



INTEGRITY

DIVERSITY

SERVICE

EXCELLENCE

COMMITMENT

2016

—

2017

STUDENT SERVICES ANNUAL REPORT

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.

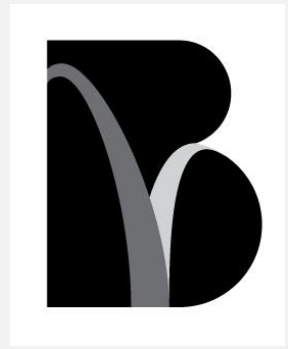


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YEAR IN REVIEW

We are pleased to present the 2016-2017 annual report for student services. Within these pages, we provide highlights and data, share our strategic objectives, and celebrate our students.

This past academic year was another exciting year for student services. The student services team members overcame challenges such as budget cuts, shortage of staff, and many other changes at the College. However, through hard work and dedication goals were met, new programs and services were developed, and it was a successful year.

- B** Family Fun Night (South Charleston & Montgomery)
- B** Partnered with Vocational Rehabilitation for Transition Fair for KCS
- B** Veterans Day Celebration
- B** Hosted 4 Career Fairs
- B** New York City Trip
- B** Received National Recognition for Military Friend College (2 Organizations)
- B** Passed state/federal Veterans Affairs audit with zero discrepancies
- B** Received \$120,000 grant for TANF
- B** Hosted 2 health and wellness fairs (South Charleston & Montgomery)
- B** Provided workshops to student leaders and advisors
- B** BV Students completed over 3500 in community services
- B** Held a month long workshop for beginning sign language



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 overall student experience at BridgeValley Community and Technical College. Together, we are determined to improve services and meet the needs of all our students.



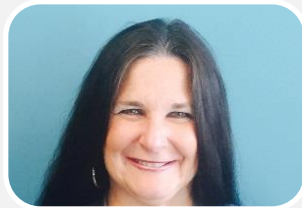
James McDougle
Dean of Students



Jeanne Smith
Director of Student Life



Carla Blankenbuehler
Director of Counseling
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Misi Lair
Director of Military &
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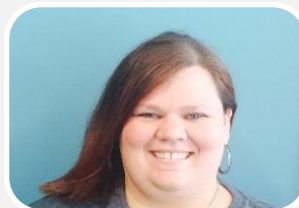
Beverly Farrow
Director of Student Success



Acqua Fyall
Executive Secretary to
Student Services



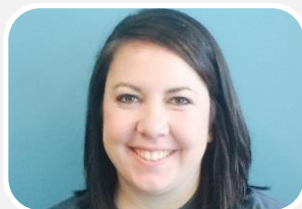
Connie Keiffer
Coordinator of Retention
and Advising



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Counselor



Joan Viksjo
Student Services Specialist -
TANF



Judy Dingess
Student Services Specialist -
TANF

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)
- NACADA (National ACademic ADvising Association)
- NTA (National Tutoring Association)
- Collegeboard (Accuplacer)
- WVCIA (West Virginia Collegiate Initiative on Alcohol Use)
- WV Campus Compact

2016-2017 STRATEGIC PLAN

During the summer of 2016, staff members held a strategic planning meeting to review and critique serves that are offered through student services and worked together to strengthen services.

Student services plays a vital role in institutional success and continues to work toward achieving goals for student success, retention, and graduation rates. During the 2016-2017 academic year, student services surpassed or met 19 of the 30 strategies/activities in the strategic plan.

Many of the strategies/activities that were not met are in progress and on target to be completed during the next academic year.

GOAL ONE: STUDENT SUCCESS			
BENCHMARK METRIC 2015-2016	GOAL 2016-2017	RESULTS 2016-2017	STRATEGIES and/or ACTIVITIES
606	727	823	- Increase referrals to enhance the Early Alert program by 20%
86%	86%	91%	- Increase participation in academic success workshops for probation students
1271 sessions	1334 sessions	766 sessions	- Increase student utilization of tutoring services by 5%
15	19	14	- Increase the number of subject areas available for tutoring by 25%
87%	87%	71%	- Maintain the certified Veterans retention rate (fall to spring)
2	10	10	- Increase the number of "active" members in the Veterans Club
6	8	8	- Increase the number of Veteran Workshops offered each year
458	500	144	- Increase attendance at Disability Awareness Events
84%	84%	79%	- Maintain the students with disabilities retention rate (fall to spring)
1964	2300	1263	- Increase the number of participants in student engagement & awareness events sponsored by Counseling & Disability Services
GOAL TWO: INSTITUTIONAL SUCCESS			
BENCHMARK METRIC 2015-2016	GOAL 2016-2017	RESULTS 2016-2017	STRATEGIES and/or ACTIVITIES
72	76	60	- Increase the number of certified Veteran students by 5%
3	5	7	- Increase the number of student organizations with Foundation accounts
GOAL THREE: COMMUNITY AND INDUSTRY SUCCESS			
BENCHMARK METRIC 2015-2016	GOAL 2016-2017	RESULTS 2016-2017	STRATEGIES and/or ACTIVITIES
0	7	7	- Increase partnerships with area employers
5	8	12	- Increase partnerships with community agencies including inviting them to assist with awareness events, etc.
102	120	100	- Increase attendance at the annual campus Veterans Day celebration

