Meeting the Challenge:
MASTER PLAN
for the Community and Technical College System of West Virginia

Compact Update

Academic Year 2012-2013

Institution:

Southern West Virginia Community and Technical College

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INSTRUCTIONS

Section A – Contact Information

1. Provide a contact to whom questions should be addressed.

Section B – Institutional Mission

1. Provide the approved institutional mission statement if the statement has changed since the 2011-2012 compact submission.

Section C – Compact Strategy Updates

1. For each goal and strategic priority, provide new specific strategies with timeframes and outcomes for each covering academic year 2012-2013. Also, provide an update of completed and continuing strategies.

2. Indicate, within the relevant goal, any new academic programs to be implemented over the next academic year.

3. **Strategic priorities are to be combined as a component of the appropriate compact goal as indicated on the strategy update document. This is a change from the initial master plan compact submission.**

4. Under Goal 4, provide a list of the top three critical capital facility projects for new construction or major renovation. Provide the list in priority order.

5. If one or more underserved counties are included in the community and technical college consortia district in which an institution provides services; please provide any new or continuing strategies for increasing the community and technical college participation rates in those counties. (Goal 3)

6. Narrative text may be provided for each strategy update to provide additional information or clarification. The narrative is optional.

Section D – Performance Indicator Definitions

**The Institutional Compact Updates are due in the Council office
on or before <u>May 15, 2012</u>**

Once updates are completed, convert to Adobe PDF format and submit electronically to June Heckel at heckel@wvctcs.org

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Section A

Contact Information:

Name: President Joanne Jaeger Tomblin

Address: P.O. Box 2900

City: Mount Gay   State: WV   Zip: 25637

Telephone: 304.896.7439   Fax: 304.792.7046

Email: joanne.tomblin@southernwv.edu

Section B

Institutional Mission Statement:

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Section C

GOAL I:	Produce graduates with the general education and technical skills needed to be successful in the workplace or subsequent education.

Strategic Priority 1 – Produce More Graduates

Strategies Completed	Date
All associate and certificate degree programs meet the mandate of Series 11 thereby reducing time to degree completion.	2012
Departments have identified students in the programs with incorrect majors. Change of major forms have been completed and sent to Student Records.	2012
Licensure pass rate is 93.4%	2012
Programs leading to employment upon graduation have been identified.	2012
Enrollment management plan was developed and distributed college-wide.	2012
Co-located student services staff on the Wyoming campus and created "Student Success Center" signage on campus.	2012
DegreeWorks training is in process and will be complete by June 2012.	2012
Faculty offered free, walk-in tutoring sessions on the Logan Campus.	2012
Tutoring schedules targeting those in developmental education courses were posted on bulletin boards, in the developmental classes, and on the institution's website.	2012
The Coordinator of Adult Services is working with the HEPC/WVCTCS to market to adult students. In addition, the Department of Allied Health and Nursing contacted all students with credit hours toward an associate degree in Health Care Professional. As a result of this contact, more than 10 students will finish the degree.	2012
Student Services personnel have developed placement testing procedures to help ensure students enroll in needed developmental courses.	2012
Continuing Strategies	Target Date
Revise developmental education delivery to promote student success.	2015
Increase or enhance access through distance education delivery modes.	2015
Provide full programs delivered through FastTrack and other alternative scheduling modes.	2015
Identify and market academic programs that meet the needs of the non-traditional student and veteran (Board of Governors, Technical Studies, Occupational Development, etc.) to increase the number of program graduates.	2015

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Improve awarding of degree procedures to encourage candidates for graduation to complete the process.	2015
Develop a plan to redesign the student services area on the Logan Campus to create a "Student Success Center".	2013
Continue working with the DegreeWorks team to develop a graduation check-out initiative with a targeted implementation date of AY 2012 / 2013.	2013
Conduct DegreeWorks training sessions for critical personnel.	2013
Continue tutoring services at the Logan Campus while expanding the service to the outlying campuses.	2013
Continue work on implementing Career Services Center.	2015
Continue to market tutoring to student in developmental education courses via bulletin boards, in developmental classes, on the institution's website, and on the institution's Facebook page.	2015
Student program advisors will continue to track students in developmental education courses to ensure enrollment in college-level courses.	2015
Continue process of contacting students with some college credit but no degree to encourage degree completion.	2015
Initiate innovative programs to reduce time to degree completion.	2015
Continue to provide additional academic support through TRIO grants such as Student Support Services.	2015
Provide professional development for faculty who teach developmental English and math.	2015
Continue to refine placement testing and advising process to ensure students enroll in needed developmental courses.	2015
Strategies (2012-2013)	**Target Date**
Develop new developmental courses to streamline the number of credit hours necessary to progress to college-level courses.	2013
Enrollment Management and Student Development staff will review the enrollment management plan and identify strategies for implementation during 2012 / 2013.	2013
An implementation agenda for the Student Program Advisors will be established to track students in developmental education courses to ensure enrollment in college-level courses.	2013
Additional procedures for placement testing will be addressed to improve the testing and advising process.	2013
Implement new freshman seminar course focusing on critical thinking skills and traits.	2013
Implement degree audit technology with the current database for graduation check-out.	2013

Develop a comprehensive recruitment strategy by campus, for traditional students, and for adult students and returning veterans based on the enrollment management plan.	2013

Narrative (Optional): Appropriate strategies will be applied to meet the underserved needs of McDowell County.

