resolution for women, and personal productivity.

GRANTS AND CONTRACTS

• Bates led the development of a Department of Labor Trade Adjustment Assistance Community College and Career Training (TAACCCT) Grant, resulting in a $10 million, four-year award for an eight college consortium including three Centers of Excellence. Bates will expand capacity and training in diesel mechanics and electrical construction, as well as increase support for pre-apprenticeship programs. There is $1.1 million in funding for Bates.

• Bates successfully applied for two awards under the Governor’s 1,000 FTE Aerospace High Demand FTE Expansion. The Machining program received $208,000, and the Welding program received $203,771.

• Bates Technical College received $64,300 in grant funding from the Camo2Commerce initiative. Funding was used to develop a new 11-credit cable-splicing certificate. All ten participants, transitioning service members from Joint Base Lewis McChord, completed the program and were hired by industry partner RRT.

• Bates began a pre-employment testing contract with Boeing. New prospective welders at the aerospace giant will undergo an assessment of their skills as a final step to being hired. The partnership has resulted in significant donations to the welding program, including a robotic positioner and an inert gas welding chamber.

• Bates successfully submitted the Title III Institutional Eligibility application, and is now able to apply for 2015 Strengthening Institutions grant funding. The designation also allows Bates to waive the matching requirements for federal work study.

APPRENTICESHIP/CONTINUING ED

• The 2014 Joint Apprenticeship and Training Committee (JATC) graduation was held on May 9 at Clover Park Technical College. There were 21 graduates from the meat cutters, roofers, and operating engineer’s apprenticeship programs.

• Bates Technical College hosted the 2014 Boiler Symposium, with over 100 participants from Pierce and King Counties. $2,000 was raised in sponsorships, which will go towards scholarships in the Facilities Maintenance Engineer program.

• Bates added a new Industrial Maintenance Mechanic apprenticeship program.
ADULT BASIC EDUCATION ESL

- Started two additional GED prep classes at Tacoma Goodwill.
- Piloted “New Chance” program, a basic skills curriculum blended with life skills to help individuals transition to academics and employment.
- Implemented complete roll out of High School 21+ curriculum. The majority of students are now seeking a high school diploma instead of a GED.
- Created an Practical Nursing I-BEST. I-BEST supports the LPN cohort with academic support through the first two quarters of their program.
- Received a $60,000 Innovation Grant to pay for ABE curriculum to be tailored to be more specific for students once they have determined which career cluster they would like to pursue.
- Successfully completed a program assessment visit by the state.
- Post-test rate has increased from 40% to 54%. Post-testing is a significant source of SAI points.
- SAI points are on track to increase by 39%.

GENERAL EDUCATION

- Hybrid classes are now offered in English at South Campus.

TUTORING CENTER

- More consistent tutoring services were established at South Campus.

TECHNICAL HIGH SCHOOL PROGRAM

- **State Testing Progress:** High school students who enrolled in our new HS specific math course (MTTH 091) had a pass rate three times better than similar groups of students who were exposed only to college math courses.
- **New Science Courses:** Four new science courses have replaced our former catalog of seven courses. Each of these courses can also be taught in an online or arranged course format. These new courses align well with State of Washington biology standards as well as national science standards. The new course titles are: Biological Evolution, Ecology, Molecules to Organisms, and Heredity.
- **Sumner Program Positive Enrollment Data:** 2013 was a challenging year for our Sumner HS Contract program FTE’s. This year we are happy to report that our enrollment numbers are up 20% year to date over 2013 numbers.
- **Skills USA partnership:** Last year, Bates hosted the state level Skills USA competitions. The college hosted again in 2015, and we have also agreed to host in 2016.
- **New Afternoon HS Program:** Continuing our tradition of launching entrepreneurial experimental afternoon high school programs, this year we have Brian Parker teaching Digital Media skills to students at South Campus in the Library’s computer lab.
- **Adult HS Program Transition:** Our Technical HS-administered “Adult HS Completion Program” was transitioned over to the Basic Studies department and was rebranded as the “HS-21” program. HS-21 aligns with core practices common to the rest of the system, and offers a greater spectrum of HS completion options to adult students.

