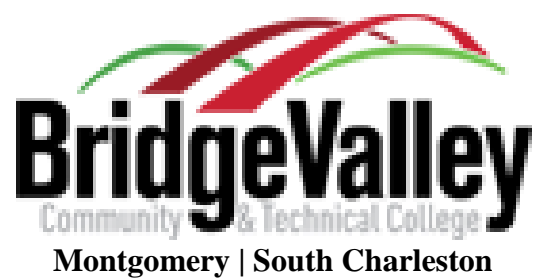




**OFFICE OF STUDENT SERVICES  
ANNUAL REPORT  
2017-2018**



## STUDENT SERVICES YEAR IN REVIEW

Dear Friends of Student Services:

I am pleased to present the 2017-2018 annual report for student services. Within these pages, the team provide highlights and data about the division, share our accomplishments and celebrate our students. This past year of accomplishments and activities have provided us with the distinct opportunity of collaborating with various entities to offer an out-of-class experience for students that engages them with their institution and its academic mission.

Through our vision, mission and value statements, we aim to have major impact on the college priorities for student success and community engagement.

Sincerely,



James L. McDougale  
Dean of Students



***“Believe in yourself.  
You are braver than you think, more talented than  
you know, and capable of more than you imagine.”***

## STUDENT SERVICES TEAM

The student services staff provides services and activities to support student success, both in and outside the classroom. This report summarizes a year of work by a dedicated and enthusiastic team and the commitment of the student services staff to be student-oriented has helped to enhance the student experience at BridgeValley Community and Technical College. We are committed to improving our services and meeting the needs of all of our students.

James McDougle  
Dean of Students

Jeanne Smith  
Director of Student Life

Carla Blankenbuehler  
Director of Counseling

Misi Lair  
Director of Veterans Affairs

Beverly Farrow  
Director of Student Success

Tiffany Tyson  
TANF Counselor

Deborah Harris  
TANF Counselor

Connie Keiffer  
Coordinator of Retention

Tina Spaulding  
Student Success Specialist

Spencer Winters  
Disability Services Counselor

Diann Simmons  
Part Time Testing Assistant

Acquanetta Fyall  
Executive Assistant to Student Services

## BRIDGEVALLEY STATEMENTS

### STUDENT SERVICES MISSION

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.

### MISSION

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

### VISION

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

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
-  Early Alert Program
-  Student ID
-  Veteran's Affairs
-  TANF Services
-  Student Conduct
-  Career Services
-  New Student Orientation
-  Community Services
-  Academic Probation Services
-  Student Organizations
-  Student Activities
-  Retention Service

### Professional Memberships

-  AHEAD (Association of Higher Education and Disability Services)
-  WVASPA (West Virginia Association of Student Personnel Administrators)
-  NACADA (National Academic Advising Association)
-  NTA (National Tutoring Association)
-  College Board (Accuplacer)
-  WVCIA (West Virginia Collegiate Initiative on Alcohol Use)