NON-MEASURABLE GOALS – STUDENT SUCCESS	
STRATEGIES and/or ACTIVITIES	RESULTS
Develop Testing Center Procedures and Academic Dishonesty Procedure	No
Develop Tutor Handbook and Tutor Training Program	Yes
Track Early Alert and Academic Probation students and their utilization of services	Yes
Implement a student success plan for students with disabilities	Yes
Establish a benchmark to track participation in student clubs and organizations	Yes
Establish a benchmark to track participation in SGA sponsored events	No
Achieve national recognition for Veterans Club	No
Implement Veterans “Cord Policy” for graduation	Yes
Implement Parent (Family & Friends) on-line orientation	No
NON-MEASURABLE GOALS – COMMUNITY AND INDUSTRY SUCCESS	
STRATEGIES and/or ACTIVITIES	RESULTS
Establish Community Service Recognition Awards	Yes
Implement a community service project requirement for all student organizations	Yes
Create a Community Service page for the website with links to at least 5 area partners	Yes
Maintain staff presence at Veteran-specific events to assist with the recruitment of Veteran students	Yes
Maintain working relationship with the REACH program to provide sexual assault awareness to students, faculty & staff	Yes
Participate in fundraiser for the non-profit organization REACH	Yes



COUNSELING AND DISABILITY SERVICES



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

Counseling Services

Counseling Services continued to provide counseling and referral services to BridgeValley students on both campuses. In addition, the department continued partnerships with several community agencies to provide information for our students. In September, counseling services worked with Prevent Suicide WV and secured 45 free tickets for students to go to Appalachian Power Park Baseball for Prevent Suicide night. The staff created a special display for suicide awareness month. This display brought many students who were able to engage and share their thoughts and feelings. Members of Prevent Suicide and WVARNG Resiliency, Risk Reduction, Suicide Prevention came to campus and set up a table as well with resources information and freebies for students.

During the month of October, counseling services created a display in which students, faculty and staff were able to see the facts regarding Domestic Violence. Six hundred and thirty-six purple flags were displayed on the front lawn which represented the 636 domestic assaults, battery, stalking and filed domestic violence petitions in Charleston. In addition, awareness ribbons, brochures, and an empty place at the table was displayed to provide information to students, faculty and staff.

The usage of counseling services continues to rise among students as you can see from previous year. The department has seen an increase in students dealing with drug addiction and was able to provide referral services for these students to a local addictions counselor. The counselor has noticed an increase in students as well regarding day to day stressors. Many of times the counselor works with the student and provides support as the students may not have home support. Other issues that have been discussed are Domestic Violence, Relationships and Deaths. As the Bridging the Gap grant comes to a close it is clear these services have been much needed for students and have been beneficial to many.

Service Indicators	2015-2016	2016-2017
Number of Counseling Sessions	265	289
Number of Engagement and Awareness Events	21	25
Number of Students Participating in Events	1,964	1,263
Safety Assessments (Recommended by the Dean of Students)	0	2
Online Referral Form	10	8
Student Issue not resulting in ongoing counseling	95	138
Assisting student in other school related issues	218	192

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

Peer Coach and Mentoring Program

The Peer coach program began full swing for the 2016-2017 academic year. The first week of both fall and spring coaches assisted students with schedule printing, directing students to classrooms, visiting General Studies classes and much more. Although we had less coaches, according to the Lead Peer Coach, overall, the Peer Coaches felt like students were more engaged beginning this past fall in all aspects, from calling to register them for a Black & Silver Registration to Miner’s Path to Success (MPTS). Everyone who worked with students to complete their MPTS felt like students were actually listening to and implementing the advice given to them. In addition, students seemed to interact more by asking questions and coming to them for help in between MPTS meetings. Students regularly and confidently came to us for help. They would also state “My professor told me to come and ask you...” or “My friend said you could help me...”

Fall Peer Coaches	Spring Peer Coaches	Fall 2016	Spring 2017
Jen	Jen	Diann	Trevor
Diann	Diann	Trevor	Chris
Trevor	Trevor	Chris	Miranda
Deborah	Deborah	Miranda	Teddi
Sharon	Sharon	Teddi	
Miranda	Corey		
Jacob (VA)	Jacob (VA)		
Fall Phone Calls	Spring Phone Calls	Fall Phone Calls	Spring Phone Calls
7536	9884	2797	2244
Engagement Events	Engagement Events	Engagement Events	Engagement Events
13	13	8	4