AUDIO/VISUAL TECHNOLOGY AND COMMUNICATIONS PROGRAMS

• Bates Technical College appointed Ken Witkoe as the Broadcasting/Audio/Video Production (BAVP) Instructor.

• The Society of Broadcast Engineers (SBE) partnered with Bates to deliver two days of Studer, a Harman company, training for BAVP and Digital Media students. Studer is a leading manufacturer of leading-edge professional audio equipment. Studer provided Broadcasting and Digital Media students exclusive training opportunities and demonstrations. They parked a 73-foot tractor trailer in the Central Campus parking lot, filled with professional audio equipment for interactive demonstrations. The trailer is based in the Los Angeles area. This is the first time it has made a tour stop in the Pacific Northwest. While here, meetings and open houses were provided to regional broadcast professionals. This partnership demonstrates how Bates instructional programs and KBTC can collaborate to deliver exciting professional broadcasting technology and training to challenge students and inspire success.

• Broadcast students provided video and audio support for the Tacoma Holiday Food and Gift Festival at the Tacoma Dome from Oct. 22-26, 2014. Prior to the event, students configured and tested the equipment needed to switch a live feed into a big screen for all the cooking demonstrations throughout the five day event. Early in the week of the festival, the equipment was moved to the dome and set up for the show. Students ran a multi-camera system to display and record four or five shows per day. By the end of the event they had produced more than 20 half-hour cooking shows. Festival coordinators were thrilled with their work, and the recorded programs will air on College Vision. Bates has already been invited back to next year’s event.

• Ed Ulman, with support from Cheree Apland and the BAVP and Digital Media Instructors, reached out to regional broadcasting and digital media professionals to recruit new members for the BAVP-DM Advisory Committee. Seventeen individuals have accepted council membership representing the following organizations: Washington State Association of Broadcasters, Microsoft Studios, Dalke Broadcast Services, Society of Broadcast Engineers, Advanced Broadcast Solutions, Seattle University IT & Media Services, Root Sports, KBTC, TVW, PCTV, Tacoma Public Schools, Franklin Pierce School District, Life Center, Tacoma Rainiers, and the Seattle Mariners.

BUSINESS AND OFFICE PROGRAMS

• Re-started Accounting program, with option to be entirely online or have face-to-face support multiple times a week.

• Administrative Medical Assisting was approved to add an AAS option in addition to its certificate.

• Administrative Medical Assisting added five new Work Based Learning sites.
CONSTRUCTION PROGRAMS

- The Pierce County Career Day event took place on Nov. 13 at the State Fairgrounds. Representing Bates Technical College were Carpentry, Power Sports Technology, Automotive Mechanic, Sheet Metal, Fire Service, Electrical Engineering, Welding, Truck Driving, Robotics, and Diesel & Heavy Equipment Mechanic, reaching 2,000 area students.

- The Welding program added two new tenure track faculty, including Linc Sprinkel and Pat Normandeau.

- Jim Behee completed training to gain certification as an OSHA instructor.

- Rick Huston attended FABTECH, the largest national metal forming, fabrication and welding conference.

- **Industry Partnerships**: Fostered new relationships with idX Corporation, and strengthened relationship with Habitat for Humanity, as our Carpentry and Electrical Construction programs function as one of Habitat’s primary general contractors on several Habitat’s South Sound housing projects.

- **Community Partnerships**: Fostered partnership with our Architectural Woodworking program and Rally Pt. 6 to create a giant logo for their new Lakewood veterans service facility.

- **Geometry in Construction**: Launched a new class that took several years of planning and training for on the part of the faculty at Sumner High School. This fall, the new Geometry in Construction class was launched, which is team taught by our construction trades teacher and a certified math teacher. Now students earn a credit in Geometry and an elective credit.

EDUCATION AND TRAINING PROGRAMS

- Two new tenure-track faculty were hired in 2014, Teresa Borchardt and Melissa Wiedel.

- Tina Smith-Klahn received a $4,000 grant through a federal project in early childhood education in conjunction with Tacoma Community College.

ENGINEERING PROGRAMS

- Continued to move forward with an overall more uniform and **unified Learning Community model**.

