

**PATRICK HENRY COMMUNITY COLLEGE  
LOCAL FUNDS SUMMARY  
Period Ending October 31, 2018**

<u>FUND BALANCES</u>	<u>BEG. BAL.</u>	<u>NET INCOME</u>	<u>END. BAL.</u>
LOCALITY FUNDS	\$471,365.65	\$27,432.73	\$498,798.38
AUXILIARY FUNDS <sup>1</sup>	\$1,141,610.48	\$18,029.62	\$1,159,640.10
STUDENT ACTIVITY FUNDS	\$21,860.99	\$23,477.09	\$45,338.08
PARKING FUNDS	<u>\$212,490.92</u>	<u>\$28,638.46</u>	<u>\$241,129.38</u>
<b>TOTAL LOCAL FUNDS</b>	<b>\$1,847,328.04</b>	<b>\$97,577.90</b>	<b>\$1,944,905.94</b>

<sup>1</sup>Including Investment Gain/Loss

**PATRICK HENRY COMMUNITY COLLEGE  
LOCALITY FUND BUDGET REPORT  
Period Ending October 31, 2018**

<b>REVENUES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
401020	Henry County	\$59,442.00		\$59,442.00
401040	Martinsville	\$19,835.00	\$19,835.00	\$0.00
401030	Patrick County	\$17,322.00	\$4,330.50	\$12,991.50
	<u>Bank Interest</u>	<u>\$5,000.00</u>	<u>\$3,709.77</u>	<u>\$1,290.23</u>
<b>TOTAL REVENUES</b>		<b>\$101,599.00</b>	<b>\$27,875.27</b>	<b>\$73,723.73</b>

<b>EXPENSES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
460040	61257 Physical Plant Repair & Maintenance	\$8,000.00		\$8,000.00
460010	68800 Contingency Expenses	\$7,500.00		\$7,500.00
460060	61246 Bank Charges	\$1,000.00	\$442.54	\$557.46
470010	<u>62320 Plant &amp; Improvements-Construction</u>	<u>\$40,000.00</u>		<u>\$40,000.00</u>
<b>TOTAL EXPENSES</b>		<b>\$56,500.00</b>	<b>\$442.54</b>	<b>\$56,057.46</b>
<b>NET INCOME</b>		<b>\$45,099.00</b>	<b>\$27,432.73</b>	<b>\$17,666.27</b>

**LOCALITY FUND BALANCE**

<u>BEGINNING</u> <u>BALANCE</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
\$471,365.65	\$27,432.73	\$498,798.38

**PATRICK HENRY COMMUNITY COLLEGE  
AUXILIARY FUND BUDGET REPORT  
Period Ending October 31, 2018**

<b>REVENUES</b>			<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
406500	40751	College Bookstore	\$30,000.00	\$24,810.34	\$5,189.66
406510	40751	Vending	\$19,000.00	\$6,835.35	\$12,164.65
406030	40751	Cateteria	\$10,000.00		\$10,000.00
406530	40751	Miscellaneous	\$0.00	\$75.65	(\$75.65)
<b>TOTAL REVENUES</b>			<b>\$59,000.00</b>	<b>\$31,721.34</b>	<b>\$27,278.66</b>

<b>EXPENSES</b>			<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
		Transfer to Student Activities	\$20,000.00	\$20,000.00	\$0.00
465020		President's Office/Community Relations	\$10,000.00	\$2,895.00	\$7,105.00
465030		Administration Local Expenses	\$5,000.00	\$7.57	\$4,992.43
465040		Local Board Expenses	\$3,000.00	\$583.68	\$2,416.32
465050		Contingency	\$2,000.00	\$30.00	\$2,030.00
470010	62320	Plant & Improvements-Construction	\$15,000.00	\$7,000.00	\$8,000.00
<b>TOTAL EXPENSES</b>			<b>\$55,000.00</b>	<b>\$30,516.25</b>	<b>\$24,543.75</b>
<b>NET INCOME</b>			<b>\$4,000.00</b>	<b>\$1,205.09</b>	

<b>AUXILIARY FUND BALANCE</b>				
	<u>BEGINNING</u> <u>BALANCE</u>	<u>INVEST.</u> <u>GAIN/LOSS</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
	\$1,141,610.48	\$16,824.53	\$1,205.09	\$1,159,640.10

**PATRICK HENRY COMMUNITY COLLEGE**  
**AUXILIARY FUNDS INVESTMENT PERFORMANCE**  
**September 30, 2018**

	<u>Amount</u>
<b>BEGINNING VALUE</b>	\$665,524.59
Plus cash deposits	\$0.00
<u>Less cash withdrawals</u>	<u>\$0.00</u>
<b>ADJUSTED BASIS</b>	<b>\$665,524.59</b>

			<u>Month</u> <u>Return</u>	<u>FYTD</u> <u>Return</u>	<u>Cum.</u> <u>Return</u>
<b>PORTFOLIO VALUE AS OF</b>	7/31/2018	\$679,988.88	2.17%	2.17%	13.33%
	8/31/2018	\$680,718.12	0.11%	2.28%	13.45%
	9/30/2018	\$682,349.12	0.24%	2.53%	13.72%

Gain/Loss	\$16,824.53
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**PATRICK HENRY COMMUNITY COLLEGE  
STUDENT ACTIVITIES BUDGET REPORT  
Period Ending October 31, 2018**

<b>REVENUES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
100850	Student Activity Fees	\$125,000.00	\$62,277.28	\$62,722.72
	From Auxiliary Funds	\$20,000.00	\$20,000.00	\$0.00
	<u>Club Receipts</u>	<u>\$5,000.00</u>	<u>\$1,895.74</u>	<u>\$3,104.26</u>
<b>TOTAL REVENUES</b>		<b>\$150,000.00</b>	<b>\$84,173.02</b>	<b>\$65,826.98</b>
<b>EXPENSES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
90101	<u>Student Activities &amp; Cultural Events</u> (See Following Schedule)	<u>\$150,000.00</u>	<u>\$60,695.93</u>	<u>\$89,304.07</u>
<b>TOTAL EXPENSES</b>		<b>\$150,000.00</b>	<b>\$60,695.93</b>	<b>\$89,304.07</b>
<b>NET INCOME</b>		<b>\$0.00</b>	<b>\$23,477.09</b>	<b>(\$23,477.09)</b>

<b>STUDENT ACTIVITIES FUND BALANCE</b>			
	<u>BEGINNING</u> <u>BALANCE</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
	\$21,860.99	\$23,477.09	\$45,338.08

