



BOARD OF GOVERNORS

AGENDA

November 18, 2016

MEMBERS

Gregory Barker

Chris Boggess

Sally Cline

Mark Dempsey

Tom Dover

Jane Harkins

David Lewia

Karen Price

Don Stewart

Jan Vineyard

Judy Whipkey

Michelle Wicks

Eunice M. Bellinger
President

BOARD OF GOVERNORS

BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE

Montgomery Campus – PIC Conference Room

326 Third Avenue, Montgomery, WV 25136

November 18, 2016, 9 a.m.

AGENDA

- I. Call to Order
- II. Roll Call
- III. Approval of Minutes
 - Minutes of September 9, 2016 1
- IV. Oath of Office for Reappointed Members
 - a. Greg Barker, Jane Harkins, Don Stewart
- V. Reports
 - a. Student Government Report 5
 - b. Student Services Division Report..... 7
 - c. Classified Staff Council Report (*to be distributed*)
 - d. Faculty Report (*to be distributed*)
 - e. President’s Report 46
- VI. Administrative Items
 - a. Information Item: FY 2016-2017 Budget Update 47
 - b. Information Item: Organizational Structure 50
- VII. Academic and Student Affairs
 - a. Action Item: Program Suspension 52

b. Information Item: Textbook Affordability Report 53

VIII. Additional Board Action and Comments

IX. Announcements/Upcoming Events

- a. November 23-25—Thanksgiving Break
- b. November 28—Be the Match Bone Marrow Registry
- c. December 7—WVCCA Conference
- d. December 9—New Student Registration
- e. December 10—Sonography Physics Conference
- f. December 26 – January 2—Winter Holiday Break
- g. May 12—Commencement, The Clay Center

X. Next Meeting

Friday, January 20, 2017, 9 a.m.
South Charleston Campus

XI. Adjournment

BOARD OF GOVERNORS

BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE

MINUTES

SEPTEMBER 9, 2016

A meeting of the BridgeValley Community and Technical College Board of Governors (BOG) was held on Friday, September 9, 2016, at 9:00 a.m. at BridgeValley's South Charleston campus in Room 006.

Board members present: Greg Barker, Christopher Boggess, Tom Dover, Jane Harkins, Karen Price, Jan Vineyard, Judy Whipkey, and Michelle Wicks. Board members absent: Mark Dempsey, David Lewia, and Don Stewart. Also in attendance were President Eunice Bellinger, faculty and staff from BridgeValley.

I. Call to Order

Chair Vineyard called the meeting to order at 9 a.m.

II. Roll Call

Roll was taken by Alicia Syner noting that a quorum was present.

III. Approval of Minutes

Karen Price moved to approve the meeting minutes of August 2, 2016. Judy Whipkey seconded the motion. Motion carried.

IV. Reports

a. Board Report

- i. Action Item: Approval of Board Meeting Dates for 2016-2017

Karen Price moved the adoption of the following resolution:

Resolved, that the BridgeValley Community and Technical College Board of Governors approves the meeting dates of Friday, November 18, 2016; Friday, January 20, 2017; Friday, March 17, 2017; Friday, April 21, 2017; and Friday, June 9, 2017.

Greg Barker seconded the motion. Motion carried.

ii. Committee Appointments

The following appointments were unanimously made by the Board:

- Rules Committee (Jane Harkins, Chair; Judy Whipkey; Tom Dover; and David Lewia)
- Finance Committee (Mark Dempsey, Chair; Jan Vineyard; and Don Stewart)

b. Enrollment Management Report

Joyce Surbaugh, Dean of Enrollment Management, provided reports for admissions, recruiting, and financial aid. She highlighted recent accomplishments, including an increase in FTE (3.65%) and a lower cohort default rate. She stated that BridgeValley continues to be active in the high schools and local communities, as well as, assisting students with FAFSA completion and other financial aid processes. Joyce noted that her staff has also been working closely with the West Virginia Community and Technical College System to assist ITT Tech students with degree completion.

Ms. Surbaugh announced her retirement effective January 2017.

Karen Price moved the adoption of the following resolution:

Resolved, that the BridgeValley Community and Technical College Board of Governors recognizes and honors the Enrollment Management staff for their efforts and dedication to the college and will issue a formal “thank you” letter to each Enrollment Management staff member.

Judy Whipkey seconded the motion. Motion carried.

c. Workforce Development Report

Jeff Wyco, Senior Vice President of Workforce and Economic Development and ATC Operations, highlighted recent projects and grant opportunities.

d. President’s Report

i. Action Item: Approval of Presidential Goals for FY 2016-2017

Karen Priced moved the adoption of the following resolution:

Resolved, that the BridgeValley Community and Technical College Board of Governors approves the 2016-2017 Presidential Goals as presented.

Judy Whipkey seconded the motion. Motion carried.

V. Administrative Items

a. Information Item: FY 2015-2016 Budget Update

Cathy Aquino provided a budget update for 2015-2016, noting revenue was on target with budget.

VI. Academic and Student Affairs

a. Information Item: Faculty Promotions

Dr. Kristin Mallory announced the following faculty promotions:

- Betty Morgan, Assistant Professor, Human Services and Rehabilitation Studies
- Beth Cercone, Salary Enhancement, Professor
- Michelle Klenk, Salary Enhancement, Professor

b. Information Item: Program Inventory Update

Dr. Kristin Mallory reported that a Skill Set in Industrial Piping Design and a Certificate in Drafting and Solid Modeling Technology were recently added to BridgeValley's program inventory.

VII. Additional Board Action and Comments

None.

VIII. Announcements/Upcoming Events

- a. September 10—Oktoberfest, City of Montgomery
- b. September 12-16—BTG Core Monitoring Visit
- c. September 19-23—Auditors on Campus
- d. September 27—Business After Hours, Main Foyer
- e. October 7—Manufacturing Day Open House, ATC
- f. October 14—Midterm
- g. October 20—Capital City Pumpkin Drop, Appalachian Power Park
- h. October 31-November 1—EMS Accreditation Site Visit
- i. November 3—Open House, Montgomery
- j. November 8—Open House, South Charleston
- k. November 5—LEGO Robotics Regional Competition
- l. November 10-11—Sonography Accreditation Site Visit

IX. Next Meeting

Friday, November 18, 2016, 9 a.m.
Montgomery Campus

X. Adjournment

There being no further business, the meeting was adjourned.

_____, Jan Vineyard, Chair

_____, Don Stewart, Secretary



Student Government Association

Cabinet Members

President

Christopher Boggess

Vice President-SC Campus

Teddi Adkins

Vice President-Montgomery Campus

Kathryn Egnor

Secretary

Jackie Bias

Treasurer

Shantel Fierbaugh

South Charleston Senators

Rosa Salmons

Jessica Schade

Montgomery Senators

Christian White

Senators At Large

Taylor Newsome

Article II- Purposes (SGA Constitution)

The purposes of the SGA shall be the following:

1. To plan, promote, and execute student activities in an effort to stimulate student involvement and a feeling of unity among the students, faculty and staff of the college.
2. To recognize and assist BVCTC student organizations and provide them financial support when available.
3. To express student opinions on policies, and to initiate college-wide discussion on student issues.
4. To organize and assist with campus activities, boards, and committees.
5. To assist in maintaining a budget for all student activities accounts.

Recent Activities for Students, Faculty & Staff

- **Chili Cook Off both campuses**
 - 9 contestants, 95 attendees
- **Fall Festival: Family Fun Night**
 - 350 attendees, 54 volunteers
- **Boo Bash/Costume Contest**
 - 21 contestants, 75 attendees
- **Food Drive both campuses**
 - November 1-17 both campuses
 - Collected items will be donated to Ronald McDonald House

Accomplishments

- Participation by students, faculty, and staff in our events have opened lines on communication that may have not previously existed.
- Community outreach- Flood Relief Efforts/Family Fun Night/Flood Relief/Food Drive, etc.
- Funding assistance for Student Organizations for their various activities.
- Opportunities/experience for SGA members of leadership skills, event planning, coordination, teamwork, etc.

Challenges

- Being the voice of the student populous
 - Feedback/Input from the students – challenges even to get participation in an eight question survey
- Promoting student involvement
 - Convincing busy students of benefits of participating in campus life
- Student engagement hour duration decreasing(Spring semester)
 - Limited time for weekly meetings (SGA and Student Clubs)
 - Hindrance to attendance of students, faculty, and staff for spring semester SGA events, Student Services events, etc.
- Budget Cuts
 - Limitation on funds for SGA events/community outreach
 - Limitation on funds to provide assistance to other Student Organizations and Clubs

Office of Student Services

Board of Governors Report



Presented by:
James McDougle, Dean of Students
November, 19, 2016

Office of Student Services

Board of Governors Report

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.

