



Southern
Southern West Virginia
Community and Technical College

Board of Governors

**OCTOBER 10, 2013
MEETING AGENDA PACKET**

Members

Thomas A. Heywood, Chair
Wilma J. Zigmond, Vice Chair
Glenn T. Yost, Secretary
Linda Q. Akers
Shelley T. Huffman
Jada C. Hunter

George Kostas
Terry R. Sammons
Eileen Aranas
Debbie Dingess
Mary Nemeth-Pyles

Joanne Jaeger Tomblin
President

Southern West Virginia Community and Technical College
Board of Governors Meeting of October 10, 2013
Embassy Suites Hotel • 300 Court Street • Charleston, WV

Salon B

AGENDA

1. Welcome and Call to Order Mr. Tom Heywood
Board Chair
2. 2013 ACCT Congress Highlights Chair Heywood,
Ms. Debbie Dingess, Classified Staff Representative
Ms. Mary Nemeth-Pyles, Faculty Representative
3. Board of Governors and Administration Self-Assessment Report Mr. Howard Seufer
Counsel, Bowles Rice LLP
4. President's Report Ms. Joanne Jaeger Tomblin
President
5. Community and Workforce Development Office Report Ms. Allyn Sue Barker
Vice President for Community and Workforce Development
6. Financial Report Mr. Samuel Litteral
Vice President for Finance and Administration
7. Action Items:
 - 7.1 Approval of August 20, 2013 Minutes pp. 34-38
 - 7.2 Request for Approval to Release Proposed Institutional Policies for 30-day Comment
 - 7.2.1 SCP-1153, Consumer Complaint Procedures pp. 39-43
 - 7.2.2 SCP-5051, Reduced Tuition and Fee Program for State Residents 65 and Older ... pp. 44-47
8. Informational Item:
 - 8.1 Council's Approval of Institutional Policies 48
9. Adjournment Chair Heywood

Workforce and Community Development Unit

Presentation
to the
Southern West Virginia Community and
Technical College Board of Governors

October 10, 2013

Institutional Commitments

1. Developmental and pre-college level education for those who lack the necessary academic background for direct entry into college-level courses.
2. Programs of study leading to the associate in arts and the associate in science degrees which can be effectively transferred and applied toward the baccalaureate degree.
3. Programs of study in career and technical fields leading to a skill-set certification, certificate degree and/or the associate in applied science degree for entry into the workforce.
4. **Workforce development, continuing education and training programs that support the needs of employees and employers and serve as a mechanism for economic development.**
5. **Support services that assist students in achieving their education and training goals.**
6. **Community interest programs and activities that promote personal growth and cultural enrichment.**

Departments

- Academy for Mine Training and Energy Technologies
- Community and Leadership Development
 - ❖ Appalachian Leadership Academy-Cotiga Fellows
- Workforce and Continuing Education
 - ❖ Customized Training
 - ❖ Continuing Education
 - ❖ Community Education

Academy for Mine Training and Energy Technologies

- Academy was created in 2006 through a two year U. S. Department of Labor grant in cooperation with WVU Mine Extension Services and the WV Coal Association, naming Southern as a subcontractor to assist in meeting the specific training needs of the mining industry and the energy sector.
- Coal industry had need for a better trained entry level miner than those being produced through the traditional underground and surface apprentice miner training programs.
- New programs were needed to train production, equipment specialist, electricians, supervisors and management workers at all levels in the mining industry.

- The vision of the Academy was to focus on current and future work skill needs of the energy sector and open the industries' minds to become more pro-active in regard to safety, production, equipment, and regulatory training and to become the premier energy training center in the nation.
- Oil/gas industry needed safety training, computer skills, and driver training for entry level and incumbent workers.

Academy for Mine Training and Energy Technologies

- Since 2006, the Academy has trained over twenty-two thousand five hundred (22,500) people in the mining and oil/gas industries.
- Over three hundred ninety-three thousand(393,000) clock hours of training has been delivered.
- Fifty-six training courses have been developed and/or enhanced.
- The Academy assisted with the development and marketing of a Mine Management Associate Degree Program, that was officially launched in August 2009, and development of skill set certificates in CADD Technician, Transit Technician, and Mine Permit Technician.
- The Academy continues to deliver needed and required training to “new” and incumbent workers for several oil/gas industry companies.

