



OFFICE OF STUDENT SERVICES
Annual Report 2019-2020

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MESSAGE FROM THE DEAN



It is with great pleasure that I provide the annual report for the Office of Student Services at BridgeValley Community and Technical College. The services and programs offered through Student Services have a huge impact at BridgeValley and that is demonstrated by our data and explained through student voices. In these pages, we celebrate our students and many accomplishments over the 2019 – 2020 academic year. I am extremely proud of our students and the hard work and dedication they put into their academics and co-curricular events.

BridgeValley serves a motivated, talented, and engaged student body and is proud to offer a variety of support services, student organizations, and leadership opportunities to provide a diverse and robust student centered environment. The data points, pictures, and student voices in this report, provide an overview of a busy year of learning and student engagement outside of the classroom.

This past year proved to be a rollercoaster year with a busy fall semester and then a fast change of operation due to the world pandemic, COVID-19. As the College, as a whole, scrambled and collaborated to move all areas online, student services quickly made changes to services so there would be little to no interruption to support services. Colleges across the state reached out to see how we moved so quickly and used a lot of our services and procedures as models to assist with their changes.

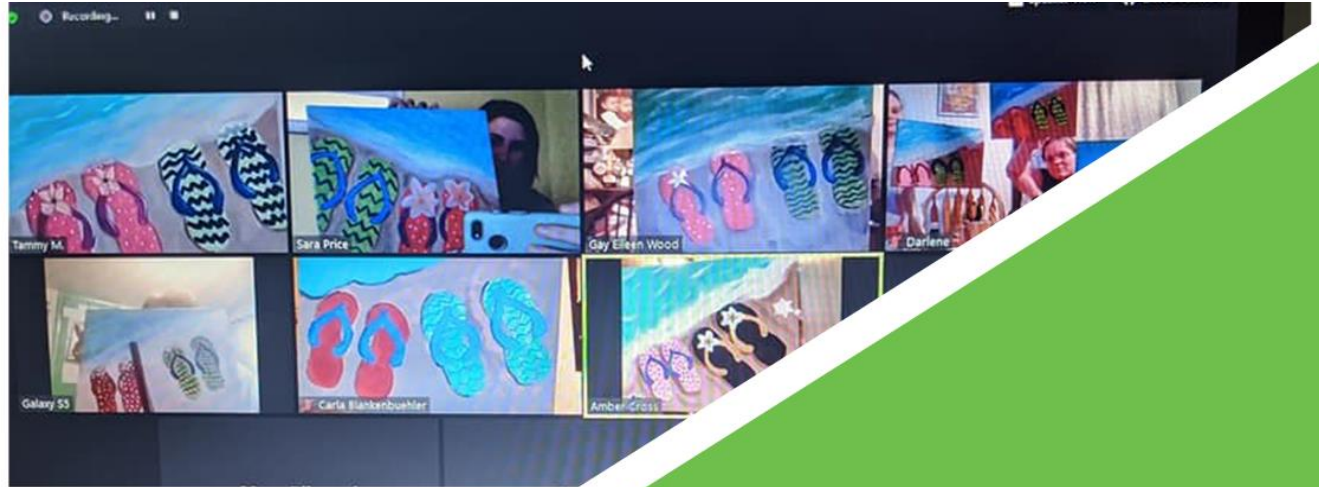
I commend the tireless staff within Student Services for their consistent hard work and dedication. They are dedicated to using their creativity to develop new services, improve existing services, grow programs, and help students become a true Pathfinder of our communities.

As you read these pages and look at the pictures, remember that while we may not be “together on campus” we are still together as ONE BRIDGEVALLEY! The people (students, staff, and faculty) are what make BridgeValley special! Together, we continue to overcome so many challenges and change the lives of so many people to move our communities forward.

Sincerely,

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

James L. McDougale
Dean of Students



COVID-19 RESPONSE



The Coronavirus interrupted the delivery of classes and services during the spring 2020 semester. The Student Services team quickly moved all services, including accessibility services, advising, career services, counseling services, retention programs, orientation, student activities, testing, and tutoring services, to an online format. This was not an easy task, as we had to develop new partnerships with third party contractors, explore and learn best practices for online services, understand HIPAA and telehealth laws just to name a few. However, during the week of spring break, staff worked hard to ensure that when our students returned the following week they had all services available to them online.

The staff also understood this was going to be a challenging time for the majority of BridgeValley students. Many changes were made to provide extra support, encourage student engagement, and promote positivity.

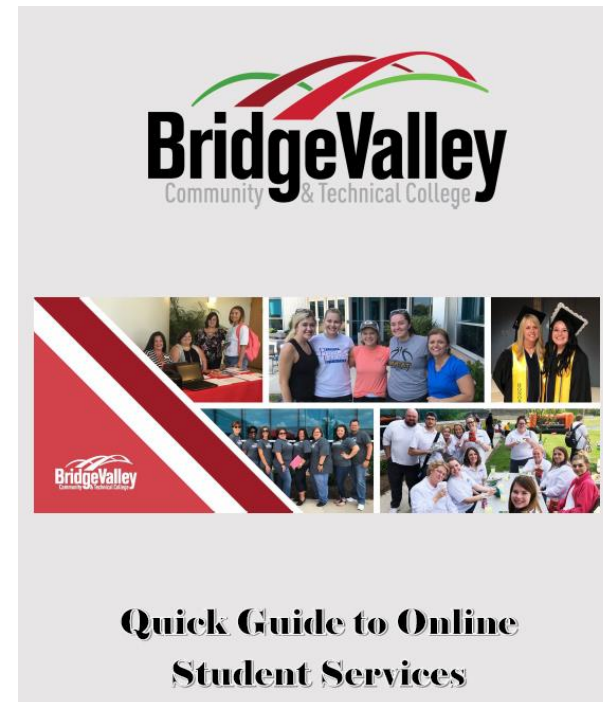
New Services and Changes Made To Accommodate COVID-19:

- ① Developed a “Guide to Online Student Services” to assist students with systematic instructions on how to gain access to specific services.
- ① Response Team composed of Student Services staff and faculty was created to identify reoccurring issues for students and provide quick support.
- ① Student Services staff created a video to promote positivity, provide encouragement, and unity.
- ① Collected 106 pictures of faculty, staff, and students to create a “BridgeValley...CARES” video that showed the faces of BridgeValley.
- ① Student Services staff contacted all currently enrolled students via phone to ensure consistency and understanding.
- ① Collaborated with Enrollment Services to hold a triage tent to answer questions for any student who came to campus.
- ① Partnered with marketing to develop and provide continuous updates through a centralized location for up to date information on COVID-19 and the actions BridgeValley was taking to keep the community safe.
- ① Student Services worked with the Enrollment Services to deliver graduation signs and diploma covers to the Class of 2020 graduate candidates.
- ① Produced a graduation video of students receiving their signs and diploma covers.

VIDEO TITLE	ENGAGEMENT
Student Services Outreach Video	2500+ Social Engagements (Facebook)
Celebrating the Class of 2020 Video	1200+ Social Engagements (Facebook)
BridgeValley...CARES! Video	1500+ Social Engagements (Facebook)

Many events were cancelled due to COVID-19 for the spring 2020 semester. While these events did not occur, many hours were spent planning and promoting the majority of these events. Events with an asterisk beside them were re-designed to be held virtually during the spring semester.

- 🚫 Murder Mystery Dinner
- 🚫 Student Leadership Banquet*
- 🚫 New York City
- 🚫 Student Organization Meetings*
- 🚫 SGA Elections*
- 🚫 Career Fair*
- 🚫 Alternative Spring Break
- 🚫 Family Night – Montgomery
- 🚫 Mascot Reveal Celebration
- 🚫 Grad Bash
- 🚫 WV State Student Leadership*
- 🚫 Wednesday Night Zumba*
- 🚫 Student Appreciation Day
- 🚫 BVCTC - WV Power Park Night
- 🚫 Finals Fuel-Up
- 🚫 Blood Drive
- 🚫 Recovery Walk
- 🚫 9+ Other Club Events
- 🚫 22+ Student Organization Meetings
- 🚫 Military Appreciation Day
- 🚫 Autism Awareness Day



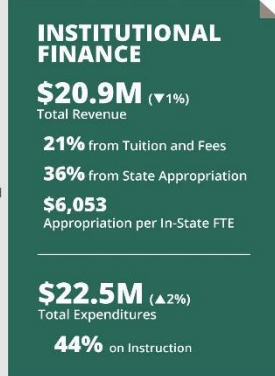
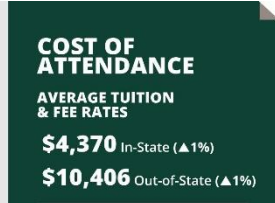
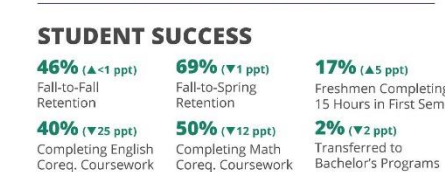
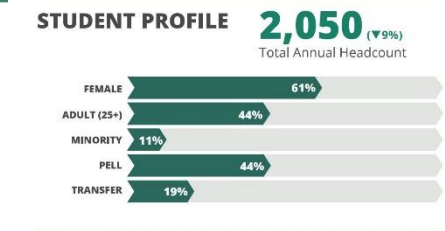
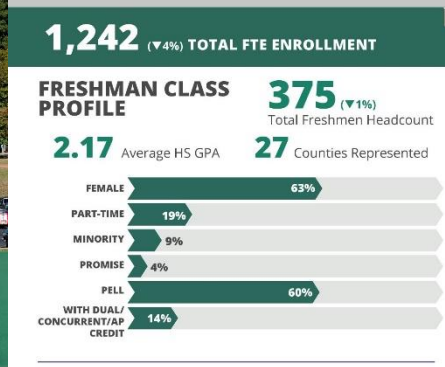
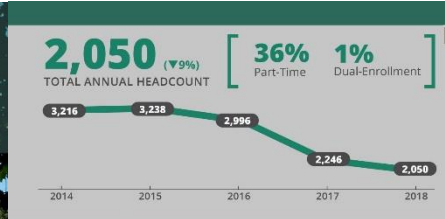
The Office of Student Services understood the importance of keeping students engaged through this challenging time. Events such as trivia night, Zumba, success workshops, virtual popcorn and paint nights were popular with not only students but also faculty, staff, and community members. *(See student life section for specific numbers and event details.)*