DEPARTMENT STAFF

James McDougle - Dean of Students

Jeanne Smith - Director of Student Life

Carla Blankenbuehler - Director of Counseling Services

Christie Linger-Hunt - Director of Student Success

Misi Lair - Director of Veteran and Military Affairs

Vacant - Disability Services Counselor

Connie Keiffer - Coordinator of Retention & Freshman Advising

Tina Spaulding - Student Success Specialist

Acqua Fyall - Executive Secretary, Student Affairs

Joan Viksjo - Student Services Specialist, TANF

Judy Dingess - Student Services Specialist, TANF

6 Part-Time Peer Coaches

UNITS AND SERVICES PROVIDED

Office of the Dean of Students

- Career Services
- New Student Orientation/Registration
- Retention Efforts
- Student Communication/Newsletter
- Student Conduct
- Temporary Aid Needy Families (TANF) Services

Office of Student Life

- Community Service
- Student Activities
- Student Organizations

Office of Counseling Services

- Counseling Services
- Disability Services
- International Student Services
- Peer Coach Program

Office of Student Success

- Academic Probation Program
- Early Alert Program
- Freshman Advising
- Testing/Proctoring Services
- Tutoring Services

Office of Veterans & Military Affairs

- Veteran Services
- Family & Friends Program

RETENTION RATES

Table 1.0 – First time full time freshman retention rate

	2014	2015	2016
BridgeValley	42.9%*	49.8%**	55.5%**

* Data was taken from the WV State Report Card

** Data was calculated and reported by institutional research

Table 1.1 – Continuing student enrollment and retention

Service Indicators	Spring 2015	Fall 2015	Spring 2016	Fall 2016
Enrollment	1032	1306	971	1228
Retention Rate (Fall to Spring)	72.38%	61.10%	70.65%	62.05%

Table 1.2 – Students with disabilities enrollment and retention

Service Indicators	Fall 2014	Spring 2015	Fall 2015	Spring 2016	Fall 2016
Students Enrolled in Disability Services	78	73	94	81	101*
Retention Rate (Fall to Spring)	----	81%	----	92%	----

* There are 9 students pending certification.

Table 1.3 – Students veterans' enrollment and retention

Service Indicators	2014-2015	2015-2016	Fall 2016
VA Benefits Eligible – Certified	100 *	133*	57
Non-VA Benefits Eligible	NA	113	165
Fall to Spring Retention Rate (Benefits eligible certified)	71%	87%	80%

* These numbers represent both fall and spring semesters.

FACTORS THAT INCREASED RETENTION

Retention is the responsibility of everyone at BridgeValley. Providing quality customer service, going the extra mile for students, and providing them with resources they need to obtain their goal is our priority

Student Services has played a vital role in increasing student retention by enhancing existing programs, implementing new programs, building partnerships with other departments/divisions, and by increasing student engagement opportunities outside the classroom.

Enhancing Services/Programs

Early Alert. The early alert program is a reporting system used by faculty and staff to alert student services staff that a student is at risk of failing. Follow up is provided for issues from academic to financial to personal.

New Services/Programs

Counseling Services. Receiving the Bridging the Gap grant provided BridgeValley the opportunity to hire a fulltime Director of Counseling Services.

Peer Coach. Receiving the Bridging the Gap grant provided BridgeValley the opportunity to implement a peer coach program to assist with enrollment and retention efforts.

Miners Path to Success. This program was created to help students identify their short term and long term goals, find solutions to their challenges, and educate them on services provided by the college.

Building Partnerships

Faculty. Through an agreement with Academic Affairs, faculty now have the option to spend up to two of their required weekly office hours tutoring in the Student Success Center. Student Services also works closely with the General Education faculty to present in the first year experience course each semester.

Financial Aid. The financial aid staff work closely with the student services team by requiring students who are on a Satisfactory Academic Progress (SAP) plan to make use of services such as testing accommodations, tutoring, academic success workshops, and the Miner's Path to Success program.

Student Engagement

Student Activities/Organizations. BridgeValley has more than 20 active student groups including academic organizations, national honor societies, special interest clubs and a Student Government Association (SGA). The SGA sponsors a variety of events, throughout the year, designed to engage students and create a sense of campus unity.

These include Welcome Week, a Chili Cook Off, Family Fun Night, Symphony Series, Grad Bash and off campus trips.

National Awareness Events. Counseling Services hosts a wide variety of awareness events, throughout the year, on topics such as domestic violence, sexual assault, suicide awareness, and disability awareness.

Community Service. BridgeValley students who are seeking an associate degree are required to complete 15 hours of community service for graduation. To earn these hours, students may volunteer with any nonprofit agency or organization in the community or participate in one of the several events organized, throughout the year, by the Office of Student Life.

CHALLENGES

Student Services has been creative with how services are delivered as well as progressive with best practices. In order to maintain the high level of services provided and continue increasing retention rates, we must review and take into consideration major changes that will affect the delivery of services.

Loss of Bridging the Gap (BTG). BTG will end officially on March 31, 2017 with some services ending December 9, 2016. This may result in the loss of critical positions within the student services department.

Budget Cuts. The State of WV is in a budget crunch. The Division of Student Affairs budget, which supports not only Student Services but Enrollment Services as well (admissions, recruitment, financial aid, and the records offices), has experienced funding cuts during each of the last two years.

Fair Standard Labor Act (FSLA) Changes. President Obama signed an updated FSLA bill that increased the salary cap of employees who qualify for overtime or compensation time from \$23,660 to \$47,476. This change will take affect December 1, 2016, and means 73% of our staff who previously had flexibility in their work schedule, will now have to cease working once their 37.5 hour per week limit has been met.

Personnel. Student Services strives to provide access to all our services at all times on both campuses, but this is extremely challenging with a small staff. With budgets shrinking and work hours to soon be limited due to the new FSLA regulations, our current services are under threat of being reduced.

GOALS FOR 2016-2017 ACADEMIC YEAR

See attached.

STUDENT SERVICES DIVISION UNIT STRATEGIC PLAN

GOAL THREE: COMMUNITY AND INDUSTRY SUCCESS		
Objective 3.1 Increase business/industry contact by 10% per year		
Objective 3.2 Increase participation in community service and civic engagement by 10% per year		
BENCHMARK METRIC 2014-2015	METRIC/GOAL 2015-2016	STRATEGY/ACTIVITIES
Objective 3.1: 0 5	7 8	<ul style="list-style-type: none"> - Increase partnerships with area employers - Increase partnerships with community agencies including inviting them to assist with awareness events, etc.
Objective 3.2: 102	120	<ul style="list-style-type: none"> - Increase attendance at the annual campus Veterans Day celebration
		Misi Lair Carla Blankenbuehler

NON-MEASURABLE GOALS/STUDENT SUCCESS

- Develop Testing Center Procedures and Academic Dishonesty Procedure (Linger-Hunt)
- Develop Tutor Handbook and Tutor Training Program (Linger-Hunt)
- Track Early Alert and Academic Probation students and their utilization of services (Linger-Hunt)
- Implement a student success plan for students with disabilities (McDougle)
- Establish a benchmark to track participation in student clubs and organizations (Smith)
- Establish a benchmark to track participation in SGA sponsored events (Smith)
- Achieve national recognition for Veterans Club (Lair)
- Implement Veterans "Cord Policy" for graduation (Lair)
- Implement Parent (Family & Friends) on-line orientation (Lair)

NON-MEASURABLE GOALS/COMMUNITY AND INDUSTRY SUCCESS

- Establish Community Service Recognition Awards (Smith)
- Implement a community service project requirement for all student organizations (Smith)
- Create a Community Service page for the website with links to at least 5 area partners (Smith)
- Maintain staff presence at Veteran-specific events to assist with the recruitment of Veteran students (Lair)
- Maintain working relationship with the REACH program to provide sexual assault awareness to students, faculty & staff (Blankenbuehler)
- Participate in fundraiser for the non-profit organization REACH (Blankenbuehler)



Division of Student Services

2015-2016



MONTGOMERY * SOUTH CHARLESTON

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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YEAR IN REVIEW

We are pleased to present the 2015-2016 annual report for student services. Within these pages, we provide highlights and data, share our strategic objectives, and celebrate our students.

This year the theme for the College was “The Year of Focus”. Following that theme, the student services team used the year to analyze and adjust the services and programs that were implemented the previous year. In addition, the division as a whole had much success. Some of the top events and services are listed below:

-  Family Fun Night
-  Early Alert Program Online
-  Ability Exhibit and Transition Fair
-  Veterans Day Celebration
-  SGA Elections Online
-  4 Career Fairs
-  Miner's Path to Success
-  New York City Trip
-  Sign-In System for Success Centers
-  Received National Recognition for Military Friendly College (2 National Organizations)

This year also proved to be challenging as the College and the State of West Virginia were faced with budget cuts and shortfalls. However, through careful planning and the dedication of the student services staff members, the division still saw many successes. BridgeValley student services was able to achieve 19 out of 23 strategic plan goals as well develop many community partnerships with employers/agencies.



DEPARTMENT LEADERSHIP

The student services staff provides services and activities to support student success, both in and out of the classroom. The student services staff is a dedicated and enthusiastic team that is student-oriented and solution focused. The dedication of the team has assisted to enhance the student experience at BridgeValley Community and Technical College. Together, we are determined to improve services and meet the needs of all our students.

