



**BridgeValley**  
Community & Technical College

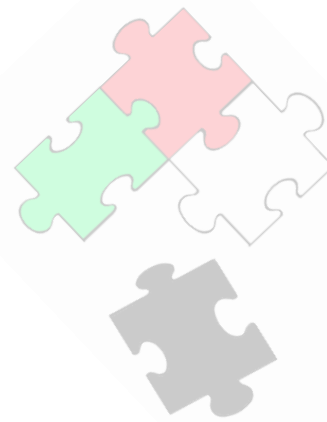
# 2018 - 2019 BVCTC STUDENT SERVICES ANNUAL REPORT



# CONNECTING OUR STUDENTS TO SUCCESS THROUGH:



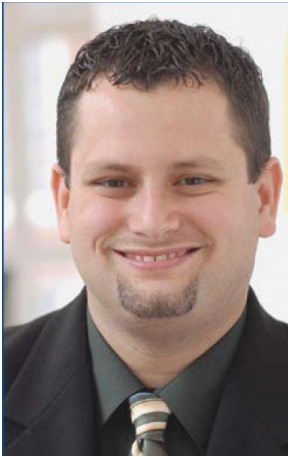
IMPACT  
SERVICES  
ENGAGEMENT



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# MESSAGE FROM THE DEAN



Welcome to BridgeValley Community and Technical College's Office of Student Services 2018 – 2019 Annual Report. Through collaborative efforts among students, staff, and faculty, we have shaped true learning environments and assisted to retain and support students and the communities we serve. The department takes great pride in fostering a welcoming and engaging environment to ensure all students have the best experience possible.

This past year of accomplishments and activities have provided us with the distinct opportunity of collaborating with various entities to offer an out-of-class experience for students that engages them with BridgeValley and its academic mission.

Below are some of the key highlights that we are proud of from the 2018-2019 academic year.

- ▮ Phi Theta Kappa received several regional (Virginia and West Virginia) awards including “Most Distinguished Chapter” “5 Star Chapter Recognition”, “1<sup>st</sup> Place Distinguished Theme Award”, “2<sup>nd</sup> Place Honors in Action Project”, “1<sup>st</sup> Place Most Improved Chapter”
- ▮ BridgeValley became the first community college in WV to be recognized a Collegiate Recovery Campus.
- ▮ Veterans Affairs Office received zero discrepancies during their audit and received glowing reviews from the state agency.
- ▮ Get Involved Tuesday brought new life and unity to our student organizations and members.
- ▮ Brought back the on campus new student orientation program in addition to the online new student orientation.
- ▮ Through partnership with Academic Affairs, enhanced the advising process and centralized services for new students, transfers, and re-admits.
- ▮ PTK President, Shariah McCarty, was elected as Regional President.
- ▮ Hosted the Student Advisory Council for Students meeting.
- ▮ Renewed the TANF grant for another year for a total amount of \$120,000.
- ▮ BridgeValley was awarded the “Best in the Valley” for 2018.

This report provides a brief snapshot of some of the successes the Office of Student Services saw over the past year. I am constantly impressed with the energy and commitment our team brings to their work. As we continue to work to build a diverse and welcoming environment, we will hold true to our commitment of designing services to promote community and student success.

Sincerely,

A handwritten signature in blue ink that reads "James L. McDougale". The signature is written in a cursive, flowing style.

James L. McDougale  
Dean of Students

# MAKING AN IMPACT



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## STUDENT SERVICES MISSION STATEMENT

*The Office of Student Services provides a variety of assistance to foster the educational and personal growth of all students. To complement the College's mission, the Office of Student Services provides resources through student engagement; academic support; counseling, disability, and career services; veterans affairs; as well as service to the community at large.*

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## PROFESSIONAL MEMBERSHIPS

*AHEAD (Association of Higher Education & Disability Services)*

*College Board – Accuplacer*

*NACADA (National Academic Advising Association)*

*NTA (National Tutoring Association)*

*WVASPA (WV Association of Student Personnel Administrators)*

*WVCIA (WV Collegiate Initiative on Alcohol Use)*

## SERVICES OFFERED

*Accessibility Services*

*Academic Advising*

*Career Services*

*Community Service*

*Counseling Services*

*Family and Friends Program*

*Early Alert Program*

*New Student Orientation*

*Student Conduct*

*Student Engagement & Activities*

*Student Organizations*

*TANF*

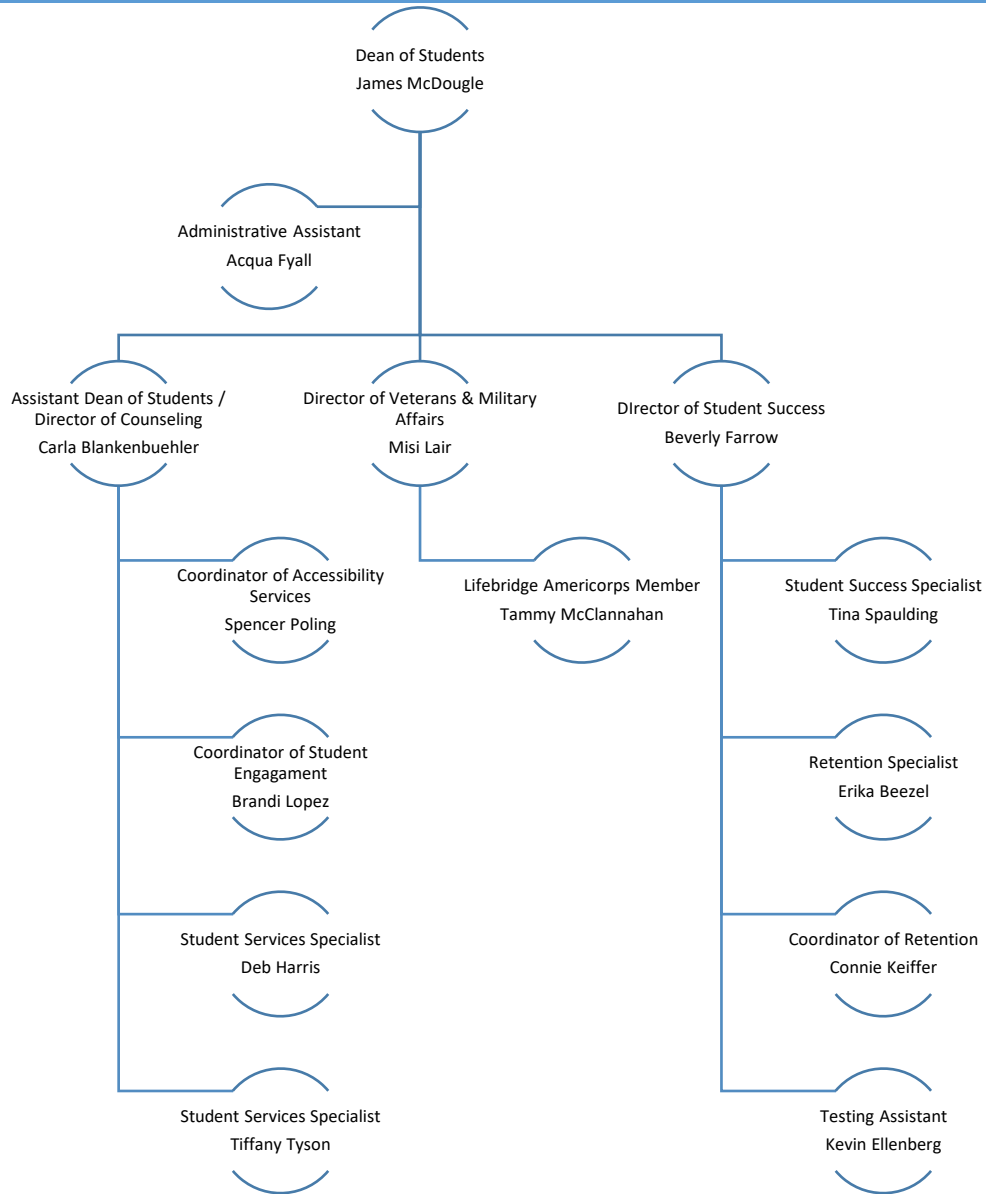
*Testing Services*

*Tutoring Services*

*Veterans Affairs*

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# DEPARTMENT LEADERSHIP CHART