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GOAL 2:	Provide workforce development programs that meet the demands of West Virginia's employers and enhance West Virginia's economic development efforts.

Strategic Priority 2 – Promote Strong Employer Partnerships

Strategies Completed	Date
A new technical AAS program, Medical Assisting, will be offered on the Boone / Lincoln Campus beginning Fall 2012.	2012
A grant for $220,000 from the WVCTCS was awarded to implement the Medical Assisting program.	2012
The Academy for Mine Training and Energy Technologies delivered more contact hours during 2011 / 2012 academic year.	2012

Continuing Strategies	Target Date
Continue to work with employers to identify current high demand occupations and skill sets.	2015
Continue delivery of training and professional development opportunities for business and industry within the region.	2015
Formally establish partnerships with energy and health sector representatives to meet the needs of employers.	2015
Continue to expand workforce development education courses and/or programs into other sectors and industries.	2015
Academy for Mine Training and Energy Technologies will pilot three internet-based Academy programs.	2015
Continue to deliver professional development and skill set training to business and industry.	2015
Expand relationships with non-profit organizations to identify the citizen's and organization's training needs.	2015
Strategically target funding to the development of programs that meet documented workforce needs.	2015
Continue to apply for workforce related grants to meet workforce needs.	2015
Continue to work in cooperation with Wyoming County Economic Development Authority and McDowell County Economic Development Authority to assist in delivering customer service training to businesses within the counties to prepare for the influx of visitors to the area due to the development of the Boy Scout Summit.	2013

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Strategies (2012-2013)	Target Date
Conduct an employer survey.	2013
Inventory non-profit organizations in the region and invite them to participate in the employer survey process.	2013
Continue to work in cooperation with Wyoming County Economic Development Authority and McDowell County Economic Development Authority to assist in delivering customer service training to businesses within the counties to prepare for the influx of visitors to the area due to the development of the Boy Scout Summit.	2013

Narrative (Optional): Appropriate strategies will be applied to meet the underserved needs of McDowell County.

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GOAL 3:	Provide access to affordable, comprehensive community and technical college education in all regions of West Virginia.

Strategic Priority 3 – Serve More Adults

Strategies Completed	Date
The Director of Recruitment was hired December 2011.	2011
Enrollment management plan was developed and distributed college-wide.	2012
An Adult Service website was created.	2012
An online Adult Services application was created.	2012
Space on the Logan Campus for a veterans' lounge was identified and renovations begun.	2012
A student club for veterans', "Southern Achievement Vets", was established.	2012
The Director Recruitment visited all area high schools.	2012
The Coordinator of Adult Services is working with the HEPC / WVCTCS to market to adult students through the "Degree Now" initiative.	2012
Fifteen students were identified as qualified to participate in the College Transitions Initiative (CTI) at Riverview High School in McDowell County. The participating students will conclude the orientation course in May 2012.	2012
Nine students were identified as qualified to participate in the College Transitions Initiative (CTI) at Liberty High School in Raleigh County. The participating students will conclude the orientation course in May 2012.	2012
Continuing Strategies	**Target Date**
Implement enrollment management plan with additional focus on adults ages 25 and older.	2015
Maximize available financial assistance programs targeted to adult and part-time students.	2015
Develop a Comprehensive Adult Services Center.	2015
Implement a pre-semester orientation and an Orientation to College class for adult students.	2015
Create a Veterans' Task Force and Veterans' Center to implement a plan to recruit, assist, and graduate more veterans.	2015
Continue development of the veterans' lounge.	2013
Include digital telephone technologies in enrollment management plan to recruit students more effectively and efficiently.	2013
Continue high school visits throughout the service area.	2015

Develop online college tours and open house events.	2015
Participate in the "Degree Now" initiative targeting adults 25 and older with some college credit but no degree.	2015
Promote the non-traditional degree programs (BOG AAS and Occupational Development) to adults 25 and older.	2015
Emphasize opportunities for "reverse transfers".	2015
Develop a plan to keep tuition and fee rates at or below the System average.	2015
Participate in student financial assistance taskforce activities to increase student participation in financial assistance.	2015
Continue the College Transitions Initiative (CTI).	2015
Strategies (2012-2013)	**Target Date**
Begin implementation of the enrollment management plan.	2012
Hire a Veterans' Coordinators	2012
Develop a comprehensive recruitment strategy by campus, for traditional students, and for adult students and returning veterans based on the enrollment management plan.	2012
Create a physical presence in McDowell County with an outreach office co-located in the McDowell County Economic Development Authority office complex.	2013

Narrative (Optional): Appropriate strategies will be applied to meet the underserved needs of McDowell County.

