



BridgeValley

Community & Technical College



Quick Guide to Online Student Services

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This *Guide to Online Student Services* handbook is designed to assist students in the online learning environment. (*specifically in the time of the Coronavirus pandemic*) Student Services is available to students via the website and many other software services. If you need direct assistance, please review the directory of this handbook and contact the appropriate staff member via phone or email – we are here to help!!!

Tips on being successful in online classes:

- **Familiarize yourself with the course’s online delivery system.** Learn what modules and links you have access to and how can you use them to get to where you want to go. Find the course syllabus, schedule, calendar, requirements, methods of communication, where you go for help, etc.
- **Take full advantage of online chats or discussions.** Whatever you can do to avoid feeling isolated is extremely important, and participating in online chats or discussions will give you access to other students who are taking the same course as you at the same time.
- **Participate!** Whether you are working alone, or in a group, contribute your ideas, perspective and comments on the subject you are studying, and read about those of your classmates. Your instructor is not the only source of information in your course—you can gain great insight from your peers and they can learn from you as well.
- **Take the program and yourself seriously.** Elicit the support of your colleagues, family and friends before you start out on your online adventure. This built-in support system will help you tremendously since there will be times when you will have to sit at your computer for hours at a stretch in the evenings and on weekends. When most people are through with work and want to relax is most likely when you will be bearing down on your course work. It helps to surround yourself with people who understand and respect what you are trying to do.
- **Make sure you have a private space where you can study.** This will help lend importance to what you are doing as well. Your own space where you can shut the door, leave papers everywhere, and work in peace is necessary. If you try to share study space with the dining room or bedroom, food or sleep will take priority over studying.
- **Log on to your course every single day.** A minimum of 5-6 days a week is required. Once you get into the online course system, you will be eager to see who has commented on your postings and read the feedback of your instructor and peers. If you let too many days go by without logging on to your course discussion group, you will get behind and find it very difficult to catch up. You are expected to give to and take at least as much from an online class as you would from a traditional face-to-face class.
- **Take advantage of your anonymity.** One of the biggest advantages of the online format is that you can pursue your studies without the judgments typical in a traditional classroom. There are no stereotypes, and you don’t have to be affected by raised eyebrows, rolled eyes, other students stealing your thunder, or people making other

nonverbal reactions to your contributions. You don't have to feel intimidated or upstaged by students who can speak faster than you because you can take all the time you need to think your ideas through and compose a response before posting your comments to your class.

- **Be polite and respectful.** Even when you are anonymous, you should not let yourself go. Remember, you are dealing with real people on the other end of your connection. Being polite and respectful is not only common sense, it is absolutely obligatory for a productive and supportive online environment. In a positive online environment, you will feel valued by your instructor and valued by your classmates. Your own work will have greater value as well.
- **Speak up if you are having problems.** Your instructor will advise you regarding your avenues for help but, generally, you have a number of options. First, look around the program to try to find the answers to your questions. When you enrolled in an online course, you indicated your understanding that you could work in a self-directed environment. You can also post or send questions to your classmates. If you have a question, it's not unlikely that someone else has already had that same question. One of the strengths of an online class is that it can promote working cooperatively. If another student is able to help you, he/she probably will, and if you are able to explain something to your classmates in need, you will not only help them out, you will reinforce your own knowledge about the subject. Finally, you may contact your instructor with any unanswered questions.
- **Remember that your instructor cannot see you** so you must be absolutely explicit with your comments and requests. If you are having technical difficulties, or problems understanding something about the course, you **MUST** speak up. Otherwise, there is no way that anyone will know that something is wrong.
- **Apply what you learn.** Apply everything you learn as you learn it and you will remember it more readily. If it is possible, take the things you learn in your online course today and use them in your workplace tomorrow. Also, try to make connections between what you are learning and what you do or will do in your job. Contributing advice or ideas about the real world as it applies to the subject matter you are studying helps you to internalize what you are learning and gives valuable insight to your classmates who will benefit from your experience.

GENERAL INFORMATION

Campus Police and Emergencies

The BridgeValley Community and Technical College Campus Police Force's daily objective is to work in partnership with the community and provide the highest quality of professional police services. We promote an environment of safety and security for all members of our campus community.

BridgeValley Connect is used to help ensure the safety of students, faculty, and staff. In the event of an emergency or school closing, you will receive an alert by either a text, email, or phone call depending on your preferences. To sign up, please visit the BridgeValley Campus Police webpage at <https://www.bridgevalley.edu/bridgevalley-connect>.

Our officers are dedicated to the following:

- Respect and safeguard the dignity and rights of all individuals.
- Provide police services to protect persons and property, and maintain order.
- Maintain a well-trained, proactive, professional work force.
- Take pride in all we do.

Campus Office

Chief of Police
Basra Fakhir, MS, EdS
B2000, Room 011
(304) 205-6630
basra.fakhir@bridgevalley.edu

Email & MyBridge

Below you will find all the information you need to know for accessing various IT items you will need as a student here at BridgeValley. *Please note: Bullet point information can be found at the bottom of this section.*

MyBridge

The first IT item that is essential to your collegiate career at BridgeValley CTC is a system called MyBridge. MyBridge is a site hosted by WVNET and is your portal to all the information that the college collects in your student account. MyBridge is where you will find your financial aid information, transcripts, grades, registration, class schedule and other important information. The IT Department highly recommends that you become familiar with MyBridge.

Accessing MyBridge

To access your MyBridge account you will need to know your B Number and the PIN that goes along with it.

You can find your B Number (student id number) in the welcome packet that you received in the mail or you can ask Student Services or the IT Department to look it up for you.

The MyBridge link is on the home page of BridgeValley's website. Once clicked, you will be taken to the login page. The User ID is your B Number with a capital "B", very important. If you have never accessed your MyBridge then the PIN will be your six-digit birthdate. (Ex. 07/16/1991 = 071691)

Once you are granted access, you will receive a prompt to change your PIN. The new PIN can be anything as long as it is between 8 and 15 characters.

Access MyBridge from a convenient mobile app. More information found here:
<http://bit.ly/2tUwXAX>

MyBridge PIN Reset

So you have forgotten your MyBridge PIN or locked your account...no worries!! There are a few easy and quick ways to regain access to the account.

If you simply forgot your PIN and you do not see a message stating the account has been disabled then you can use the "Forgot PIN?" link and answer the security questions to regain access. Make sure the User ID is filled in. This option only works if you do not see the message stating the account has been disabled. The account is disabled after five incorrect login attempts.