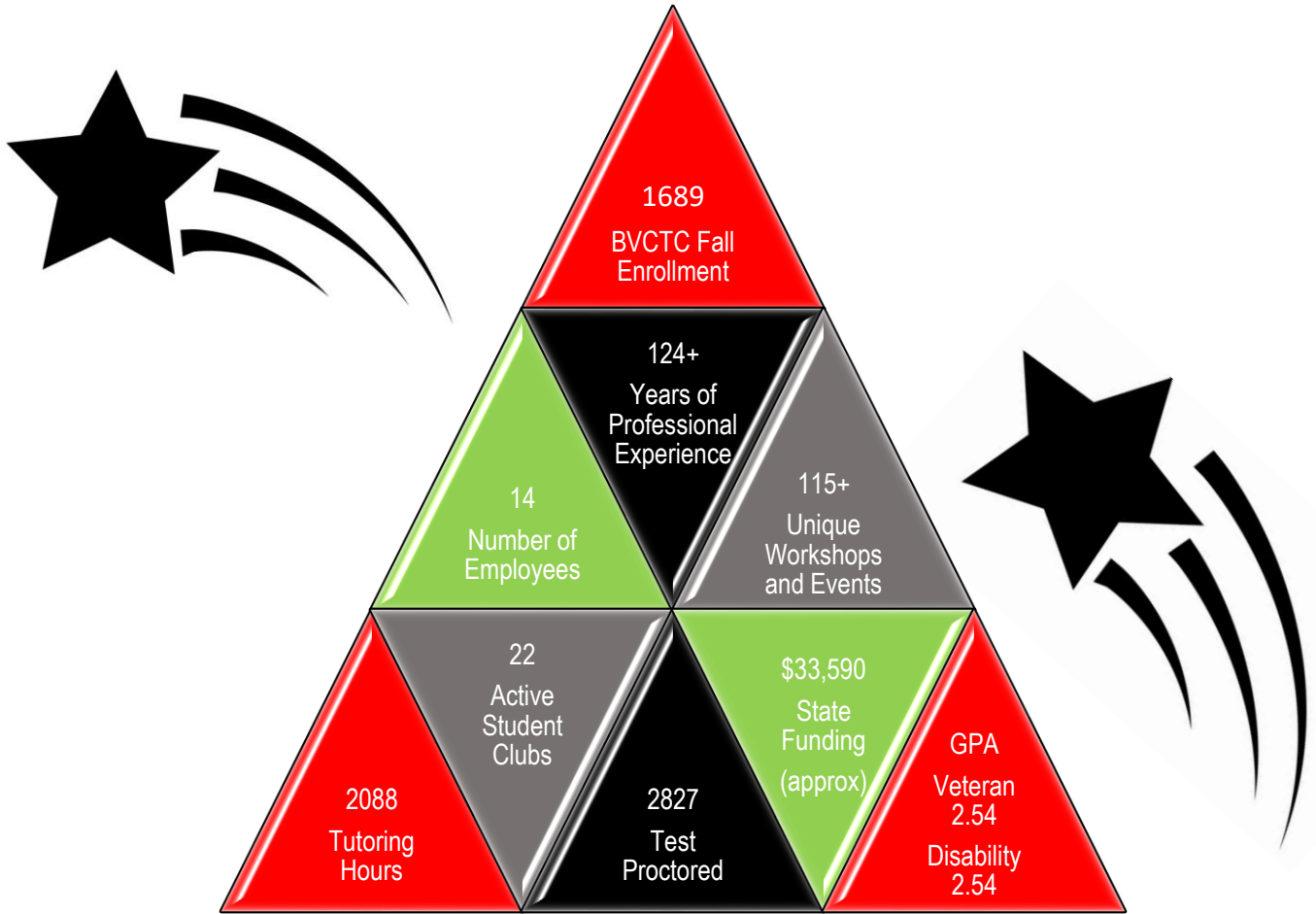
## STAFF CREDENTIALS

Doctorate Degree.....	1
Masters Degree.....	5
Bachelors Degree.....	5
Associate Degree.....	3

## STAFF AWARDS/HONORS

Spencer Poling....	John and Suzette Roueche Award
Spencer Poling.....	State New Professional Award
Misi Lair.....	BVCTC Unsung Hearo Award

# QUICK FACTS



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## PRESENTERS AT CONFERENCES

Student Government Association.....	WV State Student Leadership Conference
Spencer Poling.....	AHEAD National Conference
James McDougle.....	WVASPA State Student Affairs Conference
Misi Lair.....	WV Student Success Summit
Spencer Poling.....	WV Student Success Summit
Spencer Poling.....	WVASPA State Student Affairs Conference

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## LIST OF EVENTS HOSTED

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\*\*\* *Comprehensive list from all departments in Student Services. Some events may not be listed.*

- ▮ 2 Family Nights
- ▮ 2 Career Fairs
- ▮ Student Appreciation Day
- ▮ Get the Scoop
- ▮ Transition Fair
- ▮ Veterans Appreciation Week
- ▮ Veterans Day Celebration
- ▮ Alternative Spring Break
- ▮ Bingo
- ▮ Trivia Night
- ▮ Participated in local Christmas Parades
- ▮ Cookies with Santa
- ▮ 4 Welcome Days
- ▮ Club Rush
- ▮ Volleyball Tournament
- ▮ Cornhole Tournament
- ▮ 3 Blood Drives
- ▮ Open Mic Night
- ▮ Disability Awareness Week
- ▮ Domestic Violence Awareness Day
- ▮ Health Fair
- ▮ Community Resource Fair
- ▮ Student Leadership Banquet
- ▮ MLK Day of Service
- ▮ 6 Craft Corners (DIY)
- ▮ Stress Less Week
- ▮ Valentines for Veterans
- ▮ 6 Popcorn and Paints
- ▮ Midterm Madness
- ▮ Finals Fuel-Up
- ▮ 2 Grad Bash
- ▮ BridgeValley at the Power Park
- ▮ Military Appreciation Day
- ▮ Pizza with a Purpose
- ▮ New York City Trip
- ▮ Washington DC Trip
- ▮ Suicide Prevention Week
- ▮ National Voter Registration
- ▮ 2 Boo Bash
- ▮ 2 Success Strategies Workshops
- ▮ Leadership Training Workshop
- ▮ 8 New Student Orientations

# STUDENT SERVICES AND DEVELOPMENT

The 2018-2019 academic year proved to be another exciting year within the BridgeValley Office of Student Services. The units within the student services office worked to strengthen community partnerships and build new relationships across campus and within the service region. The Office of Student Services strived to provide quality services and worked to create a student centered and solution focused department. In the following pages, each unit breaks down data from the year and highlights many successes.