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GOAL 4:	Provide resources to meet the needs of community and technical college students and employees.

Strategic Priority 4 – Build and Maintain Facilities

Strategies Completed	Date
The Southern West Virginia Community College Foundation provided support to the institution in the amount of $95,000.	2012
The Board of Governors approved a salary increase for classified staff in accordance with SB 330.	2012
The Board of Governors approved a 3% salary increase for faculty and non-classified staff.	2012
Implemented online course evaluations via BANNER Self-Service which reduced the amount of administrative time and effort required to perform evaluations and collect / review results.	2012
Implement online financial aid acceptance via BANNER Self-Service increasing service to students.	2012
Migrated to industry-standard, unified messaging and collaboration tools providing more efficient tools for administrative tasks.	2012
Upgraded internet connectivity hardware and redesigned the data routing to increase speed and reliability for all campus locations.	2012
Implemented Windows Desktop Services (WDS) servers and trained staff on usage at each campus location to make imaging labs significantly faster for future terms.	2012
Continuing Strategies	**Target Date**
Revise the 10 Year Master Facilities Plan for all campuses and locations.	2014
Increase use of technology to improve operational efficiencies.	2015
Develop priority list of deferred maintenance projects.	2015
Maximize use of technology in new building construction.	2013
Maintain support received from the Southern West Virginia Community College Foundation.	2015
Increase or enhance access through distance education delivery modes.	2015
Apply funding to reduce faculty salary gap and fully fund the classified staff salary schedule.	2015

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Strategies (2012-2013)	Target Date
Implement Enterprise Resource Planning solutions for Human Resources to increase operational efficiency.	2013
Create a maintenance equipment database to track warranties on equipment and parts to increase operational efficiency.	2013
Renovate science laboratories on the Logan and Williamson campuses.	2013
Replace ICR's on all campuses and at the Lincoln site.	2013
Confirm program needs for development and implementation to be delivered in the new technology building on the Williamson Campus.	2013

Narrative (Optional):

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New academic programs to be implemented (type and name):

AAS, Medical Assisting

Top three most critical facility projects for new construction or major renovation:

1. **Construction of the Williamson Campus technology building.**
2. **Renovation of the science labs on the Logan and Williamson campuses.**
3. **Replacement of ICR's on all campuses and at the Lincoln site.**

Performance Indicator Definitions

AAS in Occupational Development — Program administered by West Virginia community and technical colleges in cooperation with Registered Apprenticeship programs that recognizes for college credit the competencies and skills achieved in the apprentice program.

ACT WorkKeys — An assessment program developed by American College Testing (ACT) that measures workforce readiness skills necessary to be successful in the workforce for a given occupation.

Adult Basic Education — Program administered by the West Virginia Department of Education that assists individuals in enhancing general education skills and preparing for the General Education Development (GED) examination.

Adult Students — Students age 25 or above.

Advanced Skill Set — A series of courses or competencies that prepare individuals for a specific skill and carry a value of 12 or more but less than 30 credit hours of non-credit contact hours equivalent to 12 or more but less than 30 credit hours.

Annual Headcount Enrollment — The unduplicated for-credit student (full- and part-time) enrollment number of all enrollment periods during the academic year.

Associate Degree — A defined program for students in a specific occupational area consisting of a minimum of sixty (60) collegiate credit hours.

Average Net Tuition Rate — The difference between the average resident student cost of attendance and offsetting federal and state financial aid.

Baccalaureate Program — College courses or programs leading to a four-year degree.

Brokering — The act of a community and technical college facilitating the delivery of a program or course into the district from another educational provider.

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Business Consultation

A one-on-one meeting between college personnel, students, or business assistance organizations hosted by the college with a representative for a "for profit" or nonprofit business organization at which meeting technical information is conveyed to or assistance is rendered to the business organization. The number of sessions is the number of distinct occurrences of assistance; the number of hours is the total number of hours of assistance rendered. Examples of business consultations are (but not limited to) student business internships, business consulting by college faculty, technical support given to businesses housed within a business incubator owned or managed by the college, and technical support provided to businesses by Small Business Development Center personnel.

Career-Technical Program

Community and technical college degree programs that prepare students to enter the workforce directly upon completion of the program.

Certificate/AAS in Technical Studies Program

Program administered by a West Virginia community and technical college that is either customized to meet an employer or group of employers' needs or recognizes employer training programs for college credit.