You can also call the college at 304.205.6600 or 304.734.6600 and select option 3 "Technical Assistance or Password Resets" then select option 1 for "MyBridge Password Resets." (Please note these menu options may change in the future.) If the college is closed or the time is after business hours, you can call 304.293.5192 and the after-hours support team can assist you.

Blackboard

Blackboard is the Learning Management System the college uses for online classes. To access Blackboard use the "Blackboard – BridgeValley Online – Brainfuse" link found in MyBridge under the "Email & Online Courses" tab. Alternatively, the direct link can be used: <https://ilearn-bridgevalley.wvnet.edu/> The direct link will use the same information as your MyBridge login to gain access.

All students enrolling in a W-section course must complete the Student Orientation to Online Learning, or SOOL, course. More information can be found here:

<http://www.bridgevalley.edu/sool>

Student Email

BridgeValley CTC student email is hosted via Gmail. There are two ways to access the BridgeValley student email. The first way to access your student email is via the link in MyBridge. Once you have logged in, click “Email & On-line Courses” tab and click the “Student E-mail” link. The second way to access your student email is by simply going to gmail.com

Once at the log in screen for Gmail type your BridgeValley student email. Your student email can be found on your MyBridge in the “Personal Information” tab under the “View E-Mail Address” link.

Click “Next” and type your password. **The password for your student email is the same as the PIN used to access your MyBridge. If you just reset your MyBridge PIN please allow 15 minutes for the password to sync between the MyBridge system and your student email account.**

If you have a personal Gmail account that is already signed in, you will be taken to that mailbox when you click the link in MyBridge or go to gmail.com. Having multiple Gmail accounts logged in is perfectly fine. To access your student email all you need to do is click the circle in the top right corner of the webpage and click “Add account”. The circle may have a picture you uploaded or the first letter of your name.

Google Drive and Docs

Not only do you have access to Google’s email you also have access to Google Drive, which is cloud storage, and access to Google Docs, which is online word processing. These services are offered free of charge to you as a student of BridgeValley CTC.

More Information

Google Drive: <http://bit.ly/2oguUYQ> | Google Docs: <http://bit.ly/2h8mFqK>

Office 365 Online

As of the creation of this document, BridgeValley does not offer Office 365 to students. However, Microsoft does offer free online-based access to Office 365. Therefore, as long as you have an active internet connection you will have access to Word, Excel, PowerPoint, etc. To create an account simply follow the link below and sign up using your student email account. During the sign up process, you will be asked to enter a verification code that is sent to your student email. Make sure that you can access your student email.

Link to Office 365 Online: <http://bit.ly/1rakeYy>

Tip: Utilize Google Drive for storing your class work and sharing easily with instructor and fellow students.

Should you need assistance with any of the above information, please feel free to contact the friendly IT Department.

<u>Phone Support</u>	<u>Helpdesk</u>
304.205.6600 or 304.734.6600	helpdesk@bridgevalley.edu
Select Option 3 then Option 1, 2, or 3	Email helpdesk with question/issue

- The MyBridge is very important, become familiar with it.
- MyBridge PIN resets: call 304.205.6600 or 304.734.6600 and follow prompts
- Student email is hosted via Gmail
- Student email password is the same as MyBridge PIN
- Blackboard is the LMS for all online classes
- Microsoft provides free online based Office Suites to all students
- Computer lab login is email username and PIN used for MyBridge
- Every student has cloud storage provided via Google Drive

Online Classes & SOOL

Information about Online Classes

Online classes will be on Blackboard, which is a virtual learning environment and learning management system. On Blackboard, instructors will upload content such as assignments, tests or quizzes, course materials, such as PowerPoints and handouts, discussion board posts, and any other content relevant to the course. When a class is online, students are required to use time management skills to complete the course because there is not an in-person lecture. For questions about courses, students should email course instructors.

Accessing Online Classes

There are three options for accessing Blackboard:

- The first option is to go to www.bridgevalley.edu (BridgeValley's homepage) then find and click the Blackboard link at the top of the page. From here, students will be directed to Blackboard (<https://ilearn-bridgevalley.wvnet.edu/>). Students will need to log in using their B# and password. If for any reason the student becomes locked out of their account, call 1-800-253-1558 then press 1 for Help Desk.

- The second option is to go to BridgeValley’s homepage then find and click the MyBridge link at the top of the page. Again, the login information for MyBridge is a student’s B# and password. After logging into MyBridge, the student will find and click the “E-mail & On-line Courses” tab at the top of the page, where the student will be directed to a new page with three links. There are currently three links on this page – Student Email, Blackboard – BridgeValley Online – Brainfuse, and LinkedIn. Click on the second link, which will be directed to Blackboard (<https://ilearn-bridgevalley.wvnet.edu/>), where students should log in with their B# and password.
- The third option is to type in <https://ilearn-bridgevalley.wvnet.edu/>, which will direct students to a screen to log in using their B# and password.

If students are having trouble with logging in or accessing course(s), please contact WVNET eCampus Support at 304.293.5192.

Information about Student Orientation to Online Learning (SOOL)

SOOL is designed to ensure that students are prepared to take online classes at BridgeValley. Students will not be able to sign up for a Web course (100% online) unless they have completed this SOOL module. This module is non-credit, and there are no fees.

If a student is an experienced online student, there is a test-out option and completion will not take long. If the student has never taken an online course, it will take a little longer. All students, regardless of background, must complete the "Online Policies & Procedures" and the "Student Questionnaire" lessons. Please be patient with us as you walk through the process. Success in your online course is our objective.

After you have completed the readings and content for this class, you will be able to:

- CO1 - Identify policies concerning online classes at BridgeValley Community and Technical College.
- CO2 - Identify personal strengths and weaknesses in their own learning styles.
- CO3 - Determine your personal and technical skill levels pertaining to successful participation in the online classroom.
- CO4 - Identify strategies necessary to be a successful online student.
- CO5 - Develop skills necessary to navigate the course management system at BridgeValley.