In-Person Student Assistance	In-Person Student Assistance	In-Person Student Assistance	In-Person Student Assistance
Financial Aid	Financial Aid	Financial Aid	Financial Aid
508	565	N/A	N/A
Book Store	Book Store	Book Store	Book Store
361	40	N/A	N/A
Accuplacer, Orientation, Advising	Accuplacer, Orientation, Advising	Accuplacer, Orientation, Advising	Accuplacer, Orientation, Advising
947	261	N/A	N/A
Student Success	Student Success	Student Success	Student Success
1055	2576	N/A	N/A
Other	Other	Other	Other
2399	1416	N/A	N/A
Bridging the Gap	Bridging the Gap	Bridging the Gap	Bridging the Gap
1486	1878	N/A	N/A
Number of Individual Meetings	Number of Individual Meetings	Number of Individual Meetings	Number of Individual Meetings
748	778	N/A	N/A

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

Disability Services

Although the Disability Services position has been vacant since October, no services were affected. The Director of Counseling & Disability Services collaborated with the WV Division of Rehabilitation Services (WVDRS) yet again and brought high school students to campus to experience college atmosphere and take part in workshops and a student panel discussion, in which BridgeValley students with disabilities described their college experience and answered questions from the high school students. Disability Services also held Disability Awareness Week in which showcased Family Diversity Projects: The Road to Freedom showcased portraits of people with disabilities of all types presenting positive realistic images of people who have all types of disabilities. The display provided awareness and information to all students, faculty and staff.



Number of Classes Accommodating Students with Disabilities

Total Classes	310	313	435	334	392	414
Distinct Classes	235	229	297	243	252	244
Student Success Pass Rate	88.31%	85.61%	85.27%	87.53%	79.05%	87.50%

Cumulative GPA

Term Institutional	2.5	2.68	2.51	2.37	2.09	2.5
	2.53	2.63	2.53	2.59	2.49	2.63

Number of Accommodations Offered

Alternate Test Area	44	38	53	50	61	73
Counseling/Advising	2	0	0	0	0	0
Extended Time for Exam	70	52	74	75	89	96
Note Taking	21	18	18	21	25	21
Other	2	5	10	11	15	12
Print Enlargement	2	2	1	1	1	0
Priority Seating	8	10	13	11	21	19
Sign Language Interpreter	2	1	0	0	1	4
Tape Record	17	15	18	19	22	20
Test Reader/Writer	5	6	13	12	16	17
Use of Calculator	11	10	20	26	35	33
Use of Laptop/Word Processor	4	2	6	9	10	11

Waiver of Absence Policy	8	11	16	9	9	8
Types of Disabilities						
Asperger	0	2	1	0	2	1
Attention Deficit Disorder	27	20	30	35	21	18
Attention Deficit Hyperactive	2	0	5	0	5	5
Autism	1	1	2	2	2	2
Blind / Visually Impaired	2	2	1	2	1	0
Deaf / Hard of Hearing	3	3	2	3	5	6
Dyscalculia	0	1	1	1	0	0
Dyslexia	2	1	1	0	2	0
Epilepsy	1	1	0	0	2	1
Learning Disability	18	18	31	22	37	34
Medical Disability	8	9	12	6	4	5
Other	1	0	0	0	1	1
Physical Disability	3	1	3	2	2	1
Pinal Cord / Brain Injury	1	2	3	3	4	2
Post-Traumatic Stress Disorder	2	0	0	0	0	0
Psychiatric / Psychological	11	20	12	16	20	24
Note Taking Data						

Number of Note Takers	7	6	4	5	1	5
Number of Classes	7	8	5	6	1	8
Number of Students Using Service	9	6	4	4	1	5





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 2016-2017 year to ensure that our students, staff and faculty had access to a variety of enrichment experiences both on and off campus.

STUDENT ORGANIZATIONS

Two new organizations were recognized this year: Campus Civitan Club and the BridgeValley International Club. Two organizations, the BridgeValley Canaries (Vocal Group) and D.R.E.A.M.S., were disbanded bringing the total number of student organizations to 27. Club membership totaled 405. With only 62 students in more than one club, the total number of individuals who joined one of our student organizations was 343.

EVENTS

Due to their popularity, several events sponsored by the BridgeValley SGA in our inaugural year have become traditions: a bus trip to an amusement park in the fall, a bus trip to NYC in the spring, a community Fall Family Fun Night in South Charleston, a campus-wide Chili Cook Off, and a spring semi-formal. This year a new tradition was established with the hosting of a Spring Family Fun Night on the Montgomery campus. The event was well received by the community with over 100 in attendance along with 29 volunteers. The SGA continued its partnership with the WV Symphony in order to provide free tickets for students, faculty and staff for the symphonic and pop series.

The Office of Student Life once again hosted a Martin Luther King, Jr. Volunteer Fair in South Charleston and Red Cross Blood Drives on both campuses each semester as well as 7 community service projects during Alternative Spring Break. In addition, the department added a new event – Relax and Paint – which was offered 3 times on each campus throughout the academic year. Finally, a “Lead with your Strengths” workshop open to students, faculty and staff was held in April. Registration was limited to 35 will all slots filled. Feedback for this event was extremely positive and a follow-up session is planned for 2017 2018.

