Mid-Year Strategic Plan Implementation Report

FOR THE 2017-2018 ACADEMIC YEAR

February 25, 2018

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GOAL A: The College will maintain and establish first-rate, relevant academic programs.

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
1. **Develop new quality certificate, associate, and bachelor degree programs using student interest and market feedback.**	1. Number of bachelor degree programs developed, market-based justification and quality assessment. 2. Adherence to projected revenue plan for each program.	Teaching and Learning: Quality, Resources, and Support

Report on Assessments

The BAS in Supervisory Management was developed, approved, and has enrolled students as of Spring 2018. A Certificate in Information Technology with Learn and Earn is developed and has enrollment. Working with Hino Motors, an Associate of Applied Science in Advanced Manufacturing was developed, approved by the Curriculum Committee, and has employees of Hino Motors enrolled in the Spring 2018 semester.

Specific Objective Activities

1. Development and enrollment in BAS in Supervisory Management
2. Development and enrollment in Certificate in Information Technology with Learn and Earn
3. Development and enrollment in AAS in Advanced Manufacturing

Proposed Modifications to this Objective

Include associate, certificate, and short term programs in Assessments for this Objective.

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
2. **Increase overall enrollment in academic programs.**	1. Increase enrollment growth of each program by 22% program	Mission

Report on Assessments

Academic Affairs continually and regularly explores and reviews opportunities to improve enrollment and retention. Focus continues to be on improving course and instructional quality in all delivery modes. Identified individual students for intervention to improve retention. Retention and persistence has significantly improved.

Specific Objective Activities

1. Consolidation of number of sections of courses in order to increase efficiency of course loads and improve student success.
2. Weekly "War Room" meeting of cross-departmental group for strategies on improving enrollment and retention.
3. Spring 2017 training for implementation of "Quality Matters" type courses for two programs and all newly created online courses. Ongoing online course and program reviews.
4. Use of data to specifically identify students for intervention to improve semester-to-semester retention.

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes.

If not, what are the actions to reach or mitigate this goal? Additional efforts in recruiting and marketing.

The college's Board of Governors has approved a functional in-state rate for all areas of the State of Ohio. Fall 2018 will be the first fall semester where this new rate and the targeted integrated market for such in the geographic region of Ohio closest to the Parkersburg Campus. It is anticipated that this will significantly increase attendance from the Washington County area of Ohio.

Additionally, Academic Affairs and Student Services are working together to identify to create new market opportunities through targeted "micro-markets" such as providing advanced manufacturing credentials to Hino employees, and assisting Ohio childcare providers with online, in-field, bachelor degrees.

Please See C-1 For more information

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
3. **Develop a new general education program and New Student Seminar for all first-time students by Spring 2017 infused with workforce skills.**	1. Successful development, implementation and inclusion in catalog of new General Education program and New Student Seminar. 2. Adhering to Series 11 guidelines and embracing the six strands for General Education requirements will be implemented in every WVUP academic program by Fall 2016. 3. More than 85 percent of all incoming new students will enroll in New Student Seminar courses each semester beginning in Fall 2016.	Teaching and Learning: Quality, Resources, and Support

Report on Assessments

The General Education program was reviewed and major changes were made to all programs during 2015-16. The General Education objectives were implemented for 2016-17. A New Student Seminar (College 101) was piloted for most new students in the Spring 2017 semester and is implemented for 2017-18 for all new students. Essentially all new students are enrolled in COLL 101 as of Spring 2018.

Specific Objective Activities

1. General Education program fully implemented and continued for 2017-18.
2. New Student Seminar (College 101) piloted in Spring 2017 and implemented for all new students in Fall 2017, continuing in Spring 2018 under a process of continual improvement.

Proposed Modifications to this Objective

None.

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
4. **Develop bachelor degree articulation agreements with West Virginia University for programs not currently offered at West Virginia University at Parkersburg.**	1. Increase number of articulations developed to 10. 2. Use survey based data to identify what articulations are supported by the regional student base. 3. Growth in number of students who transfer to West Virginia University by 10 percent.	Mission Teaching and Learning: Quality, Resources, and Support

Report on Assessments

Articulations with WVU are now finalized for the following degrees:
Aerospace Engineering (B.S.); Animal and Nutritional Sciences (B.S., B.S.A.); Biology (B.A., B.S.), Civil Engineering (B.S.); Chemical Engineering (B.S.); Chemistry (B.A., B.S.); Computer Engineering (B.S.); Electrical Engineering (B.S.); Environmental and Energy Resources Management (B.S.); Environmental and Natural Resource Economics (B.S.); Environmental Protection (B.S.A.); Human Nutrition and Foods (B.S.); Industrial Engineering (B.S.); Math (B.A., B.S.); Mechanical Engineering (B.S.); Mining Engineering (B.S.); Physics (B.A., B.S.); Criminology (B.A.); English (B.A.); History (B.A.); International Studies (B.A.); Music (B.A.); Psychology (B.A., B.S.); Sociology/Anthropology (B.A.); Strategic Communications (B.S.)

Current efforts to establish articulations with Ohio University in Athens, Ohio.

Specific Objective Activities

1. STEM Division Chair worked with WVU articulation coordinator to finalize the above articulations (1+3 and 2+2).
2. Music Professor worked with WVU music department to complete the only articulation with WVU in Music. Agreement is a 2+2.
3. Art Professor, HFA&SS Chair, and VPAA met with WVU art department to continue progress on 2+2 articulation. Work is ongoing.
4. Efforts towards articulations with Ohio University.

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
5. Improve quality of online courses.	1. Increase percentage of online courses that are assessed and approved using the Quality Matters Standard for Online Course Design by 20 percent.	Teaching and Learning: Evaluation and Improvement

Report on Assessments

With the implementation of the learning management system (Blackboard Learn) in all courses, courses are infusing the "quality matters" philosophy and practices into all courses, particularly online courses. A process of review is being implemented.

Specific Objective Activities

1. All academic chairs and the VPAA have administrator access to online components of courses in order to review courses for findability and usability.
2. Faculty in online programs participated in Quality Matters training.
3. Summer 2017 online courses transitioned from prior LMS to new content, where necessary, utilizing "quality matters" philosophy and practices.
4. New courses as well as those in Child Development, and BAS in Supervisory Management identified for specific review as a pilot.
5. Courses reviewed in the RN-BSN Degree.
6. All online courses will be reviewed after completion of the pilot.

Proposed Modifications to this Objective

Modify Assessments to "Increase percentage of online courses that are assessed and approved using a modified Quality Matters approach for Online Course Design by 20 percent."

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
6. **Provide realistic career pathways for students by offering excellent advising and career services guidance.**	1. Identify number of documented students that use career guidance activities using Academic Year 2015-2016 as a base line. 2. Increase student satisfaction with New Student Advising and Academic Advisors as determined by regular semester survey. 3. Reduce by 10 percent the number of students who exceed the maximum hour limitation of federal financial aid on a yearly basis with Academic Year 2015-2016 as a base line.	Mission Integrity: Ethical and Responsible Conduct Teaching and Learning: Quality, Resources, and Support

Report on Assessments

Career Services has been moved to the Institutional Advancement Division to improve connection with the Center for Student Services and the Professional Advising Center during the student orientation process, continue providing in-class seminars and workshops, and build community employment connections.

Specific Objective Activities

1. Professional Advising Center has been operational for one year serving all new students.
2. All degrees have implemented the GPS model for student advising and created Academic Maps for an identifiable pathway to degrees.

Proposed Modifications to this Objective

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Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
7. **Increase experiential and work-based learning opportunities including field placement, workplace learning opportunities, cooperative education, and credit for prior learning.**	1. Increase the number students in field placement by 15 percent. 2. Increase the number of students involved in workplace learning opportunities by 15 percent. 3. Increasing the number of students participating in cooperative learning by 15 percent. 4. Increasing the number of students granted credit for prior learning. 5. Increasing the number of academic programs accepting credit for prior learning from four to six.	Mission Teaching and Learning: Evaluation and Improvement

Report on Assessments

With increased overall enrollment over time field placements will increase in the Health Sciences and Education divisions. Continuing development of Learn and Earn opportunities with industry in programs such as CIT, E&I, IM, MTEC, and Process Technology. Cooperative education will be evaluated for effectiveness to increase student participation. Prior learning credit opportunities exist in BOG, RBA, Occupational Development, and Technical Studies and are being evaluated in other degree programs. Also, articulations and true +2 degrees are in process.

Specific Objective Activities

1. Learn and Earn continued in E&I, Process Technology, and CIT.
2. New Learn and Earn agreement in process for MTEC.
3. Cooperative education to be evaluated by Academic Affairs and Career Services.

Proposed Modifications to this Objective

None

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
8. **Develop and implement world-class semester class schedules that promote day, evening or online tracks for increased student enrollment. Ensure standard start times for each class period across the curriculum to create easy access to increased student enrollment.**	1. Spring 2017 schedule will be completely revamped using student enrollment and success principles. 2. Increase enrollment by 3-5 percent each term, beginning Spring 2017	Mission Teaching and Learning: Quality, Resources, and Support

Report on Assessments

Class schedules were re-structured and implemented for Spring 2017, the use of data in the creation of the Fall 2017 and Spring 2018 semesters proved fruitful with student retention from Spring 2017 to Fall 2017 and Fall 2017 to Spring 2018 at high levels. WVUP has presented state-wide on its schedule development process.

Specific Objective Activities

1. Standard start times implemented.
2. Day, evening, online tracks continued. Development of an afternoon track.
3. **Increase in average class size and number of FTEs in Spring 2017, Fall 2017, and Spring 2018.**

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
9. Develop and implement the Guided Pathway to Success model.	1. Revise and implement academic maps that embed all GPS principles. 2. Launch full-time professional advising center by summer 2016. 3. By fall 2017, ensure all classes in academic maps are available for students to take during each designated term.	Mission Teaching and Learning: Quality, Resources, and Support

Report on Assessments

GPS implemented in Spring 2017. Academic Maps implemented and finalized for all degrees for Fall 2017.

Specific Objective Activities

1. Math and English in first semester of all academic programs.
2. COLL 101 created and piloted Spring 2017, implemented for all new students Fall 2017.
3. Professional Advising Center in operation for one year.
4. Academic Maps finalized for 2017-18 catalog.