Academy for Mine Training and Energy Technologies

- Academy developed Task Force I, a technical and rescue response unit in cooperation with the WV Office of Miners' Health, Safety, and Training (WVOMHS&T).
- The Academy Director maintains close working relationships with U.S. Fire Administration, U.S. Office of Surface Mining, U.S. Miners' Safety and Health Administration (MSHA), National Institute for Occupational Safety and Health (NIOSH), WV Office of Miners' Health, Safety and Training, Wheeling Jesuit University, and other federal and state regulatory agencies.
- Funding has continued through grants from the West Virginia Division of Energy and the West Virginia Office of Miners' Health, Safety, and Training to support training for new and incumbent employees in the energy sector and expand and enhance training in mine safety, fire fighting, mine rescue, and incident command.

Academy for Mine Training and Energy Technologies

- Academy has developed and maintained close working relationships with over sixty (60) industry, federal, state, and academic representatives from eighteen (18) states and five (5) foreign countries:
 - ❖ Federal and State Agencies-WV OMHS&T, MSHA, Occupational Safety and Health Administration (OSHA), NIOSH, Kentucky Coal Academy, WVU Mining Extension Services;
 - ❖ States - AL, AK, CA, CO, FL, IN, IL, KY, MD, NC, NM, NY, OH, PA, TN, TX, VA, and WY;
 - ❖ Foreign Countries - Australia, China, Japan, South Africa, and South Korea.

Academy for Mine Training and Energy Technologies

Training programs developed primarily for the mining and oil/gas industries:

- ❖ Mine Rescue
- ❖ Mine Emergency Rescue Drill
- ❖ Fire Brigade
- ❖ Shelter Safety
- ❖ Weatherford CDL Driver Standardization Course
- ❖ Advanced Off-road Driver Training
- ❖ Accident Investigation Course
- ❖ Emergency Preparedness
- ❖ Arson 1
- ❖ Heavy Equipment Simulator –Truck Level I, II, Intermediate, Advanced
- ❖ Heavy Equipment Simulator-Dozer Basic, Level I, Level II, Intermediate, Advanced

Academy for Mine Training and Energy Technologies

- Enhanced Surface Mine Apprentice Training
- Enhanced Underground Mine Apprentice Training
- Emergency Medical Training-Miner Plus (EMT-M Plus)
- Fire Brigade
- Academy Instructor Training-MSHA Certification
- MSHA Certification
- OSHA Certification-WV DOL
- NIMS Homeland Security-FEMA
- Forklift and Rack Storage Safety Training
- Safety at Heights-Bucket Truck and Crane Operations
- Mine Foreman Continuing Education for WVOMHS&T

Academy for Mine Training and Energy Technologies

- Electrical Safety
- Confined Space Hazards
- Emergency Communications/Dispatcher
- Fire Prevention and Extinguishers
- Hazardous Materials Introduction-Material Safety Data Sheet (MSDS)
- Prep Plant Safety and Fire Fighting
- Warehouse Safety
- Underground Mine Fire Fighting First Responder
- Highwall Safety
- Oil/Gas Pre-employment Orientation
- Mine Electrician Apprenticeship
- Mine Fire Brigade-Surface Emergency Rescue

Academy for Mine Training and Energy Technologies



Surface Simulator Training



Mine Rescue Training





Mine Emergency Rescue Drill



- Featured in several articles of Coal News-July 2009 edition
- *H.L. Boling Above and Beyond the Call of Duty Award* during the 2011 Critical Issues Conference of the International Society of Mine Safety Professionals
- Governor's Commendation for International Market Entry - May 2013.



Academy for Mine Training and Energy Technologies - Recognitions and Awards

YEAR	NUMBER OF STUDENTS	TRAINING CLOCK HOURS
2006/07	633	24,020
2007/08	2,675	49,533
2008/09	3,686	75,153
2009/10	4,627	60,706
2010/11	5,712	85,784
2011/12	3,080	66,251
2012/13	2,089	32,436
Total	22,502	393,883

Academy for Mine Training and Energy Technologies – Training Statistics

Appalachian Leadership Academy (Williamson Campus)

Cotiga Development Company is a proud sponsor of the Appalachian Leadership Academy.

The mission of the Appalachian Leadership Academy is "to identify Southern students with outstanding character and prepare them with the leadership and diversity skills needed to serve as engaged, conscientious citizens as they enter the business, political, and academic world."

Students enrolled in the Academy are identified as Cotiga Fellows. Cotiga Fellows receive full tuition for four semesters and a book allowance.

The Fellows also have the opportunity to lead positive change, have an impact in the greater community, and build a network of peers among local, regional, and state leaders.

