

**Southern West Virginia Community and Technical College
Board of Governors
Meeting of August 20, 2019
6:00 p.m.
1601 Armory Drive, Room 433
Williamson, West Virginia**

OFFICIAL MINUTES

Board Members Present: Mason E. White II, Vice Chair; Eddie J. Canterbury, Secretary; Chris Adkins, Stephanie Abraham, Bill Alderman, Faculty Representative; Janice Olive, Howard Seufer, Samuel Stewart, Dianna Toler, Staff Representative; Pat J. White; Cherri Stroud, Outgoing Student Representative

Board Members Absent: Lisa Haddox-Heston, Chair

College Staff Present: Robert Gunter, President; Emma Baisden, Recorder; Allyn Sue Barker, Tom Cook, Samuel Litteral, Deanna Romano, Rita Roberson Carol Howerton, Perry Jobe, Russell Saunders, David Kommer, Tim Ooten, Chris Gray, Adrian May, Patricia Miller

Others: Tanya Gunter, Angela Lopez

1. Verification of Quorum and Call to Order:

Vice Chair White, declared a quorum present and convened the meeting at 6:00 p.m.

2. Special Presentation

President Gunter honored outgoing Board of Governors student representative, Cherri Stroud, with a resolution applauding her outstanding leadership, service, and dedication to the Southern West Virginia Community and Technical College Board of Governors. The resolution was unanimously approved by the Board and will become part of the official meeting minutes (Addendum 1).

3. Introduction of New Board Members

Vice Chair White introduced new Board of Governors members Ms. Stephanie Abraham and Mr. Bill Alderman. Appointed by Governor Jim Justice for the term ending June 30, 2021, Ms. Abraham is a resident of Logan County, represents the Seventh Senatorial District, and is fulfilling the unexpired term of Kevin Zachary who resigned. Mr. Bill Alderman, was elected as the Faculty Representative to the Board in April 2019 for a two-year term ending June 30, 2021. He succeeds his son, Will Alderman, whose term ended June 30, 2019.

4. Oaths of Office

Mr. Samuel Litteral, Vice President for Finance and Administration and Public Notary, administered the *Oath of Office* to Ms. Stephanie Abraham and Mr. Bill Alderman.

5. Call for Public Comments to the Board of Governors

Vice Chair White called for a public sign up for comments to the Board. No signatures were recorded.

6. Fall 2019 Enrollment Update

Dr. Charles Lopez, Vice President for Student Services, led Board members through the Fall 2019 enrollment statistics as compared to Fall 2018. His handout showed the second class day comparison headcount (HC) and full-time equivalent (FTE) totals for Fall 2018-Fall 2019. Fall 2019 FTE is 1,096.6 compared to the Fall 2018 FTE of 1,079.8; a 1.56% increase. Southern's budget is based on FTE. Currently the Fall 2019 HC is 1,313 compared to 1,316 for Fall 2018. This is 3 students less than in Fall 2018. When examining enrollment management, we talk about the enrollment funnel of how students come in and how they matriculate through the system. Dr. Lopez provided the Board with this data so members are better prepared to have a discussion about enrollment, future projections, and any goals that may be established. He reviewed the freshman college-going rates projected for Southern's service district; Returning students who registered as of August 16, 2019; Returning student snapshot academic status and financial aid status; and Southern's college-wide enrollment snapshots.

Dr. Lopez stated that at the June 2019 Board meeting, there were a lot of questions and conversation about Southern's new registration processes, how it impacted our returning students, and the fact the students wanted to be able to register online. Data shows a five-year average of 60.3% for returning students. The Fall 2019 returning rate is 62.86%. Dr. Lopez hopes the change of economic opportunities in Southern's service area will help enrollment. Many of our returning students face many challenges such as not meeting satisfactory academic progress in order to receive financial aid. More than 85% of Southern's students receive some type of financial assistance. He also reviewed the data for the geographical areas and categories of our students.

Mr. Adkins welcomed Dr. Lopez to Southern and to the community. He suggested for Dr. Lopez to not get caught up in the fact that we're doing OK. Holding our own is not where we want to be; we need someone who is energetic and who can increase enrollment. Southern's enrollment can be so much more if we start offering different programs and survey the needs of our communities to attract students to Southern. He recommended for Dr. Lopez to be energetic and to not settle for the status quo.