Proposed Modifications to this Objective

None

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

A. GOAL: The College will maintain and establish first-rate, relevant academic programs.		
Objectives	**Assessments**	**HLC Criterion**
10. **Reorganize Workforce to expand mission to include economic development and increased engagement in the community.**	1. Combine all disparate functions of workforce across the campus into one fully functioning high functioning unit by summer 2016. 2. Develop metrics to create consistent movement toward increased operability and profitability during 2016-7 3. Develop and implement business incubator concept to promote regional economic entrepreneurship and viability by fall 2017.	Mission Resources, Planning, and Institutional Effectiveness

Report on Assessments

Workforce was reorganized to Workforce and Economic Development in Summer 2016. Development of a "maker space" or entrepreneurship center

Specific Objective Activities

1. In addition to executive director, WED has an account executive with specified metrics and sales goals.
2. WED exceeded revenue goal for 2017-18.
3. Developed plan and secured funding for an entrepreneurship center on campus.

Proposed Modifications to this Objective

Regional business incubator is being established by Mid-Ohio Valley community leaders and WVUP faculty and representatives are actively involved with the group. Therefore, necessary to consider change to business incubator to a student-focused incubator or "maker space."

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

GOAL B: The College will provide focused and effective student support.

B. GOAL: The College will provide focused and effective student support.		
Objectives	**Assessments**	**HLC Criterion**
1. **Ensure that all students are provided with sufficient financial support and have full access to eligible benefits.**	1. Implement Benefits Access Counseling. 2. Increase the number of students using the Benefits Access Counseling by 20%, using 2016-2017 as a base line year.	Teaching and Learning: Quality, Resources, and Support
Report on Assessments		
Specific Objective Activities 1. For Fall 2017 The Office of Student Support (OSS), The OSS has assisted 12 students with emergency funding, 64 students with ADA benefits and accommodations, and 141 with counseling contacts for the 2016-17 academic year. 2. The Division of Student Services assists student with book loans when necessary. We provided 93 loans for text books for the 2016-17 academic year. 3. Temporary Assistance for Needy Families (TANF) counselor has been fully implemented and has assisted 25 students Fall 2017 semester.		
Proposed Modifications to this Objective		
Is this Objective on track to be met by December, 2020? Yes		
If not, what are the actions to reach or mitigate this goal?		

B. GOAL: The College will provide focused and effective student support.		
Objectives	**Assessments**	**HLC Criterion**
2. **Increase the quality and efficacy of enrollment support services.**	1. Implement the Student One-Stop Service Center Plan. 2. Complete documented cross-training for all Student Services support personnel. 3. Using Academic Year 2016-2017 as a benchmark year, reduce documented service completion time in the time by Student One-Stop Service Center by 10%. 4. Using Academic Year 2016-2017 as a benchmark year, increase the surveyed quality of student interaction with the Student One-Stop Service Center by 15% 5. The student loan default rate will be 20% or less. 6. The percentage of students on federal financial aid probation will be decreased by 15%	Teaching and Learning: Quality, Resources, and Support

Report on Assessments
1. **The One-Stop Service Center Plan was fully implemented on March 10, 2016.**
2. **Cross-training is ongoing and purposeful.**
3. **Using the OSTicket system the average service and response time in the Center for Student Service, not including the registration and orientation process, for July 1, 2017 to December 31, 2017:**

July 1 2017 to December 31 2017

Department	Opened	Assigned	Overdue	Closed	Reopened	Average Service Time (h)	Average Response Time (h)
Administration	9	9	0	10	0	4.1	0.3
Admissions	255	264	10	250	4	0.3	0.4
Financial Aid	672	781	39	724	15	0.5	0.2
Records	124	133	3	127	2	0.3	0.4
Student Support and Engagement	0	0	0	0	0		
Support	0	0	0	0	0		

Compared to the previous implementation report, (Academic Year 2016-17), there has been minimal significant change in average response time. So much improvement was delivered before a baseline was created that 10% improvement in service or response time maybe challenging. However, there is significant evidence between this item and number four below that student are satisfied with these services.

4. **Student satisfaction with the new student intake process for** July 1, 2017 to December 31:

Survey Question	July 2017 Average n= 161	Spring 2018 Registration Average (November 17—December 17) n=167	First Half of Academic Year (2017-18) n=415
The Orientation Videos were informative, easy to follow, and helpful.	4.65	4.69	4.68
The information for advising was clear and easy to understand.	4.76	4.75	4.76
The information regarding registration was clear and easy to understand.	4.73	4.69	4.73
Information for financial aid, including FSA ID and FAFSA, was clear and easy to understand.	4.52	4.53	4.53
The information regarding tuition and fee payment was clear and easy to understand.	4.65	4.74	4.68

Student satisfaction with the new student in-take process continues to be strong. There are fluctuations in scores from academic year 16-17 to Fall 2017 of around 1% or less, this does not seem to be significant. Qualitative responses indicate strong satisfaction.

5. **College loan default rates are measured in three year cohorts. The 2015 loan default rate was 18.5%, which meets of 2020 strategic goal. This is down from a high of 30.5% in 2011. The 2016 cohort has a rate currently of 14.9%.**

6. For the objective of measuring a decrease in 15% of students using the Fall 2015 and Spring 2016

as base line measures, the college did see a decrease in financial aid probation status as a percentage of active, financial aid applicants from Spring 2016 to Spring 2017. In Spring 2016 29% of financial aid applicants were in a negative SAP standing while in Spring 2017 23% were in a negative standing.

Specific Objective Activities

1. Continue to monitor of processes and quality control feedback through student services surveys and reports at the Center for Student Services.
2. Implemented a self-check-in procedure for Center for Student Services that has accelerated and documented service.

Proposed Modifications to this Objective

None

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

B. GOAL: The College will provide focused and effective student support.		
Objectives	**Assessments**	**HLC Criterion**
3. **Increase the volume of service in the Tutoring Center and improve quality and diversity of services.**	1. Increase the number of students using the tutoring center by 15%. 2. Using a semester survey of students who use the tutoring center, improve reported quality indicators across the life of this plan.	Teaching and Learning: Evaluation and Improvement

Report on Assessments

Tutoring Center Use for Spring 2017

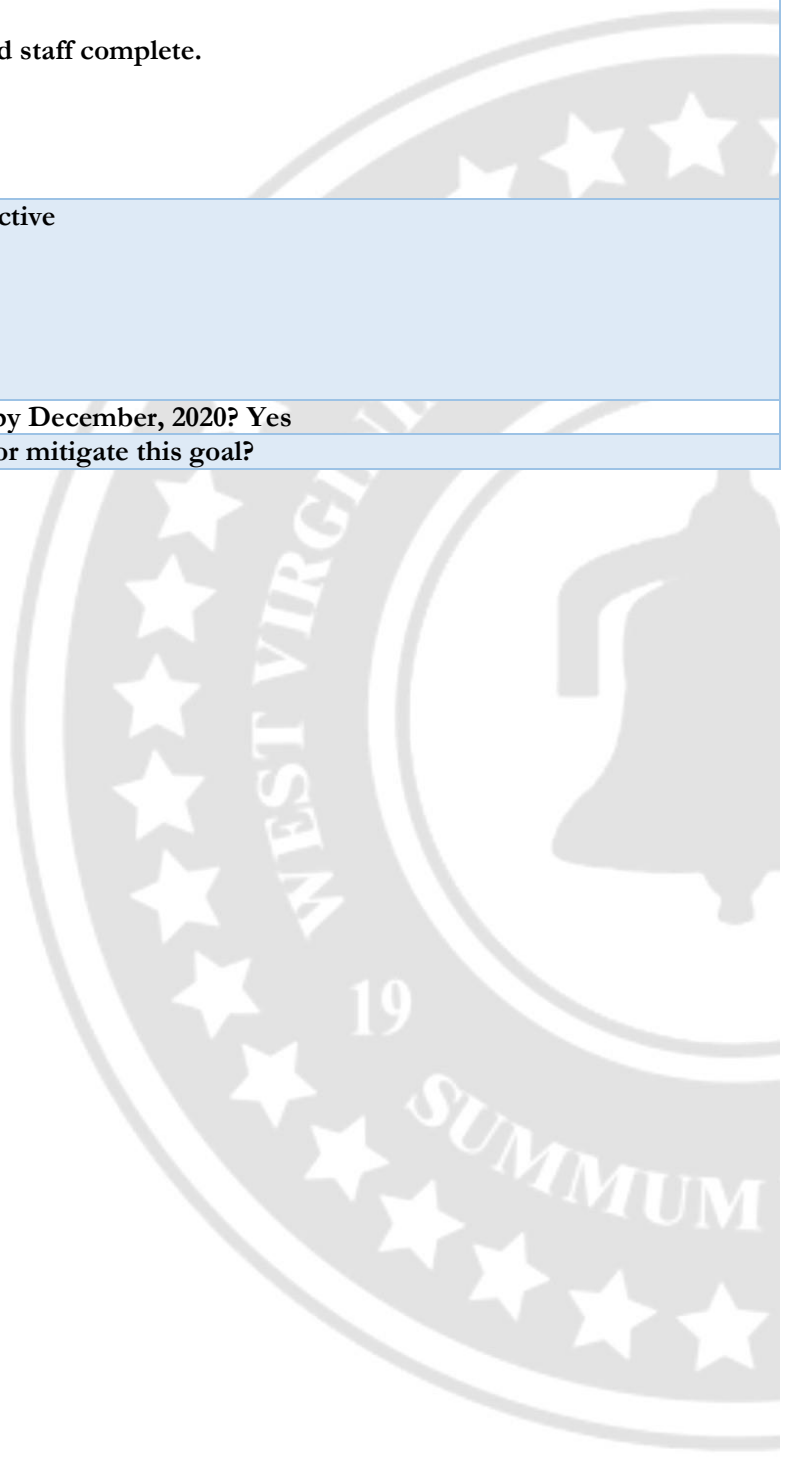|	Total Students	Number students who dropped course and/or tutoring	Number students who completed course and tutoring	Percent students who completed course with tutoring	Number Tutored Students who passed course successfully	Percent of successful students who stayed in tutoring
Total	580	52	444	94%	490	95%
Increase from Fall 2016	20.8%	44.4%	18.9%	1%	17.2%	1%

Specific Objective Activities

1. The move of the Tutoring Center to the Main Floor of the Main Building is complete and appears to be having a strong effect.
2. The transition to drop in tutoring from scheduled tutoring maybe be having a positive effect as well.