ROLE IN TRACKING COMMUNITY SERVICE EXPANDED

Beginning Fall 2017, the Director of Student Life became the point of contact for the collection and approval of community service hours. In addition to monitoring the number of hours completed, a detailed tracking system was put in place that notes the type of service, date of service and location of service in order to provide a more in-depth overview of the annual contributions made by our students. A Community Service webpage was created to provide students information on the qualifications for service, information about how hours are tracked, a link to the form and links to local agencies who welcome volunteers.

COMMUNITY SERVICE AWARD ESTABLISHED

The Above & Beyond Award was established to recognize students who complete at least 100 hours of service in addition to the 15 hours required for graduation. In this inaugural year, six students were recognized by the Office of Student Life and the Outreach Council for their service.

OUTREACH TO STUDENTS & FACULTY/STAFF

The Director of Student Life was a guest speaker at all sections of the Freshman Seminar class. The presentation included the promotion of SGA events and student organization as well as information on the community service requirement. A professional development workshop, **Community Service: Definition – Process – Opportunities**, was offered in August and December.

Service Indicators	14-15	15-16	16-17
Number of student organizations	23	27	27
Number of engagement events for non-club members	20	43	53
Number of community service events for students	14	28	25
Number of partnerships with civic organizations	10	25	27
Number of participants for open community events	377	877	751
Membership in student organizations			405*
Number of student participating in a student organization			343*
Number of community service hours completed		5080**	
Number of students receiving the Above & Beyond Award			6

*Collected December 2016

**Summer 2016, Fall 2016 and Spring 2017



STUDENT SUCCESS



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

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

The 2016-17 years began with a full complement of tutors on both campuses. After a slow start of student involvement in tutoring services, the Student Success Centers expanded and redesigned student engagement opportunities to increase student awareness of the service. Both campuses held a two-day Open House event in the Fall and Spring semesters, which were well attended, and students could meet tutors and receive tutoring schedules. Additionally, both Centers held Tutoring Rewards Programs that offered incentives to students who utilized tutoring services. Together the Open Houses and Rewards Programs offered students fun opportunities to learn about our services. A tutor training manual and training process is in place to better equip tutors with the latest tutoring techniques, and better serve our students. With the participation of faculty, peer, and volunteer tutors working in the SSC more content areas are available to our students. The 2017-18 academic year will bring a new recruitment effort for additional peer and volunteer tutors.

Service Indicators	2015-2016	2016-2017
Number of Tutors	36	20
Number of Tutoring Sessions	1271	766
Number of Independent Study Sessions	1472	1253
Number of Computer Usage	2195	2088

*** The Number of Tutors include faculty, students, and volunteers from the community. Not all 20 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)

The Testing Centers saw an increase in the volume of testing for the 2016-17 academic year. The Testing Centers continued to offer course exam proctoring and proctoring for several national exams: ACCUPLACER Placement, TEAS V, FISDAP, and CertiPort, CLEP, and PrePAC. The Testing Centers have also increased the number of trained proctors to give Accuplacer, TEASV V, FISDAP, and course exams.

The testing processes are now consistent on both campuses, and we continue to work closely with the Adult Education Learning Centers (AELC), making approximately 115 referrals to the AELC based on Accuplacer examination scores.

Finally, the testing centers continues to foster community partnerships by offering increasing proctored exams for other colleges and universities, and maintaining the existing testing partnerships with WVA Manufacturing, the WV Banking Association, and the WV DOH.

Service Indicators	2015-2016	2016-2017
Accuplacer	715	544
FISDAP	22	22
Certiport	6	6
TEAS V	218	197
BVCTC Course Exams	1532	1988
Referrals for AELC Bridge Program	149	115*

***This number includes at least four (4) 2nd attempt testers, and testers who tested in the Summer, 2016 but referral was made to AELC for Fall, 2016.

Unit Achievement: Improved the Quality of Special Programming to Grow Student Engagement in Services That Increase Retention
(Student Success Workshops & Early Alert)

The Office of Student Success consists of two (2) programs that contribute to increased student retention. The Academic Probation and Early Alert Programs help: 1. the Institution identify students who are in danger of failing and/or academic dismissal; and 2. students identify their academic weakness, and strengthen their study habits so they can complete a course of study and accomplish their educational goals.

The Institution has continued to refine the Early Alert System and processes to 1. better help faculty identify students who need academic assistance; 2. help students reach their educational goals, and 3. contribute to Institutional retention.

Students on Academic Probation or returning from Suspension are required to attend an Academic Success Workshop (ASW). This workshop can be conducted in person or online for distant learners, students unable to come to the campus, live out of the area, or work full-time. An ASW questionnaire and PowerPoint are emailed to the student, who in turn watches the video, completes the questionnaire and returns it to the Coordinator of Advising and Retention. Several technology lessons were learned this year. The use of Skype to meet with students who are unable to attend face to face meetings with the Coordinator which serves to eliminate scheduling issues and delays in the facilitating the AWS process. The Coordinator also realized that students, in general, respond quicker to emails than telephone calls. We look forward to a greater use of technology to enhance our retention efforts.