- Each instructor reviewed program completion credentials and eliminated unused superfluous degree and certificate paths throughout the department. All programs ended the AT Degree path and started **AAS and AAS-T degree paths**.

- Instructors jointly reviewed and identified common course material found in all of the programs. Implemented the engineering core quarter to give student flexibility in choosing a program after one quarter of enrollment. Core material is presented jointly by engineering and Gen Ed instructors.

- The 3D printer has been brought on line and has been used in support of several programs and projects.

- All program **Advisory Committees are being reviewed**. Membership and composition is being structured to obtain the most representative, active and supportive committees possible.
INFORMATION TECHNOLOGY PROGRAMS

- Computer Repair & Network Support and Information Technology Specialist programs:
  - Started the process of transitioning from Windows Server 2008 to Windows Server 2012 in our internal infrastructure.
  - Set-up a lab environment for instruction in cloud based infrastructure.
  - Began the design phase for the department infrastructure in the new Advanced Technology Center.
  - Developed five online courses.
  - Collaborated with Bellevue College on an articulation agreement.

- Electronic and Communications Systems Technician program:
  - Changed the program name from Wireless Voice and Data Communications to Electronic and Communications Systems Technician
  - Made significant website enhancements
  - Students are receiving certifications, endorsements and licensure in several areas: Certified Electronics Technicians, CompTia A+, FCC General Radiotelephone, and Certified Fiber Optic Technician
  - Total number of industry certifications/licenses/endorsements: 77

HEALTH/SCIENCE PROGRAMS

- Dental Laboratory Technology and Dental Assisting hosted accreditation teams from COTA in preparation to receiving re-accreditation.

- Dental Lab Technology program:
  - Hosted and supported the Dental Care Clinic with Pierce County Dental Society.
  - Staff and students supported Project Homeless Connect with Pierce County Dental Society at the Tacoma Dome.

- Denturist program:
  - Attended National Denturist Convention.
  - Hosted State Clinical Board Exam.
  - Dr. Kais lectured at the Washington State Denturist Convention.
  - Updated curriculum.
  - Purchased Enterra System for producing night guards.

- EEST/BMET program:
  - Submitted curriculum changes for EEST.
  - Made a variety of equipment purchases.
  - Hosted Chinese educators in discussion about work based training and internships.
  - Received $134,000 for dialysis tech equipment.
  - Created a new partnership with Hologic and received an M4 mammography exam station and $11,000 dollar training class for free for 3D digital imagining class.
• Practical Nursing program:
  o All faculty positions filled
  o Simulation tech position is filled
  o I-BEST model implemented into first two quarters of program for students identified as deficient in Math/Reading in effort to decrease attrition
  o National Council Licensure Examination (NCLEX) pass rate up to 88% (but we are striving for 95%)
  o Currently working with Carol Knight-Wallace, Project Manager for Military Pathways, to allow veterans with healthcare experience to challenge first quarter Nursing Fundamentals course. Bates has agreed to pilot this in fall 2015, if Nursing Commission approval is received for substantive change.

MANUFACTURING PROGRAMS
• Initiated process for national accreditation by NIMS (National Institute for Metalworking Skills) for the Machinist and CNC Machinist programs.
• Developed and offered Apprenticeship Studies – Machinist AAS degree program.
• Initiated AJAC Industrial Maintenance Mechanic Apprenticeship AAS degree program.
• Added a new Certificate of Training program: UAV Operations.
• Bates was awarded and implemented Aerospace Grant ($208,000) obtained through SBCTC to expand Machinist program beginning fall 2014. The grant provided equipment, a second instructor, and capital fund for the Machinist program.

PUBLIC SAFETY PROGRAMS
• Corbin Richmond, Fire Service program, was named runner up for the 2014 Dennis G. Seinfeld Emerging Leader Award.