Proposed Modifications to this Objective

None.

Is this Objective on track to be met by December, 2020? yes

If not, what are the actions to reach or mitigate this goal?

B. GOAL: The College will provide focused and effective student support.		
Objectives	**Assessments**	**HLC Criterion**
4. **Ensure appropriate technology and process for Americans with Disabilities Act compliance and effective accommodation.**	1. Maintaining a comprehensive list of assistive technologies with a clear process for maintaining current technological access. 2. 90 percent of full-time faculty and staff and 75 percent of adjunct faculty will complete a training program to ensure compliance and accommodation. 3. Accessed student satisfaction with Americans with Disabilities Act services will increase by 10%.	Resources, Planning, and Institutional Effectiveness Teaching and Learning: Evaluation and Improvement

Report on Assessments

1. This list has been complied and completed and is available to students once they have been assessed in need of assistive technology. This list includes:
    a. JAWS (Screen reader): JAWS (Job Access With Speech) is the most powerful screen reader and uses an integrated voice synthesizer and your computer's sound card to output the content of your computer screen to speakers. More information on JAWS can be found at: http://www.freedomscientific.com/products/fs/jaws-product-page.asp
    b. Kurzweil: Kurzweil provides both audible and visual accessibility to word documents and web pages. The company is recognized as the leading developer of reading technology for people with learning difficulties and those who are blind or visually impaired. More information on Kurzweil can be found at: http://www.kurzweiledu.com/default.html
    c. ZoomText (Screen magnifier): ZoomText, the world's leading low-vision solution, is available as a screen magnifier or integrated magnifier/reader. With magnification up to 16x, ZoomText enlarges and enhances everything on the screen, making all your applications easy to see and use. More information on Zoomtext can be found at: http://www.aisquared.com/zoomtext
    d. FM Systems (electronic amplification/hearing system): FM systems works like a small radio transmitter and radio receiver. A parent or teacher wears the FM transmitter and microphone. The receiver picks up the signal from the microphone and routes it to a personal hearing aid, cochlear implant processor or other device.
    e. UBI Duo (electronic communication device): Ubi-Duo Is an electronic communication device used by individuals with hearing impairments to enable instant communication.
    f. Sorenson Video Relay Service (SVRS): Sorenson Video Relay Service® (SVRS®) is a free, 24-hour service that enables users to place and receive calls through a professional American Sign Language (ASL) interpreter via a videophone and a high-speed internet connection.   The service is available in the Student Counseling Center & Disability Services Office Complex (Room 1019A). Access after normal business hours is accomplished with the assistance of Campus Security.
    g. Enlarged key keyboards
    h. Scanners
    i. Text in Alternative Formats
2. A training video for ADA compliance and accommodation has been completed and 100% of new hires are directed to watch it as part of new employee orientation.

3. The ADA office is preparing a satisfaction survey to mirror the new student in-take survey.

Specific Objective Activities

1. **Training video for faculty and staff complete.**
2. **Survey to be completed.**

Proposed Modifications to this Objective

None.

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

B. GOAL: The College will provide focused and effective student support.		
Objectives	**Assessments**	**HLC Criterion**
5. Implement an on-demand new student in-take process will be deployed that will allow for the completion of admission, financial aid counseling, self-paced orientation and registration in one sitting.	1. Average amount of service time for this process for each student will be under two hours. 2. Average student satisfaction with service will be at least four out of five on a Likert-type scale.	Teaching and Learning: Quality, Resources, and Support

Report on Assessments
1. Implementation is complete.
    a. **Average Service time for registration for Fall 2017 was 1 hour and 36 minutes, a 10.3% reduction from Spring 2017. It is felt what this is the limit of efficacy for the current process.**

2.

Survey Question	July 2017 Average n= 161	Spring 2018 Registration Average (November 17—December 17) n=167	First Half of Academic Year (2017-18) n=415
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tuition and fee payment was clear and easy to understand.			

Specific Objective Activities

1. The excellent service time for new student in-take will allow students to now be required to complete their FAFSA in a guided way before they register for class. This is likely to extend in-take service time to two hour but should be an excellent benefit.
2. In-take process will also add a 15 to 20 minute career interest survey.

Proposed Modifications to this Objective

None

Is this Objective on track to be met by December, 2020? Yes.

If not, what are the actions to reach or mitigate this goal?

GOAL C: The College will be the region's premier path to personal success through the recruitment, retention, graduation and job placement of our students.

C. GOAL: The College will be the region's premier path to personal success through the recruitment, retention, graduation and job placement of our students.		
Objectives	**Assessments**	**HLC Criterion**
1. **The college will increase and stabilize enrollment through recruitment and retention efforts focused on student success, community partnerships, non-academic student support, and data driven outreach and marketing services.**	1. Increase overall number of enrolled students (Full Time Equivalent and Head Count) by 22%. 2. Increase retention rate to 60% 3. Increase transfer admission to the college by 22%.	Teaching and Learning: Evaluation and Improvement

Report on Assessments

1. While individual student registration continues to climb (average credit hour enrollment of 14.96 for Fall 2017), over all enrollment at the college continues a decline that is mirrored across the entire state of West Virginia and is part of a five-year decline in falling enrollment rates nationwide. College enrollment was down 5% FTE for Spring 2018.
2. The most recent measures of the semester to semester persistence 70.1% (Spring 17 to Fall 17) and 77.4% (Fall 17 to Spring 18) indicate a breakthrough in student retention. We are confident that we have met this objective.
3. Transfer admissions for Spring 2018 we up 47% at last report.

Specific Objective Activities

Data Driven Outreach

The college has established an Outreach Office within the Center for Student Service, directed to offer targeted, data informed, intrusive enrollment counseling for both current and prospective students. Using data prepared by Institutional Research, IT, the Business Office and Student Services databases, Outreach targets:

- Current students eligible to enroll in the following semester, who have not done so.
- Incomplete Admissions and Financial Aid
- Incomplete Payment Status
- Incomplete Transfers

- Students Deregistered for Non-Payment

Over 4,500 call were made in preparation for Fall 2017.

Finding New Markets

The college's Board of Governors has approved a functional in-state rate for all areas of the State of Ohio. Fall 2018 will be the first fall semester where this new rate and the targeted integrated market for such in the geographic region of Ohio closest to the Parkersburg Campus. It is anticipated that this will significantly increase attendance from the Washington County area of Ohio.

Additionally, Academic Affairs and Student Services are working together to identify to create new market opportunities through targeted "micro-markets" such as providing advanced manufacturing credentials to Hino employees, and assisting Ohio childcare providers with online, in-field, bachelor degrees.

The following is a sample of major recruiting events from July 2017 to December 2017:

July
- Wood County Youth Expo
- Wood County Fair
- WVUP Early College Open House
- Work Force WV Classes (this is an on-going recruiting event completed every two weeks)
- Most of this month the recruiters are helping with the orientation/intake process due to high volume of new students

August
- Work Force WV Classes
- Emerson Elementary Community Resource Fair
- St Mary's High School Recruiting Visit
- Most of this month the recruiters are helping with the orientation/intake process due to high volume of new students

September
- Work Force WV Classes
- Wood County College Fair
- RESA 5 – Spoke Classes
- Ravenswood High School Recruiting Visit
- MOVEE Entrepreneur Expo – Marietta College
- Southeast Ohio College Fair
- Meigs County High School
- Switzerland of Ohio High School
- Blue Ridge CTC Transfer Expo (focusing on our online bachelor degrees)
- St Mary's High School (3 different events)
- Ripley High School Recruiting Visit
- Wirt County High School Recruiting Visit

October
- Mountaineer Challenge Academy
- Career Fair WVU at Parkersburg
- Rio Grande Community College - College Day
- Zane State College Day

- Jackson County Board of Education
- I Believe Foundation
- Roane County Spokes Classes
- Meadow Brooke High School Recruiting Visit
- Family Career Awareness Night, Washington County, OH
- VERITAS Academy Recruiting Visit
- Belpre High School Recruiting Visit
- Frontier High School Recruiting Visit
- Caldwell High School Recruiting Visit
- Parkersburg PopCon
- Fort Frye High School Recruiting Visit
- Mid- Ohio Valley College Night
- Eastern CTC Transfer Expo (focusing on our online bachelor degrees)
- Huntington Area Schools College Fair
- Kanawha County Schools College Fair
- Mason County Schools College Fair
- College Preview – Marietta College
- Ritchie County High School Recruiting Visit
- Doddridge County High School Recruiting Visit
- Wheeling Area Schools College Fair
- Tyler Consolidated High School College Fair

November
- Roane County High School Recruiting Visit
- Tyler Consolidated High school Recruiting Visit
- MGM Polymers Rapid Response –Point Pleasant – Worker dislocation and re-training
- MOVTI Recruiting Visit
- Mountaineer Challenge On Campus Visit
- Ritchie County Spokes Class On Campus Visit
- St. Mary's High School Recruiting Visit
- Boy Scout University on Campus Event
- Parkersburg South High School Recruiting Visit
- Ritchie County High School Recruiting Visit
- MOVTI Career Day
- Fort Frye High School On- Campus Visit
- Belpre High School On- Campus Visit
- Frontier High School Recruiting Visit
- Ripley High School Recruiting Visit
- Ravenswood High School Recruiting Visit
- Wahama High School Recruiting Visit
- Marietta Christmas Parade to promote in-state rates
- Wirt County Parenting Class On Campus Visit

December
- Ritchie County Spokes Class On Campus Visit
- Roane Jackson Technical Center On Campus Visit
- Marietta Memorial Hospital Career Fair
- Hino Employees
- Wood County Technical Center On Campus Visit
- Hino Employees On Campus Visit
- St Mary's High School
- MOVTI Technical Center On Campus Visit

- Wood County 8th Grade Career Fair
- Parkersburg Christmas Parade
- Ritchie County High School On Campus Visit

Proposed Modifications to this Objective

Since this five-year enrollment growth goal was derived from the state-level directive of the WVCTCS Campus Compact, which is not long a guiding document for the system, it is no longer recommended that the campus have a 22% goal rate. It is suggested that the college adopt the five-year goal rate of 5%.