BridgeValley
Community & Technical College



making an
IMPACT





- #### TOP 5 CERTIFICATES AND DEGREES AWARDED
- Health Sciences
 - Liberal Arts and Sciences
 - Engineering
 - Computer Sciences
 - Business

FOUNDED IN 2014

PRESIDENT
DR. EUNICE BELLINGER

LOCATED IN
SOUTH CHARLESTON, WV

STUDENT TO FACULTY RATIO
12:1

DEGREE LEVELS OFFERED
Certificate, Associate

CARNEGIE CLASSIFICATION
Associate's Colleges: High Career & Technical-High Traditional



▼▲= 1YR Change Refer to page 47 for data definitions.



SERVICES OFFERED

Accessibility Services

Academic Advising

Career Services

Community Service

Counseling Services

Family and Friends Program

Early Alert Program

New Student Orientation

Student Conduct

Student Engagement & Activities

Student Organizations

TANF

Testing Services

Tutoring Services

Veterans Affairs

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.

PROFESSIONAL MEMBERSHIPS

AHEAD (Association of Higher Education & Disability Services)

College Board – ACCUPLACER

NACADA (National Academic Advising Association)

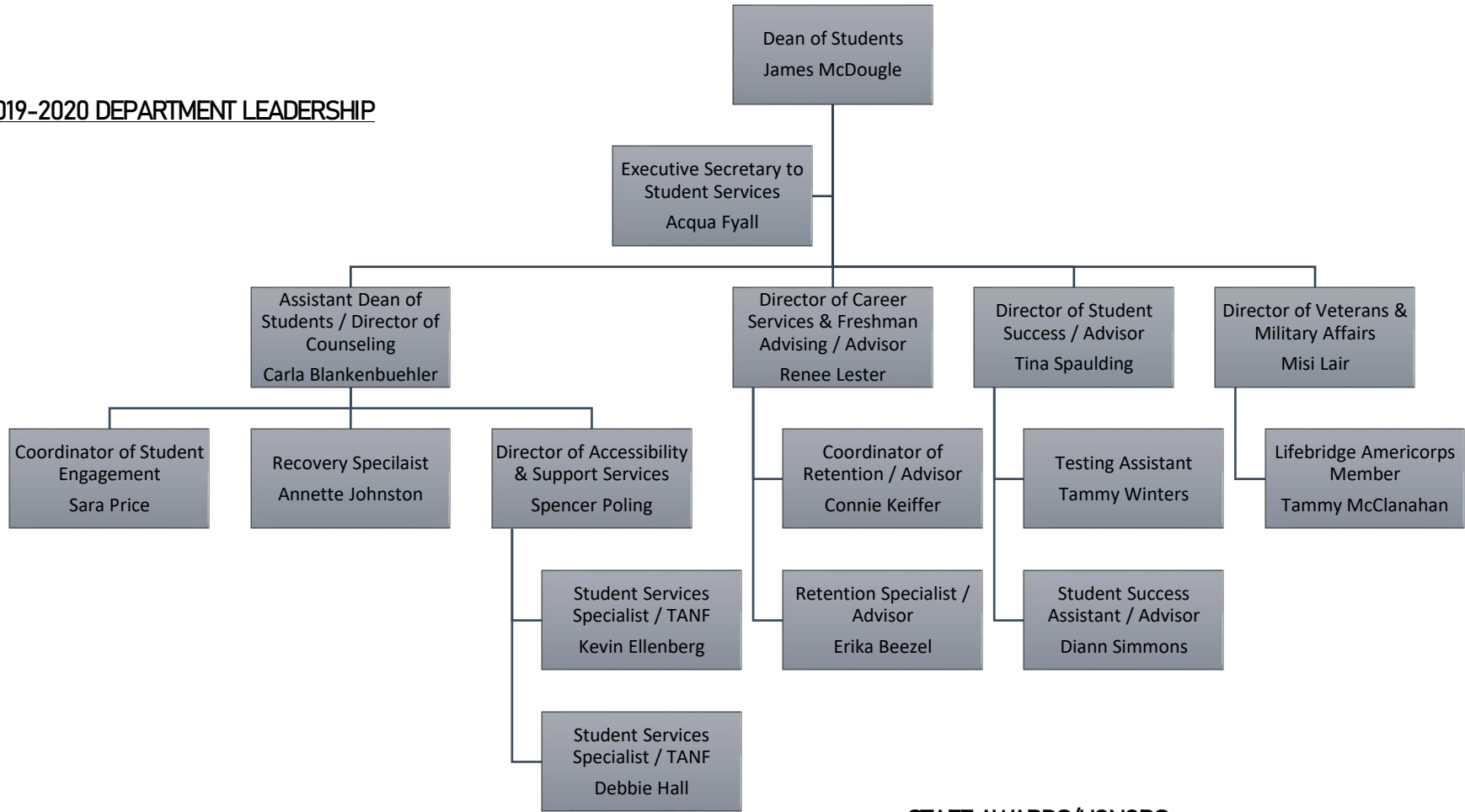
NTA (National Tutoring Association)

WVASPA (WV Association of Student Personnel Administrators)

WVCIA (WV Collegiate Initiative on Alcohol Use)

ARHE (Association of Recovery in Higher Education)

2019-2020 DEPARTMENT LEADERSHIP



STAFF AWARDS/HONORS

- Sara Price.....WV Student Affairs New Professional of the Year
- Misi LairNISOD
- Carla BlankenbuehlerNISOD
- Misi LairBVCTC Employee of the Month
- James McDougleBVCTC Employee of the Month
- Connie KeifferHonorable Mention, Outstanding First-Year Student Advocate
- Renee LesterWVASPA Board Member
- Sara Price.....WVASPA Board Member
- Carla BlankenbuehlerBVCTC Advisor of the Year
- Tammy WintersWVASPA Leadership Certificate
- Debbie Hall.....WVASPA Leadership Certificate

STAFF CREDENTIALS

Master’s Degree	8
Bachelor’s Degree	3
Associate Degree	4

STATE & NATIONAL CONFERENCE STAFF PRESENTATIONS

Carla Blankenbuehler	Campus Mental Health Conference
James McDougle	Missouri Community College Association, Webinar Panel
Spencer Poling	Association of Higher Education & Disability Services
Misi Lair	Student Success Summit
Connie Keiffer	Student Success Summit
Spencer Poling	Student Success Summit
Carla Blankenbuehler	Student Success Summit
Sara Price	Student Success Summit
Kevin Ellenberg	Student Success Summit
Debbie Hall	Student Success Summit

*** Staff members submitted proposals and were accepted, to the Student Success Summit. However, due to COVID-19, the event was cancelled until next year.*



EVENTS FOR 2019-2020

Comprehensive list from all departments in Student Services.

**Represents that at least a portion of the event was virtual.*

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> 🌀 Welcome Days 🌀 Veterans Day Celebration 🌀 Career Fair* 🌀 Get the Scoop 🌀 Veterans Appreciation Week 🌀 Trivia Night* 🌀 Family Fun Night 🌀 Bingo 🌀 Boo Bash 🌀 Montgomery Christmas Parade 🌀 South Charleston Christmas Parade 🌀 Veterans Day Parade 🌀 Disability Awareness Week | <ul style="list-style-type: none"> 🌀 Transition Fair 🌀 Health Fair 🌀 National Voter Registration 🌀 Popcorn and Paint* 🌀 Post 9-11 Memorial 🌀 Finals Fuel-Up* 🌀 Midterm Madness 🌀 Success Workshops* 🌀 New Student Orientations 🌀 Multicultural Week 🌀 Zumba* 🌀 Project Thankful 🌀 Chili Cook-off | <ul style="list-style-type: none"> 🌀 Valentines for Vets 🌀 Paint Your Future – SSC 🌀 MLK Day of Service 🌀 Student Leadership Ceremony* 🌀 SGA Elections* 🌀 Recovery Meetings* 🌀 Financial Workshops* 🌀 Nutrition Workshops* 🌀 Yoga* 🌀 Guest Speakers* 🌀 TANF End of Year Celebration* |
|---|---|---|

\$8,295

testing revenue

1,777

fall 2019 enrollment

130+

professional
years of service

16

full-time
employees

123+

unique workshops &
events

\$45,770

operational budget

\$217,000

awarded in grant
funding

38%

increase of first-time
freshmen over 2018

18+

services
offered



STUDENT SERVICES and development



ACCESSIBILITY SERVICES



The Office of Accessibility Services provides support to qualified individuals under the Americans with Disabilities Act. The office provides equal access and strives for success and awareness.