# OFFICE OF DEAN OF STUDENTS

The Office of Dean of Students provides a unique environment to involve students across all campuses, provides immediate support, and serves as the primary advocate for all students.

## KEY HIGHLIGHTS ...

- ▮ Implemented a new Student of the Month award designed to recognize students for their outstanding academic achievement and campus/community involvement.
- ▮ In collaboration with the VP of Student Affairs, implemented a Health and Wellness fee that gives students access to the YMCA creates a budget to enhance student engagement events.
- ▮ Initiated a Student Appreciation Day to celebrate our students by hosting a number of engaging events with our student services staff.
- ▮ Implemented “Welcome Day” on both the South Charleston and Montgomery campus in an effort to assist students in being better prepared for the first day of classes.

## STUDENT CONDUCT

	2015	2016	2017	2018
Number of Violations	19	11	15	13
Probations	7	2	0	3

## STUDENT LEADERSHIP BANQUET

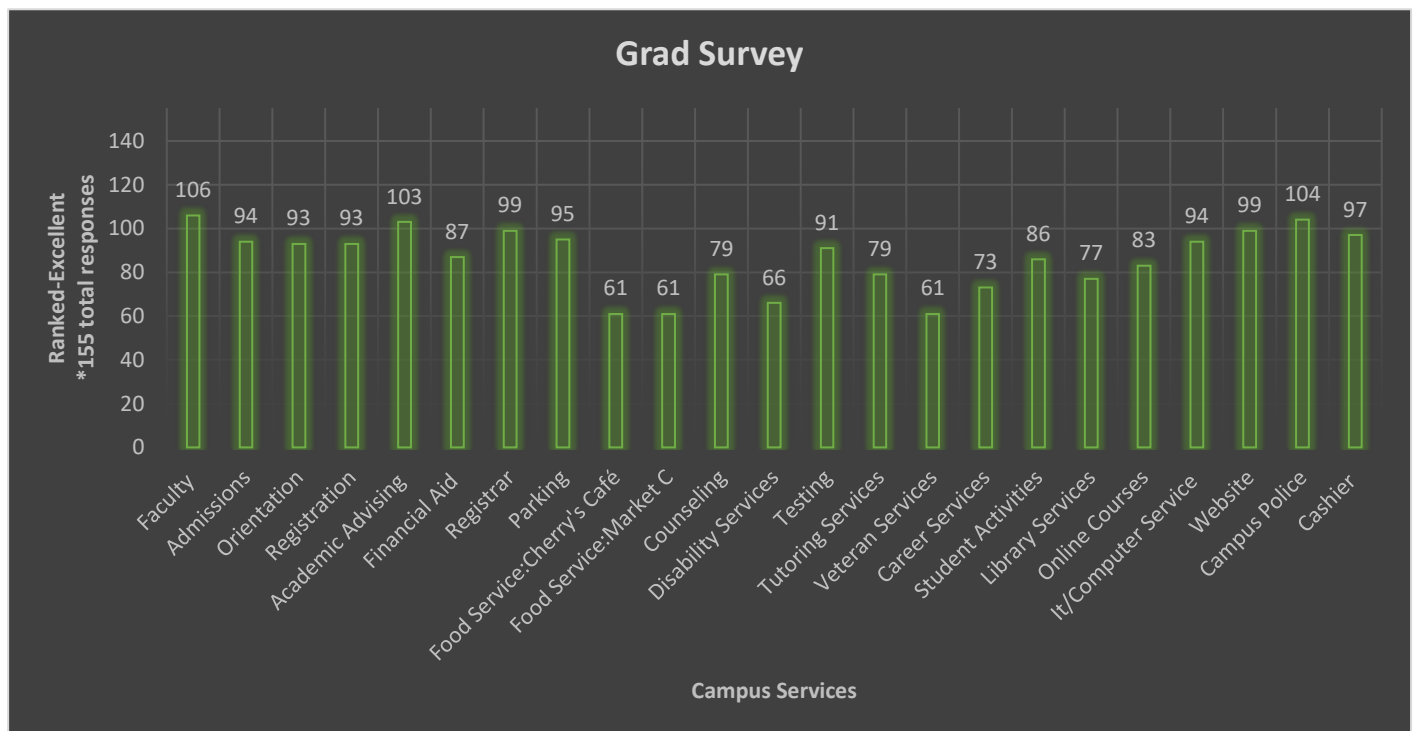
Each year the Office of Dean of Students, with collaboration from the Office of Student Life, host the Student Leadership Banquet. This banquet recognizes students who have been leaders in a variety of ways across campus.

Club of the Year	Phi Theta Kappa
Advisor of the Year	Lana Andrean, Bridged By Fair
Pathfinder Heart of Gold	Joseph Sigmon
Event of the Year	Bridged By Faith
Community Service Champions	Gender and Sexuality Awareness Network
Awards Given by individual Student Organizations	60+
Clubs Participating	12
Number in Attendance	83 Students 89 Guest 172 Total

# ONE-YEAR RETENTION RATES

Institution	2012	2013	2014	2015	2016	2015-16 % Change	2012-16 % Change
Blue Ridge Community and Technical College	55.3%	50.6%	53.5%	59.1%	52.8%	-6.3%	-2.5%
BridgeValley Community and Technical College*	-	48.4%	50.3%	53.6%	49.5%	-4.1%	-
Bridgemont Community and Technical College	50.4%	57.4%	-	-	-	-	-
Kanawha Valley Community and Technical College	46.2%	-	-	-	-	-	-
Eastern WV Community and Technical College	59.5%	50.0%	50.0%	47.8%	48.1%	0.3%	-11.4%
Mountwest Community and Technical College	30.8%	42.0%	39.8%	45.8%	37.6%	-8.2%	6.8%
New River Community and Technical College	44.1%	45.2%	41.2%	43.1%	39.1%	-4.0%	-5.0%
Pierpont Community and Technical College	43.6%	44.7%	48.7%	51.7%	54.1%	2.4%	10.5%
Southern West Virginia Community and Technical College	46.1%	53.4%	56.3%	54.8%	53.8%	-1.0%	7.7%
West Virginia Northern Community College	47.8%	53.5%	49.7%	49.3%	51.4%	2.1%	3.6%
WVU at Parkersburg	52.3%	48.6%	47.5%	51.0%	50.1%	-0.9%	-2.2%
<b>Total</b>	<b>45.4%</b>	<b>48.3%</b>	<b>48.4%</b>	<b>50.9%</b>	<b>48.6%</b>	<b>-2.3%</b>	<b>3.2%</b>

\*\*\*One-year retention rates chart from the WV Report Card for HEPC and CTCS.



The above chart are the results of the graduate survey that is given to students at the Destination Graduation event at the end of the spring semester.