James McDougle

Dean of Students

Jeanne Smith

Director of Student Life

Carla Blankenbuehler

Director of Counseling & Disability Services

Christie Linger-Hunt

Director of Student Success

Misi Lair

Coordinator of Veterans Affairs

Tammy Bibbee

Disability Services Counselor

Connie Keiffer

Coordinator of Retention & Freshman Advising

Tina Spaulding

Student Success Specialist

Acqua Fyall

Executive Secretary, Student Affairs

7 Peer Coaches

BRIDGEVALLEY STATEMENTS

Mission Statement

BridgeValley Community and Technical College promotes student success, prepares a skilled workforce, and builds tomorrow's leaders by providing access to quality education.

Vision Statement

BridgeValley Community and Technical College will be the college of opportunity for a diverse learner population, offering leading-edge technology, innovative ideas, and dynamic service to our students and our communities.

Value Statements

Faculty, staff, and administrators share a common set of values that guides the College in fulfilling its mission. These values influence our actions, guide our decisions, mold our policies, and determine our strategic planning.

Excellence in Education. We are dedicated to excellence in education by providing a highly competent, innovative, and supportive faculty and staff; facilities equipped with current technology; quality academic and occupational programs; and integrity and high standards in teaching, learning, and service.

Accessibility and Achievement. We are committed to access and affordability of higher education for all students and the delivery of education and support services that will enable students to achieve their individual educational goals in course, skill set, or program completion.

Respect for Diversity. We value intellectual and cultural diversity. We believe that all individuals should have an opportunity to learn and succeed in the classroom, in the workplace, and in the community and encourage a diverse student body through open admission and delivery of educational services that support student success.

Accountability. We are committed to efficient and effective management of human and financial resources that will maintain public trust and ensure a fiscally responsible, sustainable environment for the institution.

Quality of Work Environment. We value each member of our community; promote free, open and responsible exchange of ideas; foster respect, trust, and support among faculty, staff, and students through shared governance; encourage ethical risk-taking and innovation; recognize exceptional performance and contributions made to our dynamic learning environment.

Contribution to Community and Economic Development. We are committed to serving the academic, occupational, and enrichment needs of our communities; enhancing quality of life; and supporting economic development through effective business and industry partnerships and collaborations.

Commitment to the Future. We are dedicated to continuous evaluation of the institution in order to address the needs of the present and the challenges of the future.

GENERAL STUDENT SERVICES INFORMATION

Units and Services Provided

- Counseling Services
- Disability Services
- Tutoring Services
- Testing/Proctoring Services
- Peer Coach Program
- Freshman Advising
- Early Alert Program
- Student ID – Miner's Card
- Veterans Affairs
- Student Conduct
- Career Services
- New Student Orientation
- Community Service
- Academic Probation Program
- Student Organizations
- Student Activities
- International Services
- Retention Services

Professional Memberships

- AHEAD (Association of Higher Education And Disability)
- WVASPA (West Virginia Association of Student Personnel Administrators)
- NACADA (National ACademic ADvising Association)
- NTA (National Tutoring Association)
- Collegeboard (Accuplacer)
- WVCIA (West Virginia Collegiate Initiative on Alcohol Use)
- WV Campus Compact

2015-2016 STRATEGIC PLAN

A college wide strategic plan is developed prior to the start of each academic year. Staff members review and critique services that are offered through student affairs and work together to strengthen services. The strategic plan is monitored throughout both semesters to ensure success at the end of the academic year. Student services plays a major role in retention and continues to work toward achieving institutional goals for enrollment, retention, and graduation rates. This year, student services surpassed or met 19 of the 23 strategies/activities in the strategic plan.

*** Strategy/Activity 1.2 "Increase awareness and participation in Career Services to develop skills matching for students through Kuder Journey, etc." shows a significant decline. The reason for this is the benchmark metric number was skewed as we were notified that the company had merged the account with a generic account and is not our true number.

*** Strategy/Activity 2.3 "Increase the number of revenue generating tests through the testing center" shows a significant difference in benchmark and results. This is a result of being unsure of the benchmark data collection, staffing issue that occurred, and CLEP testing not being up and running.

GOAL ONE: STUDENT SUCCESS

Objective 1.1 Increase retention rates a minimum of 5% per year (Student Follow-up, Engagement, Service)
 Objective 1.2 Increase number of graduates in certificate and associate degree programs 5% per year (Data Mining, Advising)

BENCHMARK METRIC 2014-2015	METRIC/GOAL 2015-2016	RESULTS	STRATEGY/ACTIVITIES
Objective 1.1:			
117	300	606	- Increase referrals to enhance the early alert program
108	95	104	- Implement a process to decrease the number of complete withdraws
20	30	43	- Increase engagement events for non-club members
71%	75%	87%	- Increase the certified Veterans retention rate (fall to spring)
73	80	109	- Increase the number of participants in disability services program
15	30	41	- Enhance partnership with GNST courses by increasing classroom visits
39%	44%	49.8%	- Increase fall to fall retention rate by 5%
81%	84%	92%	- Increase the students with disabilities retention rate (fall to spring)

GOAL ONE: STUDENT SUCCESS

Objective 1.1 Increase retention rates a minimum of 5% per year (Student Follow-up, Engagement, Service)
 Objective 1.2 Increase number of graduates in certificate and associate degree programs 5% per year (Data Mining, Advising)

BENCHMARK METRIC 2014-2015	METRIC/GOAL 2015-2016	RESULTS	STRATEGY/ACTIVITIES
Objective 1.2:			
178	225	70	- Increase awareness and participation in Career Services to develop skills matching for students through Kuder Journey, etc.
52	62	72	- Increase the number of certified Veteran students
0	50	53	- Implement student success plans/goal setting for students with disabilities
0	5	5	- Develop and utilize Student Success Skills workshops
17	22	24	- Increase faculty participation with Student Success Center through tutoring services
113	210	600	- Increase participation and enhance services in freshman advising center
80%	90%	86%	- Increase participation in Academic Success workshops for probation students
82	150	174	- Increase the number of students in College Central

GOAL TWO: INSTITUTIONAL SUCCESS

Objective 2.1 Increase headcount by 5% annually (Recruitment)
 Objective 2.2 Increase FTE by 3% annually (Recruitment/Student Load)
 Objective 2.3 Increase external revenue by 10% annually (Grants, Scholarships, Foundation)
 Objective 2.4 Increase institutional reserves by 3% annually (Efficiencies/Expenditure Savings/Staffing)

BENCHMARK METRIC 2014-2015	METRIC/GOAL 2015-2016	RESULTS	STRATEGY/ACTIVITIES
Objective 2.1:			
6	12	12	- Increase staff presence at Veteran's specific events to assist with the recruitment of Veteran students
Objective 2.2:			
Objective 2.3:			
234	300	191	- Increase the number of revenue generating test through the testing center (CLEP, TEAS, etc.)
1	3	2	- Develop/Increase foundation accounts for specific departments within Student Services
Objective 2.4:			

GOAL THREE: COMMUNITY AND INDUSTRY SUCCESS Objective 3.1 Increase business/industry contact by 10% per year (Seminars, Visits, Engaged Advisory Committees) Objective 3.2 Increase participation in community service and civic engagement by 10% per year (Civic and Professional Groups, Service Projects)			
BENCHMARK METRIC 2014-2015	METRIC/GOAL 2015-2016	RESULTS	STRATEGY/ACTIVITIES
Objective 3.1: 377	425	877	– Increase the number of participants for open community events (family night, blood drives, fall bazaar, etc.)
70	85	117	– Increase number of business/employer contacts for Career Services
Objective 3.2: 10	20	25	– Increase partnerships with civic organizations to provide more community service opportunities
9	15	28	– Increase the number of community service events for students

***Numbers highlighted in GREEN under results, show that the strategy/activity was achieved.

***Numbers highlighted in RED under results, show that the strategy/activity was not accomplished.

STUDENT SUCCESS



OFFICE OF STUDENT SUCCESS

Unit Achievement: Provided Effective Academic Assistance To Ensure Educational Growth *(Tutoring Services, Independent Study Workspace, Computer Labs)*

Student Success Centers (SSC) continued to assist students with course work through tutoring, serving as a location for independent study, and providing computers for students who need technology to complete assignments.

This academic year, after a slow start of student involvement in tutoring services, the Student Success Centers expanded and redesigned student engagement opportunities in an effort to increase student awareness of the services. Both the Montgomery Campus and the South Charleston campus held a two day Open House event in both the Fall and Spring semesters. These two events reached a total of 112 participants who were able to meet tutors and receive tutoring schedules. Additionally, both Centers held Tutoring Rewards Programs that offered incentives to students who utilized tutoring services. In the Fall 2015 semester, students were asked to complete individually to earn a reward. There were 20 participants and 15 earned enough hours spent in tutoring sessions to win a prize. In the Spring 2016 semester, we revamped the process and asked students to work together to accumulate a total of 65 hours of tutoring. The participants surpassed the goal and accrued 128 hours of tutoring. Together the Open Houses and Rewards Programs offered students fun opportunities to get to know our services better.