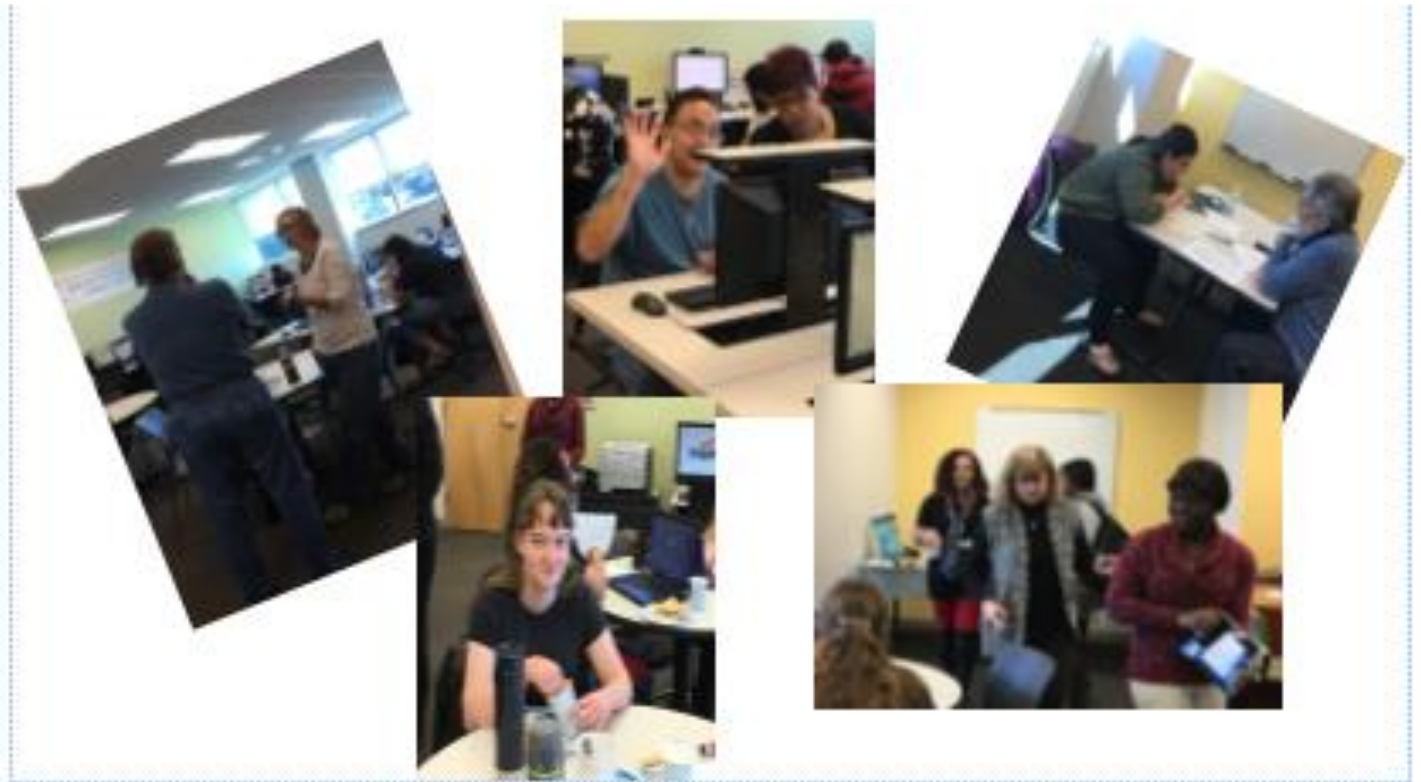
## Retention Data

The below indicator provides the proportion of all first-time freshmen who are enrolled at BridgeValley. Data capabilities at this point do not allow tracking of students who transfer to private or out-of-state public institutions. Students are more likely to drop out during their first year of college than at any other time. The ability to provide support that will assist with retention during the first year will increase the likelihood of higher graduation rates. This first-year retention is an important milestone on the way to completion of a degree or certificate *Taken from WV HEPC annual report card.*

School	2012	2013	2014	2015	2016
Bridgemont	50.4%	57.4%	NA	NA	NA
Kanawha Valley	54.9%	46.2%	NA	NA	NA
BridgeValley	NA	48.4%	50.3%	53.6%	49.5%



# STUDENT SUCCESS





## **BVCTC Student Success Center**

The BridgeValley Student Success Centers are located in Room 031 on the South Charleston Campus, and in Room 401 Davis Hall on the Montgomery Campus. The Student Success Center is open to any BVCTC student experiencing one or more college stressors, such as; selection of a major/ career, difficult class assignments, challenging exams, under-developed study skills, conflicts between school and work, and bad habits that are resistant to change.

### **Center Services:**

1. **Peer Tutoring:** The SSC offers tutoring in most academic subjects. This service is free to all BVCTC students. The schedule and list of subjects can be picked up in the SSC as well as viewed on our website.
2. **Faculty Tutors:** The SSC offers Faculty Tutors in a variety of subjects.
3. **Testing Services:**
  - a. **TEAS Testing:** For those students looking for a degree in Nursing, the SSC will be offering the TEAS test that will assess a student's readiness for the Nursing Program.
  - b. **Accuplacer Testing:** The testing center administers the Accuplacer Placement exam that measures entry-level skills in the areas of reading, writing, and mathematics.
  - c. **Test Proctoring:**
    - i. BV web class exams
    - ii. Proctoring for non-BV students
    - iii. Accuplacer (placement test)
    - iv. Pre-professional exams
    - v. Certification exams
4. **Reviews:** The SSC offers Midterm and Finals review for most Math classes. We also offer reviews for other classes upon request.
5. **Retention:**
  - a. **Early Alert:** Through the Early Alert system, students are identified through referrals from the faculty and staff to provide customized services for those students early in the semester. The Coordinator of Retention contacts student to discuss academic issues that may require attention and resources to support them.