STUDENT ACTIVITIES FUNDS BUDGET REPORT PERIOD ENDING October 31, 2018										
DEPT. CODE	ACTIVITY	BALANCE FORWARD 6/30/2018	TRANSFER FROM AUXILIARY	CLUB RECEIPTS	STUDENT ACTIVITIES FEE BUDGET	STUDENT ACTIVITIES FEES-ACTUAL	AVAILABLE FUNDS	CLUB EXPENSES	ENDING BALANCE	
	<b>BUDGETED REVENUES</b>		<b>\$20,000.00</b>	<b>\$5,000.00</b>	<b>\$125,000.00</b>	<b>\$62,277.28</b>	<b>\$87,277.28</b>			
994010	INTERNATIONAL CLUB	\$13.85		\$7.00	\$500.00	\$249.11	\$269.96	\$269.96		
994020	ALLIANCE FOR EXCELLENCE	\$716.63			\$600.00	\$298.93	\$1,015.56	\$1,009.29		
994030	EARLY CHILDHOOD CLUB	\$819.78			\$500.00	\$249.11	\$1,068.89	\$1,068.89		
994060	CAMPUS LIFE	\$1,515.48		\$28.75	\$6,000.00	\$2,989.31	\$4,533.54	(\$1,492.53)		
994070	PHI THETA KAPPA	\$2,487.37		\$30.00	\$1,000.00	\$498.22	\$3,015.59	\$3,015.59		
994080	INTERCOLLEGIATE ATHLETICS	(\$2,642.53)	\$20,000.00	\$1,602.00	\$98,000.00	\$48,825.39	\$67,784.86	\$13,323.27		
994090	INTRAMURALS	\$563.30			\$1,500.00	\$747.33	\$1,310.63	\$1,310.63		
994100	STUDENT GOV ASSOC	\$2,742.75			\$2,150.00	\$1,071.17	\$3,813.92	\$3,813.92		
994120	ENVIRONMENTAL CLUB	\$862.14			\$200.00	\$99.64	\$961.78	\$961.78		
994130	STUDENT NURSES ASSOC	\$3,733.33		\$38.00	\$500.00	\$249.11	\$4,020.44	\$3,948.44		
994140	CULINARY CLUB	\$444.80			\$0.00	\$0.00	\$444.80	\$444.80		
994160	STUDENT SERVICES ADV	\$349.41		\$160.00	\$300.00	\$149.47	\$658.88	\$628.88		
994180	PLAY DAY, FALL FEST	\$1.41			\$4,000.00	\$1,992.87	\$1,994.28	\$1,994.28		
994200	BROWN BAG SEMINAR	\$548.11		\$29.99	\$750.00	\$373.66	\$951.76	\$851.76		
994210	DISCRETIONARY SA FUND	\$1,319.48			\$4,000.00	\$1,992.87	\$3,312.35	\$3,312.35		
994230	VETERANS CLUB	\$601.27			\$500.00	\$249.11	\$850.38	\$850.38		
994250	CULTURAL EVENTS	\$3,380.49			\$3,000.00	\$1,494.65	\$4,875.14	\$4,875.14		
994260	STUDENT AWARDS BANQUET	\$143.29			\$1,000.00	\$498.22	\$641.51	\$641.51		
994360	ADMIN OF JUSTICE ASSOC	\$3,060.67			\$0.00	\$0.00	\$3,060.67	\$3,060.67		
994390	SMA	\$1,199.95			\$500.00	\$249.11	\$1,449.06	\$1,449.06		
<b>BUDGET TOTALS</b>		<b>\$21,860.98</b>	<b>\$20,000.00</b>	<b>\$1,895.74</b>	<b>\$125,000.00</b>	<b>\$62,277.28</b>	<b>\$106,034.00</b>	<b>\$60,695.93</b>	<b>\$45,338.07</b>	

**PATRICK HENRY COMMUNITY COLLEGE  
PARKING FUNDS BUDGET REPORT  
Period Ending October 31, 2018**

<u>REVENUES</u>	<u>BUDGET</u>	<u>ACTUAL</u>	<u>VARIANCE</u>
409010 Student Parking Fees	<u>\$48,000.00</u>	<u>\$28,638.46</u>	<u>\$19,361.54</u>
<b>TOTAL REVENUES</b>	<b>\$48,000.00</b>	<b>\$28,638.46</b>	<b>\$19,361.54</b>
<u>EXPENSES</u>	<u>BUDGET</u>	<u>ACTUAL</u>	<u>VARIANCE</u>
490000 Site Improvements/Parking	<u>\$72,000.00</u>		<u>\$72,000.00</u>
<b>TOTAL EXPENSES</b>	<b>\$72,000.00</b>	<b>\$0.00</b>	<b>\$72,000.00</b>
<b>NET INCOME</b>	<b>(\$24,000.00)</b>	<b>\$28,638.46</b>	

PARKING FUND BALANCE

<u>BEGINNING BALANCE</u>	<u>NET INCOME</u>	<u>ENDING BALANCE</u>
\$212,490.92	\$28,638.46	\$241,129.38

**PATRICK HENRY COMMUNITY COLLEGE**  
**Office of the President**

Board Report #400  
November 19, 2018

**BOARD TO CONSIDER APPROVAL OF FISCAL YEAR 2019-2020 LOCAL FUNDS REQUESTS**

**Report:**

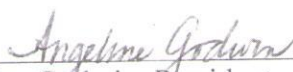
The college is submitting to the board for approval its recommended locality funds requests for FY 2019-2020 so that those requests may be sent to the localities in January 2019.

Due to the decline in state funding for capital projects, for the past four years the college has focused upon increasing its local funds balances in order to build a reserve to accommodate future capital projects without the necessity of state appropriations. This has proven to be beneficial, as the college needed substantial local funds for the Manufacturing and Engineering Technologies Complex renovation project.

The college requested a five percent increase in local contributions for fiscal year 2018. Henry County and Patrick County granted the increase while the city of Martinsville did not. The college proposes to request no increase in local contributions for FY 2020, as shown on the attached exhibit.

**Recommendation:**

It is the recommendation of the college administration that the Board approve the Fiscal Year 2019-2020 Local Funds Requests.