KEY HIGHLIGHTS ...

- ① 18 Students earned their Associate Degree during the 2019-2020 academic year.
- ① Hosted 75 High School students throughout Kanawha County with documented disabilities for our 4th annual Transition Fair, designed to introduce juniors and seniors in high school to college and the workplace.
- ① Increased the number of students utilizing accessibility services by 14% from the 2018-2019 academic year.

The chart below depicts all of the accessibility student engagement we had throughout the school year. Each month is a combined total of our Montgomery and South Charleston Campuses.

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	TOTAL
Test Proctored	71	74	19	54	0	47	31	0	0	296
In Person Meetings	97	87	40	39	40	38	15	1	1	358
Emails	260	279	138	68	427	260	205	145	106	1888
Phone Calls	8	18	7	30	9	4	12	65	3	156



Diagnosed Disabilities

Disability	Fall 2019	Spring 2020	Summer 2020
Attention Deficit/Hyperactivity Disorder	44	40	5
Autism Spectrum Disorder	4	3	0
Blindness/low vision	6	6	2
Deaf/Hard of Hearing	5	6	1
Learning Disability	38	36	4
Medical/Physical Disability	17	13	0
Other	3	6	1
Psychological Disorder	36	29	3
Speech Disorders	2	2	0
Spinal Cord/TBI	2	3	0

**Please note many students have a dual diagnosis*

GPA Averages

Fall 2019	Spring 2020
2.31	2.46

Accommodations Provided

Accommodation	Fall 2019	Spring 2020	Summer 2020
Alternate Testing Area	88	81	10
Evacuation Assistance	0	1	0
Extended Test Time	91	82	10
Note Taking	49	40	5
Other	11	11	2
Print Enlargement	5	6	2
Priority Seating	17	20	5
Sign Language Interpreter	1	1	0
Tape Recorder	31	30	5
Test Reader	32	33	4
Test Writer	1	1	0
Use of a Calculator	41	36	2
Use of a laptop/tablet	22	22	1
Waiver of Absence Policy	20	18	1

**Please note many students qualify for multiple accommodations*

Sponsored Events

- ④ Hosted Disability Awareness Week with different activities throughout the week that BridgeValley faculty/staff/ and students participated in.
- ④ Hosted Guide to College for all new freshman to get a better understanding of how BridgeValley operates and to get any questions answered before the semester begins.
- ④ Hosted Study Skill Bingo for our Accessibility Services Students.
- ④ Service Animal information table for students, staff, and faculty to stop by and ask questions or gather information regarding this accommodation.
- ④ Accessibility Services Open House is a chance for students and faculty to meet the coordinator and ask any questions they may have related to Accessibility Services.

ADVISING



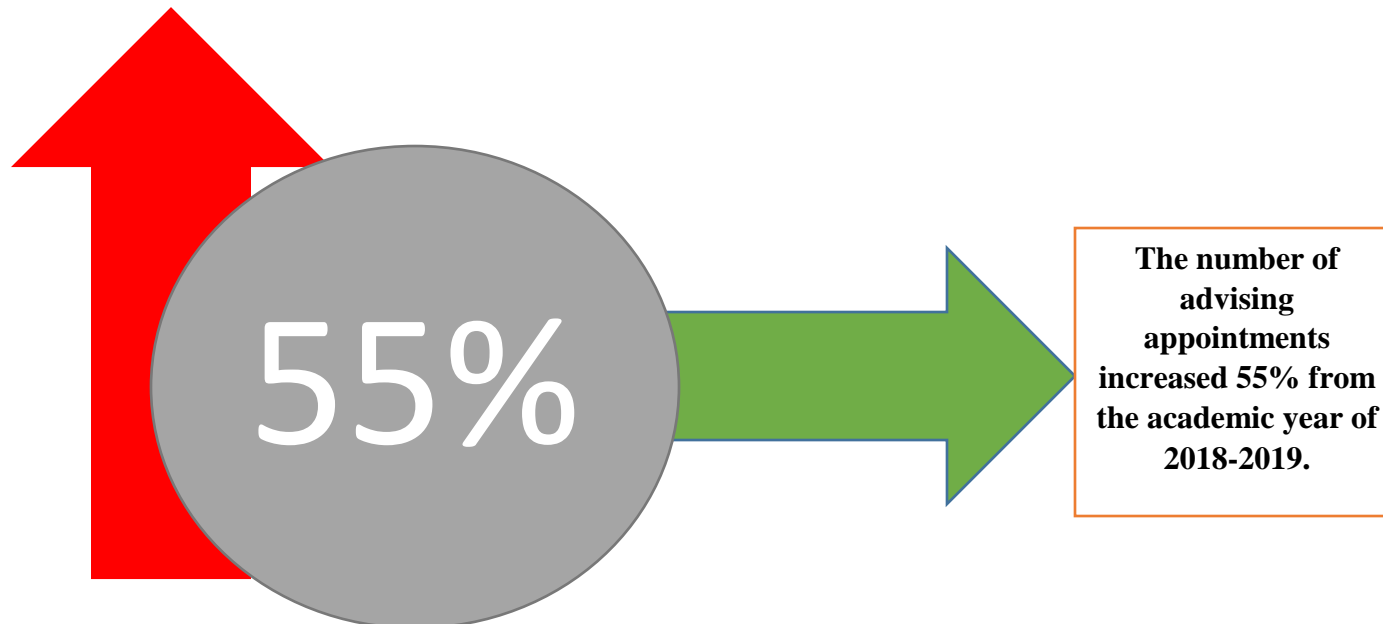
Student Services advisors help each student set and achieve academic and personal goals. Professional advisors will assist students within their first semester with advising and the registration process. In addition to advising, the professional advisor will ensure that students know how to access their MyBridge account, campus email, class schedule and how to order textbooks. The professional advisor provides the necessary guidance that new students require to ensure that they are successful throughout their educational journey at BridgeValley.

KEY HIGHLIGHTS ...

- ① New Director of Career Services and Freshman Advising, Renee Lester hired July 2019.
- ① Centralized advising files and developed a retention process for maintaining files.
- ① Conducted training for professional advisors Fall 2019/Spring 2020.
- ① Collaborated with the Admissions Office to develop a new process for acceptance letters and how we notify new students on advising and registration steps.
- ① Revamped the new student advising/registration and orientation landing boxes on the college website to be more user friendly.

Advisors	Semester	Position
Connie Keiffer	Fall 2019/Spring 2020	Coordinator of Retention / Advisor
Tina Spaulding	Fall 2019/Spring 2020	Student Success Center Assistant / Advisor
Bev Farrow	Fall 2019	Director, Student Success Centers / Advisor
Renee Lester	Fall 2019/Spring 2020	Director of Career Services/ Freshman Advising / Advisor
Erika Beezel	Fall 2019/Spring 2020	Retention Specialist / Advisor
Kevin Ellenberg	Fall 2019/Spring 2020	Student Services Specialist, TANF / Advisor
Jeanne Smith	Fall 2019/Spring 2020	Coordinator Co-Curricular Transcripts / Part-Time Advisor

	Fall 2019	Spring 2020
<i>Total Students Advised</i>	820	301
<i>Total of No-Show Appointments</i>	324	78
<i>Number of Professional Advisors</i>	7	6



CAREER SERVICES



The Office of Career Services provides our students and alumni with guidance, resources, and opportunities to help them achieve personal career goals through academic achievement. Some of the services we provide include Resume and Cover Letter Development, Job Searches, Career/Job Fairs, Interview Skills and Tips, Mock Interviews, College Central Network, and Career Coach.

KEY HIGHLIGHTS ...

- ④ New Director of Career Services and Freshman Advising, Renee Lester hired July 2019.
- ④ Developed Don't Cancel Class Campaign Fall 2019 as an alternative for faculty to canceling their class due to meetings, conferences, vacations, etc.
- ④ Partnered with the Admissions Office to offer our first Transfer Fair to BridgeValley students. The fair was hosted on both campuses in Spring 2020.
- ④ Assisted 30+ with creating and/or updating their resume.

Events	Fall 2019	Spring 2020*
	# of participants	# of participants
Career Fair	273	Virtual: 30
Transfer Fair		60
College to Career Workshop Series	22	3
Don't Cancel Class Campaign	15*	3*
Open Resume Review Day	2	
Open Houses	2	29
Mock Interviews for MLT Capstone		8

**Number of classes covered by Career Services Office*

By the Numbers!