Community and Leadership Development

Appalachian Leadership Academy-Cotiga Fellows Academic Courses:

- HU 105 Exploring Leadership I: Yourself, Your Organizations, and Your Community
- HU 115 Exploring Leadership II: Yourself, Your Organizations, and Your Community
- HU 203 Leadership and Community Development
- HU 205 Leadership: Building Community from the Ground Up

Community and Leadership Development

2012-13 Service Learning Projects of ALA – Cotiga Fellows

- Fourth Semester Leadership Students:
 - Worked with Williamson Redevelopment Authority and the Mingo County Redevelopment Authority on semester-long, service-learning projects with these two organizations.
 - Developed a Business Retention and Expansion Guide for the Mingo County Redevelopment Authority.
 - Initiated the Sustainable Food Source Project with the Mingo County Orchard offering agricultural workshops focusing on integrated pest management and pruning.
- Second-semester Leadership Students:
 - Conducted research, site visits, and interviews with key stakeholders in the community to produce a Recreation Inventory for the City of Williamson.
 - Hosted and facilitated a recreation strategic planning session that included several key community members for Williamson that developed ten projects over the next four years

Community and Leadership Development

Recreation Strategic Planning Session



Appalachian Leadership Students

Field Trip to Airport with Steve Kominar



Appalachian Leadership Students



Appalachian Leadership-Cotiga Fellows-2012 Class

Tug Valley Entrepreneurship Group

Formed to Promote Entrepreneurship as an Economic Development Strategy

Mission: *The Tug Valley Entrepreneurship Group seeks the prosperity of our area by fostering an entrepreneurial spirit in our citizens, by encouraging and supporting our existing entrepreneurs, and by stimulating new business ventures in our region proactively.*

Vision: *In July of 2017, a coordinated network of stakeholders is **fostering an entrepreneurial spirit** in our community, a **one-stop shop** is actively supporting our area entrepreneurs, and **new businesses are beginning to flourish** in diverse fields including integrated energy sources, health and wellness, recreation, tourism, service industries, agriculture, sustainability, and the arts.*

Community and Leadership Development

Tug Valley Entrepreneurship Group

Organizations and individuals represented in the initiative include:

Southern West Virginia Community and Technical College, the Williamson Redevelopment Authority, Sustainable Williamson, the Mingo County Diabetes Coalition, the Mingo County Redevelopment Authority, the Tug Valley Chamber of Commerce, the Mingo County Schools, the Hatfield-McCoy Trails, and local area businesses and entrepreneurs.

Focus is on three areas of perceived need:

- Fostering an entrepreneurial spirit in our community;
- Creating a one-stop shop to actively support local entrepreneurs, and;
- Attracting new business ventures to our area.

Community and Leadership Development

Workforce and Continuing Education's Purpose:

- Provide a variety of education and training services;
- Respond to business and industry's training demands;
- Meet the life-long learning needs of the community; and
- Provide programs and educational opportunities for non-degree seeking individuals.

Workforce and Continuing Education

Customized Training

The Workforce Development Department works with business and industry, government agencies, and professional organizations to design training programs that meet the specific skills, knowledge, and/or certifications needed to help businesses compete in today's fast paced market.

Southern helps the business analyze and identify the needed training, designs a cost-effective training program, and delivers it at the convenience of the business, either at one of Southern's campus locations or at the business site.

Recent Businesses Served:

- Mohawk/Unilin
- Logan Mingo Area Mental Health
- Hatfield McCoy Trail System

Workforce and Continuing Education

Continuing Education

The need of individuals, business, industry, civic groups and professionals for on-going education and training is well established.

Courses are offered in professional development and required certifications in the following categories:

- Accounting and Finance
- Business
- College Readiness
- Design and Composition
- Healthcare and Medical
- Language and Art
- Law and Legal
- Personal Development
- Teaching and Education
- Technology
- Writing and Publishing

Over 350 on-line non-academic credit continuing and/or community education courses are offered.

Workforce and Continuing Education

Community Education

Southern provides Community Education for cultural enrichment and recreation.

- Classes are offered in the following areas:
 - Arts
 - Children, Parents, and Family
 - Digital Photography
 - Health and Wellness
 - Job Search
 - Languages
 - Personal Enrichment
 - Personal Finance
 - Test Prep

Workforce and Continuing Education

Business Services

Assist companies with their businesses by connecting them with the following resources:

- West Virginia Small Business Development Centers
 - Confidential, one-to-one business consulting
 - Start-up workshops
 - Problem solving and assistance for existing business
 - Business start-up assistance
 - Loan packaging
 - Training grants through the Governor's Guaranteed Work Force Program.