  
\_\_\_\_\_  
Angelina Godwin, President



**Patrick Henry Community College**  
**Historical Comparison and Distribution By Jurisdiction Headcount**  
**Funds Requested for Local Funds Budget**

Locality	2008-2009				2009-2010				2010-2011			
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	291	11.30%	\$13,545	\$13,545	310	11.42%	\$13,690	\$13,690	315	9.87%	\$11,836	\$11,836
Henry County	1,249	48.49%	\$58,135	\$58,135	1,483	54.62%	\$65,492	\$55,229	1,800	56.41%	\$67,634	\$52,467
Martinsville City	679	26.36%	\$31,604	\$31,604	494	18.20%	\$21,816	\$20,725	600	18.80%	\$22,545	\$19,688
Patrick County	357	13.86%	\$16,617	\$16,617	428	15.76%	\$18,901	\$15,786	476	14.92%	\$17,885	\$15,786
<b>Totals</b>	<b>2,576</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$119,900</b>	<b>2,715</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$105,430</b>	<b>3,191</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$99,777</b>

Locality	2011-2012				2012-2013				2013-2014			
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	335	11.37%	\$13,634	\$13,634	325	10.15%	\$12,166	\$12,166	272	9.90%	\$11,870	\$11,870
Henry County	1,669	56.65%	\$67,927	\$52,467	1,767	55.17%	\$66,145	\$52,467	1,533	55.90%	\$67,024	\$52,467
Martinsville City	502	17.04%	\$20,431	\$17,720	595	18.58%	\$22,273	\$17,720	577	21.00%	\$25,179	\$17,720
Patrick County	440	14.94%	\$17,908	\$14,997	516	16.11%	\$19,316	\$14,997	362	13.20%	\$15,827	\$14,997
<b>Totals</b>	<b>2,946</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$98,818</b>	<b>3,203</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$97,350</b>	<b>2,744</b>	<b>100.00%</b>	<b>\$119,900</b>	<b>\$97,054</b>

Locality	2014-2015				2015-2016				2016-2017			
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	512	18.18%	\$13,057	\$13,057	147				115			
Henry County	1,396	49.57%	\$57,714	\$52,467	1,477	59.17%	\$55,448	\$56,611	1,410	59.37%	\$56,611	\$56,611
Martinsville City	534	18.96%	\$19,492	\$17,720	497	19.91%	\$18,658	\$19,835	416	17.52%	\$19,835	\$19,835
Patrick County	374	13.28%	\$16,497	\$16,497	375	15.02%	\$16,497	\$16,497	434	18.27%	\$16,497	\$16,497
<b>Totals</b>	<b>2,816</b>	<b>100.00%</b>	<b>\$106,760</b>	<b>\$99,741</b>	<b>2,496</b>	<b>94.11%</b>	<b>\$90,603</b>	<b>\$92,943</b>	<b>2,375</b>	<b>95.16%</b>	<b>\$92,943</b>	<b>\$92,943</b>

Locality	2017-2018				2018-2019				2019-2020			
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	96				77							
Henry County	1,331	62.78%	\$59,442	\$59,442	1,249	62.45%	\$59,442	\$59,442			\$59,442	
Martinsville City	392	18.49%	\$20,827	\$19,835	420	21.00%	\$19,835	\$19,835			\$19,835	
Patrick County	397	18.73%	\$17,322	\$17,322	331	16.55%	\$17,322	\$17,322			\$17,322	
<b>Totals</b>	<b>2,120</b>	<b>100.00%</b>	<b>\$97,590</b>	<b>\$96,599</b>	<b>2,000</b>	<b>100.00%</b>	<b>\$96,599</b>	<b>\$0</b>	<b>0</b>	<b>0.00%</b>	<b>\$96,599</b>	<b>\$0</b>

\*Prior Year Fall Semester Headcount

**PATRICK HENRY COMMUNITY COLLEGE**  
**Office of the President**

Board Report #401  
November 19, 2018

**BOARD TO CONSIDER APPROVAL OF NEW CERTIFICATES:**

**Health Technology: Emergency Medical Services—Advanced Certificate**

**Health Technology: Emergency Medical Services—Advanced Career Studies Certificate**

**Report:**

The college administration recommends approval of two new certificate programs:

**New Certificate: Health Technology—Emergency Medical Services—Advanced Certificate**

Students who are interested in pursuing Basic EMT and Advanced EMT coupled with general education classes that stack into the associate degree for the paramedic program may choose to enroll in the proposed EMT-Advanced Certificate.

**Emergency Medical Services**

**Advanced EMT**

**Award: Certificate**

**Length: 32 credits**

**Semester 1 Spring**

Course No.	Course Title	Credits
EMS 111	Emergency Medical Technician	7
EMS 120	Emergency Medical Technician – Basic Clinical	1
BIO 141	Human Anatomy & Physiology I	4
<b>SEMESTER TOTAL</b>		<b>12</b>

**Semester 2 Fall**

Course No.	Course Title	Credits
SDV 108	College Survival Skills	1
ENG 111	College Composition I	3
BIO 142	Human Anatomy & Physiology II	4
PSY 230	Developmental Psychology	3
HLT 105	Cardiopulmonary Resuscitation	1
<b>SEMESTER TOTAL</b>		<b>12</b>

**Semester 3 Spring**

Course No.	Course Title	Credits
EMS 150	Advanced Emergency Medical Technician*	7
EMS 170	ALS Internship I*	1
<b>SEMESTER TOTAL</b>		<b>8</b>

**Total Credits** **32**

\*EMS 150 & EMS 170 are not within the Paramedic-AAS degree. Successful certification at the National Registry EMT-Advanced level after completion of EMS 150 & 170 will allow for the student to be given advanced placement standing in the Paramedic AAS degree & be given credit for the following courses:

EMS 121	Preparatory Foundations	2
EMS 123	EMS Clinical Preparation	1
EMS 125	Basic Pharmacology	1
EMS 126	Basic Pharmacology Lab	1
EMS 127	Airway, Shock and Resuscitation	1
EMS 128	Airway, Shock and Resuscitation Lab	1
EMS 135	Emergency Medical Care	2
EMS 136	Emergency Medical Care Lab	1
EMS 137	Trauma Care	1
EMS 138	Trauma Care Lab	

**New Certificate: Health Technology—Emergency Medical Services—Advanced CSC**

The college is now adopting the educational pathway for the Advanced-EMT provider. The CSC will offer a pathway for a student to earn their basic Emergency Medical Technician credential and their credential as an Advanced-EMT.