The 2016-17 academic year also brought several giant “wins” for the SSC/Academic Probation Program. Eight Academic Probation workshops were held, with a total of 112 students attending, the highest attendance to date. Additionally, 34% (32 of the 95 on the Spring 2017 academic probation and suspension list) of currently enrolled students could improve their academic standing by participating in the ASWs, and four (4) of the ninety-five (95) students moved from suspension status to probation status by participating in the ASWs.

Academic Probation Program

Service Indicators	2015-2016	2016-2017
Academic Success Workshops	23	22
Number of Students Attending	139	218
Number of Student on Probation	NA	204
Complete Withdrawal	4	10
Partial Withdrawal	7	21

Early Alert Program

Service Indicators	2015-2016	2016-2017
Early Alerts Submitted	606	823





VETERAN & MILITARY AFFAIRS



Unit Achievement: Improved the Quality of Veterans Support to Grow Student Engagement and Increase Retention.

(Veteran Services, Veterans Club, Veterans Work-Study Program, Veterans Peer Coach)

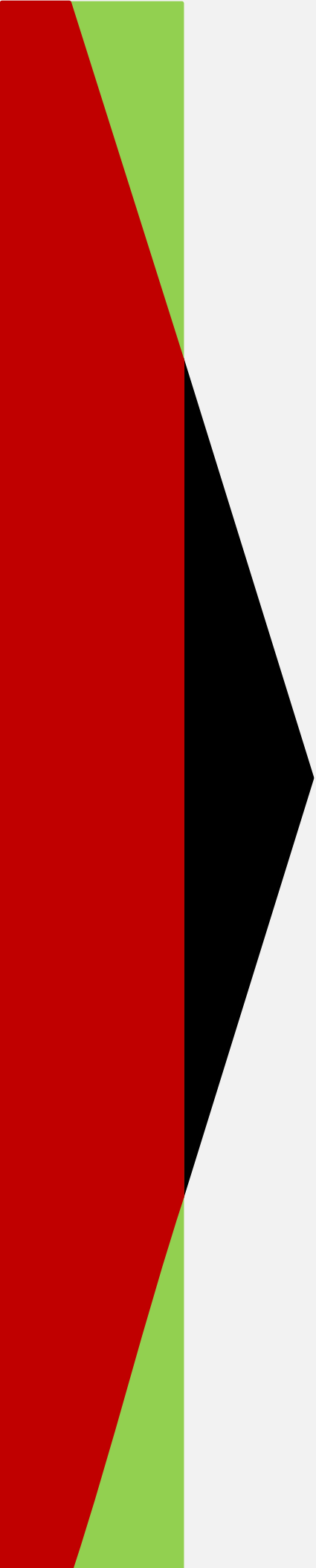
This End of the Year Review is not necessarily about just numbers, data or even events. It is a Cinderella story about where the Veterans Affairs Office came from, where it still wants to go, and how it needs to get there. It is, however, a remaining promise that it will continue to relentlessly pursue excellence on behalf of those who deserve it the most, our Veterans! So, here goes...

In the past before merging schools, the Veterans did not have a specific person who dealt solely and primarily with their needs regarding certification and/or being their “voice” with faculty and staff. Because of the merge, and the hiring of one specific person to deal with these issues, it is felt that the Veterans Affairs Office has made huge strides with having one “go to person”. The enrollment number with Veterans could be higher and it struggles mostly in this area, but the department will continue to reach out to the community for help in recruiting events for service men and women. There was, however, a full time VA Work Study and part-time VA Peer Coach during the fall and spring semesters to donate individualized attention to our Veteran students. The VA Peer Coach worked on the Miner’s Path to Success and for the fall 2016 semester, saw 7 Veterans in person and talked with more than 20 by phone. In the spring, 20 Veterans in person were seen and spoke to more than 10 by phone. This alone has helped in retention rates.

The Veterans Affairs Office at BridgeValley was placed yet again into two Nationally Recognized Magazines for being one of the “top” schools in the Nation regarding the needs of Veterans. They are MAE (Military Advanced Education & Transition TOP Colleges and Universities 2017, as well as Military Friendly School 2017.

The Veterans Club had another busy year and in the fall of 2016 during the Veterans Day Celebration, the Veterans Club collected Coca-Cola products and built a tribute wall for soldiers. The proceeds of the coke products were donated to local Veterans Homeless Shelters. Over 198 cubes of coke were collected and donated. In December 2016, The Veterans Club also sent a care package of Christmas cards, coffee, candy, cookies and magazines to Veterans deployed to Camp Tiger, Iraq. This was done in collaboration with our PBL club at BridgeValley.