- b. **Academic Success Workshops:** Our Retention Specialist holds a series of workshops for students on Academic probation. These workshops give students the resources they need to achieve academic success in the future.

### **Center Activities**

1) **Fall Open House** – September 9th and 13th, 2017

- a) “Kick-Off” football theme was used for this event (see pictures in Appendix)
- b) Fall tutoring schedules were disturbed
- c) Food was donated by Student Services staff

Montgomery= 21

South

Charleston -

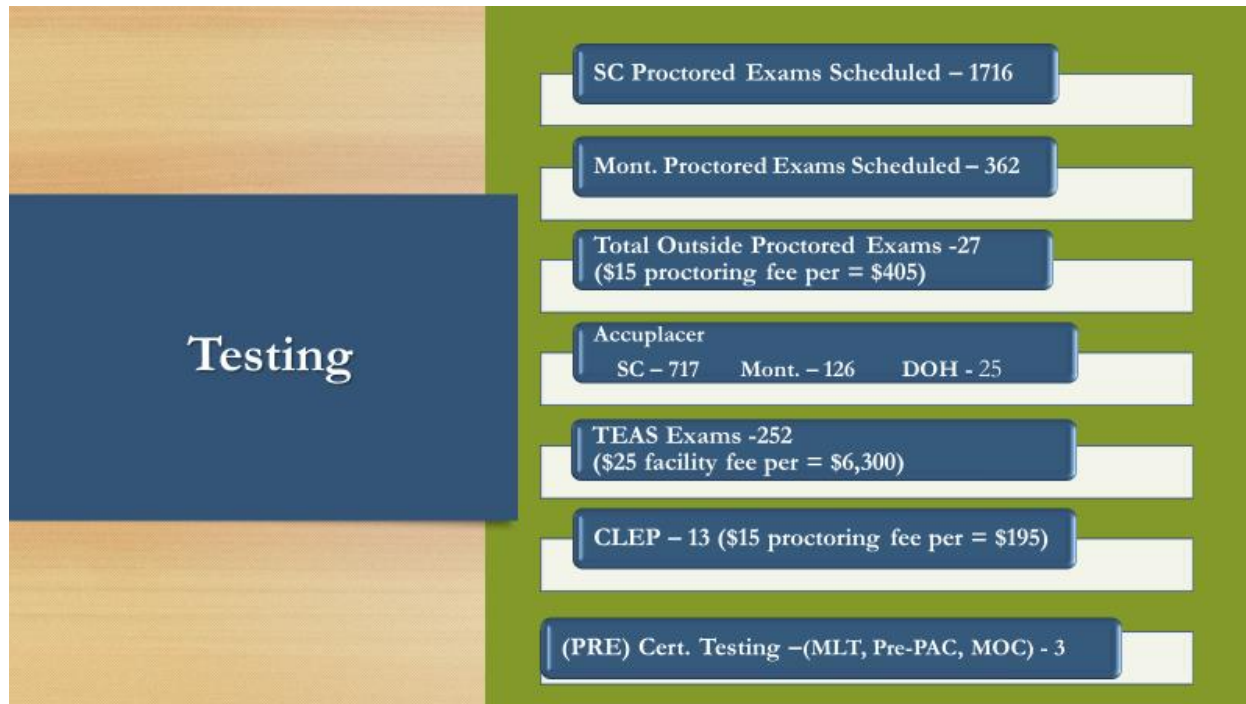
2) **Spring Open House**, January 30, 2018

Montgomery - South Charleston

### **Tutor Appreciation Week** - October 2-6, 2017

- 1) Gift cards in the amount of \$7.25 were given to each tutor for lunch from the on-campus restaurants
  - a) South Charleston - Cherry’s Café
  - b) Montgomery - Mama D’s – Montgomery
- 2) Students wrote cards to their favorite tutor
- 3) Week Activities – pictures in Appendix
  - a) Monday – “Donut’ What We Would Do Without You”
  - b) Tuesday - “Without You We Would Fall to Pieces” - Reese’s Pieces for each center
  - c) Thursday – “Thank You for Making Me One Smart Cookie”  
One large cookie for each Center

## TESTING CENTER – June 1, 2017 – May 31, 2018



- AAFCS Pre-PAC - American Association of Family & Consumer Sciences (AAFCS) (Pre-Professional Assessment and Certification (Pre-PAC))
- MLT (Medical Lab Technician) Practice Certification Exam
- MOC – Microsoft Office Certification