(The Advanced-EMT is replacing the mid profession entry point in EMS)

EMT-Advanced CSC & Certificate New Program Proposal

**Emergency Medical Services  
Advanced EMT  
Award: Career Studies Certificate  
Length: 17 credits**

**Semester 1 - Spring**

Course No.	Course Title	Credits
HLT 105	Cardiopulmonary Resuscitation	1
EMS 111	Emergency Medical Technician	7
EMS 120	Emergency Medical Technician – Basic Clinical	1
<b>SEMESTER TOTAL</b>		<b>9</b>

**Semester 2 - Spring**

Course No.	Course Title	Credits
EMS 150	Advanced Emergency Medical Technician*	7
EMS 170	ALS Internship I*	1
<b>SEMESTER TOTAL</b>		<b>8</b>
<b>Total Credits</b>		<b>17</b>

**Recommendation:**

It is the recommendation of the college administration that the Board approve the two recommended certificates.

*Angelina Godwin*  
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 Angelina Godwin, President



**Division of Technology**

**Annual Executive Summary 2017 - 2018**

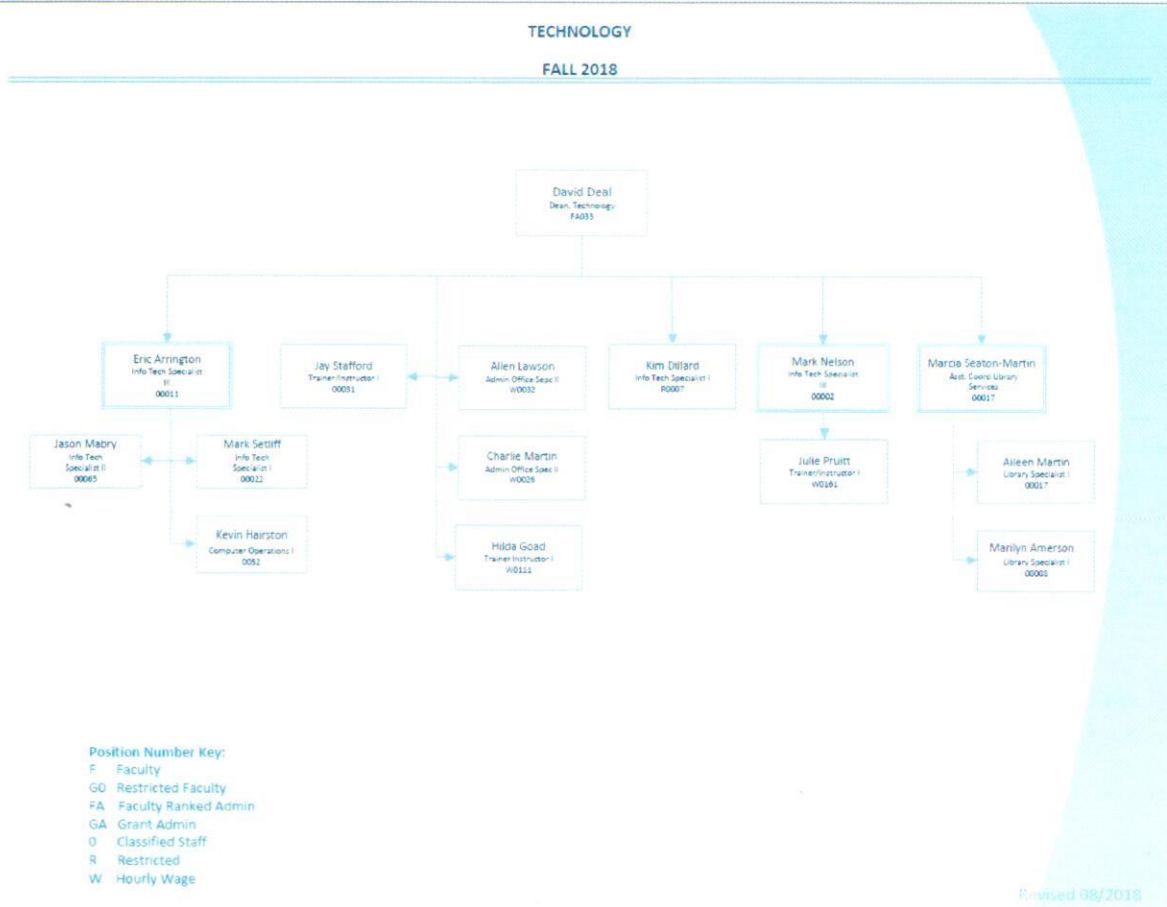
**October 17, 2018**

David Deal – Dean of Technology

## Introduction

The Division of Technology is composed of five departments which are Information Technology, Distance Learning/Instructional Technology, Library Services, Learning Lab/Testing Center and Enterprise System Support. The Division of Technology is directed under the leadership of David Deal, Dean of Technology.

The Division of Technology Annual Executive Summary 2018 describes the roles, responsibilities, highlights and future plans of each of the departments during the past 2017 – 2018 academic year.