7. Academic Affairs Unit Report

Dr. Deanna Romano, Vice President for Academic Affairs, provided the Board with an overview of what the Academic Affairs Unit has been doing, how they are moving forward, solving problems, and working together with other units to increase retention, persistence, and graduation rates. The Academic Affairs Unit has been very strategic and working with institutional strategic planning documents to make sure the unit is moving forward. Dr. Romano ensured the group that students are in the center of the goals which are established by the unit. Academic Affairs understands that it must offer the right educational offerings at the right time to be able to impact the economy. The unit is continuously improving by expanding academic offerings and instruction in accordance with the needs of the institution. More evening classes and a pilot weekend class are being offered this semester. The unit is moving forward to provide alternative offerings, and will work hand-in-hand with Student Services to offer the correct services to students. Dr. Romano believes that it is important to support the right opportunities in academics to

disadvantaged students and to create relationships with students.

As part of Guided Pathways for Success, 15 to Finish research shows that if students register for 15 credit hours each semester they tend to have better academic performance, graduate on time, and are successful. Dr. Romano reviewed Southern's 15 to Finish Fall 2017 - Spring 2019 baseline data with Board members. The next component of our Guided Pathways is the Math Co-requisite Pilot. She reviewed the passage rate data for Fall 2017-Spring 2019 for the math co-requisite pilot. The correct programming and support services must be provided to students in order to help them complete. Academic Affairs redesigned the curriculum to incorporate flexible programming with restricted electives so students have options which allow them to complete a 60 credit-hour degree on time.

Dr. Romano is working on 2+2s with West Virginia State University, the University of Charleston, Bluefield State College, and Alderson Broaddus University. Plans are to establish a University Center on Southern's campuses.

The institution has submitted a proposal for a \$2 million U.S. Department of Labor/Workforce Opportunity for Rural Communities (WORC) grant to expand the Nursing program to the Williamson Campus. The College has more than \$3 million in active grants this academic year.

Mr. Tony Holland, Vice Chancellor for Teaching, Learning, and Academics for the Alabama Community College System, served as a keynote speaker for the faculty convocation at the beginning of the Fall 2019 semester. Mr. Holland discussed, among other things, his creation and implementation of the I-CAN (Improvement, Constant And Never-ending) instructional initiative. The initiative fosters an active environment in classes, encouraging student engagement, relevant instruction, and supportive relationships. It promotes a deeper, more critical learning. It is also a faculty-driven initiative, which is crucial to the success of the program. Dr. Romano met Mr. Holland during an AACC Conference.

8. HLC Focused Report Update

Dr. Romano distributed the draft HLC Focused Visit Report to Board members. She included information and evidence on all of the work which has been completed over the past 18 months. Southern's Focused Visit is scheduled for March 2-3, 2020. She informed Board members that she made sure that every detail of the HLC's report findings is addressed in the 2020 Focused Report. From this point forward, Dr. Romano is communicating and meeting with President Gunter every two weeks, and she will hold monthly meetings with the HLC Assurance Team. She plans to provide an update to employees on the progress of the Focused Report at the September and November Governance Days. Also, professional development training for the March 2020 visit will be provided at the November Governance Day. The final draft report will be presented to the President's Cabinet for final review and comments in November, and the final report will be submitted to the Higher Learning Commission on December 12, 2019. This is one month before the report is due. Dr. Romano updated the Board on the progress which has been made to date, and plans to provide additional data at the October Board meeting. Evidence to support our report will be included later as it is more important to have the text written out at this time. She asked Board members to e-mail any questions they may have following

today's meeting. She assured the Board that the team has worked hard on the report and there has been great progress. She stated that she knows the Board is aware of what happened with the report in the past, and wanted to assure them that it is being taken care of and she is communicating at every event possible. Ms. Janice Olive questioned not being involved in meetings of Criterion 2. Dr. Gunter stated that Board members were assigned as ex-officio members on Governance Committees which relate to each HLC criterion. These specific Governance Committees serve as the Criterion teams. Dr. Romano informed Ms. Olive that a lot of work has been done on this report over the past 18 months and if she would like to participate, a meeting is scheduled for Monday, August 26th and she was welcome to join the group. All Criterion teams have not all been fully implemented as of yet and have not met.