### Testing Certifications:

- 1) Tina - certified proctor for the Extended Learning Institute (ELI) of Northern Virginia Community College and (Utah State University) proctor.
- 2) Tina and Diann - completed ATI/TEAS proctoring certification activities

### Testing Center Scheduling Upgrade

- 1) Adopted Register Blast - 3rd party exam scheduling platform
  - a) paper proctoring forms no longer uses
  - b) began using 7/1/17 – beta tested with 2 instructors: Ron Rogillio and Pam Lopez
  - c) Student can schedule their exams 24/7 on mobile devices and desktop
  - d) a Register Blast link was placed in MyBridge and website updated to reflect the change

## Student Success Center Presentations

### 1. Six (6) GNST Classroom Visits

- a) Beverly: 1 visits (South Charleston)
- b) Diann Simmons: 2 visits (South Charleston)
- c) Connie Keiffer: 2 visit (Montgomery)
- d) Tina Spaulding: 1 (Montgomery)

### 2. Faculty Presentation, Register Blast - 15

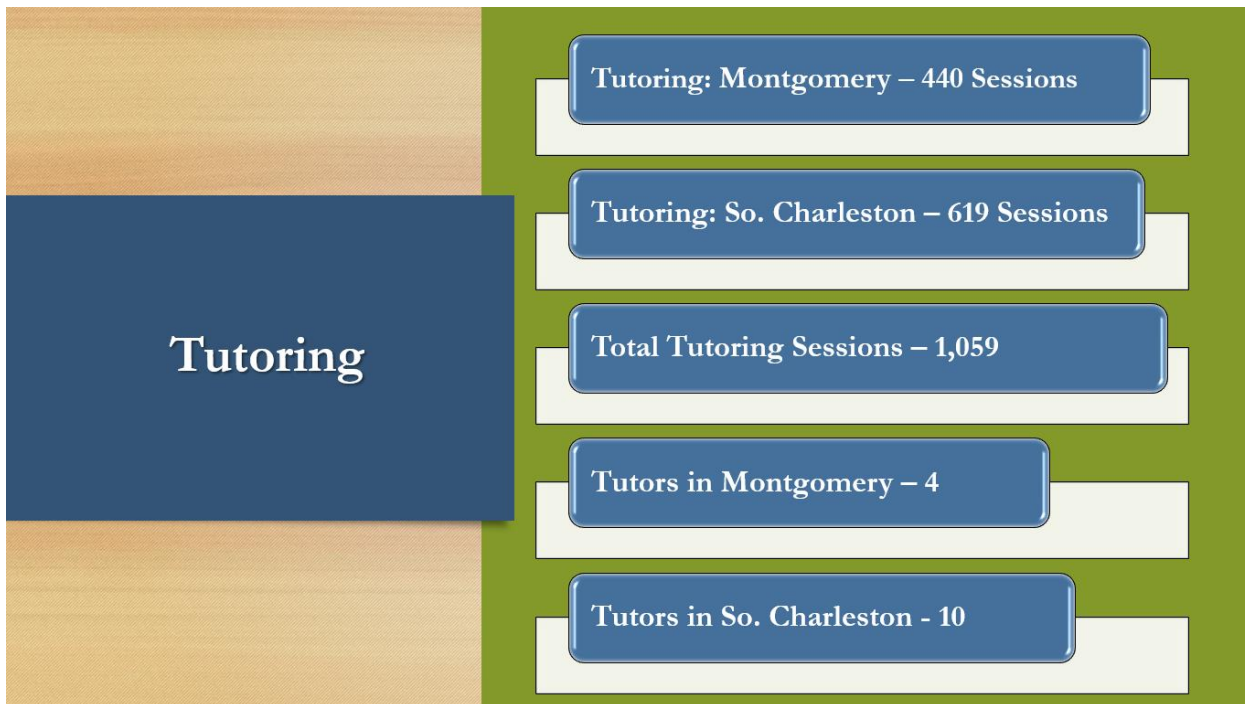
<b>Service Indicators</b>	<b>2017 - 2018</b>
<b>Number of Tutors</b>	27
<b>Number of Tutoring Sessions</b>	1469
<b>Number of Independent Study Sessions</b>	1663
<b>Number of Test Proctoring</b>	1271
<b>Number of Computer Usage</b>	2946
<b>Referrals for ABE Bridge Program</b>	136

\*\*\* *The numbers above are duplicated. An eSign-in system has been installed for better tracking purposes.*