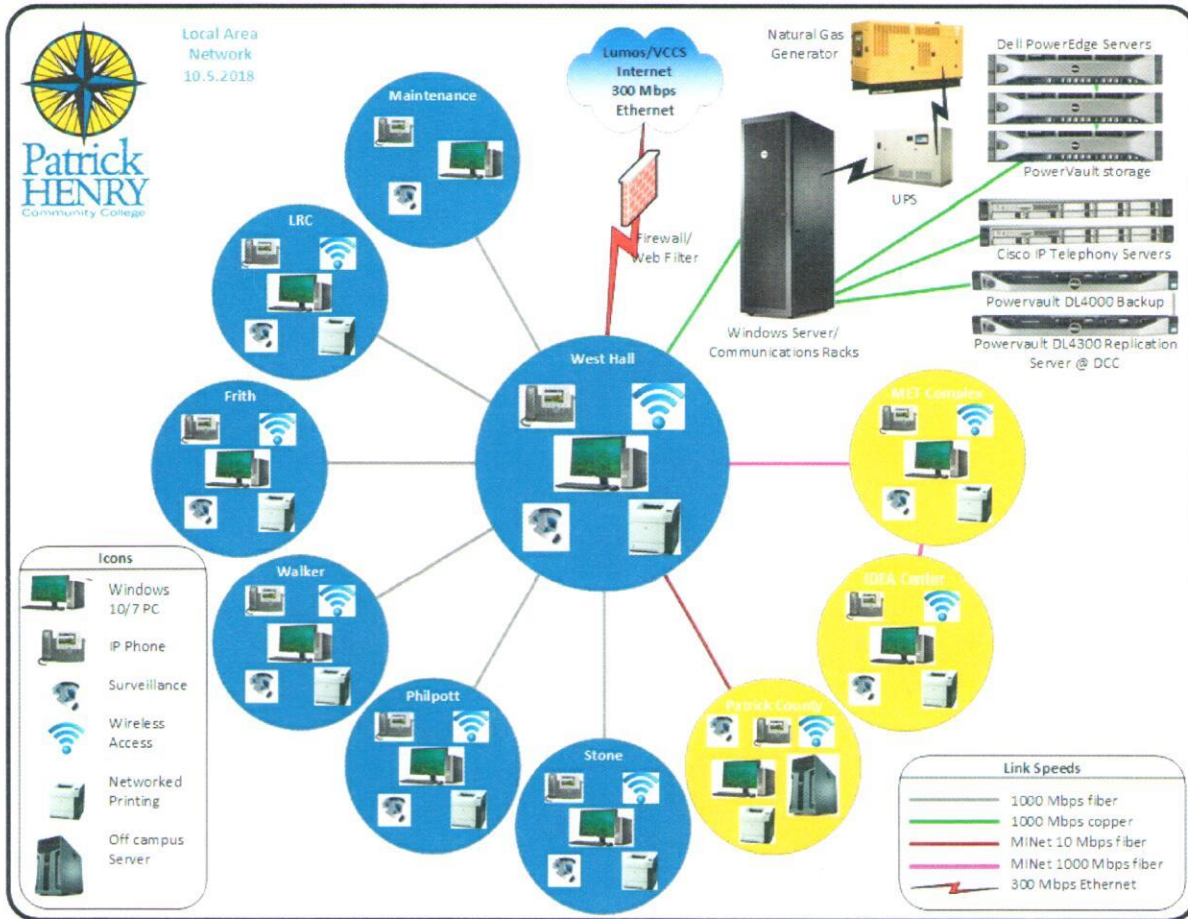


## Information Technology Annual Report 2018

Eric Arrington, Senior Network Administrator – October 5, 2018

### Mission - Department of Information Technology

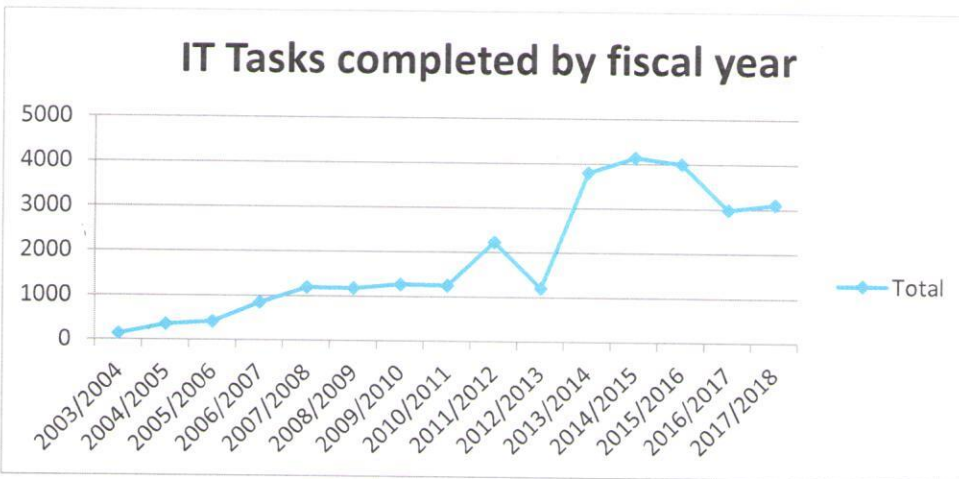
The Department of Information Technology of Patrick Henry Community College is dedicated to providing state-of-the-art technology and first-class support for the academic and administrative areas to foster student success - February 9, 2006.



### Information Technology Accomplishments: 2017-2018 Academic Year

- ❖ Installed additional Microsoft HyperV virtual servers as needed for growth
- ❖ Installed new Active Directory domain controller due to EOL of existing server
- ❖ Configured and deployed 10 Microsoft Surface tablets for Talent Search
- ❖ Configured and deployed 55 laptops for various departments
- ❖ Migrated all network printers to a Windows Server 2016 print server
- ❖ Continued improvements in the protection mechanisms of our Palo Alto Next Generation Firewall

- Added URL Filtering components allowing us to remove our Barracuda Web Filter
- Added Antivirus, antispysware, antimalware components to the firewall
- ❖ Worked with VCCS and Comcast to establish backup Internet circuit for the main campus
- ❖ Implemented new Samsung digital signage system with centrally managed displays in all building on the main campus
- ❖ Increased the availability of Certiport industry certification testing for WECD by installing Certiport Console 8 on all PCs in Frith 133
- ❖ Continually upgraded all Windows 10 PCs to the latest build, currently the March 2018 update
- ❖ Ongoing projects:
  - Migration from Windows 7 to Windows 10 (48.7 % complete)
  - Migration from Office 2013 Pro to Office 2016 or Office 365 Pro Plus (89.9% Complete)
  - Upgrade PHCC servers from Windows Server 2012 R2 to 2016 (29.4% complete)
- ❖ Continued work on assimilating Instructional Media Services staff and responsibilities into the IT department
- ❖ MET Complex
  - Completed all premise wiring
  - Installed all necessary infrastructure, wireless access, new computers and notebooks, instructional equipment, etc.
  - Moved CADD, Motorsports, and two IET classrooms to MET
  - Installed 24 new PCs and 60 laptops throughout the site
  - Integrated 21 new surveillance cameras into our ACTi NVR system
- ❖ Replaced 150 EOL staff, faculty, and classroom PCs
- ❖ Logged and closed 3,102 IT related tickets (over 2,900 for five consecutive years)