- Regional Contracting Assistance Centers
 - Counseling Assistance
 - Government Registrations and Certifications
 - Bid Matching Services
 - Additional Services
 - Marketing Brochure Development (targeted to government agencies)
 - General Services Administration (GSA) Schedule Proposal
 - Comprehensive and Targeted Marketing Plans
 - Specialized Training and Workshops

Workforce and Continuing Education

Compact Workforce Matrix Data

Measures	09-10	10-11	11-12	12-13	13-14	14-15
a. Training contact hours delivered	61,447	62,676	63,930	65,209	66,513	67,843
		86,067	58,480**	33,093		
b. *Number of employers directly provided workforce education or training	N/A	24	24	31		
e. Career-technical skill set certificates awarded	2,426	2,475	2,525	2,576	2,628	2,681
		2,752	720*	537*		
h. Regional industry sector partnerships	N/A	0	1	1	1	0
		1	1	2		

2010-2011 Data collected became baseline

*Large gap can be attributed to changes in criteria made at the HEPC. Beginning in 2011-12, skill sets of less than 15 clock hours are not included in the category of skill set certificates awarded. Southern's Workforce Unit had a total of **2,432 skill sets completed in 2011-12 and 3,073 skill sets completed in 2012-13** using the criteria from 2010-11.

Total contact hours delivered in 2011-12 were **67,883 using criteria from 2010-11.

Workforce and Community Development

- Expand training for oil/gas and other energy sectors
- Work with mining support and manufacturers on training needs and assist with possible diversification, retention, and/or expansion
- Expand marketing of continuing education on-line programming
- Continue entrepreneurial initiative
- Work with economic development authorities on regional initiatives

Workforce and Community Education Goals

**Southern West Virginia Community and Technical College Board of Governors
Board of Governors Meeting of August 20, 2013
2900 Dempsey Branch Road, Room C-428, Mount Gay, WV**

Board Members Present: Tom Heywood, Wilma Zigmond, Glenn Yost, Linda Akers, George Kostas, Jada Hunter, Debbie Dingess, Mary Nemeth-Pyles, Terry Sammons, Shelley Huffman (by phone), Eileen Aranas

Board Members Absent: None

Administrative Staff: President/First Lady Joanne Jaeger Tomblin, Samuel Litteral (by phone), Allyn Sue Barker, Ron Lemon, Rita Roberson, Pam Alderman, Darrell Taylor, Gail Hall, Tammy Mays, Lola Lackey, Suzette Felty, Emma Baisden

1. **Call to Order:**
Board of Governors Chair, Tom Heywood, declared a quorum present and convened the meeting at 6:00 p.m.
2. **Introduction of New Board Member and Oath of Office**
Ms. Suzette Felty, Interim Human Resources Representative and Public Notary, administered the *Oath of Office* to the new Faculty Representative to the Board of Governors, Mary Nemeth-Pyles. Ms. Nemeth-Pyles is an Associate Professor of Nursing and resides at Chapmanville, West Virginia with her husband, Bradley. She succeeds George H. Morrison.
3. **Final Report of a Visit by the Higher Learning Commission**
President/First Lady Tomblin reported that she received from the Higher Learning Commission the final team report for the comprehensive visit to Southern West Virginia Community and Technical College conducted in April 2013. It is an excellent report. The Multi-Campus Visit Report was also included and it appears that we will be able to continue calling the Boone/Lincoln, Williamson, and Wyoming/McDowell Campuses, campuses instead of sites. President/First Lady Tomblin must submit a response to the Commission regarding the documents to the Commission within two weeks. Dr. Merle Dempsey and Mr. Steven Lacek are also reviewing the documents received and will provide comments to President/First Lady Tomblin.
4. **Business Accounting, A.A.S., Program Review - Needs Assessment Follow-up Report**

During the April 16, 2013 program review presentations, Board Member, Terry Sammons, requested that Dr. Gail Hall, Business Department Chair, conduct a needs assessment of the businesses located within Southern's service district and present the results in a follow-up report to the Board of Governors in Fall 2013.

Dr. Hall reported that department faculty developed and approved a survey instrument to be distributed to business entities with Southern's service district which includes Boone, Lincoln, Logan, McDowell, Mingo, and Wyoming counties in West Virginia, and Martin and Pike counties in Kentucky. Due to the close proximity of the Boone Campus, Kanawha County was also included in the survey. The survey instrument was designed to provide information relative to determining " . . . if your agency or organization is in need of educational services or products that can be provided through Southern West Virginia Community and Technical College's Department of Business programs." Only 22

responses from businesses surveyed within nine counties were received by the July 8, 2013-deadline.

The Board of Governors determined that the number of responses received was too low to make a decision on the effectiveness of the Department of Business programs in meeting both employer and student needs. The Business Department programs will need to be closely reviewed and the Board plans to move toward making a decision by January 2014.