Accessing and Completing SOOL

Log into [Blackboard](#) using your B# and password. Locate SOOL from your list of courses. Each module of the SOOL class is set to release after the previous is finished. The test-out option will not appear until the Syllabus Quiz (must score a 70% or higher), Online Policies Quiz (must

score an 80% or higher), and the Student Questionnaire (must be reviewed) are taken. Here is the order in which the course must be taken:

1. Read the Syllabus then take the Syllabus Quiz. This quiz must be passed with at least a 70% before the Course Content modules will appear.
2. After passing the Syllabus Quiz with a 70% or higher, you can go to Course Content, where you will have access to Module 1: Online Policies & Procedures. You must pass the Online Policies Quiz with at least 80% before Module 2 will appear.
3. Module 2: Student Questionnaire must be taken. Review your results before the Test-Out Option will appear.
4. Module 3: Test-Out Exam is taken. To complete the course, you must pass with at least an 80%. **You must take this exam with Lockdown Browser by opening the Lockdown Browser application. You will not be able to take the exam with Safari, Firefox, Google Chrome, or Microsoft Edge/Explorer. To download Lockdown Browser to your computer, follow this link:**
<http://www.respondus.com/lockdown/download.php?id=939939653>
 - a. If you passed the exam with an 80% or higher, you have finished the course. You must go to Achievements then Earn Achievements to download your certificate. To save the certificate, go to Print then to Save as PDF. **Always save the PDF of your certificate to show instructors. If you do not save the certificate before the course closes for the semester, you will be required to take the course again.**
 - b. If you did not pass the exam with at least an 80% or higher, you must continue with the course modules. See Steps 6-10.
5. Go to Module 4: Start Here.
6. Go to Start Here Activities.
7. Complete Chapters 1-5. You must complete these chapters before the Final Exam will appear.
8. Complete the Final Exam. You must score at least an 80% or higher to complete the course. **You must take this exam with Lockdown Browser by opening the Lockdown Browser application. You will not be able to take the exam with Safari, Firefox, Google Chrome, or Microsoft Edge/Explorer. To download Lockdown Browser to your computer, follow this link:**
<http://www.respondus.com/lockdown/download.php?id=939939653>
9. Once you have scored an 80% or higher, you must go to Achievements then Earn Achievements to download your certificate. To save the course completion certificate, go to Print then to Save as PDF. **Always save the PDF of your certificate to show instructors. If you do not save the certificate before the course closes for the semester, you will be required to take the course again.**

Contact Information for Blackboard and/or SOOL:

Dr. Sherri Ritter, Director of Digital Learning

Email: sherri.ritter@bridgevalley.edu

Phone: (304) 205-6668

Kaitlyn Calvert, Director of Library Services
Email: kaitlyn.calvert@bridgevalley.edu
Work Phone: (304) 205-6697

Student Expectations

General Statement

All BridgeValley Community and Technical College students are expected to have an understanding of the student code of conduct and all policies and procedures outlined in the Student Handbook and College Academic Catalog.

Honor Code

As members of the BridgeValley community, we believe in the inherent value of striving for excellence, in a sense of honor and service that springs from mutual respect and extends to the way we conduct ourselves at college and beyond. We recognize that every person's best effort is vital to success so we commit to uphold an environment conducive to learning characterized by academic integrity.

Academic, Civil and Social Expectations

- **Respect** other people and their privacy and property, both within and beyond the College.
- **Treat** all human beings with dignity, refraining from behavior that intimidates, insults, threatens, bullies, coerces, abuses, exploits, harasses, humiliates, or demeans.
- **Support** and promote a campus climate that does not discriminate against any individual or group.
- **Use** words constructively, avoiding gossip and other inappropriate or unproductive dissemination of information.
- **Maintain** high standards of honesty, avoiding deception, half-truths, and deliberately misleading words or behavior.
- **Exemplify** principles of responsibility and fairness in daily life.
- **Observe** safe behavior and report unsafe conditions or practices.
- **Cultivate** compassion and seek to serve others, both within and beyond BridgeValley.

ENROLLMENT SERVICES

Directory

Bonnie Edwards, Financial Aid Manager, Montgomery Campus

Bonnie.Edwards@bridgevalley.edu, 304-734-6648

- Financial Aid Suspension and Appeals
- Proof of Attendance
- Return to Title IV Funding
- Scholarships
- WV Financial Aid Programs
- WV Invests Grant Funding

Jodi Johnson, Financial Aid Manager, South Charleston Campus

Jodi.Johnston@bridgevalley.edu, 304-205-6702

- Federal Work Study
- Financial Aid Award Adjustments
- Financial Aid Suspension and Appeals
- Summer Financial Aid
- Third Party Funds
- Workforce HEAPS Grant Funding

Rebekah Redman, Financial Aid Counselor, South Charleston Campus

Rebekah.Redman@bridgevalley.edu, 304-205-6707

- FAFSA Assistance
- General Financial Aid Questions
- Loan Default
- Verification

Bridgette Lewis, Financial Aid Counselor, South Charleston Campus

Bridgette.Lewis@bridgevalley.edu, 304-205-6703

- FAFSA Assistance
- General Financial Aid Questions
- In School Deferment Forms
- Verification

Jordan Atha, Registrar, South Charleston Campus

Jordan.Atha@bridgevalley.edu, 304-205-6704

- Degree Works Programming
- Faculty and Staff Training & Resources
- FERPA Compliance
- Grade Appeals
- Graduation
- Permanent Record Review

- Registrar Web Content
- Residency Appeals
- Transient Student Registration

Nathaniel Ayre, Records Manager, South Charleston Campus

Nathaniel.Ayre@bridgevalley.edu, 304-205-6712

- Academic Forgiveness
- Course Registrations
- Degree Works Substitutions/Waivers
- D/F Repeats
- Major Changes
- Transcript and Non-Traditional Credit Evaluations
- Transcript Requests

Jill Gray, Records Clerk, Montgomery Campus

Jill.Gray@bridgevalley.edu, 304-734-6615

- Course Registrations
- Degree & Enrollment Verifications
- Degree Works Substitutions/Waivers
- Major Changes
- MyBridge Password Resets
- Registrar@BridgeValley.edu Email
- Student Information Updates
- Transcript Requests

Mindy Adkins, Enrollment Services Assistant, South Charleston Campus

Mindy.Adkins@bridgevalley.edu, 304-205-6709

- Course Registrations
- Enrollment Verifications
- Major Changes
- MyBridge Password Resets
- Student Information Updates

Rosamary Kincaid, Enrollment Services Assistant, South Charleston Campus

Rosamary.Kincaid@bridgevalley.edu, 304-205-6700

- Course Registrations
- Enrollment Verifications
- Major Changes
- MyBridge Password Resets
- Student Information Updates

Financial Aid

Apply for Financial Aid

Every year, students must complete a new Free Application for Federal Student Aid (FAFSA) and submit it to the United States Department of Education. The FAFSA is an application for the following student aid programs: Pell, SEOG, State Grants, Federal Work Study, Subsidized Student Loan, Unsubsidized Student Loan, and Parent Loan.