## PHCC Current Personal Computer Distribution List 2018

October 5, 2018

<b>Administrative, Faculty, and Staff computers</b>	
Main Campus Administrators, Faculty, and Staff Computers	214
Off-campus Administrators, Faculty, and Staff Computers	20
<b>Total Administrators, Faculty, and Staff Computers</b>	<b>234</b>
<b>On-Campus Student computers</b>	
Frith 125 Computer Classroom	20
Frith 133 Computer Classroom	25
Frith 134 Computer Classroom	20
LRC Learning Lab	42
LRC Testing Center	18
LRC Writing Center	9
LRC Math Lab	8
LRC Reference	12
Philpott 117 Nursing Computer Lab	30
Philpott 134 Wireless Notebook Cart	30
Philpott 135 Administration of Justice Computer Classroom	12
Stone Basement 100 Computer Classroom	29
Stone Basement 101 Computer Classroom	30
Stone 101 Computer Classroom	30
Walker 135 Computer Classroom	30
Walker 139 Computer Classroom	24
Walker 228 Computer Classroom and Testing Center	30
West B102 Developmental Math Lab	35
West 110 Computer Classroom	36
West 127 Wireless Notebook cart	30
West 136 Middle College Wireless Cart	16
West 312 Wireless Notebook cart	30
<b>Student Access Main Campus Total</b>	<b>546</b>
<b>Off-Campus Student computers</b>	
IDEA Center Design Lab	9
IDEA Center Fab Labs and Equipment PCs	22
MET 116 Motorsports Computer Classroom	20
MET 117 Electronics Computer Classroom	18
MET 118 CADD Computer Classroom	16
MET 125 Electronics Computer Classroom	18
MET Mobile Notebook Carts	40
MET Workforce Mobile Notebook Carts	20
Patrick County 100 Computer Classroom	31
Patrick County 105 Advising and Testing	12
Patrick County Wireless Notebook Cart	15
<b>Student Access Off-Campus Total</b>	<b>221</b>
<b>Other Faculty and Staff computers</b>	
Academic Classroom Instructor PCs	57
ODU Classroom/staff	5
<b>Total other faculty and staff PCs</b>	<b>62</b>
<b>Total PHCC computers</b>	<b>1063</b>



## Future Projects

- ❖ Migrate all on-premise virtual servers to VCCS Infrastructure as a Service (IaaS) environment
- ❖ Install additional servers in our environment through additional utilization of IaaS
- ❖ Continue to improve redundancy and recovery of physical servers and network infrastructure
- ❖ Work with City of Martinsville (MINet) to increase available bandwidth to Patrick County site
- ❖ Improve security of VPN connectivity with the addition of Symantec Validation and ID Protection Service (In progress)
- ❖ Continue mobile device hard drive encryption extending to all PHCC laptops that are used off campus for privileged access (Remote access of sensitive systems)
- ❖ Maintain a five year replacement cycle for end-of-life Dell desktop and notebook computers during the 2018 – 2019 academic year
- ❖ Bring consistency to instructional media processes of the IT department through addition of one full time employee
- ❖ Maintain a five year replacement cycle for EOL projectors and document cameras
- ❖ Reduce complexity and difficulty-of-use of the compressed video solution through use of webcams and Skype for Business

## Information Technology Staff

### Eric Arrington, Senior Network Administrator

- ❖ Associate of Arts and Sciences – Major: Business Administration – PHCC
- ❖ Bachelor of Business Administration – Information Systems – Radford University
- ❖ Master of Science – Information Security and Assurance – Western Governors University
- ❖ Certified Ethical Hacker (EC Council CEH) – expired
- ❖ Certified Hacking Forensic Investigator (EC Council CHFI) – expired
- ❖ Certified ISO 27000 Specialist (SANS G2700 Certification)
- ❖ Certified Novell Administrator (CNA)
- ❖ CompTIA Network + Certification
- ❖ CompTIA Security + Certification
- ❖ Cisco Certified Entry Network Technician (CCENT) – expired
- ❖ Cisco's Certified Network Associate (CCNA) – expired
- ❖ 21 years of experience

### Mark Setliff, Network/Desktop Technician

- ❖ Associate in Computer Programming – Gilford Technical Community College
- ❖ Bachelor of Arts in Biology – University of Virginia
- ❖ Dell Certified Desktop and Server

- ❖ 16 years of experience

#### Jason Mabry, Network/Desktop Technician

- ❖ Associate in Applied Science – Patrick Henry Community College
- ❖ Bachelor of Science – Computer Science and Technology – Radford University
- ❖ 13 years of experience

#### Kevin Hairston, Media/Desktop Technician

### **Educational Technology Annual Report 2017/18**

Mark W. Nelson, Educational Technologist – 10/01/2018

#### **Mission – Educational Technology**

The Distance Learning and Instructional Technology Department is dedicated to designing, deploying, and supporting multiple applications to enhance the use of technology in the classroom, through distance learning and general student life at Patrick Henry Community College.

#### **Direct Student/Instructor Support**

The Educational Technology Department [ET] provides frontline support for students and faculty to the VCCS email, myVCCS Directory Manager and Learning Management Systems. The VCCS maintains the systems but does not provide individual user support. That task remains with the local college. The PHCC ET operates a support line for its 1500+ students and 120+ instructors. Through the 2017/18 academic year the ET received 3,118 student support tickets and 912 instructor tickets.

The ET conducted four training sessions on BlackBoard and using software in the classroom for faculty and staff.

#### **The Main PHCC Website**

The Patrick Henry Community College Official Website utilizes the Joomla Content Management System as its main engine. Joomla is ranked as the number one CMS for medium to large installations by ComputerWorld Magazine. The site is driven by a MySQL database and running on a Virtual IIS Web Server maintained by the Information Technology Department. The ET in conjunction with the PHCC Public Relations Office chose and built a new website template. The new template was rolled into production in January 2018. The new template is small-device compatible and functions very well on all mobile as well as desktop browsers.

#### **ADA Accessibility**

The U.S. Department of Education mandated that all college websites and material

which is publically available must meet the American's with Disabilities Act tier-two level of accessibility. The tier-two level requires a much deeper level of accessibility in regards to graphics, text scale, color contrast and backend page coding.

The ET rebuilt the main college website using the new template to make the home page very close to full ADA AA compliance. The remaining compliance will occur later in 2018 once a new webserver is implemented which can handle newer versions of Joomla and PHP coding environment.

### **Classroom Support**

In the 2017/18 Academic Year the ET created multiple applications for individual instructors and departments which assist with the classroom, student life and DL instruction. The largest project was built for the Harvest SEED project.

The Harvest SEED project required a system which would allow current high school seniors in Martinsville and Henry County a way to register for the SEED program. The prospective students needed to be able to apply without having VCCS credentials. Then the PHCC staff needed a method to connect the SEED applications to existing students records. The finished product include a complete tracking system which allowed staff and tier-one advisors the ability to track, contact and update the student's records. **(See Attachment 2, SEED Application)**

Other major projects included multiple surveys and tracking applications.

### **Administration Support**

The ET was approached to create a new system to simply the process of Service Unit Reviews and Program Reviews for the college. Traditionally the annual Service Unit Reviews and Program Reviews were a very time consuming process and involved large amounts of paper and labor hours.

The ET has created a new tracking system for both the Service Unit and Program Reviews which will streamline the process. The Institutional Research Department drives the system and makes the reviews available to the appropriate parties via online access. **(See Attachment 3, Program Reviews & Service Unit Reviews)**

### **Instructional Software Evaluation**

The ET was involved in reviewing four possible replacements for Blackboard Learn as the Learning Management System for the VCCS. It was decided the VCCS will go with Canvas by Instructure in May 2019. The ET in conjunction with the college's Enterprise Support Specialist is currently creating training materials and game plans for teaching the faculty and students how to use Canvas.