9. President's Report

- 9.1 The inaugural Appalachia Heritage Day event is scheduled for August 24, 2019 at the Logan Campus. A concert will be held in the Savas-Kostas Performing Arts Center, 6:00 - 8:00 p.m. Dr. David Kommer and Mr. Brandon Kirk spearheaded the event.
- 9.2 President Gunter and Vice President Lopez participated in the National Small College Enrollment Conference in Raleigh, NC. It was a networking event for professionals in enrollment management at small colleges and universities. President Gunter plans to send a larger group of personnel to the 2020 conference.
- 9.3 Vice Chancellor for the Community and Technical College System, Dr. Anthony Hancock, toured Southern's Logan and Williamson campuses today. During his visit, he met with the President and his Cabinet, the Workforce Director, and a faculty member. Dr. Hancock was interested in hearing about accomplishments as well as concerns.
- 9.4 President Gunter is still seeking applicants for the Recruitment and Outreach Specialist position. He has distributed the job description at both the Logan and Tug Valley Chambers of Commerce meetings, and it's posted online if Board members would like to review.
- 9.5 President Gunter informed the Board that he had first introduced Dr. Lopez to them as the Dean of Student Services, but has since changed his title to Vice President to give a level of importance to the position.

10. Financial Report

Mr. Samuel Litteral, Vice President for Finance and Administration, provided the financial report dated June 30, 2019 to Board members. He reviewed restricted, unrestricted, and auxiliary revenues and expenditures. Dr. Pat Joe White requested for Mr. Litteral to bring a report of Cash Balances to the October Board meeting.

11. Action Items

11.1 Appointment of Administrative Review Committee

MOTION: Samuel Stewart moved to approve the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors appoint an Ad Hoc Administrative Review Committee to investigate employee morale and the communication issues at the institution as cited in the President's 2017 and 2019 annual evaluations. Stephanie Abraham, Chris Adkins, Bill Alderman, and Dianna Toler were appointed to the Committee. Bill Alderman will serve as Chair, and the Committee was charged with presenting a report of its findings to the full Board at its October 2019 meeting.

ACTION: Pat Joe White seconded the motion. The motion carried unanimously. Vice Chair White declared the motion adopted and the committee approved.

11.2 Request for Approval of June 26, 2019 Board Meeting Minutes

MOTION: Howard Seufer moved to accept the June 26, 2019 Board meeting minutes as presented.

ACTION: Chris Adkins seconded the motion. Pat White abstained due to being absent from the June 2019 meeting. Stephanie Abraham and Bill Alderman abstained due to not being Board members in June 2019. The motion carried. Vice Chair White declared the motion adopted and the minutes approved.

11.3 Request for Approval of Textbook Affordability Report

MOTION: Chris Adkins moved to approve the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors approve the annual Institutional Textbook Affordability Report for submission to the Chancellor for Community and Technical College Education as required by Title 135, Procedural Rule, Series 51, *Bookstores and Textbooks*.

ACTION: Janice Olive seconded the motion. The motion carried unanimously. Vice Chair White declared the motion adopted and the report approved.

11.4 Request for Approval of Appointment to the Boone County Joint Administrative Board

MOTION: Howard Seufer moved to approve the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors approve the appointment of Robert Gunter to represent the Board of Governors on the Boone County Joint Administrative Board established to facilitate the administration, operation, and financing of joint programs and facilities of Southern West Virginia Community and Technical College and the Boone County Board of Education; and

FURTHER RESOLVED, Robert Gunter will serve a three-year term ending June 30, 2021. By mutual consent of the Board of Governors and the Boone County Board of Education, Kevin Hill serves as the at-large member and Chair of the Joint Administrative Board.

ACTION: Samuel Stewart seconded the motion. The motion carried unanimously. Vice Chair White declared the motion adopted and the appointment approved.

11.5 Request for Approval of Appointment to the Lincoln County Joint Administrative Board

MOTION: Howard Seufer moved to approve the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors approve the appointment of Robert Gunter to represent the Board of Governors on the Lincoln County Joint Administrative Board established to facilitate the administration, operation, and financing of joint programs and facilities of Southern West Virginia Community and Technical College and the Lincoln County Board of Education; and

FURTHER RESOLVED, Robert Gunter will serve a three-year term ending June 30, 2021. By mutual consent of the Board of Governors and the Lincoln County Board of Education, David Roberts serve as the at-large member and Chair of the Joint Administrative Board.

ACTION: Pat Joe White seconded the motion. The motion carried unanimously. Vice Chair White declared the motion adopted and the appointment approved.

11.6 Request for Final Approval by BOG and Submission to Chancellor

11.6.1 SCP-1003, *Consumer Information*

MOTION: Howard Seufer moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval of SCP-1003, *Consumer Information*, for submission to the Chancellor for Community and Technical College Education for final approval following an additional 30-day public comment period.