Is this Objective on track to be met by December, 2020? No.

If not, what are the actions to reach or mitigate this goal?
1. Increase and integrate saturation marketing for specific careers and programs, and the in-state rate for Ohio students.
2. Create specific niche for-credit recruiting opportunities for specific employers and professional cadres, such as current programs with Hino, Chemours and DuPont.
3. Continue to import the quality of intrusive admission counseling with a focus on improving completion of the financial aid process.
4. Exploring the idea of translating workforce credentialing to a micro credit model.

C. GOAL: The College will be the region's premier path to personal success through the recruitment, retention, graduation and job placement of our students.		
Objectives	**Assessments**	**HLC Criterion**
2. The college will increase outreach to high schools and increase enrollment of high school students in Early College Program and attract new students to enroll in WVU Parkersburg programs	1. Establish a quality and comprehensive Early College program with significant on-campus elements that will increase the number of early admission students taking college credit courses by 22%. 2. Increase the percentage of early admission students who enroll at the college immediately after high school graduation by 22%. 3. Increase the completed credit hours of early admission students before high school graduation by 22%.	Teaching and Learning: Quality, Resources, and Support

Report on Assessments

1. Overall enrollment in secondary college programs have fallen, due to price competition from four year WVHEPC institutions, location competition from private institutions, and difficulty in finding HLC approved instructors for the off-campus programs.
2. It is too early to assess point 2.
3. It is too early to assess point 3.

Specific Objective Activities

See Below

Proposed Modifications to this Objective

Since this five-year enrollment growth goal was derived from the state-level directive of the WVCTCS Campus Compact, which is not long a guiding document for the system, it is no longer recommended that the campus have a 22% goal rate. It is suggested that the college adopt the five-year goal rate of 5%.

Is this Objective on track to be met by December, 2020? No

If not, what are the actions to reach or mitigate this goal?

This college is developing a method to allow for greater instructional partnership between the college's academic divisions and in place high school teachers that would allow for college classes to be taught in rural and outlying areas while being in compliance with HLC requirements.

C. GOAL: The College will be the region's premier path to personal success through the recruitment, retention, graduation and job placement of our students.		
Objectives	**Assessments**	**HLC Criterion**
3. **Increase and enhance student engagement events.**	1. Increase the aggregate student attendance at college-sponsored events. 2. Increase the number and variety of college sponsored events. 3. Increase the percentage of the student body that participates in college-sponsored events.	Mission
Report on Assessments **N/A – See Below**		
Specific Objective Activities 1. **The college will be proposing a mandatory Student Activity fee, previous prevented by state policy, of $25 for fall 2108. It is expected this will generate approximately $100,000.** 2. **The college is creating a programming board with representative from students and all concerned divisions to guide the use of Student Activity Fee funds.** 3. **The college will hire a permanent Coordinator for Leadership and Engagement if student activity fee is approved.**		
Proposed Modifications to this Objective **None**		
Is this Objective on track to be met by December, 2020? Yes		
If not, what are the actions to reach or mitigate this goal?		

C. GOAL: The College will be the region's premier path to personal success through the recruitment, retention, graduation and job placement of our students.		
Objectives	**Assessments**	**HLC Criterion**
4. **Increase the job placement rates of recent graduates.**	1. Create a process and benchmark for the measurement of the job placement or professional school admission rate for recent graduates with academic year 2015-16 as a benchmark. 2. Increase this measure by 20%.	Teaching and Learning: Evaluation and Improvement

Report on Assessments

The college conducts a graduate survey each semester and includes questions about career plans and current employment. While valuable, it is felt that a six month follow up survey will be necessary.

NOTE: Only 21 graduates completed the survey, creating a significant measurement problem.

Results for Spring 2017 Graduates
n=101
Post-Graduation Plans at the time of Graduation:
- 38.61% are planning to enter the workforce.
- 27.72% are continuing their education at WVU Parkersburg
- 27.72% are continuing their education at another institution
- 16.83% are continuing their current employment

Specific Objective Activities

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? yes

If not, what are the actions to reach or mitigate this goal?

GOAL D: The College will lead our region with excellent, sustainable facilities and a financial condition that supports long-term institutional success.

D. GOAL: The College will lead our region with excellent, sustainable facilities and a financial condition that supports long-term institutional success.		
Objectives	**Assessments**	**HLC Criterion**
1. **Ensure long-term sustainability through sound fiscal planning and management.**	1. The college will provide a balanced Budget Assessment through: a. Reviewing budget documents to ensure expected revenues meet or exceed expenditures. b. Increase communication to budget managers outlining the college's strategic goals for resource allocation. c. Develop a contingency pool for unanticipated expenses. d. Maintain an expenditure priority to instruction, academic support and student services of 50% or higher.	Resources, Planning, and Institutional Effectiveness
Report on Assessments **Mid way through FY 2018, WVUP's annual operating budget remains balanced and all indications are that the college will finish FY 2018 with a balanced operating budget.**		
Specific Objective Activities **Budgets are monitored on a monthly basis with each budget manager receiving a budget to actual report. WVUP's Budget Analyst is available to meet with budget managers to resolve any questions they may have as well as to identify unfavorable budget variances that need to be addressed.** **An agency wide budget to actual report is submitted to the BOG and college President each month for the purpose of providing them with timely and accurate reports of the college's financial condition.**		

Proposed Modifications to this Objective

None at this time.

Is this Objective on track to be met by December, 2020? Yes
If not, what are the actions to reach or mitigate this goal?

D. GOAL: The College will lead our region with excellent, sustainable facilities and a financial condition that supports long-term institutional success.		
Objectives	**Assessments**	**HLC Criterion**
2. **Provide effective and safe stewardship of physical plant and all campus facilities.**	1. The College will: a. Maintain and review crime statistics maintained by campus security department. b. Budgeted and actual expenditures reflect allocation of resources to address deferred maintenance issues. c. Maintain a completed projects listing each year.	Resources, Planning, and Institutional Effectiveness Integrity: Ethical and Responsible Conduct

Report on Assessments

WVU at Parkersburg's campus police prepare incident reports for any crime or accident that occurs on campus. These statistics are maintained and reported as required to all state and federal agencies.

Goal D-2 requires WVUP's VP of Finance & Administration and Director of Facilities to develop a plan and create an annual capital budget to address on-going and deferred maintenance of the college's facilities as well as monitor and move forward with projects identified in the ten year Facilities Master Plan.

Specific Objective Activities
During the first half of FY 2018, WVUP has competed the replacement of all original HVAC units in the main building. Given that the original units were approaching 50 years of age, this is a significant improvement and addresses the most critical deferred maintenance item identified.

In the second half of FY 2018, the college will begin the process of upgrading and expanding the nursing skills lab. This is a project that was initially identified as a high priority need by the nursing accreditation board and will go a long way toward ensuring WVUP maintains a high quality nursing program. Additionally, the Workforce Education and Development facilities was reconditioned.

Proposed Modifications to this Objective

No modifications are needed at this time.

Is this Objective on track to be met by December, 2020? Yes
If not, what are the actions to reach or mitigate this goal?

D. GOAL: The College will lead our region with excellent, sustainable facilities and a financial condition that supports long-term institutional success.		
Objectives	**Assessments**	**HLC Criterion**

3. **Promote effective and supportive external partnerships.**	1. Outside Revenue Assessment
	  a. Develop a formal plan identifying the types of grants the college and WVUP Foundation should pursue and tie it to academic, plant and administrative needs.
	  b. Perform a feasibility study before accepting any new program start up grants to ensure long-term sustainability.
		Resources, Planning, and Institutional Effectiveness
		
		Mission

Report on Assessments

1. The college, using a competitive process, selected a firm to support its grant seeking activities. The firm:
a. Meets with appropriate WVUP personnel to determine project priorities, prior projects, future projects, and grant history.
b. Researches federal, state, and local government as well as private funding sources on behalf of **West Virginia University-Parkersburg in order to identify contacts and resources of support for projects identified by WVUP.**
c. Determines grants to apply for funding. Develop timelines and responsible contacts for necessary information. Contact/meet with appropriate parties and perform research to gather information needed for applications.
d. Reviews, drafts, and finalizes grant applications in a timely and efficient manner to foundations, corporations, government agencies, and other sources.
e. Prepares finalized grant applications including all attachments needed to complete a professional application.
f. Provides any follow-up information needed on grant application.
g. Developed a process of assessing organizational needs and goals regarding possible grants and future projects.
h. Prepares and submits to WVUP monthly report describing the activities that transpired during the prior monthly period.
i. Attends necessary related meeting as determined by the WVUP Vice President for Institutional Advancement. Meets with the college administration on at least a monthly basis to review grant possibilities, applications, status of project, etc.

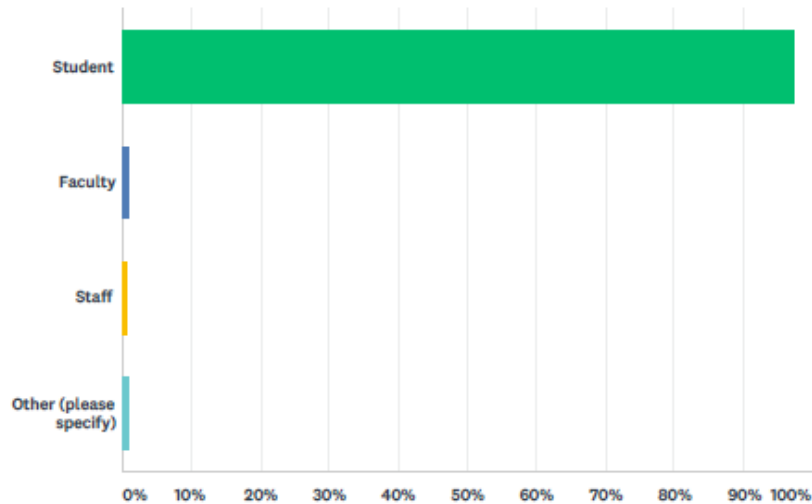**2.   WVUP recently updated its grant process.**

Specific Objective Activities

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

D. GOAL: The College will lead our region with excellent, sustainable facilities and a financial condition that supports long-term institutional success.		
Objectives	**Assessments**	**HLC Criterion**

4. Practice continual improvement of financial resources stewardship	1. Achieve a positive Composite Financial Index (CFI) score, without OPEB, of 1.1 or above on a yearly basis.
	2. Technology Assessment
	  a. Conduct an annual survey of student satisfaction of technology available in the classrooms, on-line learning system, library, labs, and common areas.
	  b. Conduct an annual survey of faculty to determine satisfaction of technology available in classrooms, on-line learning and office areas.
	  c. Utilize information gathered in surveys to develop a comprehensive technology plan.
		Resources, Planning, and Institutional Effectiveness
		
		Teaching and Learning: Quality, Resources, and Support
		
		Integrity: Ethical and Responsible Conduct

Report on Assessments

As of June 30, 2017 WVU at Parkersburg's CFI is projected to be 4.9 which is well above the strategic objective of 1.1 or above.