FAFSA Filing

We ask that you complete the Free Application for Federal Student Aid as soon after October 1, as possible. We suggest you file electronically at www.studentaid.gov. The student and one parent (for dependent students) will need to create an FSA ID to fully complete their FAFSA, as well as, access other U.S. Department of Education websites.

The recommended completion date for the FAFSA is March 1st. The deadline for the FAFSA to be submitted for the WV Higher Education Grant is April 15th.

BridgeValley's federal school code for FAFSA purposes is 040386.

Additional information about applying for financial aid is available on our website at <https://www.bridgevalley.edu/how-apply-financial-aid>.

FAFSA Filing Assistance

You may contact the financial aid staff for FAFSA assistance or questions. If you would like to set up a date and time for assistance completing the FAFSA, please send us an email at finaid@bridgevalley.edu.

In addition, you may follow the link below to watch a video that will take you line by line through the entire FAFSA and give you guidance on the questions.

https://cdnapisec.kaltura.com/index.php/extwidget/preview/partner_id/1155822/uiconf_id/43239991/entry_id/1_wp35svp5/embed/dynamic#t=15:35

WV Invests Grant

In addition to the FAFSA, students interested in the WV Invests Grant must also apply for that grant at www.wvinvests.org. On their website, you can locate eligibility criteria, a list of eligible programs, and the application.

Financial Aid MyBridge Directions

Login to [MyBridge](#):

- Use your Student ID number (your 'B' number) as your username. Your student ID begins with a "B". **You must use a capital letter B.**
- Your six-digit date of birth will be your password if this is your first time logging into your MyBridge account, otherwise, it will be the password you created.

Instructions to View Financial Aid Requirements on MyBridge

To Access your document requirements:

- Click on the [Financial Aid Link](#)
- Click on the [Eligibility Link](#)
- Click on the [Student Requirements Link](#)
- Be sure to identify the aid year of the award year in the Select Aid Year box
 - *Unsatisfied requirements will be displayed with an explanation provided. If the requirement title is in blue font, click the title and the needed form will open.*

All documents should be submitted to the Financial Aid Office by **June 30th** if you will be attending the fall semester or **November 30th** if you plan on attending for the spring semester.

Instructions for Viewing and Submitting Your Financial Aid Award Offer

To review your award offer information:

- Click on the Financial Aid Link
- Click on the Award Link
- Click on the Award for Aid Year Link
 - Select the award year in the Aid Year box
- Click on the "Award Overview" Tab to view aid
- Click on the "Accept Award Offer" Tab to accept/decline any offered funds
 - Accept or Decline all funds that show in the "offered" status
- Click Submit once all funds have been accepted or declined
 - **Do not use the "undecided" option, it may cause a submission failure**

The deadline to accept and complete the requirements for student loan processing is October 25th for the fall term and March 25th for the spring term.

Instructions for Viewing Your Billing Information

To view your bill:

- Click on the [Student Information Link](#)
- Click on the [Student Account Link](#)
- Select [Account Summary by Term](#) from the current menu
 - The top section will be the most recent billing information.
 - Includes All tuition/fee charges and payments received, including financial aid
 - If a balance is due for a semester, it will be posted at the bottom of the section.

Registrar & Records

Mission

Our Mission is to support the instructional goals, ensure integrity of student academic records, and provide necessary resources to assist with student learning and achievement.

Operating Principles and Values

- We are a service organization;
- We uphold the integrity of student records;
- We conduct ourselves in a consistent and ethical manner;
- We leverage technology;
- We strive to listen to – and to meet – the needs of the campus community;
- We work as a team and take responsibility for our work and our department;
- We trust each other to be honest and professional;
- We innovate.

Areas of Responsibility and Services Provided

- Maintain student academic files;
- Maintain student registration status;
- Maintain student academic standing;
- Maintain student academic records;
- Articulate transfer credit;
- Generate official student academic transcripts;
- Provide enrollment and degree verifications;
- Assist and provide support with BANNER;
- Certify credentials.

Academic Calendar, Class Schedule, and Final Exams

The college academic calendar provides valuable information regarding deadlines and important dates, such as add/drop, withdraw periods, payment deadlines, etc. The class schedule is updated regularly and lists all of the course sections being offered. The final exam schedule provides information regarding the time and place of a course final exam (*note all final exams are online until further notice.*) The academic calendar, class schedule, and final exam schedule can be located at <https://www.bridgevalley.edu/registrar-calendars-schedules-and-important-dates>.

Degree and Enrollment Verification

BridgeValley Community and Technical College has authorized the National Student Clearinghouse to provide enrollment and degree verifications. The National Student Clearinghouse can be contacted at:

Web: www.degreeverify.org

Mail: National Student Clearinghouse, 2300 Dulles Boulevard, Suite 300, Herndon, VA 20171

Degree Works (My BV Degree)

Degree Works is the college degree audit system. It should be used as a general guide to be utilized along with the student's advisor to stay on track. A guide to can be found at <https://www.bridgevalley.edu/registrar-degree-works>.

FAQs

A complete list of FAQs can be located at <https://www.bridgevalley.edu/registrar-faqs>.

General Student Resources

A resource page is available for further student assistance. The page can be accessed at <https://www.bridgevalley.edu/registrar-student-resources>.

Official Academic Transcript Request

If you need an official transcript, please select the electronic delivery option and provide a delivery email address when completing your National Student Clearinghouse transcript request. Printed transcripts will not be mailed or made available for pick up at this time. Transcripts are requested through the National Student Clearinghouse at www.GetMyTranscript.com.