Certificate Degree Program

A defined program of study in a specific occupational area consisting of a minimum of thirty (30) collegiate credit hours.

Certification Passage Rate

The percentage of students taking and passing a certification examination within one year after graduation.

College-Going Rate

The percentage of high school graduates in the community and technical college consortia district enrolling in post-secondary education during the Fall term following graduation.

Consortia District

The counties in West Virginia that comprise a geographic region as defined in WV Code 18B-3C-4.

Contact Hours

Number of Students X Number of Session Hours
Example: 10 students x 3 hour session = 30 contact hours

Continuous Enrollment

Enrollment of students (full- and part-time) from one academic year to the next without interruption.

Cost Savings

The reduction in institutional costs through innovative activities and practices that allow for redirection of funding.

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Credit Program	Those programs delivered by a community and technical college that are assigned a specific number of college credits.
Customized Education or Training Program	A program developed by the community and technical college that meets documented employer needs and may be for credit or non-credit, short-term or long-term.
Degree Production	The total number of certificate and associate degrees awarded annually.
Developmental Education	Courses, generally in areas of mathematics, reading and writing, offered to those that lack the fundamental education competencies to be successful in college-level course work.
Developmental Education Success	The percentage of students enrolling in an English or mathematics developmental course and successfully completing the subsequent college-level course within two years of the initial enrollment in the developmental course.
Distance Education	The delivery of courses by synchronous or asynchronous technology via the internet, electronic, digital, on-line, video or any other technology driven delivery.
Dual Credit	Those courses in which an early admission student is receiving both high school and college credit for the course.
Early Admission Students	High school students enrolled in a college-level course.
Education Program	A defined sequence of instruction that results in the awarding of collegiate credit.
Entrepreneurship Program	Programs developed to assist individuals in operating their own business or to be self-employed.
External Funding	Funding secured from sources other than state general revenue allocations, tuition and fees, Federal Perkins allocations, West Virginia Advance and Technical Program Development. In addition to funding secured from private sources, funding that may be counted as external are: (a) House Bill 3009 and the matching funding received to secure the grant; (b) Any matching external funding secured for West Virginia Advance and Technical Program Development Grants; and, (c) Funding secured for contract training and continuing education.
Faculty Salary National Average	The average salary of full-time faculty as reported by CUPA-HR.

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Graduation Rate

The percentage of first-time students (full- and part-time) graduating with a certificate or associate degree within six years.

Hybrid Course

A course delivered utilizing a combination of on-line and face-to-face instruction.

Job Placement

Full-time or part-time employment in a field or related field of study, continuation of education or enlistment in military service.

Licensure Passage Rate

The percentage of students taking and passing a licensure examination within one year after graduation.

Non-Credit Program

Those programs delivered by a community and technical college that are not assigned a designated college credit unit, and in most cases, are not counted as meeting requirement for degree completion, but does lead to specific skills or skill enhancement.

Non-Traditional Age Student

Students age 25 and above.

On-Line Course

A course that is delivered totally using on-line instruction.

Participation Rate

Percentage of citizens in a given district attending a community and technical college.

Program

A program that is a coherent, specialized curriculum or skill sets designed to deliver a specific body of knowledge for personal/career development or professional continuing education.

Regional Industry Sector Partnership

Organizing an institution's workforce and technical program planning and development process by involving multiple employers of a particular economic sector; i.e., manufacturing, healthcare, energy, having a partnership steering committee and meeting at least three times a year.

Retention Rate

The percentage of students (full- and part-time) enrolled during the academic year (fall, spring or summer) and enrolled for the next Fall semester at any West Virginia public higher education institution.

Skill Set

A series of courses or competencies that prepare individuals for a specific skill and carry a value of fewer than 12 credit hours or non-credit contact hours equivalent to fewer than 12 credit hours.

Student Financial Aid Participation Rate

The percentage of a college's total student enrollment receiving student financial aid assistance consisting of grants, scholarships and tuition waivers, but not student loans.

Student Success Rate

The percentage of students in each six year cohort earning a certificate degree, an associate degree or transferring to a four-year college without earning a certificate degree or associate degree.

Traditional Age Student

Students between the ages of 18-24.

Training Program

A defined sequence of instruction with competencies in a specific area and may be for-credit or not-for-credit.

Transfer Program

A community and technical college program intended to prepare a student to transfer to a baccalaureate institution or program.

Transfer Rate

Percentage of credit students enrolled in community and technical colleges in a given semester and enrolled in a baccalaureate institution the next Fall semester.

Underserved County

A county that has a low number of community and technical college enrollment in proportion to other counties. Those counties are: Barbour, Braxton, Calhoun, Clay, Hampshire, Lewis, McDowell, Putnam, Randolph, Summers, Upshur and Wayne.

Workshop

An offering of knowledge over a period of time, usually no more than one or two days, that generally combines instruction with laboratory or experimental activity.