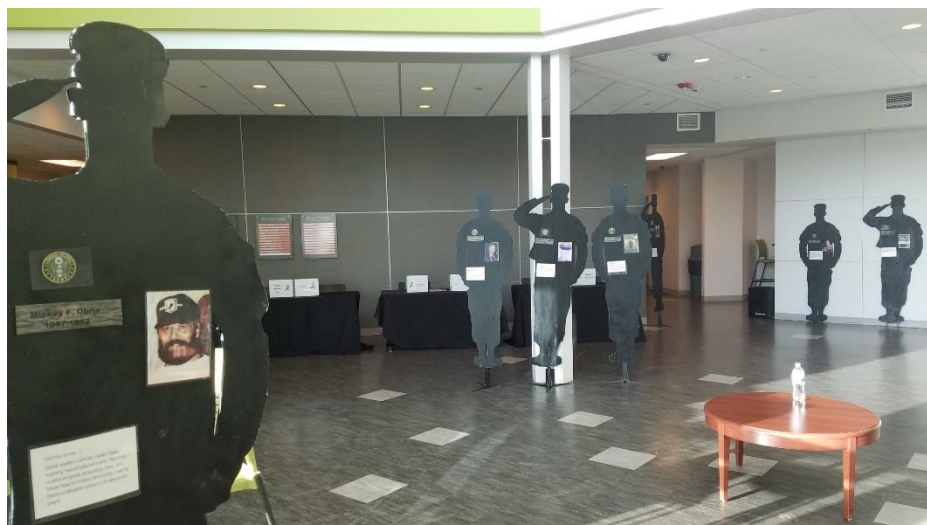


# COUNSELING SERVICES

## KEY HIGHLIGHTS ...

- ▮ Awarded \$18,847 from Bureau for Behavioral Health to start a collegiate recovery campus program. BridgeValley was the first and only community college in West Virginia to develop a campus program.
- ▮ Collaborated with the Office of Veteran and Military Affairs to bring the Silhouette Project to campus; which is a unique display for college campuses to bring Suicide Awareness.
- ▮ Collaborated with the Human Services and Rehabilitation Studies department to house four interns for the year in order to assist with programming and to assist with the development of the Collegiate Recovery Program.
- ▮ Fully compliant with Jamie’s Law that was passed by the WV Legislature.

Counseling Sessions	208
Safety Assessments Required by Dean	3
Number of Online Referrals	14
Voluntary Hospital Commitment	4
Number of Events	9





# ACCESSIBILITY SERVICES

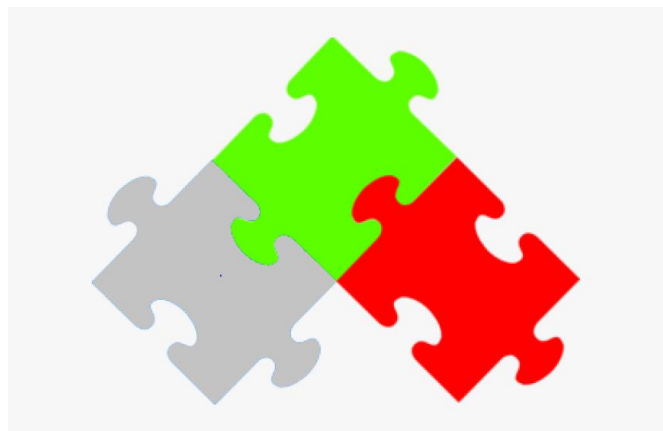
## KEY HIGHLIGHTS ...

- ▮ In partnership with Vocational Rehabilitation Services, Accessibility Services hosted 73 students at the transition fair that is designed to introduce juniors and seniors in high school to college and the workplace.
- ▮ To assist with removing the stigma of disability services, the department changed its name to Accessibility Services.
- ▮ Created a new testing center that will hold 6 students specifically for Accessibility Services students.
- ▮ During disability awareness week, Accessibility Services hosted an Art Exhibition where students with disabilities displayed their works of art.
- ▮ Implemented a “Guide To College” orientation designed for students who have self-identified with the Office of Accessibility Services.

Disability	Fall 2018 Semester	Spring 2019 Semester
Attention Deficit/Hyperactivity Disorder	40	37
Autism Spectrum Disorder	4	4
Blindness/Low Vision	3	2
Deaf/Hard of Hearing	5	8
Epilepsy	2	2
Learning Disability	30	33
Medical/Physical Disability	15	14
Other	1	2
Psychological/Psychiatric Disorder	30	37
Speech Disorders	2	2
Spinal Cord/Traumatic Brain Injury	3	2

Accommodation	Fall 2018 Semester	Spring 2019 semester
Alternate Testing Location	72	76
Extended Test Time	75	78
Note Taking	39	40
Other	6	8
Print Enlargement	4	3
Priority Seating	15	12
Tape Record	28	24
Test Reader	21	18
Test Writer	2	2
Use of Calculator	35	30
Use of laptop/tablet	19	17
Waiver of Absence Policy	14	20

Month	Tests Proctored SC	Tests proctored MC
August	23	2
September	97	13
October	70	16
November	48	4
December	69	6
January	11	4
February	62	17
March	35	11
April	56	20
May	44	14
<b>TOTALS</b>	<b>515</b>	<b>107</b>



	Fall 2018	Spring 2019
Students Self-Identified	87	84
Graduates	11	9
GPA	2.48	2.59



# TANF SERVICES

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

### KEY HIGHLIGHTS ...

- ▮ BridgeValley had the largest participation of all community colleges with the TANF program.
- ▮ Introduced more engagement and cultural activities for the TANF students.
- ▮ Hosted a banquet to celebrate the success of the students in the TANF program (graduates, completing semester, community service, etc.)
- ▮ Counselors and Billy Eggelton, student, presented at the WV Legislature Senate Education Committee to promote the TANF program and similar services at Community Colleges.
- ▮ Worked with the Chancellor’s and Governor’s Office to assist with the development and implementation of “Jim’s Dream” for the entire state.

	Fall & Spring
Number of Graduates	11
Number of Events and Workshops	10
Number of Participants in Events	109
Number of TANF Students	31 (Unduplicated)

#### Professional Development Conferences

*1 State and 2 National*

- WVASPA
- Bridges out of Poverty
- Emotional Poverty

#### Events and Workshops

- TANF Boot Camp, Student Success Workshops
- Study Skills BINGO
- Nutrition Class
- Financial Literacy
- Arts & Crafts Workshops
- Community Resource Fair



# STUDENT LIFE & ENGAGEMENT

## KEY HIGHLIGHTS ...

- ▮ In an effort to create engaging events that all students could participate in between classes, the Office of Student Life took a creative approach on student activities and incorporated monthly Craft Corner events.
- ▮ Phi Theta Kappa and Phi Beta Lambda student organizations and societies earned state, regional, and national rankings.
- ▮ Record number attending our Fall Family Fun Night with 850+ students and community members in attendance.