In addition to creating more awareness of the services provided by the SSC, we began the process of enhancing the tutoring program. During National Tutor Appreciation Week we held a week of events to engage both the students and the tutors:

- Monday, October 5, 2015
Sweets & Smarts Event: Students given a sweet treat along with a tutoring schedule. Tutoring Request forms available. Sweets and Smarts event brought in the largest single day event participation numbers for the Success Centers on both campuses. 48 participants on the Montgomery Campus and 75 participants on the South Charleston campus for a total of 123 participants.
- Tuesday, October 6, 2015
Montgomery Campus
Tutor Appreciation: Tutors given a gift and personal thank you card.
South Charleston Campus
Tutor Luncheon: Provided lunch and recognized tutors for their service with certificates.
- Wednesday, October 7, 2015
Montgomery Campus
Tutor Luncheon: Provided lunch and recognized tutors for their service with certificates.
South Charleston Campus
Tutor Appreciation: Tutors given a gift and personal thank you card.
- Thursday, October 8, 2015
Thank You Thursday: Students given the opportunity to fill out thank you cards or make their own thank you cards for their tutors. There were 10 participants on Montgomery campus and 22 participants on South Charleston campus for a total of 32 participants.

We continued to enhance the tutoring program by beginning the process of creating a tutor training manual and tutor training process to better educate and equip tutors with the latest tutoring techniques to better serve our students' academic needs. We also increased the number of faculty and volunteer tutors working in the SSC. An increase in both volunteer and

faculty participation in tutoring allowed the centers to offer tutoring in more content areas and during a wider range of center operation hours.

Service Indicators	2014-2015	2015-2016
Number of Tutors	27	36
Number of Tutoring Sessions	1469	1271
Number of Independent Study Sessions	1663	1472
Number of Computer Usage	2946	2195

*** We switched sign-in systems twice during this period of time and there were days the system was unable to pull data. A new eSign-in system has been installed for better tracking purposes.

*** The Number of Tutors include faculty, students, and volunteers from the community. Not all 36 worked in both the Fall and Spring semesters.



Unit Achievement: Provided A Variety Of Testing Services To Aid In Student Academic Achievement

(Course Exam Proctoring, National Exam Proctoring)

On trend with the previous academic year, the Testing Centers saw an increase in the volume of testing for the 2015-2016 academic year. The Testing Centers continued to offer course exam proctoring and proctoring for the following national exams: ACCUPLACER Placement, TEAS V, Fisdap, and CertiPort. In addition to maintaining these services, the Testing Centers began the process of recertifying for CLEP testing under the name BridgeValley Community and Technical College and became an approved PrePAC testing site. With the continued increase in the utilization of testing services, the Testing Centers saw an increase in the number of exam proctors trained to give Accuplacer, TEAS V, Fisdap, and course exams.

Furthermore, Testing Center Policies and Procedures were written and approved, along with Accuplacer Placement Guidelines. As Accuplacer is one of the central examinations taken in the Testing Centers, the process was reevaluated and made consistent on both campuses. The Testing Centers continued to foster relationships with the Adult Education Learning Centers (AELC) and made 149 referrals to the AELC based on Accuplacer examination scores.

Finally, the testing centers continued fostering community partnerships by slightly increasing the number of outside proctored exams for other colleges and universities and maintaining the existing testing partnerships with WVA Manufacturing and the WV Banking Association for which we provide employee examinations.

Service Indicators	2014-2015	2015-2016
Accuplacer	564	715
Fisdap	12	22
Certiport	6	6
TEAS V	216	218
BVCTC Course Exams	1271	1532
Referrals for AELC Bridge Program	136	149

Unit Achievement: Improved The Quality Of Special Programming To Grow Student Engagement In Services That Increase Retention

(Student Success Workshops & Early Alert)

The department of Student Success has two vital special programs to engage students in our efforts to increase retention: Academic Success Workshops (ASW) and Early Alerts. Both of these programs underwent changes this academic year to assist in the increase of student academic completion.

Students on Academic Probation or returning from Suspension continued to be required to attend an ASW this academic year. In an effort to provide more opportunities for students to participate in the ASW a questionnaire was developed that follows the ASW outline. This questionnaire was used to provide an alternative to ASW for those students who are online students, unable to come to the campus, live out of the area, or work full-time. The questionnaire and the ASW PowerPoint were emailed to the student and upon completion of the questions, returned to satisfy the mandatory workshop requirement. Another improvement to the system was that the workshop went from being able to be delivered by one individual to having four members of the Student Services team able to give the Academic Workshop. After reviewing the increased opportunities for students to participate in ASW it is key to note that when comparing the Academic Standing list of Spring 2016 to the current Fall 2016 list, there were 27 students that have improved their academic situation and are no longer on Academic Probation.

The Early Alert program underwent many changes last academic year: new programming system, new procedures, etc. As such, the 2015-2016 academic year was spent familiarizing faculty with the system and creating new and enhanced ways to reach out to students. A step-by-step manual on how to utilize the Early Alert system was created and sent out to faculty members. Additionally, a new procedure was developed where the daily Early Alert report is merged into an automated/personal email to each student. Students receive an email first, followed by a phone call if the email does not generate a response from the student. Additionally, faculty members received an email for each Early Alert they submitted allowing them to know when students had been contacted. This process led to a faster and more user friendly way of contacting students and notifying instructors that their concerns had been addressed. By spending the year making improvements to the Early Alert system, we were able to provide customized services for those students early in the semester to help them get on the path to reaching their educational goals.

Academic Probation Program

Service Indicators	2014-2015	2015-2016
Academic Success Workshops	28	23
Number of Students Attending	158	139
Number of Student on Probation	NA	162
Complete Withdraw	4	6
Partial Withdraw	7	39

Early Alert Program

Service Indicators	2014-2015	2015-2016
Early Alerts Submitted	117	606

Unit Achievement: Cultivated Student Success and Increased Retention Efforts Through Freshman Advising
(Freshman Advising Center, SOOL, Kuder Journey)

Freshman Advising Centers assist first time freshman with a variety of services that include the following: scheduling, future advising, online class requirements (SOOL) and career assessments (Kuder Journey). In the 2014-2015 academic year, the Freshman Advising Centers opened and were staffed, and the 2015-2016 academic year was spent growing the services provided.

The 2015-2016 strategic plan goal set for the desired number of first-time freshmen students advised in the Freshman Advising Center was 210. By the end of the year 600 plus students had been advised, nearly triple our goal! As the number of students being served by the Advising Center increased, the need for documentation increased. A Freshman Advising folder was created during the 2015-2016 academic year in the BridgeValley SharePoint account. The freshman advising documents for each student were scanned and stored in SharePoint for the faculty advisors to view. Additionally, the students who were seen in the Freshman Advising Centers were tracked in Banner. Finally, the Advising Center kept track of the number of students who were a part of the Bridging the Gap Grant. The Advising Centers provided information on 121 students who were a part of this venture.

Additionally, due to the increase in volume it was important to continually evaluate the effectiveness of Advising Center materials. Freshman advisors underwent ten trainings during the academic year. Also, Freshman Advising checklists, questionnaires, and procedure underwent changes to be more effective.

Service Indicators	2014-2015	2015-2016
Number of Students Advised	233	606

STUDENT LIFE



OFFICE OF STUDENT LIFE



Unit Achievement: Engaging Students On Campus and In Our Community

(Student Activities, Student Government Association, Student Organizations, Community Service)

The Office of Student Life worked diligently throughout the 2015-2016 year to ensure that our students had access to a variety of enrichment experiences both on and off campus.

Five New Student Organizations Recognized

The year began with 23 authorized student organizations. Five organizations received recognition during 2015-2016: the Anime Club, the BridgeValley Canaries (Vocal Group), the BridgeValley Ultrasound Society; the Medical Laboratory Technology Club Lab Rats; and the Student Computer Club, South Charleston Chapter.

BridgeValley SGA Traditions Established

In July 2015, the newly elected SGA Cabinet met to review the previous year's SGA events and to set up a calendar for the 2015-2016 academic year. A decision was made to continue three new events started by the 2014-2015 SGA: *a fall semester trip to an amusement park, a spring semester semi-formal and spring semester trip to NYC*. As none of these events were previously held at either Bridgemont Community & Technical College or Kanawha Valley Community & Technical College, this meant the start of three BridgeValley SGA traditions!

Community Services Opportunities Expanded

This year the Office of Student Life arranged two additional on-campus opportunities for community service: a seed packaging event on both campuses in the fall and a Volunteer Fair as part of Martin Luther King, Jr. Day of Service during the spring semester. In addition, the number of service options during Alternative Spring Break were expanded from five to eight including an evening-only opportunity.