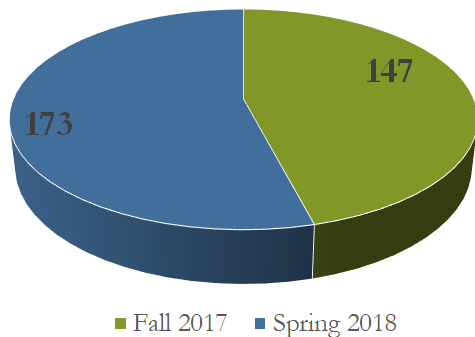
\*\*\* *The Number of Tutors include faculty, students, and volunteers from the community.*

\*\*\* *Number of Test Proctoring represents the number of online classes and make-up testing for faculty.*





Student Success Plan Meetings 2017-2018



**The Academic Success Workshops**

The Academic Success Workshops are mandatory for all students on academic probation/suspension.

The one-hour meetings are prior to the beginning of each semester.

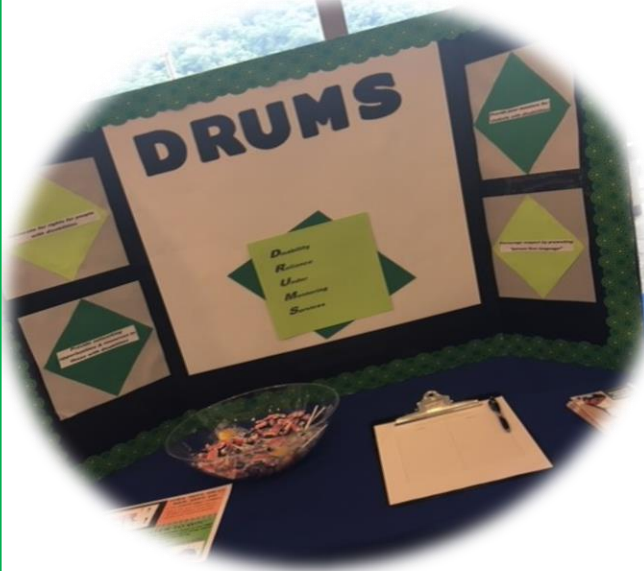
	Fall 2017	Spring 2018	Total
Number of ASW per Campus	8	7	15
Number of Students Attending ASW	81	99	180

## **The Early Alert Program**

The Early Alert program has undergone many changes throughout the years. The program is important for our retention goals, as well as, assisting our students to succeed in their courses to achieve their academic goals. It allows the faculty to identify at-risk students and to assist those students as needed. The Early Alert report is given to the Retention Office on a daily basis. Once the Early Alert is submitted the student is contacted by email and/or phone with the concerns of the faculty and the response or action taken with the student will be given to the faculty member from which the Early Alert originated.

	<b>Fall 2017</b>	<b>Spring 2018</b>
<b>Total</b>	<b>305</b>	<b>154</b>
<b>Distinct</b>	<b>197</b>	<b>132</b>

**STUDENT DEVELOPMENT**



## Counseling Services

Counseling began the year on a high note, one on one availability of counseling sessions for students continued, providing assistance with issues that include but are not limited to divorce, breakups, substance abuse, anxiety, depression, general life issues, and time management. This year the counselor took particular notice of the average amount of sessions a student attended and the majority of the students utilized the full nine sessions. Partnerships continued with community agencies WV Division of Rehabilitation, REACH, and The National Voter's Registration Day Team to name a few. During Welcome week we participated in painting your own mini masterpiece called BridgeValley Rocks. This allowed students to paint a rock any design they pleased, and they were displayed in the Front area leading up to the college. The year didn't seem to slow down. From events such as Suicide Awareness, to Stress Awareness, students really enjoyed getting involved and proved to be great activities for the department.

<b>Service Indicators</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>
<b>*Number of Counseling Sessions</b>	265	289	201
<b>Number of Engagement and Awareness Events</b>	21	25	43
<b>Number of Students, Faculty &amp; Staff Participating in Events</b>	1,964	1,263	1,415
<b>Safety Assessments (Recommended by the Dean of Students)</b>	0	2	0
<b>Online Referral Form</b>	10	8	14
<b>Student Issue not resulting in ongoing counseling</b>	95	138	126
<b>Assisting student in other school related issues</b>	218	192	130

*\*The number of counseling sessions does not include walk-ins, this only includes students who made appointments.*



## **Disability Services**

Our new disability services counselor implemented several things for students with disabilities allowing them more one on one access that proved success. Disability Services continued to provide accommodations to students registered at BridgeValley Community & Technical College with an IEP, 504 plan, or letter from a Licensed Health Care Professional. Throughout the year we updated our student and faculty handbooks with current policies and procedures we have begun implementing. We introduced a Self-Disclosure form that allows newly admitted students to reach out to the Disability Services Counselor to obtain information regarding accommodations they can receive. Disability Services hosted a Disability Awareness Week, Autism Awareness Day, and The Transition Fair partnered with WV Vocational Rehabilitation Services. We hosted workshops for students registered with Disability Services, and faculty at BridgeValley.