<b>Number Events Sponsored by Student Life</b>	<b>23</b>
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<b>Number of Active Clubs</b>	<b>22</b>
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### MLK DAY OF SERVICE

- ✓ 17 students participating
- ✓ 68 hours of service provided

### ALTERNATIVE SPRING BREAK

- ✓ 4 community service opportunities
- ✓ 26 students participating
- ✓ 468 hours of service provided

## ACTIVE STUDENT ORGANIZATIONS

- Active Minds
- Allied Health Club
- American Sign Language Club
- Bridged By Faith (M)
- Bridged By Faith (SC)
- BridgeValley Ultrasound Society
- Gender & Sexualities Alliance
- HOSA
- LAPSWV
- MLT Rats
- Paradigm Pioneers
- Phi Beta Lambda (M)
- Phi Beta Lambda (SC)
- Phi Theta Kappa (M)
- Phi Theta Kappa (SC)
- SKD English Honor Society
- Student Government Association
- Student Chapter of ADHA
- Student Computer Club (M)
- Student Computer Club (SC)
- Student Nurses Association
- Student Veterans of America



# VETERANS AND MILITARY AFFAIRS

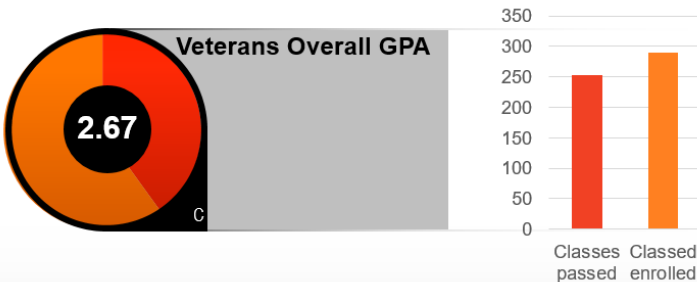
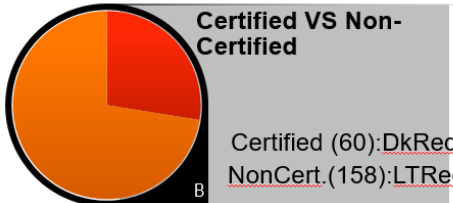
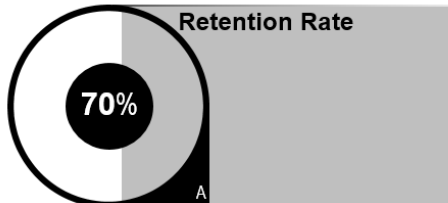
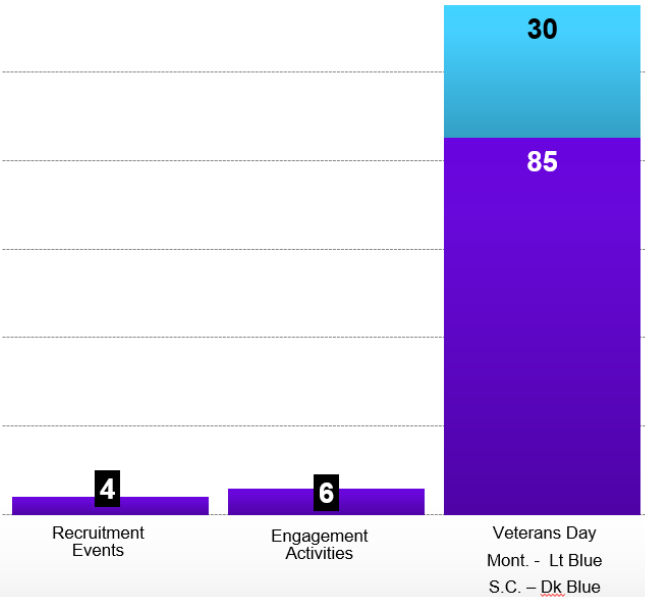
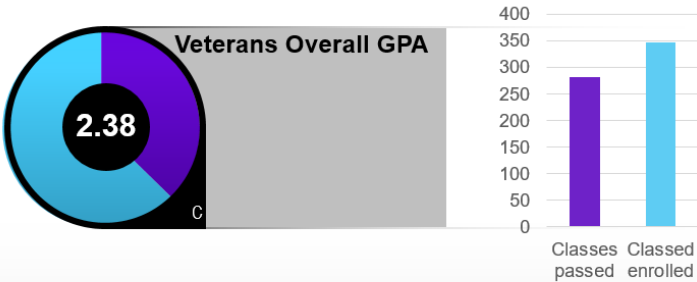
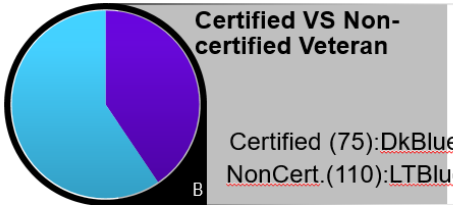
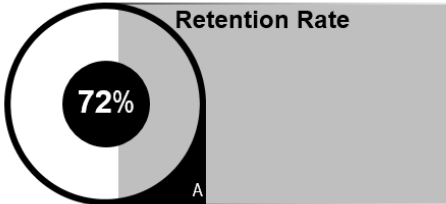
## KEY HIGHLIGHTS ...

- ▮ Received LifeBridge AmeriCorps grant.
- ▮ Expanded Veterans Day in November to the Montgomery campus with a full luncheon. Expanded Veterans Day to reflect Veterans Appreciation Week with activities on both campuses every day.
- ▮ Revamped new R.E.D. t-shirt design for Veterans Club. Made a profit of \$500.00+.
- ▮ BridgeValley received Gold Star Flag, as well as the City of Montgomery during a ceremony in November 2018. Flags were presented to all local Mayors during this event and were presented by Gold Star Mothers.
- ▮ Accepted into the Students Veterans of America (SVA) National organization.
- ▮ Military Friendly School – Gold Status and ranked 4<sup>th</sup> in nation of small Community Colleges in fall 2018.
- ▮ Recognized in Military Advanced Education & Transition TOP Colleges and Universities – fall 2018.
- ▮ Spring 2019 –Received zero discrepancies during VA audit.

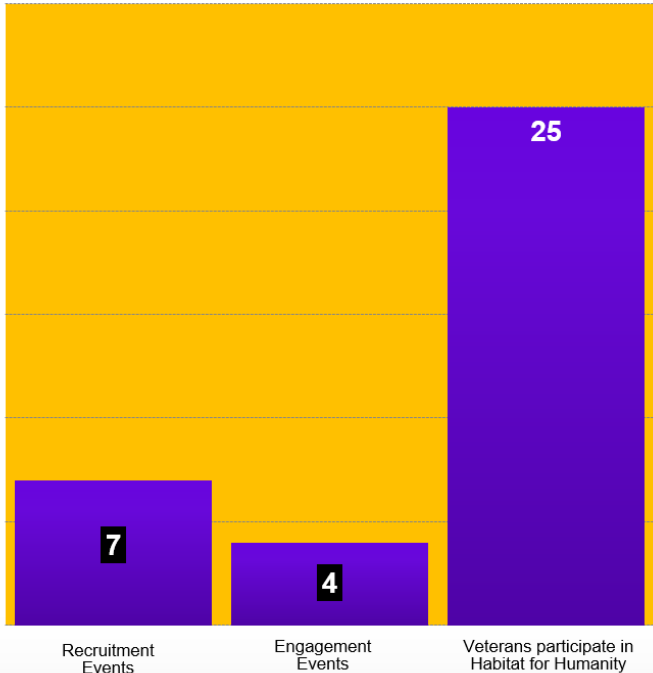




### Fall 2018



### Spring 2019





# TUTORING SERVICES

## KEY HIGHLIGHTS ...

- ▮ Began holding workshops for students in different test taking and study skill areas in spring 2019.
- ▮ The South Charleston Student Success Center was updated with new computers in spring 2019.
- ▮ Increased number of tutoring sessions by 499 sessions, or 47%.