Service Indicators	2014-2015	2015-2016
Number of Student Organizations	23	28
Number of Engagement Events for Non-Club Members	20	43
Number of Community Service Events for Students	14	28
Number of Partnerships with Civic Organizations	10	25
Number of Participants for Open Community Events	377	877

Some major events held throughout the year:

Welcome Week	Symphony Series	CLUB RUSH	Chili Cook Off
Cedar Point Trip	Boo Bash	Leadership Awards	Family Fun Night
MLK Day of Service	Spring Semi-formal	NYC Trip	GRAD BASH
Alternative Spring Break	Finals Fuel Up	Open Mic Night	Governor's Day to Serve

STUDENT DEVELOPMENT



OFFICE OF STUDENT DEVELOPMENT

Unit Achievement: Counseling & Referral Services Increase Engagement And Student Well-Being

Counseling Services

Counseling Services continued to provide counseling and referral services to BridgeValley students. This year, Counseling Services partnered with several community agencies to provide information for our students. In September, we offered a Disaster Preparedness workshop, along with a table displaying various brochures from ReadyWV and the WV Insurance Commissioner. During the month of October, we worked with the Domestic Violence Coalition and in April, we worked with Rape Education Advocacy and Healing (REACH). Counseling Services also worked closely with ASPEN WV for Suicide Prevention.

Counseling Services added a new feature to the Miner's Report entitled Counselor's Couch. This weekly report coincided with the workshops in which Counseling services were offered. Some of the subjects included but were not limited to, Adjusting to College, Healthy Relationships, Seasonal Depression, Suicidal Behavior, Problem Solving, Stress and Anxiety, and easy ways to balance school and life while in college.

Counseling Services also participated in the annual mock disaster which the health division holds every year. The counselors prepared a short version of a debrief session in which rescue workers would be exposed to if a disaster were to occur. This event was great practice for the counselors and a good benefit to the students.

Service Indicators	2014-2015	2015-2016
Number of Counseling Sessions ***	358	295
Number of Engagement and Awareness Events	15	21
Number of Students Participating in Events	1,301	1,964
Safety Assessments (Recommended by the Dean of Students)	7	0
Online Referral Form	NA	10
Student Issue not Resulting in Ongoing Counseling	NA	95
Other Issues	NA	218

*** The Number of Counseling Sessions does not include walk-ins, this only includes students who made appointments.



Unit Achievement: Disability Services Partnerships Help to Provide Awareness Not Only To Students But To The Entire Community.

Disability Services

Disability Services partnered with the WV Division of Rehabilitation Services (WVDRS) to bring the “Ability Exhibit: Allies for Inclusion to Campus”. WVDRS brought high school students who are enrolled in their Transition Program to campus to experience the exhibit and participate in workshops. One of the most successful workshops was the Student Panel discussion in which BridgeValley students with disabilities described their college experience and answered questions from the high school students. WVDRS provided positive feedback and is considering partnering again next year to bring their Transition students to campus. This activity proved to be one of the more successful activities provided by Disability Services. Disability Services will continue to look for exhibits like this one as a future awareness activity. The exhibit not only educated students about disabilities, but it served as a recruiting event as well. At least two of the high school students who attended the exhibit have subsequently come to campus to visit and one of them has already registered with Disability Services.

Disability Services and Counseling Services also collaborated with the Nursing and Dental Hygiene programs to conduct stress management workshops to the students in those departments. The presentation seemed to be well received.

Service Indicators	Fall 2014	Spring 2015	Fall 2015	Spring 2016
Number of Students Enrolled in Disability Services	78	73	94	81
Number of Students Graduated	7	11	5	20
Number of Exams Proctored	172	140	205	230
Retention Rate (Fall to Spring)	----	81%	----	92%
Number of Classes Accommodating Students with Disabilities	285	387	526	430
Student Success Pass Rate (Classes Passed)	90.8%	86%	95%	83%
Cumulative GPA	2.69	2.66	2.65	2.70
Number of Accommodations Offered	150	112	325	265
- ADD / ADHD	29	28	33	34
- Psychiatric / Psychological Disorder	24	22	20	23
- Medical / Physical Disability	15	12	10	10
- Traumatic Brain Injury	3	3	3	3
- Learning Disability	31	29	29	33
- Blindness / Low Vision	3	2	2	2
- Deaf / Hard of Hearing	6	5	4	4
- Speech Disorder	3	3	2	2
- Other	5	6	0	0

Unit Achievement: Student Success Peer Coaches Provide Students With Assistance From Enrollment To Graduation

Peer Coach and Mentoring Program

The Student Success Peer Coaches had quite an impact with students this year. Coaches assisted students with several aspects in the enrollment process and continued to provide support throughout the semesters. Whether it be working with them to complete their financial aid forms or assistance in ordering books, they helped to make the enrollment process easier for students and built a connection from the beginning. Coaches also planned several events throughout the year that were designed to engage students in campus and also to help make students aware of their services. These programs are believed to have assisted with student engagement and retention.

Service Indicators	
2015 Fall Peer Coaches	2016 Spring Peer Coaches
Jennifer McVey	Jennifer McVey
Diann Simmons	Diann Simmons
Trevor Veltri	Trevor Veltri
Deborah Harris	Deborah Harris
Sharon Deal	Sharon Deal
Miranda Deal	Corey Martin
Jacob Facemyre (VA)	Jacob Facemyre (VA)
Fall Phone Calls	Spring Phone Calls
7536	9884
Engagement Events	Engagement Events
13	13
In-Person Student Assistance	In-Person Student Assistance
Financial Aid	Financial Aid
508	565
Book Store	Book Store
361	40
Accuplacer, Orientation, Advising	Accuplacer, Orientation, Advising
947	261
Student Success	Student Success
1055	2576
Bridging the Gap	Bridging the Gap
1486	1878
Number of Individual Meetings	Number of Individual Meetings
748	778
Other	Other
2399	1416

The Miners Path to Success Program

Fall 2015 was the first semester that the Miner's Path to Success program was used with the students of BridgeValley. The goals of the program were to imbed the peer coaches in the students' experience from the beginning to create a positive educational experience. The Miner's Path to Success was specifically aimed toward assisting first time freshman, bridging the gap (BTG), academic probation, and financial aid probation students. This program allowed students to set short and long term goals, as well as identify any services that students may need such as tutoring, counseling, disability, etc.

Service Indicators	Fall 2015	Spring 2016
Number of Participants Not Tracked (BTG)**	NA	317
Number of Participants Tracked	480	231
Total Number of Participants	480	548
4 Meetings – Pass Rate / Number of Students	85% / 92	94% / 123
3 Meetings – Pass Rate / Number of Students	51% / 99	38% / 15
2 Meetings – Pass Rate / Number of Students	59% / 117	.06% / 22
1 Meeting – Pass Rate / Number of Students	55% / 172	44% / 71

*** Data for students in the BTG program is still being collected and will be available in the near future.

In the chart above, fall 2015 pass rates are calculated on classes passed with a grade of C or better and spring 2016 pass rates are calculated on classes passed with a grade of D or better.



VETERANS AFFAIRS



OFFICE OF VETERAN AFFAIRS



Unit Achievement: Increased Student Satisfaction And Engagement

Veteran Services, Veteran Peer Coaches, Veterans Club, Veterans Work Study Program

Veteran Affairs continues to make huge strides in services provided to BridgeValley students. Through the peer coach program and veteran affairs work study program, increased individual attention has been able to be provided to veteran students. This year, BridgeValley began tracking all veteran students in Banner, including students who were not receiving benefits and was able to reach out to those students to inform them of services and engage with other veteran students.

Veteran Affairs has created new policies and procedures to ensure student satisfaction and consistency for all students. By doing this, along with many other requirements, BridgeValley was recognized by two national organizations as a Military Friendly School. BridgeValley was also recognized at the state level by being selected to have a student from the Veterans Club present the 5 Star Challenge Coin to all WV Community College Presidents. BridgeValley has been in full compliance with the 8 Keys to Success, 5 Star Challenge, and the Principles of Excellence.

The Veterans Club had a busy year and increased membership and participation through many meetings, student engagement events, and by participating as a group in community service events including a Toys For Tots toy drive and Habitat for Humanity build project. The Veterans Club also participated in several fundraising events such as pizza sales and flower sales at commencement in order to continue to provide support to the Wounded Warrior project.

Through its engagement and recruitment events, Veterans Affairs has increased fall to spring retention rate as well as enrollment of Veteran students. BridgeValley now has a Veterans lounge on both the South Charleston and Montgomery campus to assist with bringing Veteran students together.

Service Indicators	2014-2015	2015-2016
Number of Certified Veterans	100 (duplicated fall to spring)	133 (duplicated fall & spring)
Number of Non-Certified Veterans	NA	113 (duplicated fall & spring)
Number of Members of the Veterans Club	32	39
Number of Recruitment Events	6	12
Attendance at Veterans Day Celebrations	101	116
Number of Veteran Workshops	8	6
Number of Classes with a Certified Veteran	468	633
Veteran Student Success Rate (Classes Passed)	85%	83%
Cumulative GPA of Veteran Students	2.62	2.81
Fall to Spring Retention Rate (Certified)	71%	87%
Number of Campus Events for Veterans	NA	6

DEAN OF STUDENTS OFFICE



DEAN OF STUDENTS OFFICE

New Student Orientation

In 2015-2016 all new students were required to attend an on campus new student orientation, just as they were in the previous years. However, under the freshman advising center, we were able to begin tracking students who did not complete the on campus orientation and assign them to a peer coach to work with them on services available as well as how to navigate the BridgeValley website and online portals. New student orientation plays a vital role in student success and retention and is critical to getting a student started off on the right path at BridgeValley. In the summer of 2016, BridgeValley will be implementing an online orientation program to make participation more convenient to all students.