During the Spring 2017, The Veterans Club started the semester off with “Green Light a Vet”, where green light bulbs were given out to faculty, staff and students to place in windows at work or to light at home in support of



Veterans returning from the war making the transition from military life to civilian life. 55 green lights were given out. Valentines for Veterans were done in February 2017 and this care package of home-made Valentines were sent out to Camp Tiger, Iraq. The Veterans Club worked on Habitat for Humanity during ASB and 13 Veterans were in attendance for this community service. We ended our spring semester with Military Appreciation Day showing off pictures of our Veterans and service men and women for our population of students to say “Thank You” for their service. The Veterans Club had their annual flower sale during commencement this year and all flowers were sold out. This was our final fund-raiser for the year.

Service Indicators	2014-2015	2015-2016	2016/2017
Number of Certified Veterans	100 (duplicated fall to spring)	133 (duplicated fall & spring)	117 (duplicated fall & spring)
Number of Non-Certified Veterans	NA	113 (duplicated fall & spring)	200 (duplicated fall & spring)
Number of Members of the Veterans Club	32	39	45
Number of Recruitment Events	6	12	9
Attendance at Veterans Day Celebrations	101	116	100
Number of Veteran Workshops	8	6	6 (3 on each campus)
Number of Classes with a Certified Veteran	468	633	569
Veteran Student Success Rate (Classes Passed)	85%	83%	78%
Cumulative GPA of Veteran Students	2.62	2.81	2.46
Fall to Spring Retention Rate (Certified)	71%	87%	77%
Number of Campus Events for Veterans	NA	6	10

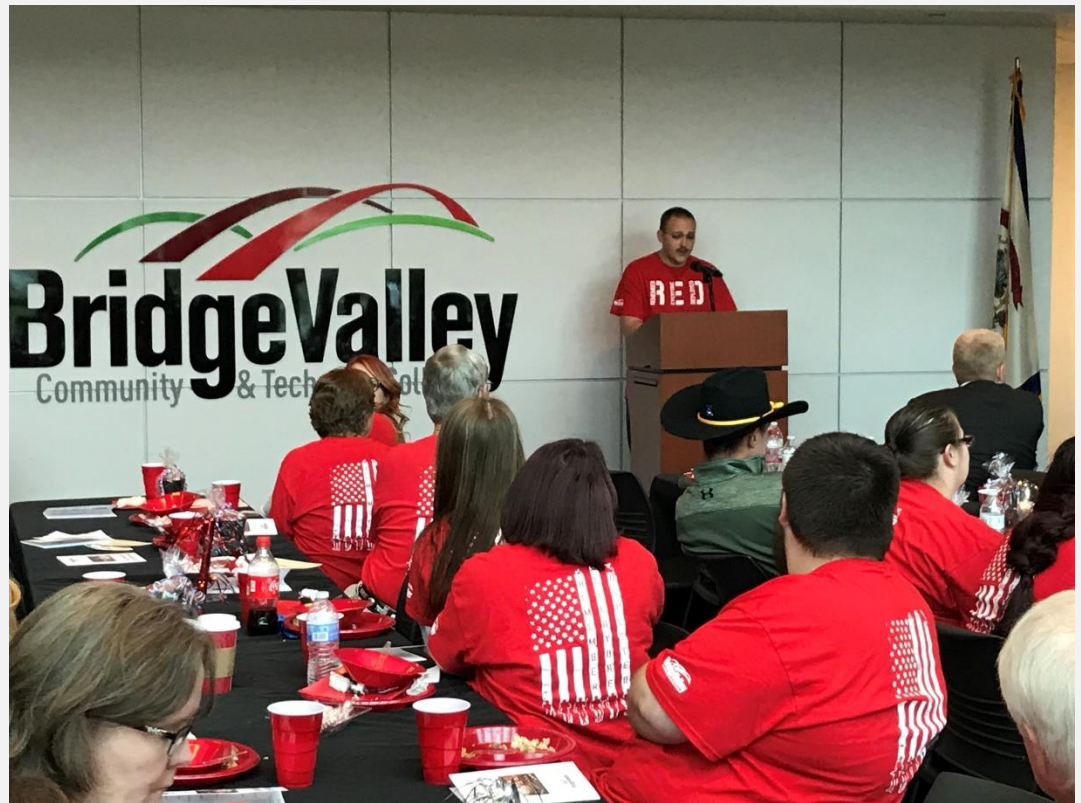
2016-2017 STUDENT SERVICES DIVISION UNIT STRATEGIC PLAN