TRANSPORTATION AND DISTRIBUTION PROGRAMS
• Bates Truck Driving graduate George West was featured in a story by Larry LaRue in a May 17th Tacoma News Tribune article describing how he turned his life around through education.
• The Commercial Truck Driving program was recognized by its professional accreditation body, the Professional Truck Driving Institute, as a model of excellence in receiving its re-accreditation.
• Bates Technical College hosted the National Association of Publicly Funded Truck Driving Schools Region 1 Conference, November 6th and 7th. Close to 100 participants, including industry, students, faculty, state colleges, the Department of Transportation and the Washington State Patrol were in attendance. Over $1,700 in sponsorships was received from Interstate, Lynden, Schneider, Recology, Waste Management, Gordon Trucking, Waste Connections, Iron Mountain, Murrey’s, and L&E Tank Lines.
• **Automotive Lab Improvements**: Our Automotive Technology program had seven new lifts installed, a new tool-room paint job and organization scheme, and other related work still in progress. Also received a nice donation [training car] from a community member.

• **Industry Partnerships**: Fostered new relationships with Kawasaki, American Lake Veterans Golf Course, and LDI Equipment Inc.

• **Automotive Program Expansion**: Hired a PTE III lab assistant, which allowed us to expand our Automotive Technology program from enrollment of 20 to 30 full time adult students.

**WHOLESALE AND RETAIL SERVICES**

• Successfully obtained American Culinary Federation (ACF) three-year accreditation for the Culinary Arts program.

• Developed and launched the Food Truck program. Started to provide food services at South campus in January 2015.

• Monitored and controlled program budgets to prevent overspending. For the first time, the Culinary Arts program budget stayed on target.
BUSINESS AND FINANCE

- Hired a Vice President for Administrative Services.
- Initiated eRequestor for payroll authorization.
- Continued cleaning out surplus equipment.
- Initiated and implemented HigherOne for distribution of financial aid awards to students.

FINANCIAL AID

- The Planning and Budgeting Initiative to fund SALT has come to fruition. We have seen an increased use of the tools provided to increase student understanding in money and literacy programs and default prevention.
- Our Cohort Default rate dropped from 25.2% to 18.1%.
- The VA/L&I position is now full time. We relocated our VA/L&I certifying Specialist to the Veterans Resource Center to better serve students.
- We implemented process and procedures to ensure compliance and transparency for students and the Department of Education, which are reflected on the web site and the online processes for financial aid. The goal is three clicks or less to get to information.
- $9,753,420 was awarded to students in 2013-14.
- $8,559,756 was disbursed to students in 2013-14.
- We continue to streamline the Direct Loan process with the implementation of new software that increased accuracy and reduced the time to release the funds.
- With a one-time grant award, the department purchased dual computer monitors, which has increased the speed we are able to process files, evaluate satisfactory progress and serve students daily.
- Implemented HigherOne in cooperation with multiple departments through the college in fall 2014. Students now receive their check on a HigherOne card, and direct deposit to their checking account or by mail. This change increased efficiency for the college, while also providing better service to students.
- The Financial Aid Department collaborated, expanded and adapted our services to meet the changing needs of the staff, faculty and students. We supported teaching, learning, compliance, retention and progression.
- Focus has been on professional development for staff, to ensure compliance and service. We were able to send staff to training, and complete on-line training.
- All Federal and State Reports were completed on time.
- Financial Aid workshops were conducted in the fall to communicate changes regarding HigherOne and financial aid.
- The department participated in outreach and recruitment events to promote the college at high schools, college fairs and community events.
• Financial Appeals Committee is a required committee by the Department of Education that is focused on meeting the intent of the regulation, emphasis is on student retention. We worked with the student and faculty to reach positive outcomes.

• Financial Aid collaborated with WES to coordinate WES awards with other funding sources.

• Financial Aid worked with the new Washington State Dream Act part of the State Need Grant program.

FACILITIES AND OPERATIONS

• The Facilities and Operations department responded to 2,143 work orders in 2014:
  o 39% Facilities generated
  o 36% Instruction generated
  o 14% Admin/Support Services generated
  o 9% Outside Agency generated
  o 2% ASG/Student generated
  o 30+ staff/program department relocations
  o 115 Event Functions with 536 labor hours associated with event support

• The college made progress on the following major Capital Projects:
  o Advanced Technology Center reached 50% construction completion through December 2014. It remains on schedule and within budget.
  o The college initiated a college wide phone system replacement project, which will be complete by June 2015.
  o A request for the Medical Mile Health Science Center (MMHSC) was submitted to the State Board for Community & Technical Colleges (SBCTC). The MMHSC project was incorporated in the City of Tacoma North Downtown Subarea Plan and the City Wide Strategic “Tacoma Vision 2025” plan. The college worked on a Development of Downtown Campus Parking Management Plan for MMHSC project.
  o Numerous Repair projects completed and others in-progress including Lighting, HVAC, Fire Alarm, Elevator and Water Intrusion Improvements.