An IT survey was sent out in Fall 2017 to all students and faculty. Information gathered from the survey identified slow internet speed and performance of help desk staff as the two major areas of concern expressed by students and faculty. As a result, WVUP has entered into a contract with Suddenlink that will triple our current internet speed. Additionally, all help desk staff received additional training and will receive more intensive supervision in the future. A follow up survey will be conducted in Fall 2018.

IT Survey 2017

Q1 Please indicate your role at the College

Answered: 408   Skipped: 0

ANSWER CHOICES	RESPONSES	
Student	97.30%	397
Faculty	0.98%	4
Staff	0.74%	3
Other (please specify)	0.98%	4
TOTAL		408

#	OTHER (PLEASE SPECIFY)	DATE
1	I am a staff member plus I take classes	10/10/2017 8:42 AM
2	Student/workstudy	10/5/2017 1:45 PM
3	Student employee	10/5/2017 9:46 AM
4	Student and Staff	10/5/2017 9:37 AM

IT Survey 2017

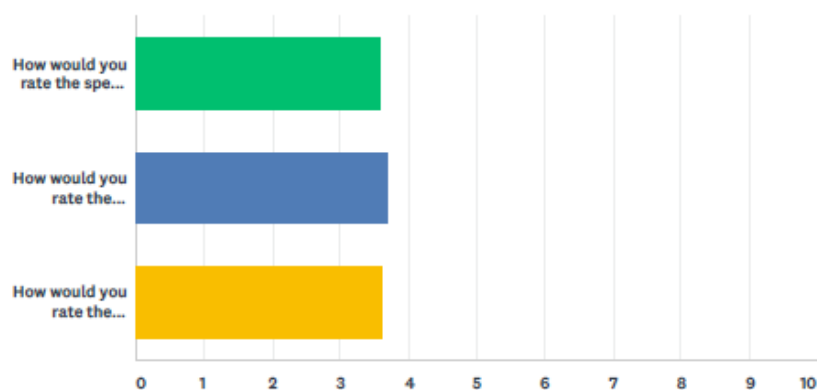## Q2 Network/Internet

Answered: 279   Skipped: 129
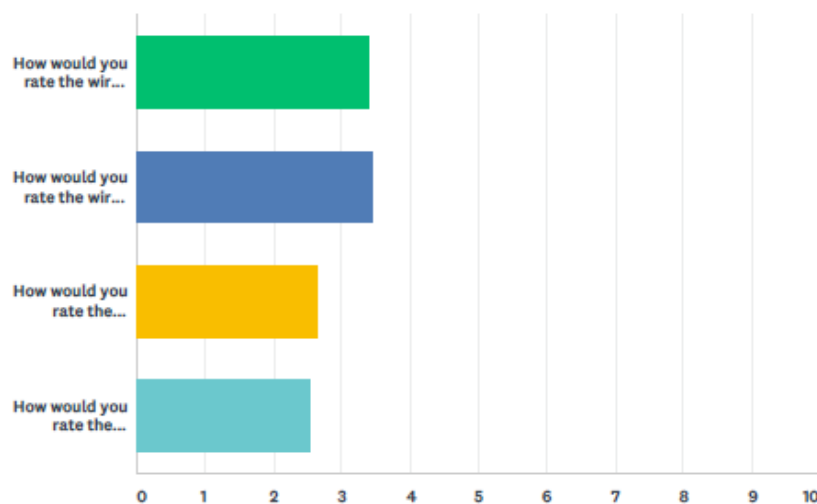
	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate the wired network (internet) speed?	12.95% 36	8.27% 23	28.06% 78	28.42% 79	22.30% 62	278	3.39
How would you rate the wired network (internet) reliability?	13.04% 36	9.42% 26	23.91% 66	26.81% 74	26.81% 74	276	3.45
How would you rate the wireless network (internet) speed?	26.47% 72	20.96% 57	26.47% 72	14.71% 40	11.40% 31	272	2.64
How would you rate the wireless network (internet) reliability?	29.93% 82	22.26% 61	21.53% 59	14.96% 41	11.31% 31	274	2.55

#	COMMENTS FOR "HOW WOULD YOU RATE THE WIRED NETWORK (INTERNET) SPEED?"	DATE
1	N/A	10/20/2017 8:07 AM
2	I rarely/never use the wired computers	10/9/2017 4:09 PM
3	lag and low reception	10/5/2017 10:50 PM
4	Normal internet excellent wifi horrible	10/5/2017 9:03 PM
5	It gets the job done when it's working.	10/5/2017 6:04 PM
6	Don't often use	10/5/2017 4:54 PM
7	Usually no real issues that are network related aside from an occasional faulty ether net plug.	10/5/2017 3:12 PM
8	I get faster service when I turn off the wifiBHImom	10/5/2017 2:49 PM
9	Online student	10/5/2017 2:47 PM
10	The only time I use school network is on Wed. evenings. Have had no problems	10/5/2017 2:36 PM
11	It's ok sometimes freezes	10/5/2017 12:48 PM
12	Slow at times	10/5/2017 12:18 PM

IT Survey 2017

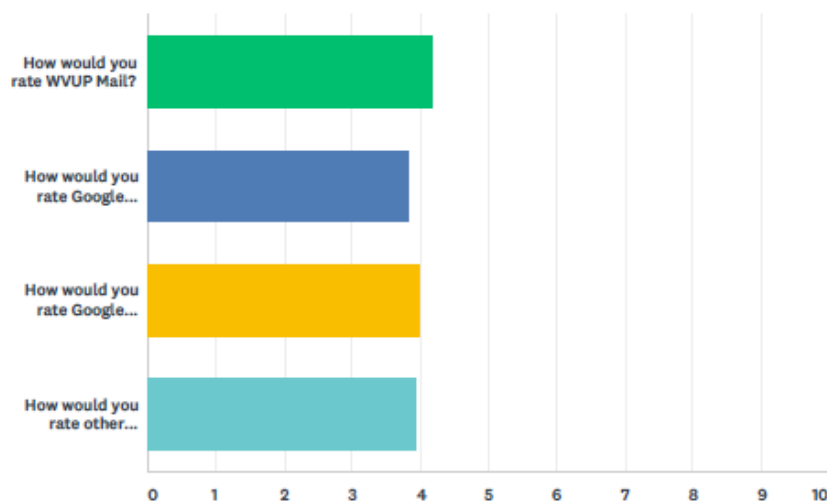## Q3 Computers

Answered: 262   Skipped: 146

	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate the speed of campus computers?	6.87% 18	7.63% 20	30.15% 79	30.15% 79	25.19% 66	262	3.59
How would you rate the reliability of campus computers?	7.25% 19	6.11% 16	25.19% 66	31.68% 83	29.77% 78	262	3.71
How would you rate the features of campus computers?	6.51% 17	7.66% 20	28.74% 75	31.42% 82	25.67% 67	261	3.62

#	COMMENTS FOR "HOW WOULD YOU RATE THE SPEED OF CAMPUS COMPUTERS?"	DATE
1	online student	10/9/2017 11:26 AM
2	Compared to my home pc they seem rather slow.	10/6/2017 7:34 PM
3	Kind of slow, they need updated I'm sure	10/6/2017 11:06 AM
4	what speed? connection slow. PCU Decent	10/5/2017 10:52 PM
5	Don't often use	10/5/2017 4:54 PM
6	I haven't used a campus computer	10/5/2017 1:53 PM
7	Can be pretty slow but not bad	10/5/2017 12:50 PM
8	Could be faster.	10/5/2017 12:01 PM
9	Speeds are ok.	10/5/2017 11:13 AM
10	No Complaints	10/5/2017 11:12 AM
11	Very slow.	10/5/2017 11:06 AM
12	I mainly gave this rating because of the computers in the CIT class. They are not very fast.	10/5/2017 11:01 AM
13	NA	10/5/2017 10:18 AM
14	Lab stations are always slow because other users never bother to sign out completely. Downloads can take hours.	10/5/2017 9:55 AM
15	Online Student, cannot answer	10/5/2017 9:45 AM
16	Good	10/5/2017 9:45 AM

IT Survey 2017

Q4 Google Apps

Answered: 262   Skipped: 146

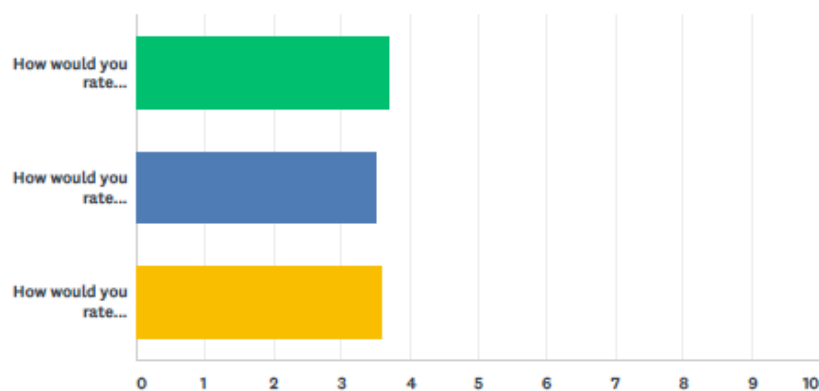|	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate WVUP Mail?	0.76% 2	3.44% 9	17.94% 47	33.21% 87	44.66% 117	262	4.18
How would you rate Google Calendar?	3.27% 8	3.27% 8	35.10% 86	24.90% 61	33.47% 82	245	3.82
How would you rate Google Drive?	1.19% 3	2.38% 6	30.95% 78	26.19% 66	39.29% 99	252	4.00
How would you rate other services offered through Google Apps?	1.20% 3	2.00% 5	32.80% 82	30.00% 75	34.00% 85	250	3.94