## **DRUMS**

Disability. Reliance. Under. Mentoring. Services.

After a year hiatus we reinstated the student organization DRUMS. We currently have 6 members. They participated in Trunk or Treat during BridgeValley Family Fun Night. DRUMS hosted the fundraiser “Decorate a Cupcake with DRUMS”, and had a lot of success with this. The club also hosted awareness events by showing movies discussing Dyslexia, and other Learning Disorders.

## **YEARLY REVIEW: Documented Disabilities**

Disability Services supported 97 students during the fall 2017 semester and 100 students during the spring 2018 semester. While we see many documented disabilities, listed below are common disabilities we provide accommodations for. It is important to note that we support many students who have a dual diagnosis.



<b><u>DISABILITY</u></b>	<b><u># OF STUDENTS FALL 2017</u></b>	<b><u># OF STUDENTS SPRING 2018</u></b>
ADHD/ ADD	35	38
Autism Spectrum Disorder	3	3
Blindness/ Low Vision	1	2
Deaf/ Hard of Hearing	4	4
Epilepsy	2	5
Learning Disability	44	43
Medical/Physical	10	14
Psychological/Psychiatric	29	29
Speech Disorders	2	2
Spinal Cord	2	3

**YEARLY REVIEW: Accommodations Provided**

Disability Services provided accommodations to students in 497 classes throughout the school year. The main accommodations continue to be Extended Test Time and Alternate Testing Locations. It is important to note that while all these accommodations were granted, many students do not use all of their accommodations on a regular basis.

<b><u>ACCOMODATION</u></b>	<b><u># OF STUDENTS FALL 2017</u></b>	<b><u># OF STUDENTS SPRING 2018</u></b>
Alternate Testing Location	71	79
Extended Test Time	86	88
Note Taking	31	33
Print Enlargement	2	3
Priority Seating	20	18
Sign Language Interpreter	3	1
Tape Record	23	25
Test Reader	21	18
Test Writer	2	4
Use of Calculator	41	37
Use of Laptop/Tablet	21	22
Waiver of Absence Policy	10	11

### **YEARLY REVIEW: Disability Services Office**

Listed below is the data based off tests proctored, students I met with, and communication via email or phone throughout the year, among students that were registered through Disability Services. During the spring semester I began having weekly meetings with students we identified throughout the fall 2017 semester that needed more guidance navigating college. Recently we have upgraded to a larger Alternate Testing Location where we will be able to proctor six exams at a time. We were able to provide mass email updates to students notifying them of workshops scheduled, or registering for classes. Many of these communication methods were met with success.

<b><u>Month</u></b>	<b><u>Tests Proctored</u></b>	<b><u>In Person</u></b>	<b><u>Via Email</u></b>	<b><u>Via Phone</u></b>
August	26	59	100	25
September	82	50	100	5
October	114	98	450	3
November	78	83	323	6
December	109	71	72	8
January	29	63	273	21
February	105	130	460	8
March	79	123	263	8
April	98	142	217	13
May	89	87	51	6
<b><u>TOTALS:</u></b>	<b>809</b>	<b>906</b>	<b>2309</b>	<b>103</b>

### **YEARLY REVIEW: Overall & Cumulative GPA**

<b>SEMESTER</b>	<b>OVERALL GPA</b>	<b>INSTITUTIONAL GPA</b>
Fall 2017	2.52	2.44
SPRNG 2017	2.53	2.41

### **YEARLY REVIEW: Enrollment & Retention**

<b>SEMESTER</b>	<b># ENROLLED</b>	<b>RETENTION</b>
Fall 2017	97	78%
Spring 2018	100	72%

## YEARLY REVIEW: Graduates

SEMESTER	# GRADUATED
Fall 2017	8
Spring 2018	18

### Career Services

Career Services strives to provide guidance to students who are in need of assistance with developing a resume, job interview skills, and other career development. The department also provides avenues for students to connect with local employers during career fairs and classroom visits.