Miscellaneous Resources and Information

Click on one of the links below for general information regarding the topic:

FERPA	Forms	Grade Appeals
Graduation Information	Transfer Information	Contact Information

STUDENT SERVICES

Directory

James McDougle, Dean of Students

james.mcdougle@bridgevalley.edu, 304-205-6710, B2000 032D / Pathfinder Hall 303

- Student Conduct/Classroom Behavior
- Student IDs
- Orientation
- Student Communication
- Compass Program
- Advising

Carla Blankenbuehler, Assistant Dean of Students/Director of Counseling

carla.blankenbuehler@bridgevalley.edu, 304-205-6706, B2000 032C/Pathfinder Hall 303

- Community Resource Guide (Student Assistance)
- Counseling Services
- Campus Recovery Program Supervisor
- Housing Options

Tina Spaulding, Director of Student Success Center

tina.spaulding@bridgevalley.edu, 304-205-6670, B2000 031/ Pathfinder Hall

- New Student Advisor
- Tutoring Services
- Testing Services

Misi Lair, Director of Veteran & Military Affairs

misi.lair@bridgevalley.edu, 304-734-6620, Pathfinder Hall 302 / B2000 032J

- Certifying Veterans
- Veterans Club
- Family and Friends Orientation
- Veterans Advocate
- AmeriCorps Grant Supervisor

Renee Lester, Director of Career Services & Advising

renee.lester@bridgevalley.edu, 304.205.6792, 032G / Pathfinder Hall 304

- Student Job Openings
- Resume and Cover Letter Development
- Mock Interviews
- Advising Coordination

Sara Price, Coordinator of Student Engagement

sara.price@bridgevalley.edu, 304-205-6625, Pathfinder Hall 106 / B2000 032F

- Student Organizations
- Student Government Association
- Community Service
- Student ID Discounts
- WV Invests Community Service
- Intramurals

Spencer Poling, Director of Accessibility & Student Support Services

spencer.poling@bridgevalley.edu, 304-205-6725, B2000 032B / Pathfinder Hall 304

- ADA Concerns
- Accessibility Services
- Temporary Accommodations (Students)

Connie Keiffer, Coordinator of Retention/Advisor

connie.keiffer@bridgevalley.edu, 304-734-6618, Pathfinder 301 / B2000 032J

- New Student Advisor
- Early Alert Program
- Academic Success Probation Program

Debbie Hall, Student Services Specialist Senior - TANF Lead

debbie.hall@bridgevalley.edu, 304-734-6720, Pathfinder Hall 308 / B2000 012

- Assist TANF students assigned by DHHR
- Provide academic and career counseling support, resources and services
- Provide referral to BridgeValley and Community resources

Vacant, Student Success Center Specialist

304-734-6619, Pathfinder Hall 313

- New Student Advisor
- Tutoring Services, Montgomery
- Testing Services, Montgomery
- Weekly Student Newsletter

Kevin Ellenberg, Student Services Specialist - TANF

kevin.ellenberg@bridgevalley.edu, 304-205-6711, B2000 012

- Assist TANF students assigned by DHHR
- Provide academic and career counseling support, resources and services
- Provide referral to BridgeValley and Community resources

Erika Beezel, Retention Specialist/Advisor

erika.beezel@bridgevalley.edu 304-205-6631, B2000 032H

- New Student Advisor
- Early Alert Program
- Retention Programs

Acqua Fyall, Executive Secretary Student Affairs

acquanetta.fyall@bridgevalley.edu, 304-205-6629, B2000 032

- General Student Assistance
- Main Phone Line
- Assist the Division of Student Affairs

Tammy McClanahan, Life Bridge AmeriCorps Liaison to Veteran and Military Affairs

tammy.mcclanahan@bridgevalley.edu, 304-205-6609, B2000 012

- Recruitment of Veterans
- Assistance with VONAPP

Tammy Winters, Student Success Center Apprentice

tammy.winters@bridgevalley.edu, 304-205-6672, B2000 031

- New Student Advisor
- Test Scheduling
- Test Proctoring
- General SSC Assistance

Annette Johnson, Peer Support Recovery Specialist

annette.johnson@bridgevalley.edu, 304-205-6726, B2000 032

- Collegiate Recovery Program
- SMART Recovery Meetings

Jennifer Weese, Student Government President

sga@bridgevalley.edu

SGA Office, 304-205-6757 South Charleston, B2000 021 / 304-734-6717 Montgomery,
Pathfinder Hall

Accessibility Services

BridgeValley is in full compliance with Section 504 of the Rehabilitation Act of 1973 and The Americans with Disabilities Act signed into law in 1990. Accessibility Services ensures that the programs and facilities of the college are accessible to all students.

BridgeValley focuses on the student as an individual. The college strives to provide equal opportunity and full integration into the campus environment, physical accessibility and the provision of reasonable accommodations, auxiliary aids and services to students. BridgeValley has a full time Accessibility Services Coordinator serving both campuses and online. For more information on our accommodations and protocol, please refer to our [Accessibility Services Student Handbook](#).

If an online student at BridgeValley CTC has a documented disability, they should take the following steps to receive accommodations.

1. Students are to submit their documentation to DisabilityServices@Bridgevalley.edu
 - * Documentation should be an IEP or 504 plan dated within the last 5 years. Students also have the option to submit a letter from a licensed health care professional.
2. The coordinator will send the student an intake form to complete, or the student can find the intake form located in the Accessibility Services Student Handbook on the BridgeValley Accessibility Services webpage.
3. Once the intake form is completed, the student will schedule a meeting with the Accessibility Services coordinator. During this meeting, we will discuss the intake form, next steps once the form is submitted, and any other questions regarding online accommodations.
4. Accessibility Services coordinator will draft an accommodation letter that will be sent to the student's instructors and the student.
5. Accommodations will be put into action for online learning once the letters are received and the student contacts their instructors regarding the approved accommodations.

Common Accessibility Services Accommodations

<u>Accommodation</u>	<u>Online Learning</u>	<u>Classroom Learning</u>	<u>Instructions</u>
Extended Test Time	X	X	Students should contact Accessibility Services to schedule exam. Instructors can put extended time on exams.
Alternate Testing Location		X	
Note Taking	X	X	Instructors are to provide PowerPoints or notes from their video lecture.
Priority Seating		X	
Use of Calculator	X	X	
Print Enlargement	X	X	Provide class materials online in the same print format you would on a handout in class for the student who requests this or send the document in "edit" format so students are able to enlarge text.
Test Reader	X	X	Students should contact Accessibility Services to get log in information for Kurzweil. The Kurzweil program will read the exam to them via their web browser. Students can also download NVDA for free, and this will read the exams as well.
Test Writer		X	
Sign Language Interpreter	X	X	We have interpretation services available via Zoom for online learning.
Use of Laptop	X	X	
Waiver of Absence Policy	X	X	Students must provide a letter from their health care provider excusing them from class whether online or in the classroom.
Tape Recorder	X	X	Students have the option to record the class lecture or the instructor can uploaded a recorded lecture online.