- 🎯 63 Employers participated in the Career Fairs
- 🎯 14 College/universities participated in the spring Transfer Fair

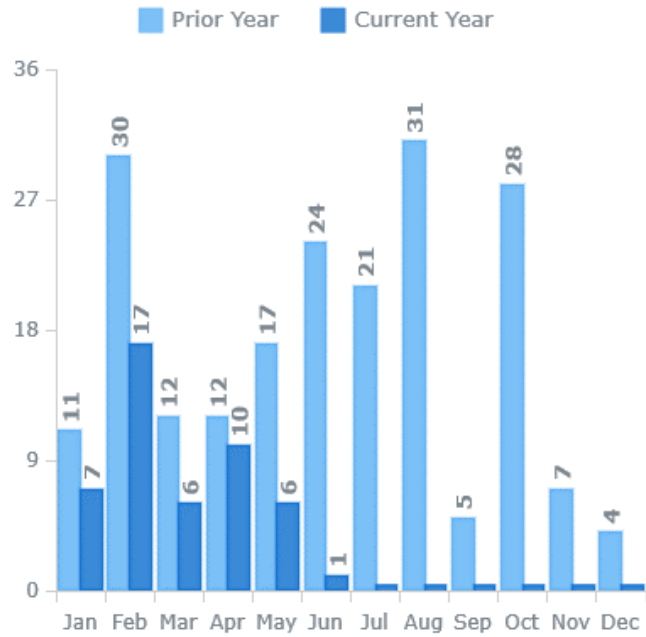
College Central Network

College Central Network (CCN) connects students and alumni with employers, employers with students and alumni, and assists students in making career choices. 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.

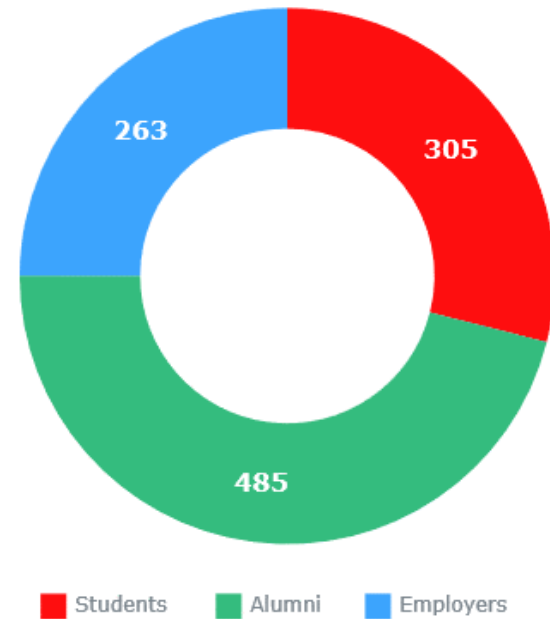
Career Coach

Career Coach assists students with discovering majors, in-demand careers and education based on their interests. Students may also complete career assessments, browse careers, build a resume and more using Career Coach.

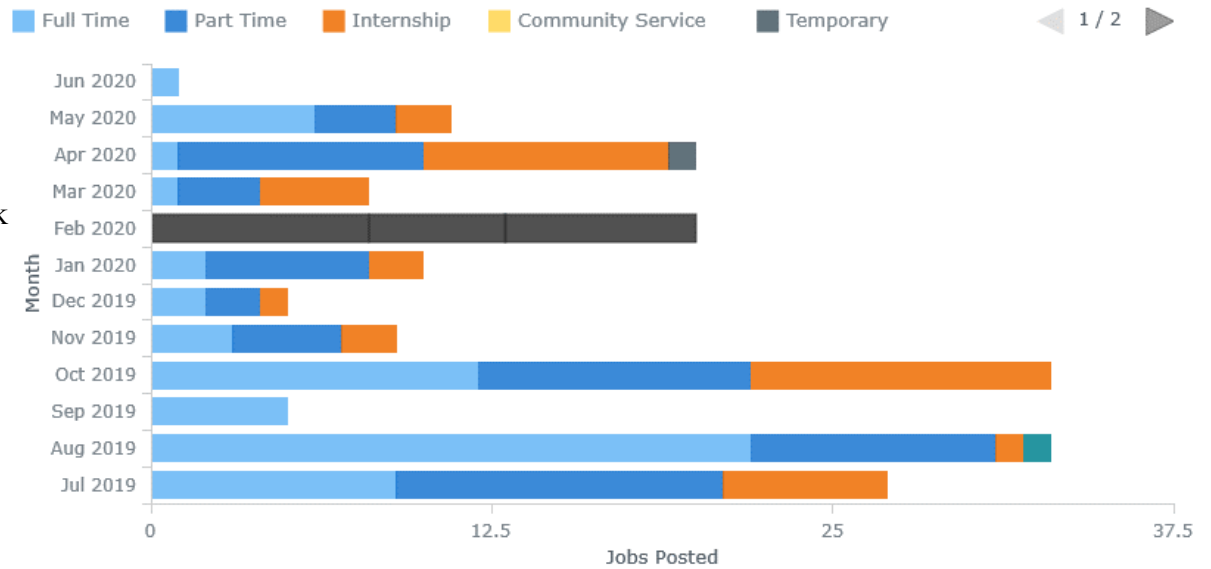
Registered Users in College Central Network



Job Postings per Month in College Central Network



Job Postings by Job Type in College Central Network



COUNSELING SERVICES



Counseling services is designed to promote the well-being of all BridgeValley students. Students who need assistance can find guidance through counseling services in mental health, substance abuse, life skills, anxiety, and depression. The student and the counselor work together to personalize the counseling process by discussing individual goals and needs.

KEY HIGHLIGHTS ...

- Awarded \$40,000 from Department of Health and Human Services and Bureau for Behavioral Health to continue the Collegiate Recovery Program and extend services to the Montgomery Campus.
- Signed an MOU with Marshall University from December 2019 to September 2020 to obtain funding through the University's State Opioid Response Grant (SOR) to acquire a full time Peer Recovery Support Specialist available to aid in the Recovery activities for the college.
- Partnered with two community agencies to bring Mental Health First Aid to campus for students, faculty and staff
- Established Telehealth counseling services for students.
- Digitized all current student files for counseling services.

Counseling Sessions	169
Safety Assessments Required by Dean	3
Number of Online Referrals	41
Voluntary Hospital Commitment	2
Number of Events	4

Reasons for Counseling Sessions

Family	34
School	25
Substance Abuse	11
Other*	99

* The other consists of the following reasoning: LGBTQIA+, Divorce, Relationships, Child Protective Services, Court, Domestic Violence, Time Management, Life in general. Often times, students may seek counseling because they have no one at home to listen. Sometimes counseling is not what the student seeks but guidance of someone to maneuver through everyday life and ensure they are on the right track to success.

Workshops & Events:

- 📍 Mental Health First Aid
- 📍 Naloxone Training
- 📍 Suicide Awareness Programming

Partnerships:

- 📍 Thomas Health Systems
- 📍 Highland Hospital
- 📍 University of Charleston School of Pharmacy
- 📍 Pretera Center
- 📍 WV Primary Care Association
- 📍 West Virginia Collegiate Initiative to Address High Risk Substance Use
- 📍 WV Counseling Connections
- 📍 ULifeline

The Counseling Center took part in the CORE Alcohol and Drug Survey for the 2019-2020 school year. The Core Alcohol and Drug Survey was developed to measure alcohol and other drug usage, attitudes, and perceptions among college students at two and four-year institutions. The survey includes several types of items about drugs and alcohol. One type deals with the students' attitudes, perceptions, and opinions about alcohol and other drugs, and the other deals with the students' own use and consequences of use. There are also several items on students' demographic and background characteristics as well as perception of campus climate issues and policy. The survey was funded through the West Virginia Collegiate Initiative to Address High Risk Substance Use (WVCIA). The survey opened when we began campus closures due to Covid-19. However, we still had 57 responses. Below are some key components we found to be of value in the survey.

- ① 21.1% of students reported binge drinking in the previous two weeks. A binge is defined as consuming 5 or more drinks in one sitting.
- ① The most frequently reported illegal drugs used in the past 30 days were:
 - 5.8% Marijuana (pot, hash, hash oil)
 - 1.9% Amphetamines (diet pills, speed)
 - 1.9% Hallucinogens (LSD, PCP)
 - Following are some key findings on opinions
 - 71.9 % of students said the campus has alcohol and drug policies;
 - 22.8% said they "don't know"; and
 - 5.3% said there wasn't a policy.
 - 43.9 % of students said the campus has an alcohol and drug prevention program;
 - 54.4 % said they "don't know"; and
 - 1.8% said there wasn't a program.
 - 73.7 % of students said the campus is concerned about the prevention of drug and alcohol use;
 - 17.5% said they "don't know"; and
 - 8.8% said the campus is not concerned.

The above information gives us an idea of where our students stand as far as drug use. We can see where the majority of usage lies and figure out the best ways to educate the students. Lastly, the key findings are helpful in showing us where we can educate the students on assistance and campus policy and procedures.

DEAN OF STUDENTS OFFICE



The Dean of Students Office provides a unique environment to engage students across all campuses, provides immediate support, and serves as the primary advocate for all students. The office works with students to ensure success from registration to graduation.

KEY HIGHLIGHTS ...

- ④ Created a committee composed of faculty, campus police, administration, and students to review student conduct policy. This process will allow us to update campus procedures and build a structured sanction and process through student communication and the college website.
- ④ Centralized and expanded all student services on the Montgomery campus by moving to and opening Pathfinder Hall.
- ④ Collaborated with IT Services and all areas of Student Affairs to create an updated online orientation. This cancelled COMEVO, which is a cost savings of \$5,000 a year.