ACTION: Dianna Toler seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.6.2 SCP-2686, *Promotion-in-Rank and Tenure Policy and SCP- 2686.A, Promotion-in-Rank and/or Tenure Criteria Forms*

MOTION: Eddie Joe Canterbury moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval of SCP-2686, Promotion-in-Rank and Tenure Policy and SCP- 2686.A, Promotion-in-Rank and/or Tenure Criteria Forms, for submission to the Chancellor for Community and Technical College Education for final approval following the required 30-day public comment period.

ACTION: Janice Olive seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.6.3 SCP-4001, *Student Consumer Protection*

MOTION: Janice Olive moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval of SCP-4001, *Student Consumer Protection*, for submission to the Chancellor for Community and Technical College Education for final approval following an additional 30-day public comment period.

ACTION: Chris Adkins seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.6.4 SCP- 4274, *Satisfactory Academic Progress for Financial Aid Recipients, SCP-4274.A, Financial Assistance Appeal, and SCP-4274.B, Letter of Warning*

MOTION: Samuel Stewart moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval of the aforementioned policy and forms for submission to the Chancellor for Community and Technical College Education for final approval following the required 30-day public comment period.

ACTION: Dianna Toler seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.6.5 SCP-5051, *Reduced Tuition and Fee Program for State Residents Age 65 and Older*

MOTION: Eddie Joe Canterbury moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval of SCP-5051, *Reduced Tuition and Fee Program for State Residents Age 65 and Older* for submission to the Chancellor for Community and Technical College Education for final approval following the required 30-day public comment period.

ACTION: Pat Joe White seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.6.6 SCP-5065, *Awarding of Undergraduate Tuition and Fee Waivers and SCP-5065.A, Employee Tuition Application*

MOTION: Samuel Stewart moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval for the aforementioned policy for submission to the Chancellor for Community and Technical College Education for final approval following the required 30-day public comment period.

ACTION: Chris Adkins seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

11.7 Request for Approval to Release Policies for 30-day Public Comment

11.7.1 SCP-1215, *Use of Institutional Facilities* and SCP-1215.A, *College Facility Use Agreement*

MOTION: Chris Adkins moved the adoption of the following resolution:

RESOLVED, That the Southern West Virginia Community and Technical College Board of Governors grant approval for the distribution of SCP-1215, *Use of Institutional Facilities* and SCP-1215.A, *College Facility Use Agreement* to Southern's constituencies and the Chancellor for Community and Technical College Education for a 30-day comment period.

ACTION: Stephanie Abraham seconded the motion. The motion carried unanimously, and Vice Chair White declared the motion adopted.

12. Discussion Items

12.1 Registration Processes

Dr. Lopez informed Board members that he and Vice President Roberson continue to search for a Recruitment Officer. He plans to call upon Board members to get connected to the communities as he is new to the area and there are many opportunities in this region.

Since the last Board meeting, the registration process' language was changed to better help students understand the registration process. The Student Services Unit initiated multiple calling campaigns to both returning and new students, sent e-mails to all returning students regarding available classes, and held a special registration on Saturday, July 20th during the second annual S-Con event held at the Logan Campus. The President's Office prepared and mailed recruitment packets to all graduating seniors in the service region, and WV Invests information packets were mailed to the parents of all graduating seniors. To reduce the number of students

who would be dropped for non-payment, the first drop date was extended from July 31 to August 7. It was extended a second time to accommodate persons applying for WV Invests funding and others with outstanding financial aid documentation. By making these changes, 302 students were saved from being dropped from classes.

Student Services will work collaboratively with all divisions. Dr. Lopez held a three-day retreat working with groups to improve our business processes. Some of the processes are outdated and need to be revised.

Going forward, returning students who are in good academic standing and meeting satisfactory progress will be invited to contact their advisor, but will receive their PIN via e-mail. Students who are on academic probation or with grade point averages (GPAs) less than 2.0 will need to contact their advisor to create an Academic Success Plan prior to receiving their PIN. Students with a financial aid hold will need to consult with a Financial Aid Counselor to access their PIN. Students who have submitted a financial aid appeal will need to complete an Academic Success Plan to have access to their PIN. New students will need to contact their advisor for academic advising and a PIN. Dr. Lopez hopes this personalized registration process meets the Board's approval.

A discussion ensued regarding traditional and non-traditional students. The institution's enrollment statistics include dual credit students. The Board requested for Mr. Cook to separate the dual credit student enrollment statistics so they can easily see how many dual credit students are enrolled. Mr. Adkins asked about the number of tutors which have been hired. Dr. Lopez informed him that three professional tutors have been hired, and Dr. Romano has requested for the faculty to volunteer to tutor students during their office hours. Mr. Canterbury suggested taking Southern's students to their alma mater during high school visits to recruit for Southern because they can better relate to the high school students. The best access for non-traditional students is through social media. If programs are implemented which are relevant to professions needed in the region, Southern could draw a broader base of students.