Student Conduct

Before a student conduct hearing is scheduled with students, all attempts are made to rectify the situation with the student. BridgeValley believes that the advancement of community responsibility is an educational tool that ultimately encourages the development of moral values and ethical practice. Providing students with the appropriate counseling or guidance can increase their engagement, success, and change their attitude on how they view specific situations. In the last two years, we have been fortunate not to have a need for a judicial board hearing. This has been accomplished through teamwork and collaboration with the Chief of Police and other members of the campus community.

	2015	2016
Number of Violations (No Conduct Hearing)	19	11
Probations	7	2

Retention Data and Survey Results

FTF One-Year Retention Rates

The data below indicates the retention rates of first time full time freshman (FTF), as tracked by the State of West Virginia. The 2015 data is the most current as retention rates for FTF are tracked from fall to fall. BridgeValley saw an increase of 6.9% in FTF retention. This increase is contributed to several factors. However, an increase in support services such as counseling, peer coaching, and tutoring is believed to play a big role in the increase.

School	2012	2013	2014	2015	2016
Bridgemont	52.9%	45.9%	NA	NA	NA
Kanawha Valley	47.1%	41.4%	NA	NA	NA
BridgeValley	NA	NA	42.9%	49.8%	53.1% *

** 2016 data is estimated and being tracked by the Dean of Students Office in collaboration with the Chief Banner Officer. Official number will be reported in October 2016.*

Graduation Survey Results

Each semester student services, in collaboration with the Registrar, attempts to collect data on student satisfaction and usage of services from BridgeValley graduates. While this measure does not collect the feedback of all graduates, it provides valuable feedback and serves as a starting point to assist with future plans for the services we provide.

Fall 2015 Graduate Survey Results – Student Satisfaction

	Excellent	Good	Fair	Poor	N/A	Total	Weighted Average
Faculty	68.42% 26	28.95% 11	2.63% 1	0.00% 0	0.00% 0	38	3.66
Admissions Process	63.16% 24	31.58% 12	5.26% 2	0.00% 0	0.00% 0	38	3.58
Orientation (prior to starting classes)	50.00% 19	39.47% 15	2.63% 1	0.00% 0	7.89% 3	38	3.51
Registration Process	68.42% 26	31.58% 12	0.00% 0	0.00% 0	0.00% 0	38	3.68
Academic Advising	65.79% 25	28.95% 11	5.26% 2	0.00% 0	0.00% 0	38	3.61
Financial Aid	42.11% 16	21.05% 8	7.89% 3	10.53% 4	18.42% 7	38	3.16
Office of the Registrar (transcripts, registrations, withdraw etc.)	65.79% 25	23.68% 9	5.26% 2	5.26% 2	0.00% 0	38	3.50
Parking	68.42% 26	13.16% 5	10.53% 4	5.26% 2	2.63% 1	38	3.49
Food Service (Mamma D's and Bistro Express)	31.58% 12	21.05% 8	15.79% 6	13.16% 5	18.42% 7	38	2.87
Counseling Services	39.47% 15	18.42% 7	0.00% 0	0.00% 0	42.11% 16	38	3.68
Disability Services	36.84% 14	10.53% 4	0.00% 0	0.00% 0	52.63% 20	38	3.78
Testing Services	44.74% 17	31.58% 12	0.00% 0	0.00% 0	23.68% 9	38	3.59
Tutoring Services	44.74% 17	13.16% 5	0.00% 0	0.00% 0	42.11% 16	38	3.77
Veteran Affairs Office	36.84% 14	7.89% 3	2.63% 1	0.00% 0	52.63% 20	38	3.72
Career Services	39.47% 15	10.53% 4	0.00% 0	0.00% 0	50.00% 19	38	3.79
Student Activities (clubs, community services, campus events)	44.74% 17	26.32% 10	2.63% 1	0.00% 0	26.32% 10	38	3.57
Library	44.74% 17	18.42% 7	0.00% 0	5.26% 2	31.58% 12	38	3.50
Online Courses	52.63% 20	26.32% 10	7.89% 3	2.63% 1	10.53% 4	38	3.44
Website	65.79% 25	21.05% 8	10.53% 4	2.63% 1	0.00% 0	38	3.50
Campus Police/Security	63.16% 24	21.05% 8	0.00% 0	0.00% 0	15.79% 6	38	3.75
Business/Cashiers Office	65.79% 25	28.95% 11	5.26% 2	0.00% 0	0.00% 0	38	3.61

Spring 2016 Graduate Survey Results – Student Satisfaction

	Excellent	Good	Fair	Poor	N/A	Total	Weighted Average
Faculty	65.25% 77	28.81% 34	3.39% 4	1.69% 2	0.85% 1	118	3.59
Admissions Process	61.86% 73	32.20% 38	5.08% 6	0.00% 0	0.85% 1	118	3.57
Orientation (prior to starting classes)	57.63% 68	27.97% 33	8.47% 10	0.85% 1	5.08% 6	118	3.50
Registration Process	62.71% 74	30.51% 36	5.08% 6	0.85% 1	0.85% 1	118	3.56
Academic Advising	61.02% 72	26.27% 31	6.78% 8	5.08% 6	0.85% 1	118	3.44
Financial Aid	57.63% 68	29.66% 35	4.24% 5	5.08% 6	3.39% 4	118	3.45
Office of the Registrar (transcripts, registrations, withdraw) etc.	66.95% 79	25.42% 30	5.93% 7	0.85% 1	0.85% 1	118	3.60
Parking	64.41% 76	22.88% 27	9.32% 11	0.85% 1	2.54% 3	118	3.55
Food Service (Mamma D's and Bistro Express)	29.66% 35	22.03% 26	17.80% 21	15.25% 18	15.25% 18	118	2.78
Counseling Services	45.76% 54	18.64% 22	2.54% 3	0.85% 1	32.20% 38	118	3.61
Disability Services	45.76% 54	11.02% 13	3.39% 4	0.00% 0	39.83% 47	118	3.70
Testing Services	52.54% 62	22.03% 26	4.24% 5	0.85% 1	20.34% 24	118	3.59
Tutoring Services	50.00% 59	11.86% 14	5.08% 6	0.85% 1	32.20% 38	118	3.64
Veteran Affairs Office	39.83% 47	11.86% 14	3.39% 4	0.00% 0	44.92% 53	118	3.66
Career Services	46.61% 55	15.25% 18	3.39% 4	0.85% 1	33.90% 40	118	3.63
Student Activities (clubs, community services, campus events)	57.63% 68	22.88% 27	5.93% 7	0.85% 1	12.71% 15	118	3.57
Library	55.93% 66	23.73% 28	7.63% 9	2.54% 3	10.17% 12	118	3.48
Online Courses	49.15% 58	29.66% 35	10.17% 12	4.24% 5	6.78% 8	118	3.33
Website	59.32% 70	27.97% 33	10.17% 12	0.00% 0	2.54% 3	118	3.50
Campus Police/Security	67.80% 80	27.12% 32	0.85% 1	0.00% 0	4.24% 5	118	3.70
Business/Cashiers Office	65.25% 77	27.12% 32	5.08% 6	0.00% 0	2.54% 3	118	3.62

Unit Achievement: Building Relationships With Students And Industries

(Career Services)

Career Services at BridgeValley is growing each year. One of the services BridgeValley contracted to use was Career Central Network (CCN). BridgeValley implemented its use October 2014. CCN enables students to search for job listings posted to the BridgeValley site, post a resume or online portfolio, read career-related announcements and literature, and learn job search tips from over 100 free career videos. All BVCTC students and Alumni have access to a CCN account and use of the CCN system.

Another service that BridgeValley adopted was Kuder Journey in the Fall of 2014. Kuder Journey is an effective solution to help students plan for a career, make a career change and/or keep their career on track. Kuder Journey provides a comprehensive approach for exploring interests and occupational options, considering new or additional education, preparing for the workforce, and finding a job.

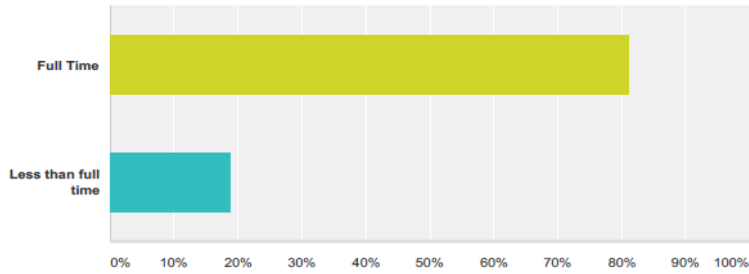
Service Indicators	2014-2015	2015-2016
Career Fairs	4	4
Employers Attending Career Fairs	93	93
Students Attending Career Fairs	476	500
Class Presentations	13	13
Career Themed Workshops	8	16
Number of Students Participating in Career Themed Workshops	101	NA
Kuder Assessments Proctored	178	122
College Central Student/Alumni Usage	95	174
College Central Employers Enrolled	70	117
College Central Jobs Posted	150+	250+

Below is data taken from the graduate survey completed by some graduates at the end of the semester.