RETENTION RATES & FALL FIRST TIME FRESHMAN

	Retention Fall-to-Fall Any Institution						Retention Fall-to-Fall Starting Institution					
	2013	2014	2015	2016	2017	2018	2013	2014	2015	2016	2017	2018
Blue Ridge Community and Technical College	56.2%	58.7%	62.7%	59.8%	60.8%	63.5%	52.0%	55.4%	60.5%	56.2%	57.8%	58.7%
Bridgemont Community and Technical College	59.7%						0.0%					
Kanawha Valley Community and Technical College	51.6%						45.3%					
BridgeValley Community and Technical College		53.7%	55.8%	50.2%	52.9%	55.4%		49.5%	52.3%	46.0%	49.8%	50.5%
Eastern WV Community and Technical College	56.4%	55.0%	51.0%	48.6%	57.6%	74.1%	50.9%	55.0%	45.1%	45.7%	48.5%	70.4%
Mountwest Community and Technical College	48.2%	42.1%	46.8%	39.1%	46.3%	44.7%	46.6%	38.4%	42.6%	37.9%	42.8%	42.7%
New River Community and Technical College	45.5%	41.8%	45.1%	41.2%	40.4%	40.5%	41.9%	37.6%	38.0%	36.0%	35.1%	35.7%
Pierpont Community and Technical College	47.2%	51.9%	52.9%	55.7%	61.1%	63.9%	39.6%	46.2%	46.2%	50.6%	55.2%	59.2%
Southern West Virginia Community and Technical College	57.3%	58.4%	55.1%	56.3%	53.2%	51.0%	51.8%	50.0%	51.1%	52.4%	48.7%	47.9%
West Virginia Northern Community College	60.5%	55.8%	51.7%	54.8%	54.0%	47.3%	57.3%	53.6%	46.6%	52.5%	47.9%	45.3%
WVU at Parkersburg	52.5%	57.6%	60.3%	54.3%	53.4%	53.7%	49.0%	52.8%	55.9%	51.6%	49.2%	48.8%

*** Retention rate chart from CTCS/HEPS website.



First-time college freshmen

While overall first-time freshmen fall enrollment numbers dropped at West Virginia's public four-year colleges, community and technical colleges show an increase in first-time freshmen:

COMMUNITY COLLEGES

Institution	2018	2019	Change
Blue Ridge CTC	371	409	10.2%
BridgeValley CTC	379	524	38.3%
Eastern W.Va. CTC	34	39	14.7%
Mountwest CTC	359	374	4.2%
New River CTC	234	290	23.9%
Pierpont CTC	323	367	13.6%
Southern W.Va. CTC	417	398	-4.6%
W.Va. Northern CC	279	285	2.2%
WVU at Parkersburg	351	334	-4.8%
Total	2,747	3,020	9.9%

*** First-time college freshman chart from Charleston Gazette.

STUDENT CONDUCT

	2015	2016	2017	2018	2019
Number of Violations	19	11	15	13	13
Probations	7	2	0	3	0

STUDENT OF THE MONTH

The Student of the Month program was created last year to highlight and acknowledge students who have shown a commitment to BridgeValley inside and outside of the classroom. A faculty or staff member that has worked with the student can nominate a student for this honor. Below are some of the students who were selected during the 2019-2020 academic year.



GRADUATION SURVEY RESULTS

This survey administered at the end of the spring semester and is offered to both fall and spring graduates. While the participation rate was down due to not being on campus to give the survey, we still received many accolades for the services provided to our students.

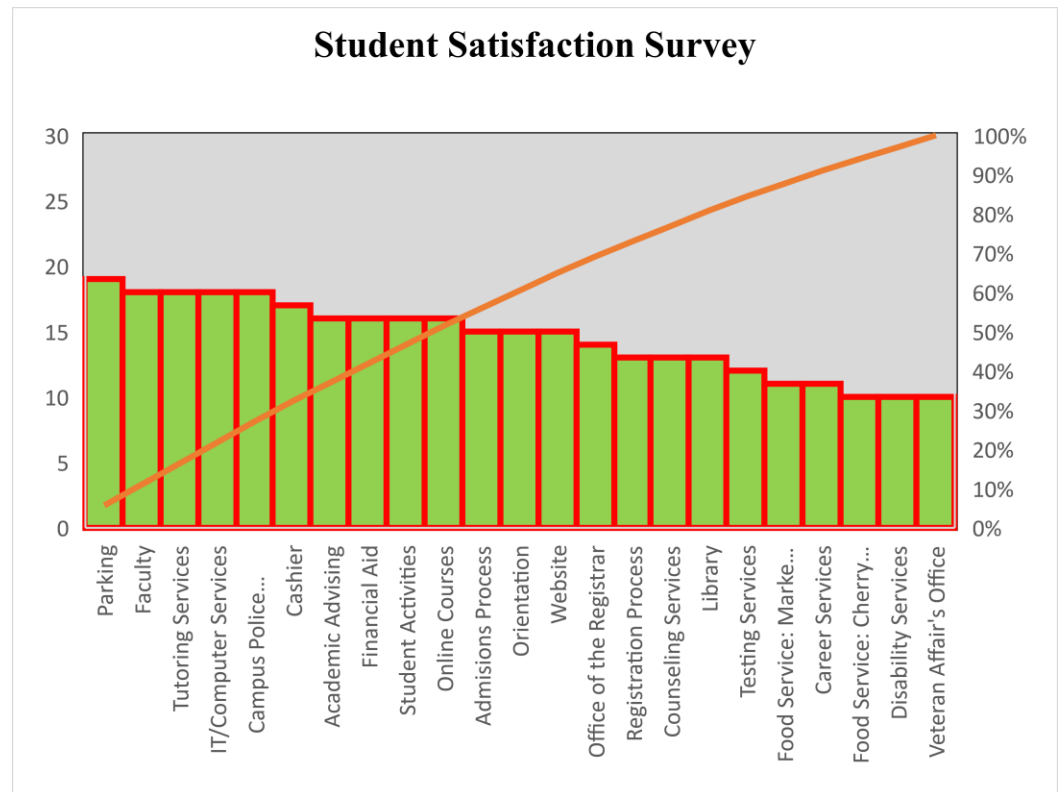
QUOTES FROM GRADUATES ...

“I have enjoyed my experience at Bridge Valley. I am proud of this College and proud to say I attended. A fantastic facility with wonderful, helpful Instructors.”

“BridgeValley was a lifelong dream come true. For the first time in my lifetime, I enjoyed a learning culture where I was not exposed to the travesties of life, but rather an inclusive, encouraging environment. This is my school and it is worthy.”

“I definitely enjoyed my time at BridgeValley CTC. Thank you!”

“My advisor in student services was amazing. She was always there to help. My teachers were also great and supportive! Mr. Buck in tutoring was a Life saver!”



PATHFINDER HALL OPENING

BridgeValley opened Pathfinder Hall, which is home to the Division of Student Affairs and other services for students. Student Government and the Office of Student Life occupy space on the ground floor across from the campus bookstore. Student Services cleaned and painted the 3rd floor and was operational for students in December of 2019. The move allowed for expansion of services on our Montgomery campus, more designated space for student gatherings, and centralized location for all services. Offices located on the student services floor include:

- 📍 Dean of Students
- 📍 Counseling Services
- 📍 Career Services
- 📍 Veteran Affairs
- 📍 Retention Services
- 📍 Advising
- 📍 Testing Services
- 📍 Tutoring Services
- 📍 Accessibility Services
- 📍 Student Veterans Lounge
- 📍 Student ID Space



Welcome
to
Student Services



STUDENT SERVICES TRACKING BY DEPARTMENTS

Student Services Tracking Totals										
	August	September	October	November	December	January	February	March	April	May
Communciation about Service										
Person	0	391	544	799	356	632	857	375	1	9
Phone	0	148	254	218	192	267	302	342	770	373
Email	0	788	922	526	578	1071	1803	1366	1247	553
TOTAL	0	1327	1720	1543	1126	1970	2962	2083	2018	935
Communication with General Population of students										
Person	0	411	372	279	407	805	229	130	0	22
Phone	0	105	76	80	407	327	68	345	751	756
Email	0	135	161	163	159	202	335	164	177	413
TOTAL	0	651	609	522	973	1334	632	639	928	1191
Caseload/Students Advised										
South Charleston	24	190	192	251	292	337	190	205	212	207
Montgomery	0	25	24	36	33	18	25	26	22	21
Pending	0	15	7	2	25	8	3	7	8	13
TOTAL	24	230	223	289	350	363	218	238	242	241
# of Events										
Accessibility Services	1	2	2	0	0	0	0	0	0	0
Counseling	1	8	5	3	3	3	3	2	2	1
Career Services	0	3	4	2	0	2	2	0	0	0
Retention	2	0	0	0	0	2	0	0	0	0
Advising	0	0	0	0	0	1	0	0	0	0
Student Success	0	3	0	0	0	0	2	0	0	0
Student Life	6	15	14	7	8	4	11	9	8	4
TANF	1	2	1	1	0	0	1	0	0	0
Veterans & Military Services	0	2	2	11	1	0	0	0	0	0
TOTAL	11	35	28	24	12	12	19	11	10	5
# of Event Attendees										
Accessibility Services	10	9	91	0	0	0	0	0	0	0
Counseling	1	145	94	6	3	2	8	3	4	1
Career Services	0	46	56	275	0	38	11	0	0	0
Retention	30	0	0	0	0	61	0	0	0	0
Advising	0	0	0	0	0	75	0	0	0	0
Student Success	0	46	0	0	0	0	57	0	0	0
Student Life	2170	910	3196	164	436	32	746	580	1298	60
TANF	16	19	21	23	0	0	16	0	0	0
Veterans & Military Services	0	140	15	425	35	0	0	0	0	0
TOTAL	2227	1315	3473	893	474	208	838	583	1302	61

RECOVERY CAMPUS



BridgeValley Collegiate Recovery Program offers support to students who are in recovery from any kind of addiction and/or mental illness including, but not limited to, substance use, eating, disorders, sex addiction, or depression. The program assists in each individual's unique recovery by encouraging autonomy, providing support, increasing academic success, and offering a safe space on campus to process, grow and reflect. We offer weekly Recovery meetings, with specific topics related to recovery and welcome all pathways to recovery.