GOAL ONE: STUDENT SUCCESS			
Objective 1.1 Increase retention rates a minimum of 5% per year			
Objective 1.2 Increase the number of active members in the Veterans Club 5% per year			
BENCHMARK METRIC 2015-2016	METRIC/GOAL 2016-2017	STRATEGY/ACTIVITIES	PERSON/UNIT RESPONSIBLE
Objective 1.1 87%	77%	- Maintain the certified Veterans retention rate (fall to spring)	Misi Lair
Objective 1.2: 39	45	- Increase the number of active members in the Veterans Club	Misi Lair
GOAL TWO: INSTITUTIONAL SUCCESS			
Objective 2.1 Increase headcount by 5% annually instructional success			
Objective 2.2 Increase FTE by 3% annually			
Objective 2.3 Increase external revenue by 10% annually			
BENCHMARK METRIC 2015-2016	METRIC/GOAL 2016-2017	STRATEGY/ACTIVITIES	PERSON/UNIT RESPONSIBLE
Objective 2.1: 72	62%	- Increase the number of certified Veteran students	Misi Lair
Objective 2.2: 12	9	- Maintain staff presence at Veteran's specific events to assist with the recruitment of Veteran students	Misi Lair
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	PERSON/ UNIT RESPONSIBLE
Objective 3.1: 0	7	- Develop partnership with Community employers	Misi Lair

(Contributed to Veterans Resources: Cory Payne, ELR; L.G. Corder, SAA; Melanie Fugett, Case Manager with Coalfield Community Action Partnership; Nick Villarreal, Instructional Specialist/Lab Manager; Thom Conner, Admissions Recruiter; Ashley Lewis, Instructor at BridgeValley CTC; Laura Lambert, WorkForce at BridgeValley CTC, Cathy Haupt, GoodWill Industries.

**Non-measurable goals: 2017/2018

- Increase the number of Certified Veterans
- Increase the number of Recruiting Events
- Implement Parent (Family & Friends) on-line orientation





DEAN OF STUDENTS OFFICE




New Student Orientation

In 2016-2017, we debut a new student orientation that was completely online. This allowed for more flexibility for students to complete orientation. 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.

	No	Incomplete	Completed	Total
First Time Freshman	26	3	148	177
Re-Admit	26	9	64	99
Transfer	30	1	176	207
Total	82	13	388	483
Total %	17%	3%	80%	

No = Never Logged In
Incomplete = Started Not Finished
Completed = Finished Orientation



General feedback from students who completed the online orientation was positive. However, after listening to students it has been determined that a live orientation option will be added to the admission/registration process.

Student Conduct

BridgeValley believes that the advancement of community responsibility is an educational tool that ultimately encourages the development of moral values and ethical practice. Providing student with the appropriate counseling increases their engagement, success, and changes their attitude on how they view specific situations. Students meet with the Dean of Students and other parties involved to rectify the situation before it the concern is escalated to a judicial board hearing. In the last three years, we have not had to hold a judicial board hearing. This has been accomplished through teamwork and collaboration with the BridgeValley Police Department, Counseling Services, and other members of the campus community.

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

Retention Data

The data below indicates the retention rates of first time full time freshman (FTF), as tracked by the West Virginia Community and Technical College System. The 2015 is the most current as retention rates for the 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.

Institution	2011	2012	2013	2014	2015	2014-15 % Change	2011-15 % Change
Blue Ridge Community and Technical College	48.0%	55.3%	50.6%	53.5%	59.1%	5.6%	11.1%
BridgeValley Community and Technical College*	-	-	48.4%	50.3%	53.6%	3.3%	-
Bridgemont Community and Technical College	57.6%	50.4%	57.4%	-	-	-	-
Kanawha Valley Community and Technical College	54.9%	46.2%	-	-	-	-	-
Eastern WV Community and Technical College	62.4%	59.5%	50.0%	50.0%	47.8%	-2.2%	-14.6%
Mountwest Community and Technical College	32.2%	30.8%	42.0%	39.8%	45.8%	6.0%	13.6%
New River Community and Technical College	39.7%	44.1%	45.2%	41.2%	43.1%	1.9%	3.4%
Pierpont Community and Technical College	44.1%	43.6%	44.7%	48.7%	51.7%	3.0%	7.6%
Southern West Virginia Community and Technical College	49.5%	46.1%	53.4%	56.3%	54.8%	-1.5%	5.3%
West Virginia Northern Community College	48.0%	47.8%	53.5%	49.7%	49.3%	-0.4%	1.3%
WVU at Parkersburg	45.4%	52.3%	48.6%	47.5%	51.0%	3.5%	5.6%
TOTAL	45.3%	45.4%	48.3%	48.4%	50.9%	2.5%	5.6%

* Bridgemont Community and Technical College and Kanawha Valley Community and Technical College merged into a single institution - BridgeValley Community and Technical College - in 2014.