• Hallway and restroom flooring was replaced at the Downtown Campus.
HEALTH AND SAFETY

• Performed and documented Personal Protective Equipment assessments for every instructional program for compliance with L&I Safety requirements.

• Established Pierce County Higher Ed Emergency Planning Committee made up of members from Bates, Pierce, Clover Park, TCC, PLU, UWT, UPS, City of Tacoma and Pierce County Dept. of Emergency Management meet quarterly.

• Completed and submitted the Campus Safety & Crime Report for 2014 Clery Act compliance.

• Campus Public Safety accomplishments include:
  - Responded to 10,700 calls for service
  - Issued 1,412 citations
  - Performed 267 investigations
  - Attended officer training courses
  - Updated several sections of the departmental Standard Operating Procedures
Lin Zhou served as a panelist at the Service Member for Life Transition Summit at Joint Base Lewis McChord in Oct. 2014.

Led by Lin Zhou, the college successfully hosted ATEA (American Technical Education Association) Region 6 meeting in Oct. 2014.

Hosted a workshop on workforce training and entrepreneurship at the 2015 AACC Workforce Development institute in Jan. 2015.

Lin Zhou served as the Past President for SBCTC Continuing Education Council.

Lin Zhou served as ATEA Region 6 President.

Lin Zhou successfully completed and earned her Ph.D.

**CAREER ADVISING**

- Served 8,100 prospective, new and continuing students;
- Facilitated program Information Sessions to 1,700 prospective students;
- Enrolled 950 new students into career training programs;
- Collaborated on the RFP and implementation of a new (CRM) Customer Relations Management system to support the college’s enrollment efforts;
- Involved with the implementation of new online Accounting and new swing-shift Welding programs;
- Collaborated with Registration developing an online application and registration process, which would include new students;
- Managed new and expanded program assignments;
- Served veterans and partnered with Outreach & Recruitment to promote Bates and its programs;
- Continued involvement on college councils, program advisory committees and college tenure review committees.

**ENROLLMENT SERVICES**

- Expanded access to and usage of the Advisor Dashboard Portal (ADP) to assist students with course planning and credential acquisition.
- Continued to improve coding as we strategically prepare for statewide implementation of ctcLink.
- Merged Registration and Student Services with the new role of Director of Enrollment Management and Admissions, Registrar in order to streamline the student enrollment and registration process.
- Developed Enrollment Reporting Dashboards aligned with the Strategic Plan.
ASSESSMENT CENTER

- Bates is a fully qualified Pearson Vue testing Center. Previously we were only certified in one exam (GED) and now test in all Pearson Vue tests. Most of these tests support existing Bates programs.
- We are now set up to provide TOFEL testing. This effort brought us into compliance with the Bates ELS contract.
- The Assessment Center staff crafted a paradigm shifting vision for how Assessment would serve both the Bates community and the outside community at large.
- “One day” delivery of enrollment service has been developed under the leadership of Ivan Gorne and the Assessment Center staff. We are awaiting final “go ahead” authorization to launch this design.
- A relationship of collaborative effort was developed in concert with the leadership at Stadium High School.
- Testing Examiners were both re-qualified and newly qualified to give all Pearson Vue tests, CLEP tests and Compass exams.

WORKFORCE EDUCATION SERVICES (WES) TEAM

- Developed an Individual Employment Plan designed to assist funded students in clarifying goals, defining objectives and achieving success.
- Modified existing financial materials and processes to assist students in understanding their roles and obligations as funded students.
- Developed new print and electronic marketing materials for distribution and presentation.
- Allocated more than $3.2M for FY15 by the SBCTC.