Advising

All incoming students are advised and registered by our Professional Advising Team. The advisor is determined based off the major in which the student selects on their admissions application. The student is informed of who their advisor is once they receive their fully admitted acceptance letter, which outlines instructions to sign up for an advising and registration appointment. Advising for all new students begins approximately two weeks after continuing student registration for each semester has begun, this includes advising for First Time Freshman, Transfer, Re-Admits, Transient students. All new students will need to provide the necessary paperwork prior to being advised and registered for classes; this includes ACT/SAT test scores, ACCUPLACER test scores, high school and/or college transcripts. Students cannot be properly advised without test scores and transcripts on file, as they are required to determine placement and pre-requisite requirements.

Students will schedule their advising and registration appointment online through Register Blast at <https://www2.registerblast.com/bvctc/Resource/list>.

- Select your campus location
- Select your group (**Freshman Advising and Transfer**)
- Select your resource (**Your advisor will be listed on your acceptance letter**)
- Select the date and time you would like your appointment from the available options
- Once you complete the online signup, you will receive an email confirming your appointment

Once the appointment has been scheduled, the professional advisor will contact the student to see how the student would like the appointment to be conducted. Advising sessions can occur via telephone or virtually through ZOOM as an alternative to a face-to-face session. The advisor will provide the student with instructions on what they need to do prior to the advising session and based off the option of advising that was selected by the student.

For questions or concerns about advising, please contact:

Renee Lester at Renee.Lester@bridgevalley.edu or 304-205-6792

James McDougle at James.McDougle@bridgevalley.edu or 304-205-6710.

All continuing students are advised by their assigned faculty advisor. Advisors are assigned based off the student's major listed in BridgeValley's Banner system at the time registration begins for that semester. Faculty will notify students via email as registration is opening each semester with instructions on how to setup their advising and registration appointment. Advising, although traditionally completed with the advisor face-to-face, can be conducted via telephone or email if the student is unable to come to campus or in the event that the campus is closed. After the initial advising session between the student and advisor, the student will be provided their alternate registration PIN so that they can make schedule adjustments through their MyBridge account within the add/drop period for that semester. Student may be provided alternate

registration PIN with instructions on how to register within MyBridge account as an alternative to meeting with a faculty advisor during special circumstances. Continuing students can view the current class schedule online at <https://www.bridgevalley.edu/class-schedules>.

Students who change their major or who need assistance determining who their faculty advisor is can contact our Dean of Students, James McDougle at James.McDougle@bridgevalley.edu or 304-205-6710.

Bookstore

BridgeValley collaborates with Barnes and Noble Bookstore to host an on campus bookstore with the option of online purchasing and delivery. Choose from a variety of items including textbooks, school spirit items, and apparel. To visit the bookstore online, click the following link <https://bridgevalley.bncollege.com/shop/bridgevalley/home>. You may find this link on the main page of our website under featured links or contact the bookstore at 304-734-6770.

Career Services

The Career Services Office provides many resources for our distance learners so that they have the same access to services as students taking classes on campus. Online services within the Career Services Office include: Virtual Career Fairs, College Central Network (CCN) and Career Coach.

College Central Network

(CCN) Career Services 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. Using your BridgeValley ID B#, students can set up an account and begin using the CCN system. Try the following steps to set up your account:

- Go to www.collegecentral.com/bridgevalley
- Click the Students icon
- Click “forgot your Password” link in the “sign in” area
- Enter your Student ID number – B# - in the ID field
- Enter your BridgeValley email address
- Click the Find Account Button
- An email will be sent to you to establish a password and finish your registration

Career Coach

Explore [Career Coach](#), discover majors and in-demand careers and education based on your interest. Students may also complete career assessments, browse careers, build a resume and more using [Career Coach](#)!

Students may contact the Career Services Office via email at CareerServices@bridgevalley.edu or 304-205-6792 with any questions or for further assistance.

Counseling Services

BridgeValley Community and Technical College is pleased to provide currently enrolled students with short-term counseling and referral services. Counseling Support services are free of charge to BridgeValley students.

To access counseling services please follow the below link to request an appointment.

<https://www.bridgevalley.edu/counseling-services-applications>

Once an application is complete, the BridgeValley counselor will contact you. As a student, you will have the option to choose TeleHealth/Distance Counseling Support Services or a face-to-face session. In the event that college offices close due to emergency situations, you must utilize the TeleHealth/Distance Counseling Support service option.

Emergency/Crisis

If there is suicidal ideation, intent and/or plan, and you are at home or away from campus, please call 911 or visit your local emergency room.

Resources for Your Mental Health

- ***Suicide Prevention Hotline***
1.800.273.8255
Options for Deaf & Hard of Hearing
1.800.799.4889
Chat Feature
<https://suicidepreventionlifeline.org/chat/>
- ***“Share Facts About COVID-19”***
<http://SAMHSA share-facts-h>
- ***Centers for Disease Control- “Anxiety and Stress”***
<https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>
- ***“Taking Care of Your Behavioral Health During an Infectious Disease”***
<http://SAMHSA sma14-4894 sd-qua-iso>
- ***“COVID-19 and Managing Mental Health”***
<https://www.jedfoundation.org/covid-19-and-managing-mental-health/>

Carla Blankenbuehler, Assistant Dean of Students/Director of Counseling Services
(304) 205-6706
Carla.Blankenbuehler@bridgevalley.edu
Suite 032C Building 2000/303 Pathfinder Hall

Library

Information about the Library Resources

The BridgeValley Library is primarily digital. There is an extensive list of resources, such as e-journals and e-books, available through the library databases. Each database listed on the Library Resources tab will have a description of what type of information is included. **Note:** Some of the resources below are within EBSCOhost, which means to access the databases, click EBSCOhost, which is the first at the top of the Library Resources.

Accessing Resources

These databases are accessed through the students' MyBridge, where there is a "Library Resources" tab. It is the last tab at the top. Use the following information to access the resources. If you do not login, you cannot access the resources.

Login Information for Off-Campus Use:

- **EBSCOhost**
Patron ID: Your B#.
- **For NexisUni, Mergent, Ancestry Library, and The Journal of the American Dental Association:**
Username: your BridgeValley email
Password: your BridgeValley email password
- **For Wiley Online Library, which houses The Journal of Periodontology and Clinical Advances in Periodontics:**
Username: bvlibrary1
Password: BridgeValley2020!