## Distance Learning and Instructional Technology Staff

Mark W. Nelson

- Bachelor of Science – Management Information Systems – Gardner-Webb University
- Certified Online Instructor – LERN
- Certified IOS Objective C Programmer – About Object, Inc
- Certified MS Access Expert – Microsoft MOUS
- Certified TOP Instructor – VCCS Teaching Online Program
- 12 hours in Graduate Level in Distance Education – UVA/UMUC
- 27 years' experience in adult education
- 23 years' experience in website development
- 41 years' experience in programming and software design

Julie Pruitt

- Bachelor of Arts in Education at Liberty University
- Associate Degree in General Studies/Education from PHCC
- Teaching Assistant at Meadow View Elementary School

Attachment 2

### SEED Application



- The Harvest SEED program is sponsored through the Harvest Foundation. The SEED Fund will pay college costs for any rising freshman who lives in the city of Martinsville or Henry County and meets other certain requirements.

- 
- 

- **The PHCC SEED Tracking System**

-

- Student Registration
- A simple yet open form was required. The figure to the right is the application process for interested students. The form had to block people from completing the form who are physically outside of the United States.
- 
- 
- Once the student registers an email is sent to appropriate staff to verify the information and then make initial contact with the student.
- The information and tracking is passed through several departments on campus such as Financial Aid, Admissions, Business Office and Institutional Research.

**SEED FUND**  
Supporting the Future of PHCC

Please complete each section. Note that all sections are required in order to be part of the SEED program.

**Name**

First Name	Middle Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Date of Birth**

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

**High School**

Recent High School  
 College School  
 Magna Vista High School  
 Maryville High School  
 Other (Please describe below)

**SAVE INFORMATION**

**Main Menu (all approved users)**

- View all SEED1920 students
- View SEED1920 Students with Problems
- View SEED1920 Students who have completed it all
- DOWNLOAD SEED1920 Bookshive report
- DOWNLOAD SEED1920 Approved for credit use exemption report

<b>Coach Menu</b> Not Found Students View new applicants View all applicants Download all approved SEED applications	<b>Community Service Menu</b> Community Service Report Manually Enter Community Service based on Student submitted form
<b>Financial Aid Menu</b> Record FAFSA/Verification	<b>Admissions Menu</b> Record Transcript and 2.5 Verification
<b>Business Office Menu</b> DND List (early round (no transcript)) DND List (late round (FA Transic problems))	<b>Institutional Research Menu</b> IR-SEED Apps empled DOWNLOAD Current Application List Completed All Things List

- End of Support Document #2

Attachment 3

**Program Reviews & Service Unit Reviews**

- The Institutional Research department needed a system to simplify the annual review process for Program Reviews and Service Unit Reviews. A repository for documents and data was needed as well as a streamlined process.
- The systems which were created provide for WYSIWYG entry of write-ups as well as inline file attachments.

IV. Completion: Credential attainment (Quantitative, IE)

1) Sub-credential attainment and timeframe (are students completing sub-credential prior to or at the same time as parent credential?)

Row Labels	AY 14-15					AY 15-16		
	N	Grads		150%		N	Grads	
		n	%	n	%		n	%
221-299-09 - Career Studies Certificate In Computer Service Technician	5	3	60.00%	1	33.33%	3	1	33.33%
221-299-18 - Career Studies Certificate In Internet Webmaster			--		--	3	1	33.33%

**Response II2a: Annual program FTE over the last review cycle (To include SCHEV program ratios and SCHEV class ratios)**

Acad Plans	AY 14-15		AY 15-16		AY 16-17		AY 17-18	
	HC	FTE	HC	FTE	HC	FTE	HC	FTE
299 - Info Systems Tech (AAS)	37	20.77	29	17.67	29	17.57	19	11.30
299-07 - Internet Services (AAS)	9	5.87	11	6.83	6	3.73	3	1.60
299-10 - Accounting Info Systems (AAS)	2	1.27	1	0.10		0.00		0.00
299-11 - Game Design and Development (AAS)	10	3.93	9	7.47	9	4.57	14	7.43

**End of Support Document #3**

Lester Library  
Annual Report 2017-2018

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### **Narrative**

Lester Library provides a diverse collection of resources, with formats that include print, eBooks, microforms, DVDs, streaming videos, and scholarly databases. Currently, the print book collection houses just over 29,000 volumes. This collection is augmented by approximately 200,000 e-books (from publishers and vendors including Safari, EBSCOhost, Gale, ProQuest, Springer, and Elsevier). In addition, the library collection provides access to video resources with 4,600 streaming media titles from the *Sage Knowledge Video* collection.

### **Projects**

During the summer of 2017, in preparation for the Coordinator of Library Services retirement and in accordance with SACS, a new position was created, advertised, and filled for an *Assistant Coordinator of Library Services*. The new *Assistant Coordinator for Library Services*, Marcia Seaton-Martin was selected, and she started working full-time in September. All coordinator duties were turned over to her at the end of October.

Prior to retiring, Library Coordinator, Barry Reynolds trained staff on the process for completing an Interlibrary loan, and he reviewed Reference and Circulation procedure and policy. The staff was given SIS permissions for setting and releasing service indicators for students with overdue materials, and Mr. Reynolds, updated the library collection development policy. Additionally, the library continued its collection development efforts by receiving new materials and standing orders, purchasing new databases like Sage Knowledge, and weeding the out-dated or damaged materials from the collection.

In October 2017, the Assistant Coordinator, started training for the new Library Management System known as ALMA. It required weekly webinars every Thursday, and group meetings every Friday. During the course of the training the Assistant Coordinator completed a phone conference for ALMA Configuration that helped in setting up PHCC information and policies for the new system. A test load was sent out for practicing and double checking that the information in the system was correct. The ALMA data review on migration from Aleph to ALMA was completed, as well as the review of information in ALMA-PRIMO. The Assistant Coordinator successfully completed the ALMA Certified Administrator certificate and attended a Regional workshop at New River Community College, and completed a 4 day online workshop. Library staff have also completed workshops for Professional Development which included a workshop on Diversity and Inclusion.

From October to March inventory was completed on Oversize, Reference, Carter Room books, media, closed reserved items, and the main collection. Materials were reshelfed and updated. Location codes were also corrected for items designated as REFS (Reference second floor) which was necessary for the ALMA transition.