#	COMMENTS FOR "HOW WOULD YOU RATE WVUP MAIL?"	DATE
1	not a fan of gmail to begin with.	10/6/2017 11:21 AM
2	Too many emails	10/5/2017 7:34 PM
3	It is very helpful.	10/5/2017 5:21 PM
4	Works fine	10/5/2017 12:50 PM
5	I dont understand why some sites are blocked from sending emails to the wvup email	10/5/2017 11:04 AM
6	I'm too afraid to block E-FYI's and the Bookstore. E-FYI's aren't so bad this semester, but I get a ridiculous amount of messages from the Bookstore.	10/5/2017 10:05 AM
7	Don't use them	10/5/2017 9:58 AM
8	Too much sent.	10/5/2017 9:53 AM
9	It's pretty good	10/5/2017 9:46 AM
#	COMMENTS FOR "HOW WOULD YOU RATE GOOGLE CALENDAR?"	DATE
1	I don't use it so N/A	10/11/2017 10:17 AM

IT Survey 2017

## Q5 Learning Management System (BlackBoard)

Answered: 257   Skipped: 151

	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate BlackBoard's reliability?	7.39% 19	6.61% 17	23.35% 60	32.68% 84	29.96% 77	257	3.71
How would you rate BlackBoard's features?	8.98% 23	9.38% 24	26.17% 67	32.42% 83	23.05% 59	256	3.51
How would you rate BlackBoard's content?	7.03% 18	8.98% 23	26.17% 67	32.81% 84	25.00% 64	256	3.60

#	COMMENTS FOR "HOW WOULD YOU RATE BLACKBOARD'S RELIABILITY?"	DATE
1	It often glitches during exams.	10/7/2017 8:32 AM
2	It doesn't always send alerts and it breaks down a bit.	10/5/2017 6:08 PM
3	Very reliable, in the right professors hands.	10/5/2017 5:22 PM
4	it seems great on desktop or laptop. completely useless on a phone. fine on a tablet	10/5/2017 3:15 PM
5	certain parts aren't totally compatible with my apple computers	10/5/2017 1:56 PM
6	Frequently have problema uploading projects; no status bar on uploads so it's tough to tell what's happening	10/5/2017 12:52 PM
7	Freezes up and crashes at times. Still unsure how the mail works through it.	10/5/2017 12:02 PM
8	It seems like no one ever posts anything	10/5/2017 11:22 AM
9	I don't trust it exsepically when Cisco and Person is involved.	10/5/2017 11:06 AM
10	Reliable but messy and some teachers dont bother using it	10/5/2017 11:05 AM
11	I have one class that lists all the assignments four times. The teacher hasn't fixed it.	10/5/2017 10:50 AM
12	Will sometimes not post things right away or give reminders for upcomming assignments like it should.	10/5/2017 10:21 AM
13	Better if default would show tests and what was wrong.	10/5/2017 10:19 AM
14	I find it to be easily accessible. I think some instructors just have trouble getting everything put together, and I don't mean that as a personal attack.	10/5/2017 10:06 AM
15	Pay ridiculous amount fee for nothing	10/5/2017 10:02 AM

IT Survey 2017

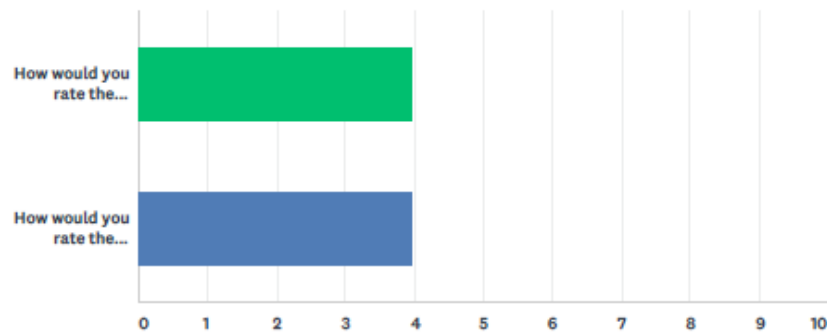# Q6 Phones

Answered: 221   Skipped: 187
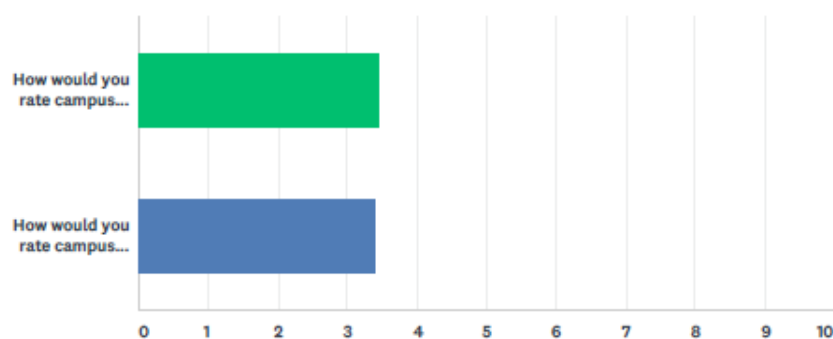
	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate campus phone reliability?	6.33% 14	5.88% 13	42.53% 94	26.24% 58	19.00% 42	221	3.46
How would you rate campus phone features?	8.18% 18	4.55% 10	45.00% 99	24.55% 54	17.73% 39	220	3.39

#	COMMENTS FOR "HOW WOULD YOU RATE CAMPUS PHONE RELIABILITY?"	DATE
1	Never used it so N/A	10/11/2017 10:18 AM
2	I do not use	10/9/2017 2:06 PM
3	Never Used	10/8/2017 3:21 PM
4	n/a	10/8/2017 2:37 PM
5	N/A	10/8/2017 9:48 AM
6	Haven't used campus phones	10/6/2017 7:37 PM
7	Don't use	10/5/2017 11:10 PM
8	The campus has phones we can use? Where? again news to me	10/5/2017 10:55 PM
9	I've never used a campus phone.	10/5/2017 6:09 PM
10	What is that?	10/5/2017 4:00 PM
11	I don't use campus phones.	10/5/2017 3:34 PM
12	landlines? unknown.	10/5/2017 3:16 PM
13	I haven't used the phones on campus	10/5/2017 1:56 PM
14	Not used	10/5/2017 12:53 PM
15	dont use	10/5/2017 12:30 PM
16	I've not used phones on campus so I'm marking middle of the road	10/5/2017 12:22 PM
17	I don't use your phones.	10/5/2017 11:06 AM
18	Have never used phones	10/5/2017 10:56 AM
19	never used	10/5/2017 10:50 AM
20	NA	10/5/2017 10:19 AM

IT Survey 2017

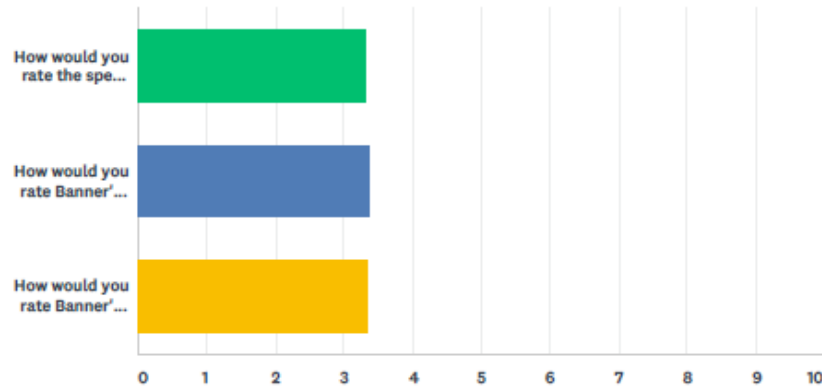## Q7 Customer Service / Help Desk

Answered: 231   Skipped: 177

	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate the helpfulness of the IT Help Desk and IT staff?	3.04% 7	3.91% 9	27.39% 63	26.52% 61	39.13% 90	230	3.95
How would you rate the response time of the IT Help Desk and IT staff?	2.61% 6	3.48% 8	26.52% 61	27.83% 64	39.57% 91	230	3.98

#	COMMENTS FOR "HOW WOULD YOU RATE THE HELPFULNESS OF THE IT HELP DESK AND IT STAFF?"	DATE
1	They're usually rude whenever I need help and look at me as f I should already know what I'm doing.	10/11/2017 10:18 AM
2	depending who you get, sometimes it seems to be a bother to help . Just certain members.	10/10/2017 8:46 AM
3	Very courteous and helpful!	10/8/2017 11:10 AM
4	N/A	10/8/2017 9:49 AM
5	very fast and accurate	10/7/2017 1:08 AM
6	I haven't personally used it but the IT staff always comes in for us in CIT classrooms.	10/6/2017 7:38 PM
7	Not helpful to have punk kids with poor attitudes trying to figure out important technical problems	10/6/2017 11:11 AM
8	Never used	10/5/2017 11:10 PM
9	Always helpful	10/5/2017 10:56 PM
10	The IT staff are exceptionally good, as soon as I get someone on the other end of the phone, I'm confident that my problem will be solved.	10/5/2017 8:42 PM
11	They seem nice enough and knowledgeable in person. I don't always like communicating through email but that's not all on them.	10/5/2017 6:10 PM
12	Extremely helpful an.d always willing to help	10/5/2017 5:24 PM
13	haven't needed/used	10/5/2017 3:16 PM
14	Never had to use them	10/5/2017 2:38 PM
15	Not used	10/5/2017 12:53 PM
16	dont use	10/5/2017 12:30 PM
17	have not had to use	10/5/2017 12:22 PM