	Montgomery		South Charleston	
	Fall	Spring	Fall	Spring
<i>Peer Tutors</i>	2	1	1	1
<i>Volunteer Tutors</i>	1	1	1	1
<i>Faculty Tutors</i>	2	2	4	7
<i>Professional Tutors</i>	0	0	2	2
<i>Total Tutoring Hours</i>	388.5	526.25	722.4	450.25
<i>Total Tutoring Sessions</i>	297	444	535	282

	Montgomery		South Charleston	
	Fall	Spring	Fall	Spring
<i>Computer Use</i>	110	116	914	477
<i>Independent Study</i>	100	106	883	510
<i>Misc.</i>	130	64	712	603

Additional Information: *Miscellaneous is designated for students that did not select a reason for visiting the Student Success Center.*



# TESTING AND PROCTORING SERVICES

## KEY HIGHLIGHTS ...

- ▮ We expanded our outside testing services through IQT in the fall 2018 semester.
- ▮ The South Charleston testing center was updated with 21 new computers in fall 2018.
- ▮ Part-time testing assistant position was moved to a full-time apprenticeship position.

	Montgomery		South Charleston	
	Fall	Spring	Fall	Spring
<b>ACCUPLACER</b>	33	22	196	150
<b>TEAS</b>	0	0	115	91
<b>CertiPort</b>	0	3	0	0
<b>CLEP</b>	0	0	6	6
<b>IQT</b>	0	0	42	40
<b>Proctored BVCTC Exams</b>	114	125	899	891
<b>Proctored Outside Exams</b>	5	2	28	62



**STUDENT SUCCESS CENTER USAGE BY THE HOUR**

**FALL 2018**

South Charleston		Montgomery	
Prior to 8:00AM	30	Prior to 8:00AM	0
8:00AM-9:00AM	231	8:00AM-9:00AM	3
9:00AM-10:00AM	405	9:00AM-10:00AM	3
10:00AM-11:00AM	511	10:00AM-11:00AM	9
11:00AM-12:00PM	398	11:00AM-12:00PM	21
12:00PM-1:00PM	441	12:00PM-1:00PM	44
1:00PM-2:00PM	604	1:00PM-2:00PM	54
2:00PM-3:00PM	381	2:00PM-3:00PM	96
3:00PM-4:00PM	294	3:00PM-4:00PM	83
4:00PM-5:00PM	266	4:00PM-5:00PM	91
5:00PM-6:00PM	185	After 5:00PM	36
6:00PM-7:00PM	44	<b>TOTAL</b>	440
After 7:00PM	7		
<b>TOTAL</b>	3797		

**SPRING 2019**

South Charleston		Montgomery	
Prior to 8:00AM	18	Prior to 8:00AM	0
8:00AM-9:00AM	131	8:00AM-9:00AM	1
9:00AM-10:00AM	91	9:00AM-10:00AM	16
10:00AM-11:00AM	88	10:00AM-11:00AM	32
11:00AM-12:00PM	207	11:00AM-12:00PM	17
12:00PM-1:00PM	129	12:00PM-1:00PM	20
1:00PM-2:00PM	91	1:00PM-2:00PM	32
2:00PM-3:00PM	260	2:00PM-3:00PM	61
3:00PM-4:00PM	62	3:00PM-4:00PM	61
4:00PM-5:00PM	148	4:00PM-5:00PM	51
5:00PM-6:00PM	17	After 5:00PM	62
6:00PM-7:00PM	3	<b>TOTAL</b>	353
After 7:00PM	0		
<b>TOTAL</b>	1245		

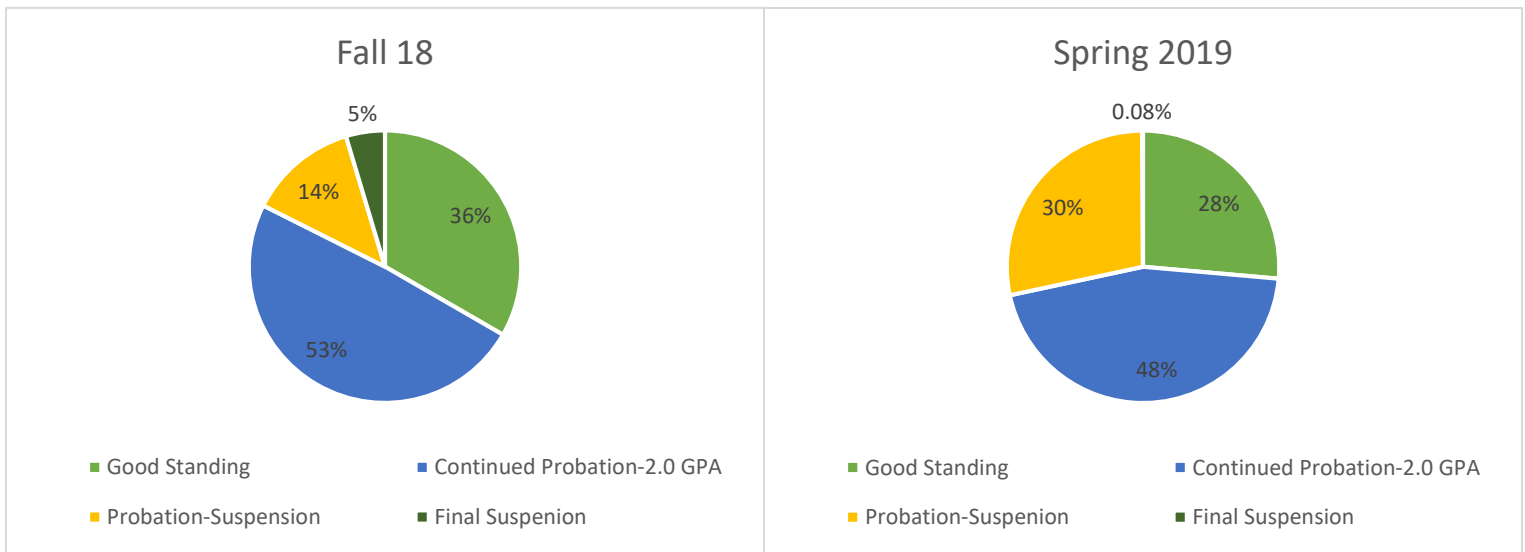


# RETENTION SERVICES

## KEY HIGHLIGHTS ...

- ▮ 53% of students on academic probation who attended Student Success Plan Meetings received at least a 2.0 semester GPA (Fall 2018)
- ▮ 36% of students on either suspension or probation ended the semester in Good Academic Standing (Fall 2018)
- ▮ 48% of students on academic probation who attended Student Success Plan Meetings received at least a 2.0 semester GPA (Spring 2019)
- ▮ 28% of students on either suspension or probation ended the semester in Good Academic Standing (Spring 2019)

	Fall 2018	Spring 2019
<i>Number of Academic Success Workshops</i>	12	6
<i>Students Attending Workshops</i>	42	50
<i>Student Success Plan Meetings, Complete</i>	149	116



## EARLY ALERTS

	Fall 2018	Spring 2019
Early Alerts	395	129
Distinct	324	117
Individual Courses	101	43
Individual Faculty	50	26

**Fall 2018:** 80% of students who received an EA ended the semester in Good Standing

**Spring 2019:** 58% of students who received an EA ended the semester in Good Standing





# ADVISING

## KEY HIGHLIGHTS ...

- Enhanced partnership with Academic Affairs and centralized advising for new, transfer, and re-admit students in student services with professional advisors to allow for more consistent and comprehensive advising.
- Received 26% return rate for new student advising survey.