Other Resources

The library page, which is <http://www.bridgevalley.edu/library>, also offers links to free resources such as WVDeli, which houses a digital library of e-books and audiobooks.

For More Information:

Visit Digital Library Online Community found on Blackboard. This is located between Brainfuse and Content Collection on Blackboard. All students should be enrolled. If they are not, please contact the librarian. The community has the following items available:

- PowerPoints
- Video tutorials.
- Handouts to help with citation use, grammar, and writing tips.
- The community also features an Ask the Librarian discussion board where students can ask any library related questions they might have.

Kaitlyn Calvert, Librarian / Kaitlyn.Calvert@bridgevalley.edu / (304) 205-6697
Email: library@bridgevalley.edu
Availability: Mon: 8am-7:30pm; Tues: 8:30am-6:30pm; Wed and Thurs: 8am-5:30pm

Recovery Campus

BridgeValley Community and Technical College is proud to be a Recovery Campus, the first and only community college in West Virginia.

A Collegiate Recovery Community offers support to students who are in recovery or support recovery from any kind of addiction and/or mental illness including but not limited to, substance use, eating disorders, sex addiction, or depression. This community assist in each individual's unique recovery, encouraging autonomy, providing support increasing academic success, and offering a safe space on campus to process, grow and reflect.

During the COVID-19 pandemic, it is important that we stay supportive to everyone in recovery. We have identified meetings that are free and available online during this time.

Not everyone can make it to meetings in person. Here are some resources that many use to access vital recovery support online from home:

<p>Alcoholics Anonymous</p>  <p>aa-intergroup.org/directory.php onlinegroupaa.org aaonlinemeeting.net</p>	<p>Narcotics Anonymous</p>  <p>virtual-na.org na.org/meetingsearch *for country, select "Web"</p>
<p>SMART Recovery</p>  <p>smartrecovery.org/smart-recovery-toolbox/smart-recovery-online smartrecovery.org/private-convenient-online-recovery-support</p>	<p>Other Resources</p>  <p>addictioncampuses.com/alcohol/apps-for-recovery sobergrid.com/howitworks intherooms.com/home unityrecovery.zoom.us/my/allrecovery</p>

Online/Digital Recovery Support Resources

 RECOVERY RESEARCH INSTITUTE
RECOVERYANSWERS.ORG

Retention Services

Students can contact the Retention Office remotely via email at EarlyAlert@bridgevalley.edu or via telephone at 304-734-6618 or 304-205-6631.

- Faculty can still submit Early Alerts while the campus is closed through their Banner self-service remotely by connecting to the college's VPN.
 - Once all instruction moves to online, please submit any EAs for students who may need additional support for Blackboard, SOOL, etc. Our retention team will help provide the necessary guidance that students need in navigating Blackboard and/or completing SOOL while the campus remains closed.
- Students who received an EA referral will receive communication via email and/or telephone to follow up and resolve any obstacles, concerns, etc.
- Students who are on academic suspension/probation and/or financial aid probation who are required to have individual appointments throughout the spring semester will still be able to have their appointments via telephone or email while the college is closed.
 - Students who already have scheduled appointments during the week of March 23rd will receive an email with instructions to switch their appointment to an alternative option.
 - Students who have failed to schedule their first meeting will also receive an email to schedule an alternative appointment while the college is closed.

Should students or faculty/staff have questions for the Retention Office, please contact:

Connie Keiffer, Coordinator of Retention

Connie.Keiffer@bridgevalley.edu / 304-734-6618

Erika Beezel, Retention Specialist

Erika.Beezel@bridgevalley.edu / 304-205-6631

Student Activities

The Office of Student Life has developed a series of online mini-workshops available to stream on the BridgeValley CTC Division of Student Affairs Facebook page. A variety of topics will be covered including stress and wellness management, DIY and crafts, healthy cooking, and a continuance of our Adulting 101 series. For a full list, please follow the "BridgeValley CTC Division of Student Affairs" Facebook page.

Student Government Association

Applications for the 2020-2021 Student Government Association are now being accepted through Friday, April 3. Application packets with additional information are available on the Student Government page or by emailing Sara.Price@bridgevalley.edu. Positions available include:

- President
- Vice President – 2 (South Charleston and Montgomery campuses)
- Secretary
- Treasurer
- Senator – 4

WV Invests Community Service

Per the WV Invests Grant policies, students are still required to complete two (2) hours of community service by the end of the semester. The final day to submit service hours is May 1. The community service policy and reporting form is available online or by emailing Sara.Price@bridgevalley.edu.

Completed forms must be emailed to Sara.Price@bridgevalley.edu and can be either a scan or a high-quality photo.

For More Information

If you have any questions regarding student events, student organizations, community service, or other Student Life functions, please contact Sara Price at Sara.Price@bridgevalley.edu or (304) 205-6625.

Testing Services

Course Exams

All course exams meant to be proctored will have to be discussed with your professor/instructor. The professor/faculty member has the choice of requiring your exam to be proctored through ‘Lockdown Browser’, which you will need to download to your personal computer/laptop, or ‘ProctorU’. Below are descriptions of each option with important links.

- **Lockdown Browser --** Your instructor may require you to use Lockdown Browser when taking an online exam. Please watch the video below to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).

If you need to download and install LockDown Browser on your personal computer, please do so at this link - <http://www.respondus.com/lockdown/download.php?id=939939653> (This link is specific to BridgeValley and will only work for BridgeValley exams).

To take an online test, start LockDown Browser. Login to BridgeValley online using your B-number as your username and 6-digit birthdate as the password. Navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this [Student Quick Start Guide](#).

- **ProctorU** -- The cost for this service is currently \$17.50 for a 1-clock-hour exam (60 minutes) and \$25.00 for a 2-clock-hour exam (120 minutes). It is the student's responsibility to cover the cost of ProctorU's services.

While ProctorU allows you to take an exam immediately (for an additional charge), you should make all proctoring appointments at least three days in advance.

To make an appointment, create an account at <https://www.proctoru.com/portal/bridgevalley> by logging in, clicking on the “new exam” link and selecting the exam, date, and time desired.

Test your equipment at www.proctoru.com/helpdesk before your appointment to confirm the computer you are using is compatible for proctoring. This site runs an automated check on your system, or connects you with a live person, if needed.