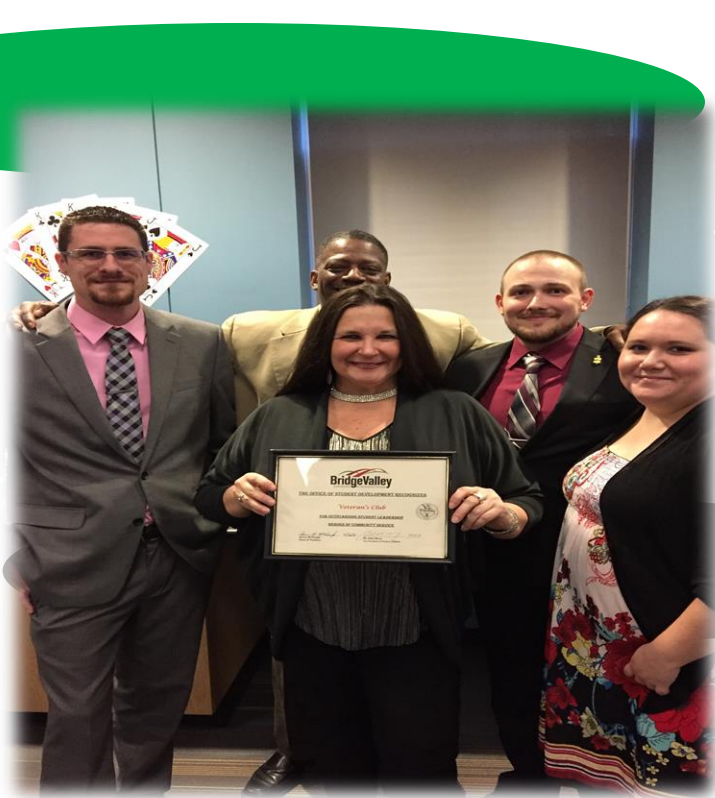
Service Indicators	2017-2018
Career Fairs	*429
Employers Attending Career Fairs	99
Class Presentations	12
Career Theme Workshops	37

\*\*\*The number of Students Attending the Career Fairs is an estimated number based off the number employers reported on their satisfaction survey.





VETERANS AFFAIRS



## **Year in Review**

This End of the Year Review is somewhat of a victory for the Veterans Affairs Office in that we had more certified Veterans attending BridgeValley than ever before during the Fall 2017 semester! Much more recruitment and many more strides need to be taken, but I believe at this point, our enrollment for Veteran students has increased simply because of word-of-mouth! If Veterans are happy with the services they are receiving, they are more apt to stay, which increases retention and after all, happiness is addictive! Hence, spreading the good news about BridgeValley and the amenities our Veterans are receiving here!

Our goal in the Veterans Affairs Office is to make sure that all Veterans leave our office, our area, and our school happy every day, every semester and every year they are with us! This has helped by having longer work hours during the Monday – Thursday work week, as well as having a single “go to” person, and a full-time VA Work Study. This individualizes the attention we give to our Veteran students and I think this has also helped in retention efforts. Sometimes Veterans just need to know that someone is there who cares for them and to listen to their needs regarding school, professors, books, financial aid and even VA issues!

We worked hard throughout the school year and placed again into two Nationally Recognized Magazines regarding Veterans needs being met! Military Advanced Education & Transition magazine ranked BridgeValley as one of its “Top Schools” and Military Friendly Schools gave BridgeValley the “GOLD STATUS” award with the ranking of 6<sup>th</sup> in the Nation!