	Fall 2018	Fall 2019
Total Students Advised	438	287
Number of Professional Advisors	4	6

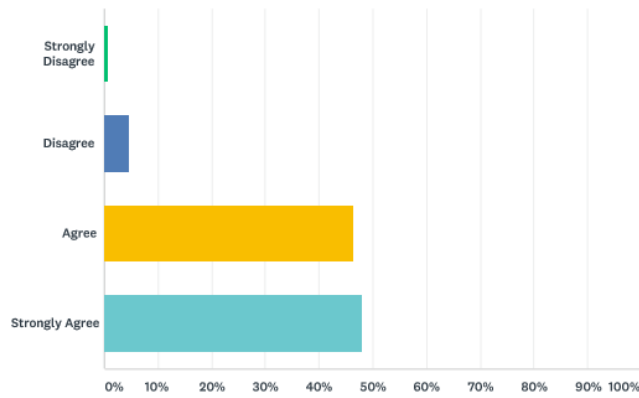
Advisors	Semester	Position
Connie Keiffer	Fall 2018 / Spring 2019	Coordinator of Retention / Advisor
Tina Spaulding	Fall 2018 / Spring 2019	Student Success Center Assistant / Advisor
Bev Farrow	Fall 2018 / Spring 2019	Director, Student Success Centers / Advisor
Diann Simmons	Fall 2018	Part-Time Testing Assistant
Erika Beezel	Spring 2019	Retention Specialist / Advisor
Kevin Ellenberg	Spring 2019	Part-Time Testing Assistant
Jeanne Smith	Spring 2019	Part-Time Coordinator Co-Curricular Transcripts



Advising Survey

Q5 The amount of time my advisor spent with me was appropriate.

Answered: 110 Skipped: 5

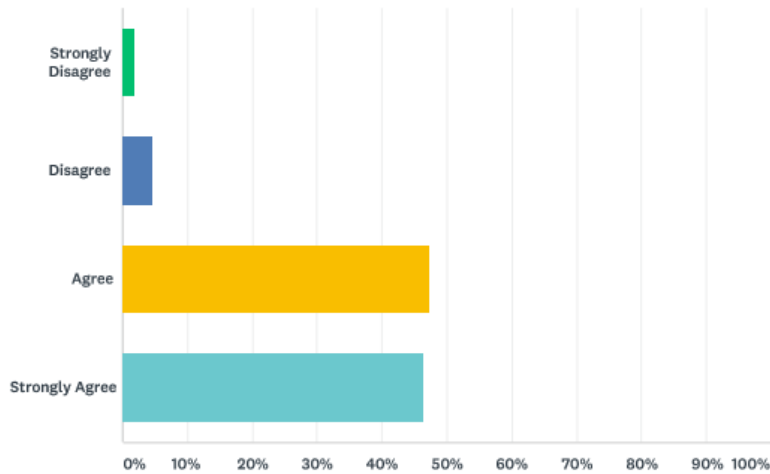


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.91%	1
Disagree	4.55%	5
Agree	46.36%	51
Strongly Agree	48.18%	53
<b>TOTAL</b>		<b>110</b>

Advising Survey

Q7 Overall, I am satisfied with my advising experience at BridgeValley.

Answered: 110 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.82%	2
Disagree	4.55%	5
Agree	47.27%	52
Strongly Agree	46.36%	51
<b>TOTAL</b>		<b>110</b>



## Q10 Please provide any other feedback regarding your advising experience at BridgeValley.

Answered: 57 Skipped: 58

RESPONSES	DATE
It was very helpful	9/10/2018 10:49 PM
it was ok	9/10/2018 9:40 PM
It was great	9/10/2018 3:05 PM
great	9/10/2018 1:37 PM
My overall experience was good. They helped me	9/10/2018 11:53 AM
Needed more info	9/10/2018 11:48 AM
It was a great experience!	9/10/2018 11:39 AM
It was efficient and my advisor was very helpful.	9/10/2018 10:41 AM
N/A	9/10/2018 10:36 AM
N/A	9/10/2018 9:47 AM
I work and attend part-time, my advisor was willing to work with my schedule.	9/9/2018 2:32 PM
I thought it went very good. It was really helpful.	9/6/2018 8:32 PM
The woman I spoke to was so kind and helpful. She answered every question I had. Also, she worked very hard to make my classes on Tuesday and Thursday. She was super helpful.	9/6/2018 2:03 PM
Great job, helped answer questions, and even called several people to ask about requirements for my major.	9/5/2018 9:15 PM
I am satisfied	9/5/2018 5:31 PM
Very helpful, and understanding	9/5/2018 3:58 PM
Is a transitioning prior-service student, Connie and Mis's guidance was instrumental in me getting my education back on track. I would not be here without them. I trust them with my future.	9/5/2018 1:56 PM
It was good.	9/4/2018 9:32 PM
It was all really good. I felt prepared when I started school and my advisor directed me to people on the campus who I needed to talk with.	9/4/2018 7:55 PM
Everyone is super nice and it was great!	9/4/2018 3:28 PM
:)	9/4/2018 2:36 PM
Really nice campus, people are friendly and helpful	9/4/2018 2:27 PM
its great actually	9/4/2018 1:25 PM
I don't have any	9/4/2018 11:54 AM
It was good	9/4/2018 11:02 AM
It was good	9/4/2018 10:44 AM
They had my transcripts in front of them and still put me in a class that I later was told I could not be in.	8/31/2018 1:26 PM
Advisor stepped a little out of bounds with certain comments about my academic past	8/31/2018 12:19 AM
My advisor has been wonderful and helpful	8/30/2018 8:28 PM
Was great	8/29/2018 8:14 PM
It was good, got all the information I needed to start the year.	8/29/2018 3:27 PM