KEY HIGHLIGHTS ...

- The Collegiate Recovery Program partnered with the Local DHHR to provide a Naloxone training for faculty, staff and students
- Recovery Coach was moved to the BridgeValley student services staff through a grant-funded position.
- Development of online Recovery Meetings (Topics include Self-Care, Stigma, Relationships in Recovery, Managing and Overcoming Triggers, etc.)
- Development of online Guest Speakers (12-Step, faith-based relationships)

Events	Number of Times Offered	Number of Attendees
Recovery Meetings	9	150
Meet and Greet Recovery Coach	2	140
Welcome Day	2	55
Guest Speakers	2	50
Yoga	14	70

What is a Recovery Meeting?

An All-Recovery meeting is “non-denominational”, meaning all pathways of recovery are embraced. A universal recovery topic is presented to participants and then discussed. Specifically, an All-Recovery meeting is not affiliated with any “Anonymous” program, although we are likely to hear comments associated with 12-Step fellowships. Below are some of the examples of topics that were covered throughout the academic year:

- Triggers
- Self-Care
- Attitude of Gratitude
- Emotions
- Stigma
- Spirituality
- Complacency
- Harm Reduction
- Relationships

Trainings:

- ◉ Inside Out
- ◉ SMART Facilitator Training
- ◉ Trauma, Same, Addiction
- ◉ Supporting Recovery and building resilience on campus
- ◉ SAMHSA Peer Support for young adults
- ◉ Abuse and Neglect 4530
- ◉ CALM training link
- ◉ Community Based Suicide
- ◉ Confidentiality Classroom Course
- ◉ Consumer Rights Classroom Training
- ◉ CPI Initial 4530
- ◉ CPR/First Aid
- ◉ Cultural Competence
- ◉ Defensive Driving: The Basics
- ◉ HIPAA and Behavioral Health
- ◉ Infection Control: The Basics Narcan Training
- ◉ Effectively Speaking As A Recovery Advocate
- ◉ WV Learning Series
- ◉ Supporting Families Experiencing SUD
- ◉ Recovery Live Digital Support
- ◉ Partnering with School to impact addiction
- ◉ RISH
- ◉ Recovery Ally
- ◉ Suicide Prevention School-Based
- ◉ Motivational Interviewing
- ◉ Suicide Prevention School-Based
- ◉ A Community Built Around Youth
- ◉ Intro to Trauma-Informed Presteria
- ◉ Motivational Interviewing
- ◉ Partnering with Law Enforcement to impact addiction
- ◉ Adaptive Telehealth Training
- ◉ Understanding Suicide & QPR Suicide Prevention Training
- ◉ Recovery Advocacy Training
- ◉ Recovery Advocacy Training
- ◉ Listening Forum
- ◉ College Mental Health Conference
- ◉ WV Learning Series
- ◉ MI Follow up training
- ◉ MI Follow up training
- ◉ Break the Cycle: Effective Prevention
- ◉ WV Learning Series
- ◉ Suicide Prevention and Intervention for Transition Age Youth on College Campuses
- ◉ WV PRSS Virtual Training
- ◉ WV Learning Series
- ◉ Making Space for LGBTQIA+ Students in Recovery WV Learning Series
- ◉ Advocacy Training
- ◉ MAT - An Introduction
- ◉ Spirituality, Recovery & Self Care
- ◉ Overdose Reversal Naloxone TOT



RETENTION SERVICES



The retention office assists students and informs them of the resources and services available to them at BridgeValley to ensure that they are successful both in and out of the classroom. Staff members work with students on academic probation, financial aid probation, and those referred through the early alert system. They assist with goal setting, time management skills and understanding each student's learning style so that the student can achieve academic success in the future.

KEY HIGHLIGHTS ...

- 🎯 Offered several early alert workshops to full-time and adjunct faculty in the spring 2020.
- 🎯 Adapted the student success plan so students could complete remotely.
- 🎯 Increased faculty early alert referrals for both the fall and spring semesters compared to 2018-2019 academic year.
- 🎯 Improved services for student success plans by allowing students to sign up for appointments through Register Blast 24/7.

Academic Probation Program

	Fall 2019	Spring 2020
Number of Academic Success Workshops	7	6
Students Attending Workshops	57 - (79% attendance rate)	73 – (65% attendance rate)
Student Success Plan Meetings, Complete*	65 Students / 214 Meetings	52 Students / 133 Meetings
Academic Forgiveness Assistance	26	8
D/F Repeat Assistance	20	4

**The number of student success plan meetings was reduced from 3 in the fall to 2 in the spring mandatory meetings.*



Early Alert Program

	Fall 2019	Spring 2020
Early Alerts	706	1545
Distinct	249	415
Individual Courses	94	133
Individual Faculty	44	54

Fall 2019: 38% of students who received an EA ended the semester in Good Standing

Spring 2020: 82% of students who received an EA ended the semester in Good Standing

STUDENT LIFE & ENGAGEMENT



The Office of Student Life provides many avenues for students to become engaged, both on campus and in our communities. The department plays a vital role in the College retention efforts.

KEY HIGHLIGHTS ...

- 🎯 Was awarded three separate grants to provide diversity programming, promote census reporting, and voter registration.
- 🎯 Proposed and approved an updated Student Government Association Constitution to align with the evolving needs of the College and students, including establishing the school's first Campus Activities Board.
- 🎯 Welcomed the Pathfinders for Reproductive Justice student organization, a partnership with WV FREE that made BridgeValley the first community and technical college in the state with this type of organization.
- 🎯 Saw record-breaking numbers at the fall Family Fun Night with over 1,100 students and community members in attendance.
- 🎯 Collaborated with the President's Office to launch the Womxn Empowerment initiative and organize subsequent campus programming.

STUDENT LIFE OFFICE

Student Government, Clubs and Student Organizations, Community Service, and overall student engagement falls within the scope of the Office of Student Life. The office coordinates many events throughout the year for all students at BridgeValley. When the College switched to virtual delivery, student life created weekly themes and events to keep students engaged.

Number of Events Sponsored by Student Life	75
Student Participation	4796

*** The above data represents August – March.

Number of Virtual Events	7
Number of Student Engagements	792

*** The above data represents March – May.

COMMUNITY SERVICE

The Office of Student Life sponsors community service events throughout the year. BridgeValley recognizes the benefits of community service and the life skills it can build with students. Students who are involved in community service are gaining social skills and leadership skills as well as making a connection and building a stronger community.

Number of Community Service Events	7
Number of Community Service Hours	1221+

**Data reflects participation during August 2019 – February 2020 prior to the College halting in-person programming due to COVID-19.

Alternative Spring Break (ASB) is an event that happens over spring break. There are events planned throughout the week. This year, due to COVID, ASB was cancelled. There were a total of five events planned and generally creates another 500+ hours that BVCTC students give back to our service region.

STUDENT ORGANIZATIONS

Allied Health Club
Bridged By Faith (SC)
BridgeValley Ultrasound Society
Student Chapter of the American Dental Hygienist Association (SADHA)
Genders & Sexualities Alliance
Medical Assisting Club
LAPSWV
MLT Rats
National Society of Leadership and Success (SC & M)
Paradigm Pioneers
Pathfinders for Reproductive Justice
PBL (SC)
PTK (SC)
SGA
Sigma Kappa Delta (English Honor Society)
Student Nurses Association
Student Computer Club (SC)
The Veterans Club
Destination Imagination, INC.

Student Organizations can apply for up to \$600 through the Student Government Association to sponsor events, travel to conferences, competitions, etc.

Number of Chartered Student Organizations	20
Number of Events Sponsored by Student Organizations	52+
Number of Students participating in Student Organizations	310+

Phi Theta Kappa traveled to Virginia for the regional conference (made up of West Virginia and Virginia) and received the following awards:

- 🏆 First Place – Travel Award
- 🏆 Third Place – Distinguished Chapter Officer
- 🏆 First Place – Distinguished Honors in Action Project
- 🏆 Continued Excellence Chapter
- 🏆 Fourth Place – Distinguished Chapter



STUDENT LEADERSHIP CEREMONY

Each year, the Office of Dean of Students, with collaboration from the Office of Student Life, host the Student Leadership Banquet. This banquet recognizes students who have been leaders in a variety of ways across campus. Due to COVID-19, this year’s banquet was held virtually with content and club highlights submitted by each organization.

Video, Views and Engagements on Social Media 589

Club of the Year	Bridged by Faith
Advisor of the Year	Carla Blankenbuehler, Phi Theta Kappa
Pathfinder Heart of Gold	Sharaiah McCarty
Event of the Year	Trunk-or-Treat, Medical Assisting Club
Outstanding Club Member of the Year	Daniel Saunders



Bridged By Faith was recognized as the Club of the Year. They sponsored many events on campus, volunteered many hours of community service, and offered drive through prayers to the campus community.