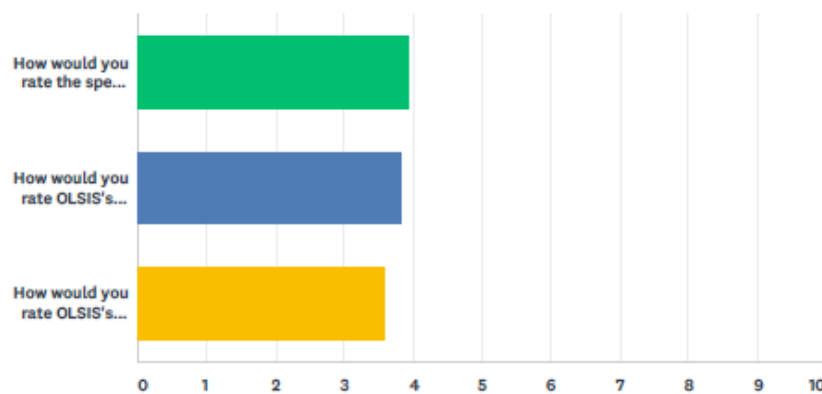IT Survey 2017

Q8 Banner

Answered: 197   Skipped: 211

	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate the speed of Banner?	4.08% 8	6.63% 13	57.65% 113	16.33% 32	15.31% 30	196	3.32
How would you rate Banner's features?	3.59% 7	5.13% 10	57.95% 113	18.46% 36	14.87% 29	195	3.36
How would you rate Banner's ease of use?	4.59% 9	5.61% 11	56.12% 110	18.88% 37	14.80% 29	196	3.34

#	COMMENTS FOR "HOW WOULD YOU RATE THE SPEED OF BANNER?"	DATE
1	What is Banner? N/A	10/11/2017 10:19 AM
2	sometimes slow, then other days great	10/10/2017 8:47 AM
3	I do not use banner	10/10/2017 8:45 AM
4	Never used	10/8/2017 3:22 PM
5	?	10/8/2017 2:38 PM
6	N/A	10/8/2017 9:50 AM
7	Unsure of what Banner is...	10/6/2017 7:39 PM
8	I don't even know what Banner is	10/6/2017 11:12 AM
9	Never used	10/5/2017 11:11 PM
10	what is Banner? No clue	10/5/2017 10:56 PM
11	Never used banner	10/5/2017 9:05 PM
12	What is Banner?	10/5/2017 7:36 PM
13	I don't know what this is.	10/5/2017 6:11 PM
14	What is this?	10/5/2017 4:00 PM
15	I don't use Banner.	10/5/2017 3:36 PM
16	unaware of banner	10/5/2017 3:17 PM
17	Not used	10/5/2017 12:54 PM

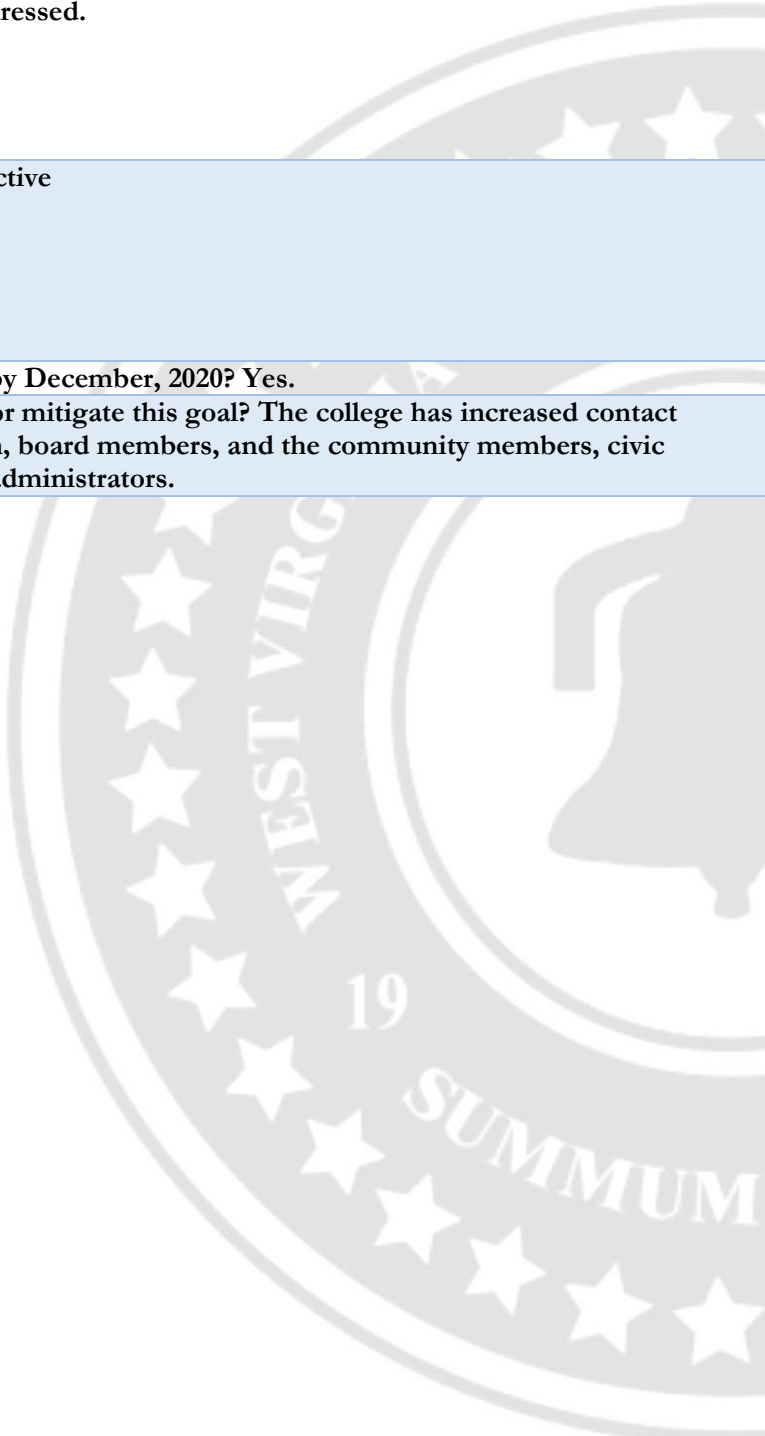IT Survey 2017

Q9 OLSIS

Answered: 232   Skipped: 176

	UNSATISFACTORY	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL	WEIGHTED AVERAGE
How would you rate the speed of OLSIS?	3.02% 7	5.17% 12	18.10% 42	43.10% 100	30.60% 71	232	3.93
How would you rate OLSIS's features?	3.04% 7	8.26% 19	23.04% 53	34.78% 80	30.87% 71	230	3.82
How would you rate OLSIS's ease of use?	6.90% 16	11.21% 26	24.57% 57	31.90% 74	25.43% 59	232	3.58

#	COMMENTS FOR "HOW WOULD YOU RATE THE SPEED OF OLSIS?"	DATE
1	Average, if you know where you're going.	10/5/2017 5:26 PM
2	Works fine	10/5/2017 12:54 PM
3	It takes forever to load, especially at JCC	10/5/2017 11:15 AM
4	Never had much problems with it	10/5/2017 11:12 AM
5	I haven't seen a problem with OLSIS yet.	10/5/2017 11:06 AM

#	COMMENTS FOR "HOW WOULD YOU RATE OLSIS'S FEATURES?"	DATE
1	it'd be easier if everything was more condensed	10/11/2017 10:20 AM
2	clunky sometimes	10/5/2017 11:48 PM
3	could be a page only for easy enrollment. like a one page click option with little typing.	10/5/2017 10:57 PM
4	Could be good and useful, but many seem to be in locations unrelated to them.	10/5/2017 5:26 PM
5	could be streamlined. can be cumbersome	10/5/2017 3:18 PM
6	Good	10/5/2017 12:54 PM
7	Can be confusing to navigate.	10/5/2017 12:04 PM
8	It works and it has all the features i would need.	10/5/2017 11:12 AM
9	It doesn't stand out from a 90s website.	10/5/2017 11:06 AM
10	Sometimes I have to extra time to go through different categories to find what I need.	10/5/2017 11:01 AM
11	signing up to courses is easy, but not much else to do there.	10/5/2017 10:51 AM

The areas of the current technology plan that have been a focus over the past year are working closely with Wood County Schools to streamline how we share information about our mutual students.

Specific Objective Activities

We will continue to allocate the resources necessary to ensure that WVUP's information technology needs are adequately addressed.

Proposed Modifications to this Objective

None.

Is this Objective on track to be met by December, 2020? Yes.

If not, what are the actions to reach or mitigate this goal? The college has increased contact between faculty, staff, administration, board members, and the community members, civic organizations, legislators, and state administrators.

GOAL E: The College will foster excellent community relationships and maintain a superb reputation.

E. GOAL: The College will foster excellent community relationships and maintain a superb reputation.		
Objectives	**Assessments**	**HLC Criterion**
1. **By July 2020, 100 percent of businesses and companies who receive services and support from WVUP programs report satisfaction.**	1. Satisfaction survey results reported annually and used to develop improvement plan used to measure progress. 2. The college publicly recognizes the contributions of its community partners, celebrating the unique characteristics of each partnership and its benefit to student success through annual reporting and events that include recognition of community partners.	Teaching and Learning: Evaluation and Improvement
Report on Assessments 1. **Industrial Sector partnership meetings, and Academic program advisory boards will continue to meet and inform academic design.** 2. **Will collaborate with Institutional Research to validate and modify (if necessary) survey instruments.** 3. **WVUP honors our 'Community Partner of the Year' during the spring Honors Ceremony. In 2017, the recipient was the Wood County Board of Education. In addition to the certificate presentation, several PR activities were conducted.** 4. **Beginning in FY 2018, WVUP will increase our recognition of community partners through various PR events.**		
Specific Objective Activities 1. **We have established a for credit Advanced Manufacturing program with Hino that will produce 15 graduates per cohort, all paid for by the employer.** 2. **We are establishing a for credit connection with childcare agencies to provide bachelor level credentials to regional childcare providers.** 3. **We are preparing to offer our next cohort of Chemical and Polymer Technician in partnership with DuPont and Chemours.**		
Proposed Modifications to this Objective		

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

E. GOAL: The College will foster excellent community relationships and maintain a superb reputation.		
Objectives	**Assessments**	**HLC Criterion**
2. **The college will be the region's primary partner for workforce training.**	1. Increase the number of clock hours for workforce/employer training by 15%. 2. Consistently increase number of workforce/training credentials awarded. 3. Increased number of completers in non-credit skillset programs. 4. Increase number of employers served.	Mission Teaching and Learning: Evaluation and Improvement

Report on Assessments

- **Total Skill Sets Delivered from 15/16 (Registrants: 1903 and Contact Hours: 20432) 16/17 (Registrants: 4658 and Contact Hours: 45808.5) = 245% increase**
- **Employers Served: 15/16 = 26 and 16/17 = 93. This is a 358% increase**
- **Employee Training Registrants: 15/16 = 87 and 16/17 = 157. This is a 180% increase**
- **Employer Training Contact Hours: 15/16 = 1946 and 16/17 = 3742.5. This is a 192% increase.**

Specific Objective Activities

The creation of a position titled Account Sales Executive and filled by Kurt Knopp has resulted in an exceptional growth especially in short-term and training services for industry.