5. President's Report:

1. The Board of Governors and Administrative Self-Assessment surveys will soon be disseminated. Mr. Howard Seufer will provide survey results at the October Board Retreat.
2. The Severance Benefit Plan Announcement for 2013-2014 was included in employees' "Notification of Title and Salary" letters mailed to either their home address or sent via inter-campus mail. The application deadline is October 15, 2013. The standard plan entry date is January 1, 2014. However, if you would like to have an earlier or a later plan entry date during the fiscal year 2013-2014, please indicate so on your application. Remember you have to meet eligibility requirements prior to your plan entry date.
 1. Rosa Lea McNeal took early retirement effective August 8, 2013.
 2. Glenna Hatfield retired effective August 12, 2013.
 3. Dr. Cindy McCoy has been reassigned by mutual agreement. She continues to serve as the Dean of the University Transfer Division on special assignment for the President, and her last day with Southern will be December 31, 2013.
3. Higher Education will receive an additional 7.5% budget reduction in 2014 and midyear budget cuts are possible. The budget situation will be reviewed in October 2013.
4. President Tomblin will reinstate her high school visiting tour beginning Fall 2013.
5. The Search Committee for the Vice President for Academic Affairs and Student Services are sorting through applications. The Association for Community College Trustees (ACCT) is conducting the search and they have received a good pool of qualified applicants.
6. Southern received the report from consultant, Kathy Swanson, who conducted focus group meetings with business and industry leaders in the region to assist the College in determining what programs may be feasible at the new Applied Technology Center in Williamson. It appears there is a need for training and certifications. College administrators are reviewing program offerings. They are considering Mechatronics, Advanced Welding, Massage Therapy, Medical Assisting/Electronic Records, etc.
7. Dr. Pamela Alderman is working on a grant for a Massage Therapy program at Williamson, and if funded, plans to expand the Medical Assisting program to the Wyoming Campus.

8. President/First Lady Tomblin hopes to be able to expand the Nursing program to the Boone Campus.
9. Human Resources Director, Patricia Clay, resigned her position in July 2013. Ms. Debbie Dingess is serving as Interim Director of Human Resources.
10. New Student Orientation sessions conducted college-wide were well attended.
11. Mr. David Lord, Director of Wyoming Campus Operations, will take the lead on the development of a new institutional Master Facilities Plan in Fall 2013.
12. An "Active Shooter" professional development session will be conducted for employees during the September 13 Governance Day and will be followed-up with a live drill at each campus.
13. The Board of Governors Retreat is scheduled for October 10-11, 2013 at the Embassy Suites in Charleston, West Virginia.

6. Financial Report

Vice President for Finance and Administration, Samuel Litteral, provided the financial report dated June 30, 2013 to Board members. The report was on a cash basis with no accrual accounting. He reviewed restricted, unrestricted, and auxiliary revenues and expenditures for the period. The annual financial audit is scheduled for September 12 and will be presented to the Board at its December 2013 meeting.

MOTION: Shelley Huffman moved to receive the financial report. The Board is aware of the final budget versus actual.

ACTION: Wilma Zigmond seconded the motion. Chair Heywood declared the motion adopted and the financial report received.

7. Development Office Report

Mr. Ronald Lemon, Vice President for Development, presented a PowerPoint Presentation highlighting the Development Office's fundraising efforts to date. The Foundation has increased its financial assistance from 69% in 2006 to 80% in 2013. This is an increase of \$200,000 in annual scholarship distribution.

8. Action Items:

8.1 Approval of June 18 and July 25, 2013, Board Meeting Minutes

MOTION: Terry Sammons moved to accept the meeting minutes as presented.

ACTION: Shelley Huffman seconded the motion. The motion carried unanimously.

8.2 Request for Approval of Textbook Affordability Committee Report

MOTION: Wilma Zigmond moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors approve the report provided by the Textbook Affordability Committee for presentation to the Chancellor of the West Virginia Council for Community and Technical College Education as required by Title 135, Series 51, Bookstores and Textbooks, Section 3.1.f.

ACTION: Linda Akers seconded the motion. Chair Heywood declared the motion adopted and approved the report to be sent to Chancellor Skidmore.

8.3 Request to Rescind SCP-2125, College-wide Employee/Personnel Policy

MOTION: Terry Sammons moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval for the rescission of SCP-2125, *College-wide Employee/Personnel Policy*.

ACTION: Glenn Yost seconded the motion. Chair Heywood declared the motion approved and the policy rescinded.

8.4 Request for Final Approval of SCP-4192, Administrative Withdrawal and Administrative Drop of Students

MOTION: Glenn Yost moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant final approval of SCP-4192, *Administrative Withdrawal and Administrative Drop of Students*, following the required 30-day public comment period.