## **The Veterans Club**

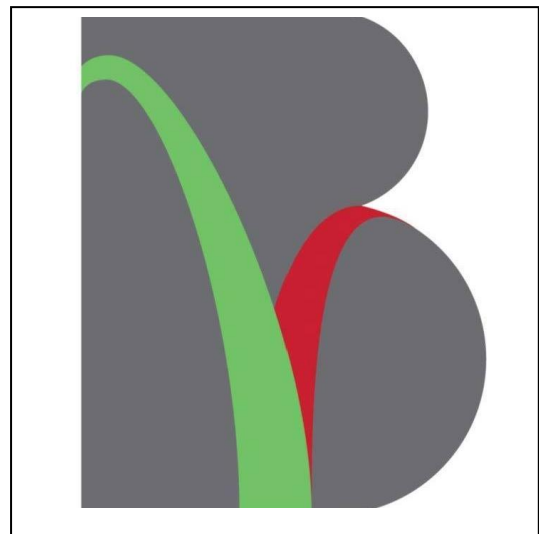
The Veterans Club had another busy semester! During the fall of 2017 semester, a fund-raiser was started for R.E.D. (Remember Everyone Deployed) t-shirts and the sale sold 104 shirts with a profit made of \$523.50! All faculty, staff and students who purchased a t-shirt was asked to wear them during the Veterans Day Celebration in November! A Veterans Day Celebration was held to honor our military veterans who are now students, faculty and staff, along with friends from the community. South Charleston celebration had 123 in attendance. George Washington High School Color Guard presented colors at the Veterans Day Celebration in November 2017. A POW/MIA table was decorated showing the meaning of what items on the table symbolized. A moment of silence was observed. Dr. James McCormick was the guest speaker during the Veterans Day Celebration. Dr. McCormick with honored with a Silver Star, the third highest honor for the combat gallantry. He earned three Bronze stars and three purple hearts for his service in Iraq. The Veterans Club sponsored Project “Thankful in a Box” in November 2017 where gift cards were provided to two Veterans to help with Thanksgiving Meals.

<b>Service Indicators</b>	<b>2014-2015</b>	<b>2015-2016</b>	<b>2016/2017</b>	<b>2017/2018</b>
<b>Number of Certified Veterans</b>	100 (duplicated fall to spring)	133 (duplicated fall & spring)	117 (duplicated fall & spring)	147 (duplicated fall & spring)
<b>Number of Non-Certified Veterans</b>	NA	113 (duplicated fall & spring)	200 (duplicated fall & spring)	222 (duplicated fall & spring)
<b>Number of Members of the Veterans Club</b>	32	39	45	57
<b>Number of Recruitment Events</b>	6	12	9	8
<b>Attendance at Veterans Day Celebrations</b>	101	116	100	126
<b>Number of Veteran Workshops</b>	8	6	6 (3 on each campus)	8 (4 on each campus)
<b>Number of Classes with a Certified Veteran</b>	468	633	569	685 (478 distinct CRN's)
<b>Veteran Student Success Rate (Classes Passed)</b>	85%	83%	78%	81.13%
<b>Cumulative GPA of Veteran Students</b>	2.62	2.81	2.46	2.75
<b>Fall to Spring Retention Rate (Certified)</b>	71%	87%	78%	75.71%
<b>Number of Campus Events for Veterans</b>	NA	6	10	12





# STUDENT LIFE



The Office of Student Life offers a variety of activities throughout the year for students. Below is a monthly breakdown along with specific numbers of student engagement activities, service events, partnerships and much more.

AUGUST	Engagement events for non-club members	4		
	Number of participants for open community events	NA	FEBRUARY	Engagement events for non-club members
	Number of partnerships with civic organizations	0		7
	Number of community service events for students	0		Number of participants for open community events
				56
SEPTEMBER	Engagement events for non-club members	8		Number of partnerships with civic organizations
	Number of participants for open community events	63		1
	Number of partnerships with civic organizations	5		Number of community service events for students
	Number of community service events for students	3		1
			MARCH	Engagement events for non-club members
OCTOBER	Engagement events for non-club members	7		14
	Number of participants for open community events	321		Number of participants for open community events
	Number of partnerships with civic organizations	5		103
	Number of community service events for students	2		Number of partnerships with civic organizations
				6
NOVEMBER	Engagement events for non-club members	5		Number of community service events for students
	Number of participants for open community events	NA		8
	Number of partnerships with civic organizations	1	APRIL	Engagement events for non-club members
	Number of community service events for students	0		5
				Number of participants for open community events
DECEMBER	Engagement events for non-club members	9		NA
	Number of participants for open community events	NA		Number of partnerships with civic organizations
	Number of partnerships with civic organizations	3		2
	Number of community service events for students	2		Number of community service events for students
				0
JANUARY	Engagement events for non-club members	5	MAY	Engagement events for non-club members
	Number of participants for open community events	18		9
	Number of partnerships with civic organizations	1		Number of participants for open community events
	Number of community service events for students	1		N/A
				Number of partnerships with civic organizations
				3
				Number of community service events for students
				1
			TOTAL	
				Engagement events for non-club members
				73
				Number of participants for open community events
				561
				Number of partnerships with civic organizations
				30
				Number of community service events for students
				18