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 2016

	Excellent	Good	Fair	Poor	N/A	Total	Weighted Average
Faculty	66.67% 6	22.22% 2	11.11% 1	0.00% 0	0.00% 0	9	3.56
Admissions Process	55.56% 5	44.44% 4	0.00% 0	0.00% 0	0.00% 0	9	3.56
Orientation (prior to starting classes)	55.56% 5	44.44% 4	0.00% 0	0.00% 0	0.00% 0	9	3.56
Registration Process	77.78% 7	22.22% 2	0.00% 0	0.00% 0	0.00% 0	9	3.78
Academic Advising	66.67% 6	22.22% 2	11.11% 1	0.00% 0	0.00% 0	9	3.56
Financial Aid	66.67% 6	11.11% 1	0.00% 0	0.00% 0	22.22% 2	9	3.86
Office of the Registrar (transcripts, registrations, withdraw) etc.	88.89% 8	11.11% 1	0.00% 0	0.00% 0	0.00% 0	9	3.89
Parking	66.67% 6	11.11% 1	22.22% 2	0.00% 0	0.00% 0	9	3.44
Food Service (Mamma D's and Bistro Express)	33.33% 3	0.00% 0	22.22% 2	0.00% 0	44.44% 4	9	3.20
Counseling Services	55.56% 5	0.00% 0	0.00% 0	0.00% 0	44.44% 4	9	4.00
Disability Services	55.56% 5	0.00% 0	0.00% 0	0.00% 0	44.44% 4	9	4.00
Testing Services	66.67% 6	0.00% 0	22.22% 2	0.00% 0	11.11% 1	9	3.50
Tutoring Services	44.44% 4	0.00% 0	0.00% 0	0.00% 0	55.56% 5	9	4.00
Veteran Affairs Office	22.22% 2	0.00% 0	0.00% 0	0.00% 0	77.78% 7	9	4.00
Career Services	44.44% 4	0.00% 0	0.00% 0	0.00% 0	55.56% 5	9	4.00
Student Activities (clubs, community services, campus events)	44.44% 4	22.22% 2	0.00% 0	0.00% 0	33.33% 3	9	3.67
Library	44.44% 4	11.11% 1	0.00% 0	0.00% 0	44.44% 4	9	3.80
Online Courses	77.78% 7	11.11% 1	11.11% 1	0.00% 0	0.00% 0	9	3.67
IT/Computer Services	44.44% 4	22.22% 2	11.11% 1	0.00% 0	22.22% 2	9	3.43
Website	66.67% 6	11.11% 1	22.22% 2	0.00% 0	0.00% 0	9	3.44
Campus Police/Security	55.56% 5	11.11% 1	11.11% 1	0.00% 0	22.22% 2	9	3.57
Business/Cashiers Office	66.67% 6	11.11% 1	11.11% 1	0.00% 0	11.11% 1	9	3.63

	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Office of the Registrar (transcripts, registrations, withdraw) etc.	64.81% 105	29.01% 47	3.09% 5	1.23% 2	1.85% 3	162	3.60
Faculty	64.20% 104	30.25% 49	4.32% 7	1.23% 2	0.00% 0	162	3.57
Admissions Process	62.35% 101	33.33% 54	3.70% 6	0.62% 1	0.00% 0	162	3.57
Campus Police/Security	61.73% 100	31.48% 51	2.47% 4	0.62% 1	3.70% 6	162	3.60
Academic Advising	60.49% 98	28.40% 46	9.26% 15	1.85% 3	0.00% 0	162	3.48
Registration Process	58.64% 95	37.04% 60	3.09% 5	1.23% 2	0.00% 0	162	3.53
Business/Cashiers Office	58.64% 95	35.80% 58	3.09% 5	1.23% 2	1.23% 2	162	3.54
Orientation (prior to starting classes)	56.17% 91	36.42% 59	4.94% 8	0.00% 0	2.47% 4	162	3.53
Financial Aid	56.17% 91	27.78% 45	6.17% 10	4.32% 7	5.56% 9	162	3.44
Website	55.56% 90	33.95% 55	8.02% 13	2.47% 4	0.00% 0	162	3.43
Parking	52.47% 85	29.01% 47	13.58% 22	2.47% 4	2.47% 4	162	3.35
IT/Computer Services	48.77% 79	29.63% 48	6.79% 11	1.23% 2	13.58% 22	162	3.46
Student Activities (clubs, community services, campus events)	48.15% 78	27.78% 45	4.32% 7	1.85% 3	17.90% 29	162	3.49
Testing Services	45.68% 74	24.69% 40	4.94% 8	0.62% 1	24.07% 39	162	3.52
Tutoring Services	44.44% 72	21.60% 35	3.09% 5	0.00% 0	30.86% 50	162	3.60
Library	44.44% 72	24.69% 40	8.02% 13	4.94% 8	17.90% 29	162	3.32
Online Courses	43.83% 71	33.95% 55	11.73% 19	3.09% 5	7.41% 12	162	3.28
Counseling Services	42.59% 69	21.60% 35	3.09% 5	1.23% 2	31.48% 51	162	3.54
Career Services	39.51% 64	20.37% 33	4.32% 7	2.47% 4	33.33% 54	162	3.45
Disability Services	36.42% 59	14.81% 24	1.23% 2	0.00% 0	47.53% 77	162	3.67
Veteran Affairs Office	36.42% 59	12.96% 21	1.23% 2	0.00% 0	49.38% 80	162	3.70
Food Service (Mamma D's and Bistro Express)	35.80% 58	22.22% 36	16.67% 27	5.56% 9	19.75% 32	162	3.10