9. Informational Items:

9.1 Institutional Rule Making Report

Board members were provided a copy of the Institutional Rulemaking Report submitted to the Chancellor for Community and Technical College Education. Pursuant to the requirements of West Virginia Code §18B-1-6, annually a list of institutional rules that are effective on July 1, including the most recent date on which each rule was adopted, amended or repealed by the Board of Governors must be submitted to the Council for Community and Technical College Education.

9.2 Accreditation Commission for Education in Nursing Action Taken

The Board of Commissioners received, reviewed, and accepted the follow-up report of the associate nursing program and scheduled the next visit for Fall 2018. Dr. Pamela Alderman applauded the nursing faculty.

10. Adjournment:

There being no further business, Chair Heywood declared the meeting adjourned at 7:40 p.m. The next Board meeting is scheduled for October 10, 2013 and will be held at the Embassy Suites in Charleston, West Virginia.

Thomas A. Heywood, Chair

Emma L. Baisden
Executive Assistant to the Board of Governors

DRAFT

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
MEETING OF OCTOBER 10, 2013**

ITEM: Request for approval to rescind SCP-1153, *Consumer Complaint Procedures*

RECOMMENDED RESOLUTION: *RESOLVED*, That the Southern West Virginia Community and Technical College Board of Governors grant approval for the distribution of SCP-1153 to Southern's constituencies and the Chancellor for Community and Technical College Education for a 30-day public comment period.

STAFF MEMBER: Darrell Taylor

BACKGROUND:

The Student Services and Enrollment Management Unit reviewed SCP-1153, *Consumer Complaint Procedures*, and recommended the policy be rescinded and the existing policy be converted to a procedure. The policy was discussed during the Executive Council meeting on September 4, 2013.

As a result of this review, the Student Services and Enrollment Management Unit recommends this action for advancement for a 30-day public comment period.

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
SCP-1153**

SUBJECT: Consumer Complaint Procedures

REFERENCE: West Virginia State Postsecondary Review Procedures
Title IV, Part H, Subpart 1, Section 494C (j) of the Higher Education Act of 1965 as amended
by the Higher Education Amendment of 1992

ORIGINATION: April 3, 1995

EFFECTIVE: April 3, 1995

REVIEWED: August 5, 2008

SECTION 1. PURPOSE

- 1.1 This policy is developed in compliance with the above stated federal and state guidelines to maintain eligibility for participation in Federal Title IV funding. Its purpose is to describe institutional procedures for receiving and responding to complaints regarding the college's management of federal student financial assistance programs and/or the institution's advertising and promotion of its programs.

SECTION 2. SCOPE AND APPLICABILITY

- 2.1 These procedures apply only to complaints concerning the college's management of federal student financial assistance programs and the way the institution advertises and promotes its programs. All other forms of complaint are to be referred to the appropriate institutional offices(s) responsible for the particular program or service.

SECTION 3. DEFINITIONS

- 3.1 None.

SECTION 4. POLICY

- 4.1 None.

SECTION 5. BACKGROUND OR EXCLUSIONS

- 5.1 None.

SECTION 6. GENERAL PROVISIONS

- 6.1 None.

SECTION 7. RESPONSIBILITIES AND PROCEDURES

7.1 Complaints Concerning Federal Financial Assistance Programs:

- 7.1.1 All complaints or concerns related to student financial assistance programs must be discussed with the Financial Assistance Staff at the campus-level for resolution first. As a second step any complaints must be presented to the Director of Student Financial Assistance. If satisfactory resolution is not achieved at this level, the following procedures are to be used.
- 7.1.2 Complaints concerning the college's management of federal student financial assistance programs must be submitted in writing to the Vice President for Enrollment Management and Student Development or designee on the institutions's Consumer Complaint Form (SCP 1153.A) within 30 calendar days of the alleged violation or incident. Consumer Complaint Forms are available in the Student Services Offices, the Office of Student Financial Assistance, or on the institution's website at <http://southernwv.edu/files/SCP-1153.A%20Complaint%20Form.PDF>.
- 7.1.3 An acknowledgment letter will be forwarded to the complainant within 15 calendar days after receipt of the completed complaint form. The acknowledgment letter will provide information as to the procedures to be followed in handling the complaint and/or any other action taken or planned in response to the complaint.
- 7.1.4 If the complainant is dissatisfied with the actions taken and/or the response of the Vice President for Enrollment Management and Student Development or designee, a written appeal may be filed with the College President within 10 calendar days after receiving the Vice President's response.
- 7.1.5 The College President or his/her designee must respond in writing within 10 calendar days of receiving the written appeal from the complainant as to institutional action regarding the complaint.
- 7.1.6 If the complainant is not satisfied with the response and disposition of the complaint by the institution, he/she may file the complaint with the State Postsecondary Review Entity within six (6) months of the date of the alleged violation or incident or within 60 days of the date the institution reports final action whichever is earlier.
- 7.1.7 A file will be maintained in the Vice President's office concerning each complaint filed in regard to the institution's management of federal student financial assistance programs and/or the way the institution advertises and promotes its programs. This information will be reviewed on an annual basis to assist the college in revising its financial assistance, marketing and recruitment programs.