Fall 2015 Graduate Survey Results – Career Services

Q6 Are you employed...

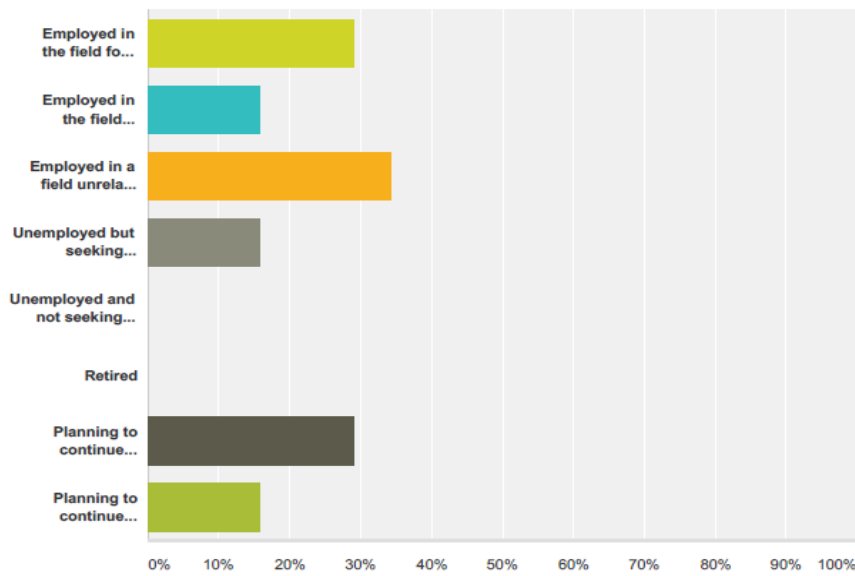
Answered: 32 Skipped: 8



Answer Choices	Responses
Full Time	81.25% 26
Less than full time	18.75% 6
Total	32

Q7 Are you:

Answered: 38 Skipped: 2

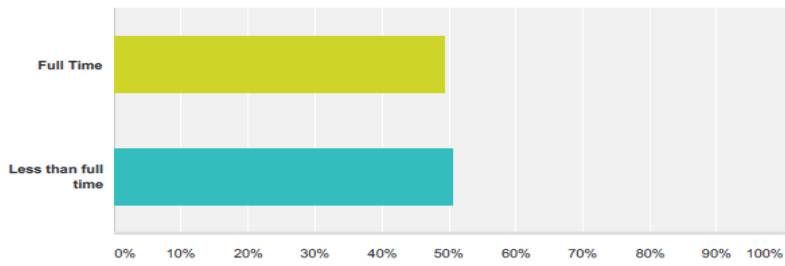


Answer Choices	Responses
Employed in the field for which you have graduated	28.95%
Employed in the field related to the area you have graduated	15.79%
Employed in a field unrelated to the degree/certificate you earned	34.21%
Unemployed but seeking employment	15.79%
Unemployed and not seeking employment	0.00%
Retired	0.00%
Planning to continue education at another college/university	28.95%
Planning to continue education at BridgeValley	15.79%
Total Respondents: 38	

Spring 2016 Graduate Survey Results – Career Services

Q6 Are you employed...

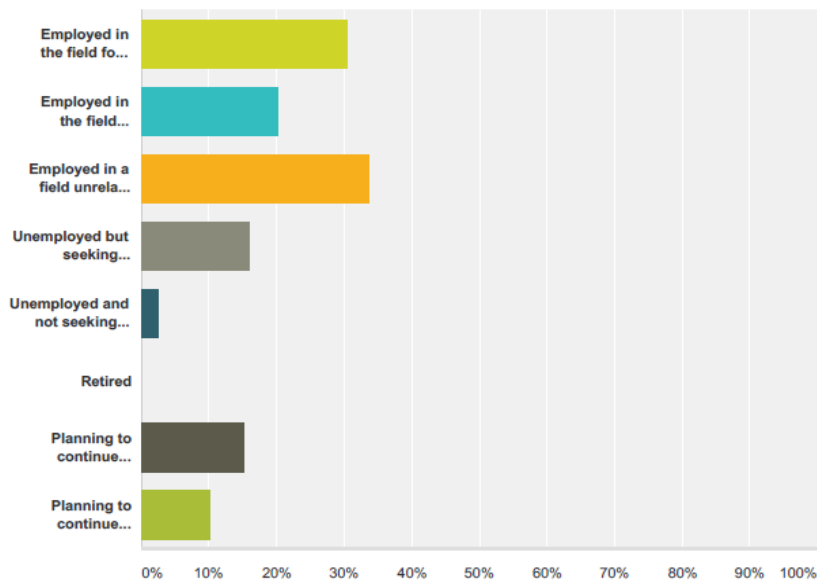
Answered: 87 Skipped: 35



Answer Choices	Responses
Full Time	49.43% 43
Less than full time	50.57% 44
Total	87

Q7 Are you:

Answered: 118 Skipped: 4



Answer Choices	Responses
Employed in the field for which you have graduated	30.51% 36
Employed in the field related to the area you have graduated	20.34% 24
Employed in a field unrelated to the degree/certificate you earned	33.90% 40
Unemployed but seeking employment	16.10% 19
Unemployed and not seeking employment	2.54% 3
Retired	0.00% 0
Planning to continue education at another college/university	15.25% 18
Planning to continue education at BridgeValley	10.17% 12
Total Respondents: 118	

Report of the President to the Board of Governors

September - November 2016

Highlighted Activities

- Donuts and Discussion forums on both the Montgomery and South Charleston campuses
- Sector meetings with employers at the ATC
- Toyota Anniversary Celebration
- Opening of the North Central ATC
- First meeting of the Montgomery City Planning Commission
- Hosted “Business After Hours” for the South Charleston Chamber of Commerce
- Reorganization at the Vice Presidential level; new Vice President for Student Services and Enrollment Management

External Meetings and Events

- Meetings with President Long regarding use of WVU Tech buildings
- Meetings with Thomas Bailey from KVC Health Systems as possible purchaser of WVU Tech property and alignments
- Meeting with John David regarding a new grant proposal to extend his programs to adults (Southern Appalachian Labor School (SALS) for AdultBuild Careers)
- Meeting with Larry Rowe regarding possible spearheading “free college” initiative
- Meeting with Clark Egnor to discuss possible international initiatives
- Discussion of visit to Bellevue College by Dr. Mallory and Patti Perdue
- Distribution and return to Montgomery citizens as to interests/needs and services in the town
- Meeting with President Jenkins from West Virginia State University
- Tour of Morris Creek Watershed with Mike King
- Meeting with Secretary Kay Goodwin to discuss initiatives in Montgomery
- Meeting with Alisa Bailey (Charleston Convention and Visitors Board)
- Visit to Schenectady CCC to experience their baking and pastry program by Megan Lorenz and Austin O’Connor
- Lunch with President Gilbert from Marshall University

Upcoming Activities

- New Board member orientation for Sally Cline
- WVCCA Conference
- Fayette County Chamber of Commerce Annual Dinner Meeting
- Foundation Board Retreat
- Holiday potluck luncheons for faculty and staff

**BOARD OF GOVERNORS
BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE
MEETING OF NOVEMBER 18, 2016**

ITEM: Fiscal Year 2016-17 Update for BridgeValley
Community and Technical College

RECOMMENDED RESOLUTION: Information Only

STAFF MEMBER: Cathy Aquino

BACKGROUND:

With the completion of the first three months of the fiscal year, what follows is the budget update comparing year to date actual spending for one quarter of this fiscal year to budget.

Some important items are as follows:

- Overall revenue is at 31.4% of budget:
 - State appropriations are at 20% of budget due to the allocation formula that the State utilizes where less allocation is in the first three quarters of the year and the remaining percentage occurs in the last quarter of the fiscal year.
 - Tuition and fees revenues are on target with Education and General at 43.9%, Auxiliary at 49.3%, and Capital at 49.5%. Enrollment is stable at this time. It should be noted that at this point in the fiscal year, most of the fall tuition revenue has been collected.
- Expenses:
 - Salary and benefits are at 25.7% and is on target.
 - Non-payroll expenses are below budget at 13.8%. However, some large expenses currently are unpaid due to lease negotiations. With the payment of these expenses, non-payroll expenses would be under target at 21.0%.
 - Total expenses are under target at 22.3% without unpaid items and 24.3% with unpaid items included.

- Only 50% of Operational budgets were released in the first quarter to departments. This conservative approach is necessary until the State releases information concerning possible budget reductions.

➤ Fund Balances:

- While fund balances remain healthy at this point in the fiscal year, part of the reason for these higher fund balances is due to the non-payment of the large expenses discussed above.
- The beginning fund balance reflects the deduction of the prior year's lease obligation for presentation purposes.

BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE
Fiscal Year 2017 Budget Compared with Actual Ending September 30, 2016

General Revenue & Tuition and Fees Budget	FY 2017 Revised Budget		FY 2017 YTD Actual	
	Annual Amount	%	Amount	% to Budget
Total Projected Funds Available:				
General Appropriations	\$ 7,500,925	53.1%	\$1,500,185	20.0%
E&G Tuition and Fees	5,527,000	39.2%	2,427,285	43.9%
Auxiliary Tuition and Fees	251,000	1.8%	123,689	49.3%
Capital Tuition and Fees	779,000	5.5%	385,645	49.5%
Other Operating Revenue	55,000	0.4%	0	
Total Available Funds	\$ 14,112,925	100.0%	\$ 4,436,804	31.4%
Expenses:				
Payroll				
Salaries	\$ 8,071,000	80.0%	\$2,034,944	25.2%
Benefits	2,019,450	20.0%	557,145	27.6%
<i>Total Salaries and Benefits</i>	<i>\$ 10,090,450</i>	<i>71.5%</i>	<i>\$ 2,592,089</i>	<i>25.7%</i>
Non-Payroll - Current Year				
Institutional Support	\$320,026	8.0%	\$79,151	24.7%
Academic Affairs	536,340	13.3%	\$28,254	5.3%
Student Affairs	103,000	2.6%	\$22,978	22.3%
Financial Affairs & General College				
Obligations	449,887	11.2%	\$85,936	19.1%
Payment of Capital Debt & Leases	1,706,830	42.4%	\$135,393	7.9%
Capital Projects	36,894	0.9%	\$11,738	31.8%
Safety & Facilities	867,945	21.6%	\$192,070	22.1%
<i>Total Non-Payroll Expenses</i>	<i>\$4,020,922</i>	<i>28.5%</i>	<i>\$555,521</i>	<i>13.8%</i>
Total Expenses	\$ 14,111,372	100.0%	\$ 3,147,610	22.3%
Increase / Decrease in Net Assets	\$ 1,553		\$ 1,289,193	
Beginning Fund Balances	\$ 1,615,190		\$1,615,190	
Ending Fund Balances	\$1,616,743		\$ 2,904,383	

**BOARD OF GOVERNORS
BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE
MEETING OF NOVEMBER 18, 2016**

ITEM: **Organizational Structure**

RECOMMENDED RESOLUTION: Information Only

STAFF MEMBER: Eunice Bellinger

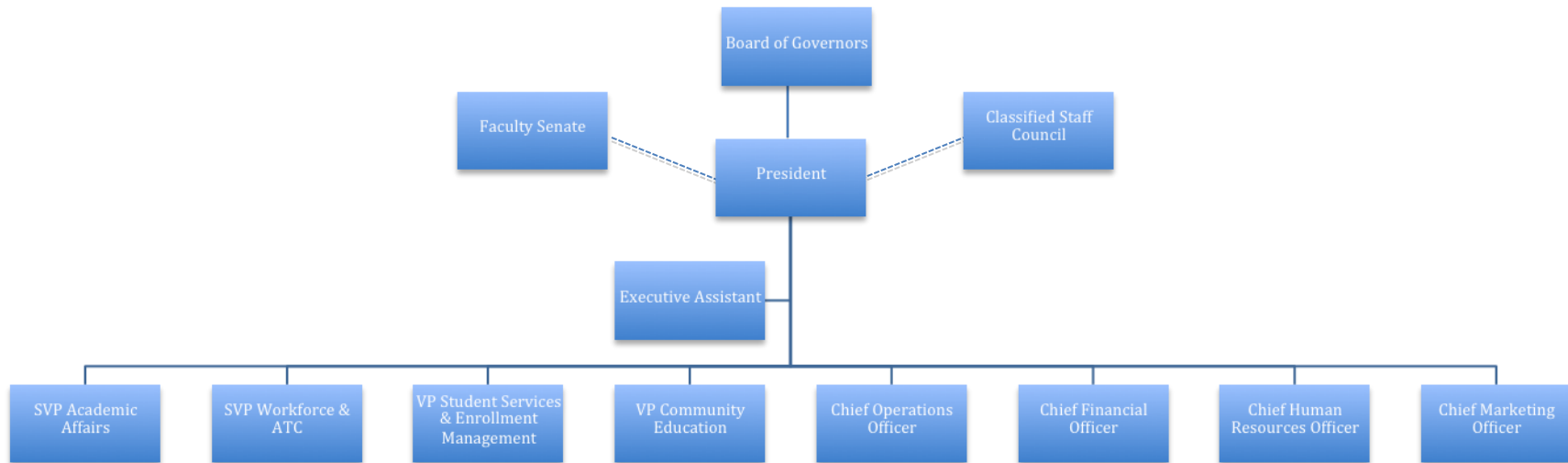
BACKGROUND:

As the consolidated institution progressed, employee attrition and budget mindfulness created many changes in the organizational structure last presented to the Board. The updated structure was considered carefully to produce the greatest efficiencies and fiscal responsibility while ensuring a framework for the quality delivery of comprehensive community college education.

Key points:

- One position listed on the prior organizational structure was not advertised and filled—the Vice President for Student Services to direct recruitment and retention priorities. Within additional state retention benchmarks and an industry trend toward performance-based funding, it is prudent to hire an expert on Enrollment and Retention to ensure the College is well placed moving forward to meet these additional demands. This cost will be offset by the retirement of existing personnel within the unit.
- The Academic Affairs Division will be coordinated by the Senior Vice President for Academic Affairs, who will oversee the broad scope of instruction, institutional effectiveness, assessment, Banner, and extended learning (off-site and on-line) operations.
- In an effort to maximize efficiency and cost savings, the number of Deans is reduced from seven to five. This change occurred through employee retirements.
- This update does not change the mission or vision of the College. This update also does not change the College's goals in the WVCTCS Master Plan.
- The attached key administrators chart reflects current administration and planned vacancies. Areas of responsibility are included, but the chart does not reflect every position within the respective units.

Administrative Chart



**BOARD OF GOVERNORS
BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE
MEETING OF NOVEMBER 18, 2016**

ITEM: **Program Suspension**

RECOMMENDED RESOLUTION: *Resolved*, that the BridgeValley Community and Technical College Board of Governors affirms the recommendation of the Department and Academic Standards Committee to suspend the Certificate program in Pre-Engineering.

STAFF MEMBER: Kristin L. Mallory

BACKGROUND:

BridgeValley recognizes the need to increase efficiencies and offer relevant programs for the students. The Pre-Engineering Certificate has had little to no enrollment since 2014 and was due for a follow-up report with WVCTCS regarding enrollment. The program was submitted for suspension during the October 21, 2016, meeting of the Academic Standards Committee.

**BOARD OF GOVERNORS
BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE
MEETING OF NOVEMBER 18, 2016**

ITEM: **Textbook Affordability Report**

RECOMMENDED RESOLUTION: Information Only

STAFF MEMBER: Kristin L. Mallory

BACKGROUND:

BOG Policy C-6 and WVCCTCE Series 51, Bookstores and Textbooks, requires annual reporting of deadlines established for faculty to be assigned to courses; the deadline for textbooks and course materials to be selected; the percentages of those deadlines met and the dates of the listing of assigned textbooks and course materials were posted. The attached report reflects the data from the electronic bookstore and was submitted to the central office on September 30, 2016, following the meeting of BridgeValley's Textbook Affordability Committee.



Bruce L. Berry, M.D.
Chair
Paul L. Hill, Ph.D.
Chancellor

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Clarence "Butch" Pennington
Chair
Sarah Armstrong Tucker, Ph.D.
Chancellor

**HEPC and CCTCE Series 51, Procedural Rule
Bookstores and Textbooks
Institutional Annual Report
Due November 1, 2016**

Institution: BridgeValley Community & Technical College

Reporting Date: September 8, 2016

Deadline Date for Faculty to be Assigned to Courses	Percentage of Deadline Met	Deadline Date for Textbooks and Course Material Selection	Percentage of Deadline Met	Date the Assigned Textbooks and Course Materials were Posted
Summer 2015 – 04/06/2015	95%	Summer 2015 – 03/30/2015	100%	Summer 2015 – 03/30/2015
Fall 2015 – 04/06/2015	73%	Fall 2015 – 03/30/2015	100%	Fall 2015 – 03/30/2015
Spring 2016 – 10/12/2015	87%	Spring 2016 – 10/30/2015	100%	Spring 2016 – 11/02/2015

Textbook Affordability Supporting efforts (Please use this space to provide anecdotal information about how your institution is helping to reduce textbook costs for students.):

We have a textbook affordability committee which meets each semester to discuss affordability issues and also reviews the bookstore. This summer we switched bookstore vendors to MBS Direct to obtain a vendor that would better meet the needs of our institution and students. When MBS was selected, a committee was utilized to ensure all the previous bookstore issues would be addressed with the new vendor. MBS Direct now provides more affordable prices, high percentage of rentals, diverse market place options, and better customer service than our previous vendor, Follett. However, the committee will continue to monitor this vendor as well and ensure low cost options and quality service is provided to our students/institution.

Institutional Official
Signature:

Printed Name:

Kristin L. Mallory

Date:

September 30, 2016