BFET

- BFET at Bates consistently served over 150 students per quarter. Therefore, the SBCTC and DSHS recognized Bates as the college with the largest BFET participation in Pierce County, and one of the largest BFET partners in the state.
  - Federal representatives from the Food and Nutrition Service examined Bates success seeking best practices that could be replicated nationally
- BFET provided nearly $200,000 in direct aid to students to help fund tuition, books, tools, transportation, uniforms, and emergency aid for FY14.
- In fall 2014, BFET had its largest quarterly reimbursement totaling $78K to date.

OPPORTUNITY GRANT

- Bates performed above the system-wide average of 83% retention, with an 88% retention rate for the 2013-2014 year. Of 57 students enrolled in fall, 50 were either retained or completed their program by the spring quarter. A total of 103 students used the grant during the year.
PERKINS GRANT

- A Pre-College Transition Specialist was hired to improve basic skill and prospective student access, enrollment, retention and transition into career training programs.
- Sponsored a targeted multi-week radio advertisement on Movin’ 92.5.
- Approved transportation support for local schools to attend the Bates Open House in May 2015.

WORKFIRST

- Successfully transitioned from three program staff to two.
- One of the top 5 performing College WorkFirst sites in the state. FTE enrollment is 109% above previous year enrollment.

WORKER RETRAINING

- $2.02M allocated from the SBCTC, a $190K increase over FY14.
  - Total budget for aid direct to student $680,930.
- Developed a formula for allocating funding for student mileage and childcare expenses.

VETERANS SUPPORT TEAM

- Appointed a faculty Military Veterans Advisor to be highly visible to student Veterans, military service members, and their family members to serve as an institutional point of contact (POC) to coordinate services and provide advice.
- Increased recruitment and outreach presence at JBLM.
- Partnered with AmeriCorp to designate an on-campus Vet Corp Navigator to serve as an advocate for students.
- Facilitated the development of a campus-wide community of student Veterans, military service members, and their family members to provide opportunities to connect with their peers.
  - Established a Veterans Resource Center at both the Downtown and South Campuses as a visible resource center with lounge, computers/printers
- Implemented Veteran appreciation activities in recognition of both veterans and active duty military service members for Veterans Day and Commencement.
- Developed and implemented:
  - Veterans New Student Priority Registration Procedure
  - Veteran Prior Learning Assessment & Evaluation
INTERNATIONAL ACTIVITIES

- Lin Zhou and President Langrell were invited to participate in 2014 China-US Education (Jin Shi Tan) Forum by the National Association of Vocational Education of China. They visited China Education Association for International Exchange, Chinese Society of Vocational and Technical Education, and Hebei Institute of Tsinghua University to promote Bates Technical College as well as to get the access to the Chinese Government and agencies.

- Hosted a three-week Program Development/Reform and Teamwork Effectiveness Exchange and Training program for 18 Chinese delegates from Beijing Vocational College of Labor and Social Security.

- Continued to work with Zhejiang College of Construction located in Hangzhou, Zhejiang, China. Enrolled 87 students in spring 2014 and 84 in fall 2014 for a total enrollment of 171 students in Architectural Engineering.

- Worked with Lianyungang Normal College to develop a joint-curriculum in Early Childcare Education.
ACCREDITATION

- Bates Technical College is regionally accredited by the Northwest Commission on Colleges and Universities, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the Secretary of the U.S. Department of Education. Many career education programs meet specific industry certifications.

NON-DISCRIMINATION STATEMENT

- Bates Technical College reaffirms its policy of equal opportunity and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled veteran or Vietnam era veteran in its programs and activities in accordance with college policy and applicable federal and state statutes and regulations.

COLLEGE LEADERSHIP

- Ron Langrell, Ph.D, President
- Ivan Gorne, J.D., Assistant to the President for Transition
- Al Griswold, Executive Vice President of Instruction and Student Services
- Holly Woodmansee, Vice President of Administrative Services
- Lin Zhou, Ph.D, Executive Dean

BOARD OF TRUSTEES

- Michael Grunwald
- Theresa Pan Hosley
- Lillian Hunter
- Calvin Pearson
- Karen Seinfeld