Ms. Abraham questioned the feasibility of requiring 513 students to contact their advisors to create an educational plan prior to receiving their PIN given the amount of time that registration is open. Dr. Lopez believes that it is feasible. To focus on student success, retention, and graduation, we need to connect with the students. This is a best practice that he believes must be initiated. Ms. Cherri Stroud, student, commented about the long wait in the Student Services area to see an advisor. Some students simply cannot wait for long periods of time.

Mr. Alderman directed Dr. Lopez's attention to page eight of the June 26, 2019 meeting minutes where Ms. Stroud suggested "surveying the students to get their feedback on any problems which may have been encountered during registration. In order to find out student problems, ask the students." Mr. Alderman added that in order to find out student problems, we need to ask the students because they are our customers. He commended the work which has gone into the process.

However, when looking at his course enrollment and finding that his classes were capped at 25, when he normally has 35 students, was not acceptable. He emphasized that this is not about him, but about the students. Another problem that he found for students during the registration process was that students were told if his classes were full, there were other sections available for which they could register. He also advocated for the same, but received comments from students that they wanted to take his classes. Dr. Lopez appreciated those comments and understood his analogy. Mr. Alderman responded that his classes are principle and theory, are not joined to a lab, and he uses a lot of real world experience in the classroom from his industry background. Therefore, he can teach a class of 40 students as well as he can teach a class of 25. He added that we are shooting ourselves in the foot if we sever that by limiting his classes to 25 students. For clarity, Dr. Romano interjected that it was an Academic Affairs decision to cap classes at 25 for best practices. The reason classes are capped is because Dr. Romano wants to offer high quality classes for our students. There is a difference in teaching 25 and 40 students typically. It is difficult to advertise that we have small classes with one-on-one interaction with students if we overload classes. She stated that it's not about one person, but an institutional process. We do not want to overwork or burnout the faculty. Wait lists are put into place to take care of student needs. We must abide by our policies because the Higher Learning Commission will cite the College for faculty teaching over the maximum credit hour load of 24 credits. Dr. Romano expressed that a faculty member's responsibility isn't just teaching. It's working with students, providing a service, doing research, learning more in the respective discipline, making sure credentials are updated, etc. When asked about a class cap policy of 25, Dr. Romano responded that Southern has that policy. A lengthy discussion followed regarding class caps, faculty overload hours, full-time faculty teaching at other institutions, not enough faculty working during general registration, etc. Mr. Alderman ended by saying that it is very important to understand our culture. Dianna Toler commented that in order to make our students happy, we must give them what they need. In the past, Student Services personnel have had a good relationship with the faculty. They were able to contact a faculty member, such as Mr. Alderman, and ask if one more student could be added to a specific class because there was no other section of the class which fit the student's schedule. If students cannot register for the classes they need it affects their financial aid and various other things. In the past, Student Services have had a great connection with the faculty and have been able to directly contact them when needed to help students get the classes they need to graduate. Dr. Lopez would like to develop a systematic way to assist students such as requiring them to make appointments with the Student Services Specialists to ensure that students are getting the services they need to be successful. Ms. Stroud pointed out that when a student begins their educational journey with one advisor, they like to continue with that person if they have had a positive experience. They do not want to see another advisor. Some students can only come to campus at specific times, during their lunch hour or after work hours. Mr. Stewart pointed out that an office cannot be run by appointments only, walk-ins must be taken or students will be lost. Dr. White commented that the registration discussion will be an ongoing topic for quite sometime, but the topic should be closed today as it has

been discussed for well over an hour.

12.2 Faith Based Counseling Proposal

This item was tabled for the October meeting because the Board Chair would like to be part of this discussion.

13. Informational Items

13.1 Institutional Rule Making Report

Board members were provided a copy of the Institutional Rule Making 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.

14. Adjournment

There being no further business, upon a motion by Eddie Joe Canterbury and a second by Stephanie Abraham, the meeting was adjourned at 8:45 p.m. The next Board of Governors business meeting is scheduled for Tuesday, October 15, 2019 beginning at 1:00 p.m. at Southern's Wyoming/McDowell Campus.

Mason E. White II, O.D., Vice Chair

Emma L. Baisden
Executive Assistant to the President
and Board of Governors

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Approved 10/15/2019