ACCUPLACER

For your convenience, testing candidates can now register for all exams online through RegisterBlast. RegisterBlast is a quick, easy and confidential way for all testing candidates to register and confirm an appointment to complete testing. All test candidates must complete the online registration through RegisterBlast to schedule a test date.

- Select your test from the group.
- Select an exam date and time.
- Enter your personal information.
- Submit payment for any necessary fees. (Note: FREE to first-time, face-to-face testers, \$5.00 for retests per section)
- Click the Add to Cart button and complete the scheduling process.
- You will receive an email confirmation and a reminder email 24 hours prior to your scheduled exam date.
- [CLICK HERE TO SCHEDULE THE ACCUPLACER](#) - simply click on the drop down menus to schedule the location site, date, and time for your test.

Online ACCUPLACER—Examity

We now have the ability to offer the ACCUPLACER online. In order to take the exam online the student must be equipped with a computer that meets the minimum system requirements at <https://examity.com/test-takers>. Please follow the steps below to register for the online ACCUPLACER.

1. Student must register for ACCUPLACER in Register blast.
<https://www2.registerblast.com/bvctc/Resource/List>
2. Once student is registered, they will be sent a voucher from BVCTC Testing Center with further instructions.
3. Student will then create an account with Examity.
<https://prod.examity.com/ACCUPLACER/>
4. Once profile with Examity is active, student will have the ability to register for an online proctor.
5. Institution will be responsible for \$25.00 fee paid to Examity.
6. In order to verify tester's identity, student must show photo ID in front of web cam.
7. Once student begins exam it will have to be completed, cannot 'Save & Continue.'

Tutoring Services

The Student Success Center (SSC) is a great place to find a tutor who has specific knowledge about the subject you are studying. The Center provides peer, faculty, professional, and volunteer tutors in core academic subjects. Whether you have a one-time quick question or need in depth help over a series of sessions, the tutors in BridgeValley Student Success Center can provide support with class assignments, challenging exams, or study skills. Walk-in tutoring (no appointment needed) is available for a variety of subjects during the times posted in the current semester tutoring schedule. For tutoring assistance in a subject not listed on the schedule or during a time not listed, please contact the Director of Student Success, Tina Spaulding at tina.spaulding@bridgevalley.edu. During this time, we ask that you utilize our online tutoring service. Please find the link below for Brainfuse. They have a very wide range of subjects they can cover.

Are you interested in receiving tutoring without having to come in to the Student Success Center? Click the link below to check out Brainfuse, the online tutoring services used by BridgeValley.

<http://home.brainfuse.com/>

Veteran Affairs



Our Veteran and Military affairs team is here to assist you in accessing resources we have available on our dual campuses and in our communities. We are also here to aid you in your transition into higher education. We take pride in being a veteran and military friendly establishment. By doing so, we are proud to show that we have completed the West Virginia 5-star challenge with our exemplary standards.

Your BridgeValley Veteran and Military Affairs Point of Contact

Misi Lair

Director of Veteran and Military Affairs
Main Office: 302 Pathfinder Hall – Montgomery
Secondary: 032J B2000- South Charleston
Phone: 304-734-6620
Email: Misi.Lair@bridgevalley.edu

LifeBridge AmeriCorps Liaison to Veterans and Military Affairs

Office: 012 B2000
Phone: 304-205-6609

VA Work-study

Office: 008 B2000 (Veterans Lounge)
Phone: 304-205-6720

New Student Registration Checklist

If you have any issues or concerns please contact our Veteran and Military Affairs Team to schedule an appointment.

1. Apply to the school by completing THE BRIDGEVALLEY ADMISSIONS APPLICATION either online at www.bridgevalley.edu or in the admissions office 012
2. Apply for your VA benefits All forms can be found online at <https://www.va.gov/education/how-to-apply/> scroll to the middle of the page where the GREEN box is located that says, “Find you education benefits”.
 - For Veterans you will find the VA Form 22-1990
 - For VR&E you will find VA Form 28-1900
 - For Dependents of a Ch.33 Veteran you will find VA Form 22-1990E
 - For Dependents of a Ch.35 Veteran you will find VA Form 22-5490

NOTE: Transfer students: If you have used your benefits before at another college you will need to complete another set of forms Veterans – VA Form 22-1995 Dependents-VA Form 22-5495

For National Air/Army Members: You must go to www.wvguardtuition.com for instructions how to fill out your application and contact Valerie.

Army NG ONLY: Federal tuition is available to you through www.goarmyed.com or the education officer at 304-561-6366

3. Once you have applied for your benefits you will receive a Certificate of Eligibility (COE), which will tell you about the benefits you are able to receive. **YOU MUST BRING A COPY OR EMAIL YOUR COE TO MISI LAIR.** You do not have to wait for your COE to complete other school requirements.
4. ALL students are encouraged to apply for FAFSA and the Pell Grant. You can do this by going online to www.fafsa.ed.gov or if you need assistance, you may speak with our Financial Aid office in suit 012.
5. Submit all test scores (ACT, SAT, ACCUPLACER), and all transcripts including high school, college, and military (<https://jst.doded.mil>) to the admissions office.
6. Register and attend New Student Orientation (if needed). You can sign up for it on the main webpage www.bridgevalley.edu
7. Schedule an advising appointment to meet with your academic advisor and get your classes scheduled. You can find that on our main webpage www.bridgevalley.edu

Continuing Students

For routine questions regarding VA educational benefits, please call the toll free number at **888-442-4551**. These lines are staffed by fully trained Education Case Managers to assist in resolving the most difficult problems.

If you are a Veteran that falls under the VR&E Voc. Rehab. Program, please reach out to your individual case manager:

Sean Snyder, Vocational Rehabilitation Counselor (Outbased in Charleston, WV)
US Department of Veterans Affairs
Huntington Regional Office
200 Tracy Way
Charleston, WV 25311
304-429-6741 ext. 4215

Tom Wilson, Vocational Rehabilitation Counselor
VA Regional Office
640 4th Avenue
Huntington, WV 25701

Jeffrey A. Dustin, Vocational Rehabilitation & Employment
6437 Garners Ferry Road
Columbia, SC 29209

If you are in the WVARNG or Air Guard, please reach out to Valerie Lambing prior to the next semester starting in order to establish TA (tuition assistance). Valerie.j.lambing.nfg@mail.mil or 304-561-6306. You must contact Valerie **every semester** that you are planning to use your TA.

You must also remember to call and verify your attendance for the prior month at 888-442-4551. This is an automated voice and you will follow directions. The file number is your SS#.