7.2 Complaints Concerning Program Advertisement or Promotion:

- 7.2.1 All complaints concerning the way the institution advertises and promotes its programs must first be discussed with the Vice President for Academic Affairs, the Dean of Career and Technical Programs, or the Dean of University Transfer Programs. If the complaint cannot be resolved at this level, the following procedures are to be used.
- 7.2.2 All complaints concerning the institution's advertisement and promotional information/practices must be submitted in writing on the institution's Consumer Complaint Form to the Vice President for Academic Affairs within 30 calendar days of the alleged violation or incident. Consumer Complaint Forms are available in the Student Services Offices, the Office of the Academic Division Deans, or on the institution's website at <http://southernwv.edu/files/SCP-1153.A%20Complaint%20Form.PDF>.

- 7.2.3 An acknowledgment letter will be forwarded to the complainant within 15 calendar days after receipt of the completed complaint form. The acknowledgment letter will provide information as to the procedures to be followed in handling the complaint and/or any other action taken or planned in response to the complaint.
- 7.2.4 If the complainant is dissatisfied with the action and/or the response of the Vice President, a written appeal may be filed with the College President within 10 calendar days after receiving the Vice President's response.
- 7.2.5 The President or his/her designee must respond in writing within 10 calendar days of receiving the written appeal from the complainant as to institutional action regarding the complaint.
- 7.2.6 If the complainant is still dissatisfied with the response and disposition of the complaint by the institution, he/she may file the complaint with the State Postsecondary Review Entity within 6 months of the date the alleged violation or incident or within 60 days of the date the institution reports final action whichever is earlier.
- 7.2.7 A file will be maintained in the Vice President's office concerning each complaint filed in regard to the institution's management of federal student financial assistance programs and/or the way the institution advertises and promotes its programs. This information will be reviewed on an annual basis to assist the college in reviewing its financial assistance, marketing and recruitment programs.

SECTION 8. CANCELLATION

8.1 None

SECTION 9. REVIEW STATEMENT

9.1 This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the President or President's designee may recommend to the Board that the policy be amended or repealed.

SECTION 10. SIGNATURES

Board of Governors Chair **Date**

President **Date**

Attachments: SCP-1153.A, Consumer Complaint Form

Distribution: Board of Governors (12 members)
 www.southernwv.edu

Revision Notes: August 2008 — Revisions reflect no substantial changes in procedure or reporting requirements. The policy has been updated to reflect the institution's current organizational structure and the policy was reformatted using the latest policy template.

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
MEETING OF OCTOBER 10, 2013**

ITEM: Request for Approval to Release SCP-5051, *Reduced Tuition and Fee Program for State Residents 65 and Older*, for 30-day Comment

RECOMMENDED RESOLUTION: *RESOLVED*, That the Southern West Virginia Community and Technical College Board of Governors grant approval for the distribution of the aforementioned policy to Southern's constituencies and the Chancellor for Community and Technical College Education for a 30-day public comment period.

STAFF MEMBER: Samuel Litteral

BACKGROUND:

President Joanne Jaeger Tomblin charged the Vice President of the Finance and Administration Unit with the review of SCP-5051, *Reduced Tuition and Fee Program for State Residents 65 and Older*. This policy establishes a reduced tuition and fee program for residents of West Virginia who are 65 of age or older to attend college courses on a space-available basis at Southern West Virginia Community and Technical College.

The policy was reviewed by Executive Council on September 4, 2013. Following the review, minor grammatical revisions were made, but no substantial changes in procedure or documentation requirements. It is recommended that the Board of Governors advance this policy to Southern's constituents and the Chancellor for Community and Technical College Education for the required 30-day public comment period.

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
SCP-5051**

SUBJECT: Reduced Tuition and Fee Program for State Residents Age 65 and Older.

REFERENCE: WV Code §18B-10-7a

ORIGINATION: December 2, 2004

EFFECTIVE: February 15, 2005

REVIEWED: September 4, 2013

SECTION 1. PURPOSE

- 1.1 The purpose of this policy is to establish a reduced tuition and fee program for residents of West Virginia who are 65 years of age or older to attend college courses on a space-available basis at Southern West Virginia Community and Technical College. The policy includes an option for those who attend undergraduate courses on a 'no credit' basis and an option for individuals who wish to attend undergraduate courses for academic credit.