Proposed Modifications to this Objective

One

Is this Objective on track to be met by December, 2020? Yes
If not, what are the actions to reach or mitigate this goal?

E. GOAL: The College will foster excellent community relationships and maintain a superb reputation.		
Objectives	**Assessments**	**HLC Criterion**
3. **The foundation and institutional advancement will increase the engagement of students, faculty, staff, parents and the community of West Virginia University at Parkersburg.**	1. Increase in the number of annual gifts to WVUP by 20%. 2. Increase in the level of giving to WVUP by 20% 3. Increase the number of givers who provide regular support by 20%	Mission Resources, Planning, and Institutional Effectiveness

Report on Assessments

Annual Gifts	Baseline 2016	Jan-Dec 2017	2021 Goal
Increase in number of annual gifts	134	95	147
Increase in level of giving	259,631	118,918	288,594
Increase in number of givers who provide regular support (retained year to year)	122	71	134

Specific Objective Activities

1. Raiser's Edge software is being utilized to track alumni. The number of contacts was increased from less than 500 to more than 3,000 in 2017.
2. The WVUP Foundation has applied and been approved for $15,000 in tax credits to be awarded by 6/30/18. This should result in $30,000 donated for student emergency support.
3. Employee payroll donations are made by 41 faculty and staff which generated an additional $9,422 in 2017.

Proposed Modifications to this Objective

We are formulating specific campaigns to support four priority needs recently identified by the College. Communication of need and targeted activities will increase the number of new donors, the retention of current donors and an increase in support for the College.

Is this Objective on track to be met by December, 2020? Yes In 2018 Institutional Advancement will strengthen engagement and participation. In 2017 the objective was to increase the number of alumni contacts. In 2018 the objective is to engage them in ways to increase giving. Additionally there will be stronger emphasis on online giving and campaigns designed to attract new donors in the regions we serve.

If not, what are the actions to reach or mitigate this goal?

GOAL F: The College will provide the optimal institutional climate for all campus members to achieve community success and professional satisfaction.

F. GOAL: The College will provide the optimal institutional climate for all campus members to achieve community success and professional satisfaction.		
Objectives	**Assessments**	**HLC Criterion**
1. **85 percent of the student body will report a positive attitude about academics, commitment to college, and sense of belonging and social connectedness.**	1. A valid and reliable survey conducted by December 2016 and each year afterward to produce an annual analysis that is used as the basis for climate improvement plan designed to improve baseline.	Integrity: Ethical and Responsible Conduct
Report on Assessments 1. Student assessments occur during commencement each semester. In the Fall 2017 semester, 44.12% rated their overall experience at WVU Parkersburg as very good and 39.22% rated their experience as excellent. No graduate rated it as poor.		
Specific Objective Activities		
Proposed Modifications to this Objective		
Is this Objective on track to be met by December, 2020? Yes		
If not, what are the actions to reach or mitigate this goal?		

F. GOAL: The College will provide the optimal institutional climate for all campus members to achieve community success and professional satisfaction.		
Objectives	**Assessments**	**HLC Criterion**
2. **85 percent of full time faculty and staff will report positive attitudes and engagement with students and the college.**	1. A valid and reliable survey conducted by July 2016 and each year afterward to produce an annual analysis that is used as the basis for climate improvement plan designed to improve baseline. 2. Establishment of a new employee orientation program. 3. The college will develop a transparent, ongoing evaluation process for all employees that is both fair and respectful, focusing on continual communication and improvement.	Integrity: Ethical and Responsible Conduct

Report on Assessments

<u>**West Virginia University at Parkersburg 2016 Noel Levitz Employee Satisfaction Results Summary**</u>

Overall satisfaction of our employees: 3.57 out of 5

The responses are color coded to show where they appear multiple times within the summary

Green Font: Response was most important to employees and also most satisfying.
Red Font: Response was least important to employees and also least satisfying.
Purple Font: Response was least satisfying and had the largest gap from being most important to least satisfying.

Top five responses that are most important to our employees:
1. This institution treats students as its top priority
2. This institution is well-respected in the community
3. The reputation of this institution continues to improve

<u>**West Virginia University at Parkersburg 2017 Noel Levitz Employee Satisfaction Results Summary**</u>

Overall satisfaction of our employees: 3.78 out of 5

The responses are color coded to show where they appear multiple times within the summary

Green Font: Response was most important to employees and also most satisfying.
Red Font: Response was least important to employees and also least satisfying.
Purple Font: Response was least satisfying and had the largest gap from being most important to least satisfying.

Top five responses that are most important to our employees:
1. This institution treats students as its top priority
2. This institution promotes excellent employee-student relationships
3. This institution does a good job of meeting the needs of students
4. Faculty take pride in their work

4. This institution does a good job of meeting the needs of students
5. My supervisor pays attention to what I have to say

5. Staff take pride in their work

Top five responses that are most satisfying to our employees:

1. My supervisor pays attention to what I have to say
2. The work I do is appreciated by my supervisor
3. I am proud to work at this institution
4. The type of work I do on most days is personally rewarding
5. Staff take pride in their work

Top five responses that are most satisfying to our employees:

1. My supervisor pays attention to what I have to say
2. The type of work I do on most days is personally rewarding
3. The work I do is appreciated by my supervisor
4. My supervisor helps me improve my job performance
5. I am proud to work at this institution

Top five responses that are least important to our employees:

1. This institution does a good job of meeting the needs of administrators
2. I am comfortable answering student questions about institutional policies and procedures
3. I have adequate opportunities for advancement
4. This institution consistently follows clear processes for recognizing employee achievements
5. The mission, purpose, and values of this institution are well understood by most employees

Top five responses that are least important to our employees:

1. I have adequate opportunities for advancement
2. My department or work unit has written, up-to-date objectives
3. This institution consistently follows clear processes for recognizing employee achievements
4. My department meets as a team to plan and coordinate work
5. This institution does a good job of meeting the needs of administrators

Top five responses that are least satisfying to our employees:

1. This institution consistently follows clear processes for orienting and training new employees
2. There are effective lines of communication between departments
3. This institution consistently follows clear processes for recognizing employee achievements
4. I am paid fairly for the work I do

Top five responses that are least satisfying to our employees:

1. I am paid fairly for the work I do
2. I have adequate opportunities for advancement
3. This institution consistently follows clear processes for recognizing employee achievements
4. There are effective lines of communication between departments

5. I have adequate opportunities for advancement	5. This institution consistently follows clear processes for orienting and training new employees
Top five responses that have the largest gap from most important to least satisfied: 1. This institution consistently follows clear processes for orienting and training new employees 2. I am paid fairly for the work I do 3. There are effective lines of communication between departments 4. This institution plans carefully 5. My department has the staff needed to do its job well	**Top five responses that have the largest gap from most important to least satisfied:** 1. I am paid fairly for the work I do 2. There are effective lines of communication between departments 3. My department has the staff needed to do its job well 4. This institution is well-respected in the community 5. This institution involves its employees in planning for the future
Top three goal our employees believed should be the institution's top priorities: 1. Retain more of its current students to graduation 2. Increase the enrollment of new students 3. Improve employee morale	**Top three goal our employees believed should be the institution's top priorities:** 1. Retain more of its current students to graduation 2. Increase the enrollment of new students 3. Develop new academic programs

Specific Objective Activities

A new, comprehensive employee orientation program was establish in Fall 2017.

Proposed Modifications to this Objective

Bring Objectives in line with assessment instrument.

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

F. GOAL: The College will provide the optimal institutional climate for all campus members to achieve community success and professional satisfaction.		
Objectives	**Assessments**	**HLC Criterion**
3. **Promote excellence, leadership, and diversity in employees.**	1. The college will provide methods or recognition for employees who demonstrate leadership actions. 2. Leadership opportunities will be addressed using a documented diversity of backgrounds, experiences and points of view. 3. 100% of classified employees will be "fully funded" according to the classified salary schedule.	Integrity: Ethical and Responsible Conduct Resources, Planning, and Institutional Effectiveness

Report on Assessments

1. Faculty and staff are recognized at a variety of events annually, including the Honors Ceremony, Scholars Ceremony, and Commencement. They are also recognized periodically by the President's Office and during Board of Governor's Meetings. During the fall professional development week, faculty and staff were recognized for their involvement in community organizations and activities.
2. WVU Parkersburg has fully funded the classified staff salary schedule for 100% of classified employees.

Specific Objective Activities

1. Institutional Advancement, along with the WVUP Foundation and the President's Office is continuing to increase recognition of employees.

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?

F. GOAL: The College will provide the optimal institutional climate for all campus members to achieve community success and professional satisfaction.		
Objectives	**Assessments**	**HLC Criterion**
4. **The college will recognize and develop opportunities for both faculty and staff professional development.**	1. Increase the number professional education opportunities available on campus by 20%. 2. Number of facility participating in documented professional development. 3. Number of staff participating in document professional development. 4. Provide at least two annual professional development opportunities. 5. Number of employees using the college's tuition waiver benefit.	Resources, Planning, and Institutional Effectiveness

Report on Assessments

1. The WVUP Foundation and WVUP has increased the resources available for professional development.
2. In 2017, four faculty members have received $2500 each to support professional development through attending conferences or pursuing additional education.
3. In 2017, four staff have participated in professional development activities, including attending conferences and pursing education.
4. The Center for Teaching Excellence (CTE) opened in the fall 2017 semester to serve as an incubator of continuous improvement for academic quality. Directed by Dr. Torie Jackson, the CTE will focus on professional development for faculty.
5. Spring 2017: six employees used the tuition waiver benefit (value of $6744.02)
   Fall 2017: five employees are using the tuition waiver benefit (value of $5770.00)

Specific Objective Activities

Proposed Modifications to this Objective

Is this Objective on track to be met by December, 2020? Yes

If not, what are the actions to reach or mitigate this goal?