## Advising Survey

It was ok, It could've been better. I'm not sure what would've made it better.	8/29/2018 1:50 PM
I honestly think the bridvalley website could be easier to navigate.	8/29/2018 11:37 AM
My suggestion would be for the advisors to go over various topics in much more detail, such as: Ordering textbooks, how the online modules are set up (where, what, due dates) I had to figure it out on my own and that was a little discouraging, student ID and free microsoft 365 was not mentioned but found out by word of mouth from other students.	8/29/2018 10:41 AM
Being able to have the advisor for questions is really helpful	8/29/2018 9:00 AM
Somewhat complicated	8/29/2018 5:44 AM
It was wonderful!	8/29/2018 12:08 AM
When you go to the BV website, I feel like making appointments for everything is easy but no where does it tell you in what order do you need to set up your appointments. I had my advising meeting scheduled before my accuplacer test. As someone brand new to this, more help in that area would of been great.	8/28/2018 10:17 PM
my advising experience went very well. I have no complaints.	8/28/2018 8:07 PM
It went well.	8/28/2018 7:50 PM
Made me feel very welcomed, and made me feel more prepared for school. They helped me find the way to order my books, and when to do it.	8/28/2018 6:47 PM
Adviser was great but I had to teach myself how to get around or ask others	8/28/2018 6:16 PM
Erika Beezel was amazing! And all of the stuff is so friendly. Happy to be a part of this school!	8/28/2018 6:02 PM
Wasnt told much information regarding my degree. Seemed rushed, staff didn't seem to want to help. I was told one thing and in the end it was something else.	8/28/2018 5:39 PM
I felt as though Erika Beezle talked down to me a little bit, because of my academic history. I struggled my first year of college at another university and she wasn't so kind with me.	8/28/2018 4:58 PM
Advisers were friendly and patient.	8/28/2018 4:38 PM
It was great	8/28/2018 4:21 PM
None	8/28/2018 4:14 PM
I liked that it was one on one.	8/28/2018 4:01 PM
Advising should be more in depth. I still had a lot of unanswered questions.	8/28/2018 3:41 PM
idk	8/28/2018 3:35 PM
The advising I received was very beneficial to what I needed and helped be began the next step to getting ready for the fall semester.	8/28/2018 3:31 PM
my overall experience was great	8/28/2018 3:11 PM
Erica B. Is amazing !!	8/28/2018 3:04 PM
My advisor put me in the wrong classes the first time so I had to buy more books than I needed and had to come back in and fix it.	8/28/2018 2:56 PM
Overall a very good experience	8/28/2018 2:51 PM
Terrible misguidance.	8/28/2018 2:49 PM



# CAREER SERVICES

## KEY HIGHLIGHTS ...

- ▮ Budget was approved to hire a Director of Career Services that will start on July 1, 2019.
- ▮ Hosted two Career Fairs on the South Charleston campus.
- ▮ Collaborated with specific employers to highlight open positions on both campuses.

## EMPLOYMENT PLACEMENT

Institution	2011	2012	2013	2014	2015	2014-15 % Change	2011-15 % Change
Blue Ridge Community and Technical College	59.2%	55.5%	56.9%	62.2%	55.1%	-7.1%	-4.1%
BridgeValley Community and Technical College*	-	82.1%	83.3%	85.2%	83.0%	-2.2%	
Bridgemont Community and Technical College	81.6%	90.1%	86.1%	-	-	-	
Kanawha Valley Community and Technical College	87.7%	-	-	-	-	-	
Eastern WV Community and Technical College	82.1%	69.9%	75.7%	70.6%	73.8%	3.2%	-8.3%
Mountwest Community and Technical College	66.8%	59.3%	61.7%	61.1%	61.1%	0.0%	-5.7%
New River Community and Technical College	74.7%	73.5%	73.5%	80.0%	72.6%	-7.4%	-2.1%
Pierpont Community and Technical College	80.7%	78.4%	78.7%	83.0%	82.7%	-0.3%	2.0%
Southern West Virginia Community and Technical College	70.5%	71.4%	69.3%	76.7%	65.6%	-11.1%	-4.9%
West Virginia Northern Community College	61.4%	69.9%	70.7%	66.5%	70.6%	4.1%	9.2%
WVU at Parkersburg	67.7%	68.0%	69.6%	65.7%	65.2%	-0.5%	-2.5%
<b>Total</b>	<b>70.8%</b>	<b>69.7%</b>	<b>69.9%</b>	<b>70.6%</b>	<b>68.1%</b>	<b>-2.5%</b>	<b>-2.7%</b>

\*\*\*One-year retention rates chart from the WV Report Card for HEPC and CTCS.

<b>Number of Career Fairs</b>	2
<b>Participants in Career Fair</b>	487
<b>Employers Attending Career Fairs</b>	102
<b>Workshops and Class Presentations</b>	14

# WE ARE STUDENT SERVICES

## STUDENT SPOTLIGHTS



**Cody Hudnall**

**Electrical Engineering**

*"I am very thankful for the Student Success Center. They have provided me with help and motivation when I needed it. I am not sure I could have made it this far without all the assistance from the staff and tutors."*



**Lauren Easter**

**Human Services and Rehab Studies**

*"Disability services really helped me succeed inside and outside of the classroom. It also provided me to have more of a voice on my own disabilities and even able to help others. The staff made me realize that it is alright to get help because everyone struggles and can't succeed alone."*



**Robert Wilson**

**Cyber Security / Network Engineering**

*“One of my early observations as a new student at BridgeValley was the obvious dedication to the success of the student. Student services helped me with my VA benefits and assisted me in providing needed personal and academic support outside the classroom.”*



**Jacob Mullins**

**Cyber Security**

*“The BridgeValley student services offices has helped me in so many ways. From academic counseling to scholarships, and even work opportunities! They are completely success driven with a good attitude that reflects great credit upon BridgeValley.”*



Baileigh Tucker

Dental Hygiene

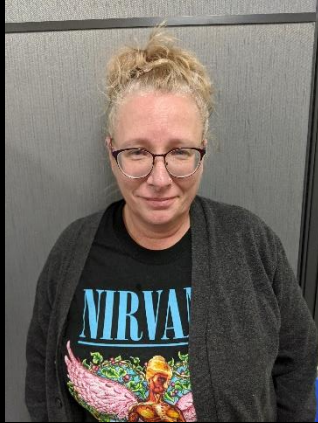
*“Student Services has been extremely helpful for me because of my learning disabilities. The staff has made my college journey a lot more manageable and enjoyable.”*



Sharaiah McCarty

Pre-Nursing

*“Being involved with student activities has changed my college experience. It has forced me out of my comfort zone and helped build a network of friends that I call family. It also has given me leadership skills and gave me the confidence I needed with public speaking and interacting with people.”*



**Pamela Hyde**

**Construction Management**

*"I love being active on campus because it is fun getting other people involved and helping them. I am involved in several clubs and leadership societies and am also the Secretary of the Student Government Association. It's rewarding" and I enjoy it!*



**Kayla Phillips**

**Nursing**

"Student services has helped me tremendously throughout my time at BridgeValley. They offer several opportunities to get involved on and off campus. The staff has been both encouraging and supportive when I need assistance and encouragement."

## Student Testimonials from the Graduation Exit Survey ....

*"BridgeValley is a good college for the person that likes a small everybody knows everybody environment. This environment fosters accountability, which leads to better student instructor relationships."*

*"BridgeValley has been a wonderful school to attend. It have felt like a big family. Although I am leaving soon, I will always be thankful for how BridgeValley has prepared me for my future."*

*"BridgeValley really helped me to grow into the person I want to be and opened my eyes on how anyone can go to college and succeed, even if it takes a little longer than others."*

*"BridgeValley has been a wonderful school and I am extremely happy with my four semesters here. I would not have chosen a different school if I had to start over. I will forever be grateful for my experience provided by all the staff at this school."*

*"I came to Bridgevalley as a single mom of a 2-week-old little girl, and the school has been nothing but a blessing to me. All the instructors and staff were very helpful and understanding. My advisors were very flexible. I am very thankful and blessed."*

*"I started attending BridgeValley in 2016. Since I've been a student here, it has been nothing but a pleasant experience. The whole campus is tailored to the students' success."*

*"Since I enrolled in 2015, it has been a long road. I changed majors twice and finally found the one I truly love. I have made a circle of friends I will always hold dear to me. The staff was wonderful and helped my self-growth. Thank you for everything, BridgeValley!"*

**#BV\_PROUD**



## Office of Student Services

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304-205-6600

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