SECTION 2. SCOPE AND APPLICABILITY

- 2.1 This issuance applies to all residents of the State of West Virginia age 65 and older.

SECTION 3. DEFINITIONS

- 3.1 None.

SECTION 4. POLICY

- 4.1 A resident of the State of West Virginia who is age 65 or older will be permitted to register for courses under either of the two options available through this program provided that classroom space [a seat or workstation] is available and with the consent of the specific course instructor.
- 4.2 The college shall develop guidelines for West Virginia residents who are 65 years of age and older to take courses that are consistent with the provisions of State Code and shall be published in the College catalog and other appropriate publications.

SECTION 5. BACKGROUND OR EXCLUSIONS

- 5.1 The West Virginia Code, as cited above, provides that all institutions of higher education establish a policy for citizens age 65 and older to attend courses at a reduced tuition and fee level. The Code further states that the policy include options for attending on a non-credit basis; that each participant under this program be
- 5.1.1 a resident of West Virginia,
- 5.1.2 65 years of age or older, and

5.1.3 classroom space is available.

5.2 Further, the West Virginia Code limits the total tuition and fees charged for participation in each non-credit course or class, excluding laboratory and parking fees, to not exceed \$50 and participation in academic credit courses may not exceed 50% of the normal rates charged to state residents: provided that after July 1, 2004 the governing boards may change the maximum fee.

SECTION 6. GENERAL PROVISIONS

6.1 A participant registered for a course under either of the two options of this program will be subject to the College's programmatic and financial guidelines applicable to this program.

6.2 A participant will also be subject to the rules, regulations, procedures, and requirements of the College, including course prerequisites, applicable to each course.

6.3 The following standards apply to the specific options available through this program:

6.3.1 No Credit Option – The total tuition and fees charged for each course under the no credit option, excluding laboratory fees, may not exceed \$50. The maximum tuition and fees to be charged under this option are subject to change upon approval of the Board of Governors.

6.3.2 Credit Option: – The total tuition and fees charged for each course under the credit option shall not exceed 50% of the normal rates charged to state residents.

SECTION 7. RESPONSIBILITIES AND PROCEDURES

7.1 The authority for developing a method of establishing priority for allowing a participant to register for and attend specific courses under the terms of this policy are delegated to the President or his/her designee.

7.2 The President or his/her designee will determine any special fees, such as laboratory fees, that all participants must pay.

7.3 The College, through appropriate channels, shall report on participation in this program to the Council for Community and Technical College Education or other state-level agencies.

SECTION 8. CANCELLATION

8.1 Replaced SCP-4385, Reduced Tuition and Fee Program for State Residents Age 65 and Older. On December 9, 2005, responsibility of SCP-4385 was transferred from the Student Services Unit to the Finance Unit and assigned a new classification number, SCP-5051.

SECTION 9. REVIEW STATEMENT

9.1 This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the President or President's designee may recommend to the Board that the policy be amended or repealed.

SECTION 10. SIGNATURES

Board of Governors Chair **Date**

President **Date**

Attachments: None.

Distribution: Board of Governors (12 members)
 www.southernwv.edu

Revision Notes: December 9, 2005 – responsibility of SCP-4385 was transferred from the Student Services Unit to the Finance Unit and assigned a new classification number, SCP-5051.

 August 5, 2008 – SCP-5051 was reviewed by the Executive Council and recommended its continuation without revision.

 September 4, 2013 – SCP-5051 was reviewed by the Executive Council and recommended its continuation without revision.



WEST VIRGINIA COUNCIL FOR COMMUNITY AND TECHNICAL COLLEGE EDUCATION

Clarence B. Pennington, Chair • James L. Skidmore, Chancellor

A handwritten signature in blue ink, likely belonging to James L. Skidmore, is located in the top right corner of the page.

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PRESIDENT'S OFFICE

August 29, 2013

Mrs. Joanne Jaeger Tomblin
President
Southern West Virginia Community and Technical College
Post Office Box 2900
Mount Gay, West Virginia 25637

Dear President Tomblin,

Pursuant to Series 4 of the Council for Community and Technical College Education's rules, I have reviewed the following policies approved by the Southern West Virginia Community and Technical College Board of Governors and hereby approve them.

- SCP-2125 College-wide Employee/Personnel Policy
- SCP-4192 Administrative Withdrawal and Administrative Drop of Students

Should you have questions or need additional information, please contact me.

Sincerely,

A handwritten signature in blue ink, reading "James L. Skidmore", is positioned below the word "Sincerely,".

James L. Skidmore
Chancellor

Community & Technical College System of WV