Carla Blankenbuehler was selected as Student Organization, Advisor of the Year. Carla serves as the Phi Theta Kappa advisor for the South Charleston campus.



Daniel Saunders was selected as Club Member of the Year. Daniel was involved with a few student organizations, volunteered at many campus and community events, and was always willing to step up and be a leader in his groups.



Sharaiah McCarty was this year's Pathfinder Heart of Gold. Sharaiah was not only dedicated to her studies but also served as PTK regional officer and local officer. Often times, Sharaiah would be found making sure others were taken care of and going out of her way to assist with any task she could.



The Medical Assisting Club sponsored Trunk-or-Treat on our Montgomery campus for students and surrounding communities. The event has become a tradition and has been very well accepted by the students and communities.

STUDENT SUCCESS CENTER



The Student Success Center is located on both the Montgomery and South Charleston campuses. The center provides a variety of services including testing, tutoring, and academic success planning.

KEY HIGHLIGHTS ...

- Expanded testing services on the Montgomery campus from four testing computers to 12.
- In response to COVID-19, moved ACCUPLACER testing online for potential students and current students to access.
- In response to COVID-19, moved tutoring services to an online format through Brainfuse, Zoom, and Teams.
- Re-designed the job responsibilities of the student success center assistant to focus on tutoring services and the apprenticeship position to focus on assisting with coordinating testing services.
- The Montgomery testing and tutoring centers were updated with 21 new computers.

CENTER USAGE

	Montgomery	South Charleston	
	Fall	Fall	Spring
Computer Use	130	662	417
Independent Study	125	1750	533
Misc.	95	626	229
<i>***Miscellaneous is designated to students who did not select a reason for visiting the Student Success Center.</i>			

TESTING SERVICES

	Montgomery	South Charleston	
	Fall	Fall	Spring
ACCUPLACER	49	80	192
TEAS	0	72	101
CertiPort	0	0	0
CLEP	0	5	0
IQT	0	64	8
Proctored BVCTC Exams	147	800	211
Proctored Outside Exams	1	28	13



TUTORING SERVICES

	Montgomery	South Charleston	
	Fall	Fall	Spring
Peer Tutors	2	1	1
Volunteer Tutors	1	1	1
Faculty Tutors	2	6	8
Professional Tutors	0	2	1
Total Tutoring Hours	464	582	352
Total Tutoring Sessions	386	425	295



FALL 2019 – Center Usage

South Charleston	Testing	Computer Use	Independent Study	Total
Prior to 8:00AM	15	9	6	30
8:00AM-9:00AM	89	50	76	215
9:00AM-10:00AM	100	50	156	306
10:00AM-11:00AM	63	115	289	410
11:00AM-12:00PM	118	68	212	398
12:00PM-1:00PM	33	60	250	343
1:00PM-2:00PM	180	70	265	515
2:00PM-3:00PM	160	125	163	448
3:00PM-4:00PM	52	55	156	263
4:00PM-5:00PM	134	30	90	254
5:00PM-6:00PM	103	27	54	184
6:00PM-7:00PM	1	1	31	33
After 7:00PM	1	2	2	5
TOTAL	1049	662	1750	3404

Montgomery	Testing	Computer Use	Independent Study	Total
Prior to 8:00AM	0	0	0	0
8:00AM-9:00AM	3	0	0	3
9:00AM-10:00AM	3	1	2	5
10:00AM-11:00AM	14	2	3	19
11:00AM-12:00PM	12	3	8	23
12:00PM-1:00PM	28	5	11	44
1:00PM-2:00PM	43	16	7	66
2:00PM-3:00PM	38	30	31	99
3:00PM-4:00PM	27	14	44	85
4:00PM-5:00PM	12	46	13	71
After 5:00PM	17	13	6	36
TOTAL	197	130	125	451

SPRING 2020 – Center Usage

South Charleston	Testing	Computer Use	Independent Study	Total
Prior to 8:00AM	18	13	8	39
8:00AM-9:00AM	42	40	46	128
9:00AM-10:00AM	22	25	50	97
10:00AM-11:00AM	20	50	35	105
11:00AM-12:00PM	41	41	45	127
12:00PM-1:00PM	35	60	60	155
1:00PM-2:00PM	42	20	35	97
2:00PM-3:00PM	35	35	62	132
3:00PM-4:00PM	35	38	42	115
4:00PM-5:00PM	32	17	36	85
5:00PM-6:00PM	17	8	25	50
6:00PM-7:00PM	3	1	12	16
After 7:00PM	0	0	0	0
TOTAL	310	348	456	1146

Montgomery	Testing	Computer Use	Independent Study	Total
Prior to 8:00AM	0	0	0	0
8:00AM-9:00AM	0	1	0	1
9:00AM-10:00AM	4	6	3	13
10:00AM-11:00AM	3	4	8	15
11:00AM-12:00PM	2	7	6	15
12:00PM-1:00PM	4	4	5	13
1:00PM-2:00PM	4	10	7	21
2:00PM-3:00PM	8	8	8	24
3:00PM-4:00PM	4	8	10	22
4:00PM-5:00PM	5	10	15	30
After 5:00PM	6	11	15	32
TOTAL	40	69	77	186

TANF SERVICES



Temporary Assistance for Needy Families is a state program through the DHHR. BridgeValley collaborates with DHHR to provide services on campus to students who are enrolled in the program and serves as the liaison to each county office in our service region for current and potential students.

KEY HIGHLIGHTS ...

- 📍 BridgeValley had the largest participation of all community colleges with the TANF program.
- 📍 Introduced more engagement and cultural activities for the TANF students.
- 📍 Hosted a banquet to celebrate Thanksgiving with TANF students and their families.
- 📍 Sponsored a field trip to the Trans-Allegheny Lunatic Asylum.
- 📍 Worked with the Office of the College Advancement to collaborate on the NEST program.

Fall & Spring

Number of Graduates	6
Number of Events and Workshops	10
Number of Participants in Events	120
Number of TANF Students	32 (Unduplicated)

FALL 2019

Number of active TANF Students	29
Number of classes students were in	107
Cumulative GPA for the semester	2.38
% of pass rate (passed vs failed classes)	86.9%

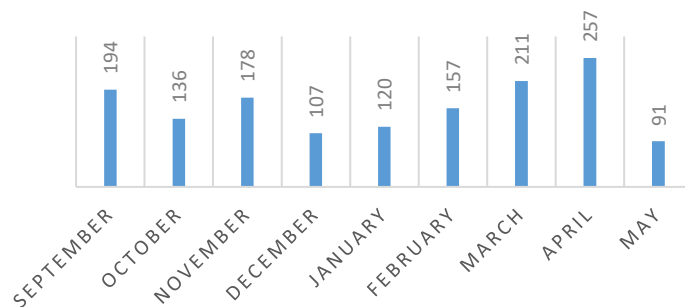
SPRING 2020

Number of active TANF Students	24
Number of classes students were in	80
Cumulative GPA for the semester	2.82
% of pass rate (passed vs failed classes)	92.5%

The TANF program provides many learning opportunities outside of the classroom. These events are created to provide educational, leadership, and social skills to students.

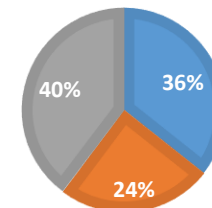
- 📍 TANF Boot Camp (2)
- 📍 Student Success Workshops
- 📍 Study Skills BINGO
- 📍 Financial Wellness Seminar (2)
- 📍 Trip to TALA
- 📍 Arts & Crafts Workshops
- 📍 Family Pizza & Paint
- 📍 Thanksgiving Luncheon

**TANF CONTACTS BY MONTH
2019-2020**



**TANF CONTACTS TOTAL
2019-2020**

■ Face-to-Face ■ Phone ■ Email



NOURISH EVERY STUDENT TODAY (NEST)

The overall mission of the Nourish Every Student Today (NEST) is to provide BridgeValley students in need with necessary resources such as non-perishable food items, personal hygiene products, career clothing, and school supplies. Currently, the NEST offers non-perishable food items such as canned food, boxed meals, and snacks, as well as school supplies and hygiene products to any currently enrolled student. This is a partnership between the College Foundation Office and Student Services.



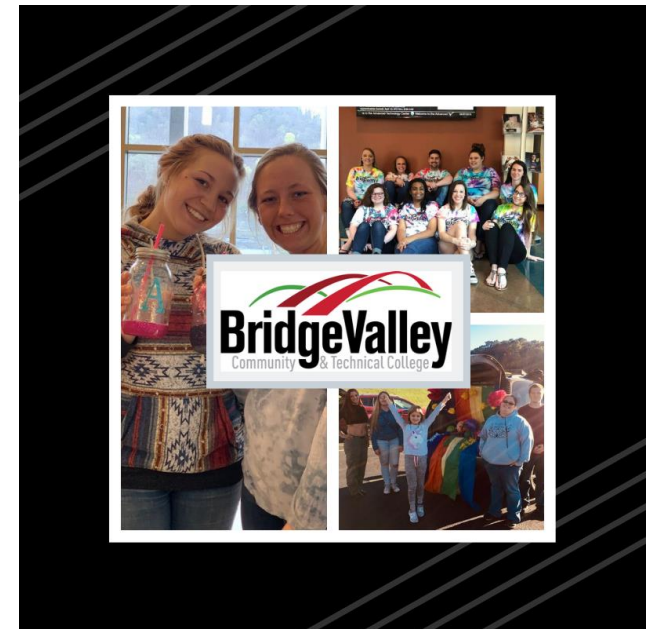
NEST
STUDENT FOOD PANTRY
nourish every student today

BridgeValley
Community & Technical College

- CANNED FOOD
- BOXED MEALS
- SNACKS
- SCHOOL SUPPLIES
- HYGIENE PRODUCTS

NEED SOME HELP?
Contact us today! The NEST Food Pantry is open to all BridgeValley students by request. Call (304) 205-6746 to schedule an appointment or visit us online to submit a request.

WWW.BRIDGEVALLEY.EDU/NEST | DONATIONS WELCOME!



VETERANS & MILITARY AFFAIRS



The Office of Veterans and Military Affairs provides support services, engagement activities, and certifies Veterans and Veterans Dependents to receive funding from the Department of Veterans Affairs. Veterans and Military Affairs takes pride in serving the men and women who proudly defended our country.

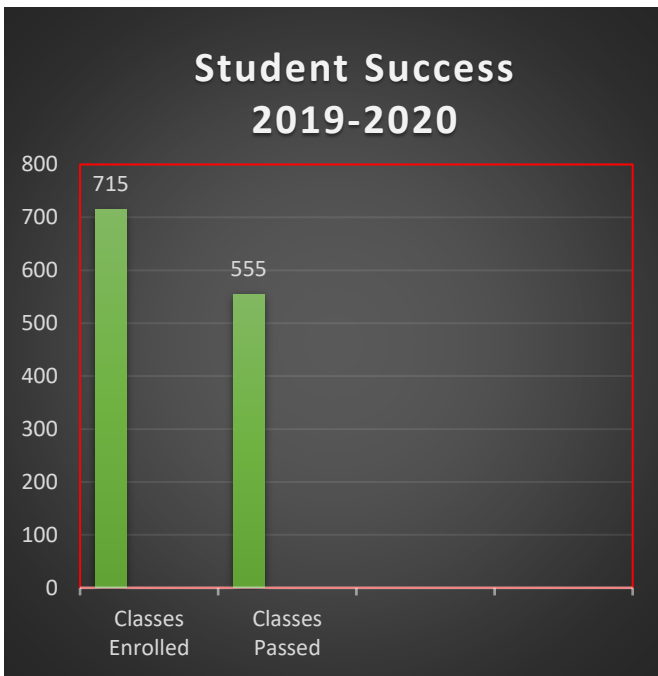
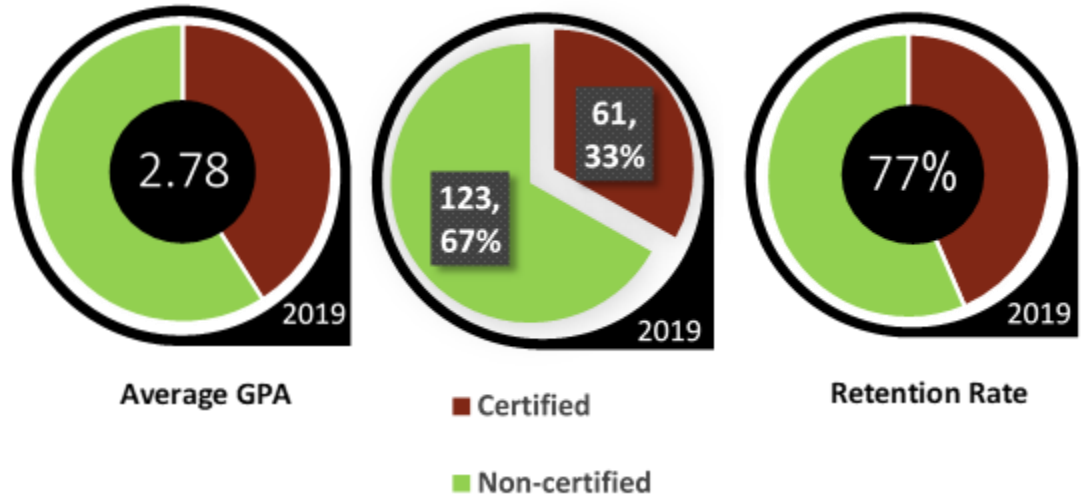
KEY HIGHLIGHTS ...

- Received AmeriCorps grant for a second year.
- Sponsored Toys-for Tots and provided three large boxes of toys.
- Participated in “Wreaths Across America” at the State Veteran Cemetery for the third year.
- Received first American Legion scholarship and awarded to a Veteran student at BridgeValley
- At the request of the City of Dunbar Mayor, retired old flag at the Veterans Garden and raised the new one donated by the Veterans Office and Club.

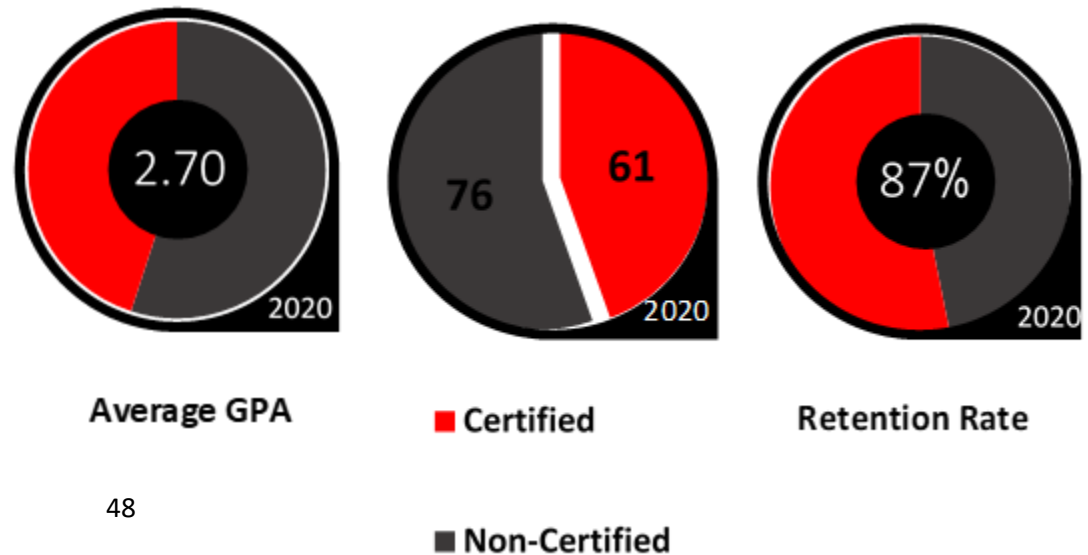


	Number	Participants
Fall and Spring Graduates	19	
Recruitment Events	9	34
Engagement Activities	8	465 (SC) 291 (M)

FALL 2019



SPRING 2020





we are
PATHFINDERS





Letter from a current (spring 2020) student. Julia Ofelia

“... I just wanted to take some time to thank you and the staff for all of your efforts to make this transition as smooth as possible.

As a student, I know how scary it was when the first news came that this illness was an actual epidemic. I sat with my classmates and I wondered and we all worried about what would happen next. There have been so many questions up in the air that needed answering and I know from my previous experience in leadership that answering this questions fell on many of you and your teams lap.

I was astounded by how quickly and effectively our school dealt with this situation and how committed they were to communicating with the students every step of the way. Your efforts created an environment where even though it felt like the world was imploding around us we still felt in control of our future and that is no small feat.

Every person I interacted with amazes me. Every other day there was a detailed email sharing the next steps. Our teachers, some of whom had not taught online classes before worked tirelessly to create new curriculums. They changed the way they taught to better fit their students, and touch base with them to ask if they needed any help. Accessibility services reached out to students to remind them about accommodations, counseling Services sent out an email reminding them they could receive free care. Everyone did and is doing everything they can to keep us connected. Even with everyone completely separate, I feel closer to BridgeValley than ever.

On top of all of that despite the physical distance of students and staff, student life is thriving. Things like online yoga classes and photo submissions are a welcome way to engage in the community while still practicing social distancing. (It also helps fend off cabin fever lol)

Your efforts have made an impact. Thanks to all of the staff and faculty of BridgeValley our school went through one of the biggest challenges I have ever seen smoothly and productively.

We may not be on the same campus anymore, but you have worked hard to make sure we all know, we are still part of the BridgeValley family. And from the bottom of my heart, I thank you.

GO PATHFINDERS! ... ”

BRIDGE VALLEY



As both a student and a work-study, I feel that student services is there to help in any way they possibly can. With their guidance, I know where to go if I need help in a class or just someone to speak to about a problem.



Student services has given me the confidence to continue my education and help with managing the struggles and the stress that comes with college with learning disabilities.

PATHFINDERS

BRIDGEVALLEY



The accommodations that I received through Student Services during my first year at BridgeValley CTC has played a huge factor in my success. It is hard navigating through college with a learning disability but thankfully, the staff went above and beyond in helping me along my way. Even though classes ended up becoming conducted remotely, I was still provided my accommodations and was still able to have extra testing time if necessary.



I have used many of the support services offered at the college throughout my two years of taking classes which have made it possible for me to be able to graduate May of 2021. I want to thank the Student Services team for helping me along the way and for being there when I needed it. Having support services available to me has been very beneficial to my education at the college.

PATHFINDERS