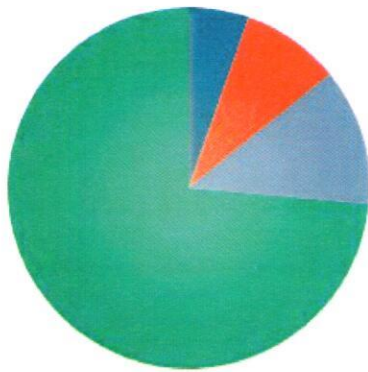
In November of 2017, we started the hiring process for a full – time Library Technician. Interviews were completed in December, and a person was selected. She (Marilyn Amerson) started her position in January. In addition to hiring a full-time Library Technician, a new Employee Work Profile, EWP was created for one of the staff members for the 2017-2018 year, updating the work description for that position.

The library webpage was updated, and the 2018 Library Questionnaire was completed. Each year the library receives the Association of College and Research Libraries (ACRL) statistical survey request, which takes several months to complete. A database collection known as a Knowledge Base for our EBSCOhost eBook Academic collection was created with OCLC. This helps to increase discoverability of the titles and aids in an accurate statistical count for library inventory.

The Assistant Coordinator worked with Nursing instructors providing them with a list of physical therapy resources/databases in support of their new physical therapy program. A PDA (Patron Driven Access) section was created in our R2 library database with access to approximately 900 eBooks and 26 free eBooks. The removal of items from our reference section that had been stored in the Carter Room was completed. One Hundred boxes were picked up and recycled by EMI Recycling of Bassett, and an excess of metal Princeton file holders were removed from the Carter Room that were no longer being used. We looked at creating a reservation system for scheduling groups to use the media stations and Carter room for group study.

A Keurig and Vending Machine were placed in the library, and new furniture which consisted of single and dual Study Pods and 2 Elements Media Stations with Switch Kit technologies have been installed. The addition of the new furniture in the library has increased library usage significantly. Students enjoy using the collaborative Elements Media Stations for their study groups and they enjoy using the study pods for concentrating on individual assignments. Those study pods include connections for laptop and USB cables for charging devices. Since receiving the furniture multiple classes have schedule orientations with the Assistant Coordinator in the library including Governor School classes. Throughout the year we keep statistical data of reference questions, and interlibrary loan data, and a statistical count of patrons using the library was established for the day, weekend, and evening hours.



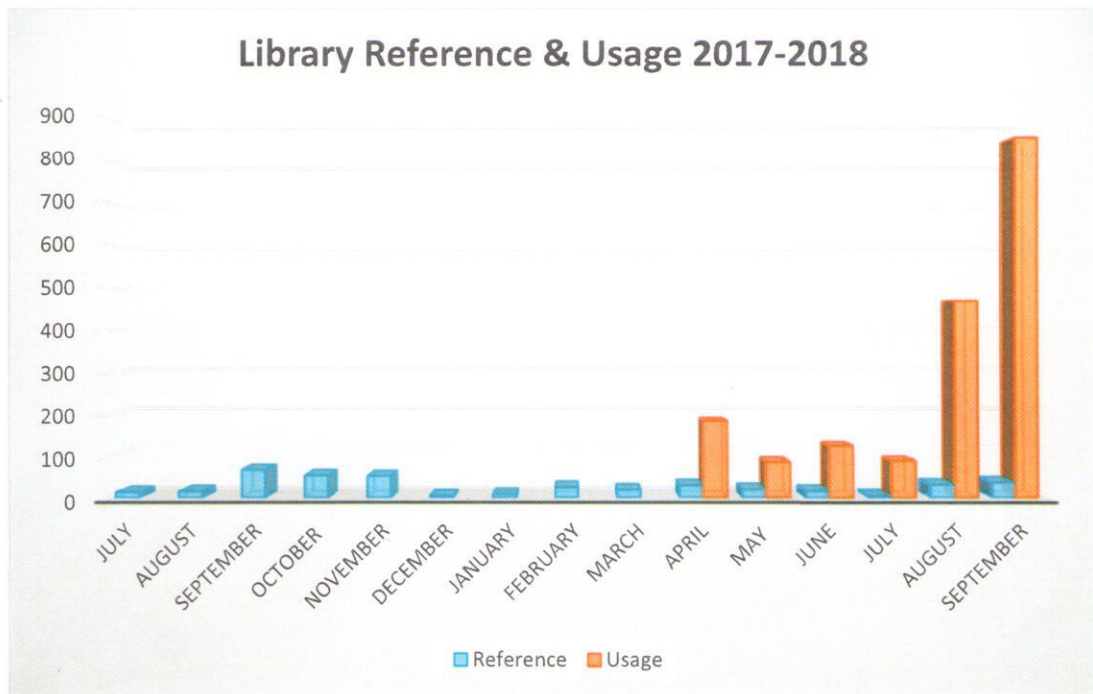


- Community
- Faculty/Staff
- Internal Processes
- Student

As illustrated in the this figure, students comprise the bulk of library usage, followed by Internal processes, Faculty/Staff, and then community.

Patrick Henry Community College Library

In terms of reference questions that we have received (which are not the same as general questions such as operating hours, contact information, etc..) the bar chart represents the questions received from July 2017-June 2018. However, April, May, and June, are also represented in orange for library usage. There has been an increase in library activity since updating the past reference area with new study pods and a collaborative group area equipped with our new elements media stations.



**Lester Library**  
**Position Descriptions**  
**Marcia Seaton-Martin – Assistant Coordinator**

**Education**

Master of Library and Information Science (M.L.I.S.) San Jose State University - 2016

Bachelor of Science (B.S.) Old Dominion University - 2000

Associate of Arts and Science (A.A.S.) Patrick Henry Community College – 1998

The Assistant Coordinator is responsible for making sure the library provides both resources and services to serve the needs of the college's students, faculty, and staff. Specific responsibilities include:

- Providing multilevel reference
- Bibliographic Instruction
- Collection Development
  - Subject collections
  - Deselection
  - Policies
- Budgeting
- Prepare monthly and annual departmental reports
- Prepare reports for IPEDS, ACRL, VCCS
- Liaison for the library's Integrated Library System software (ALMA)
- Liaison for VIVA and VCCS consortia
- Interlibrary Loan processing
- Web page development and maintenance
- LibGuide Development
- Original cataloging
- Vendor contract negotiations
- Supervise technical services and work study students

### **Aileen Martin – Cataloger / Circulation / Reference**

#### **Education:**

M.L.I.S., 2012, University of Wisconsin at Milwaukee

The cataloger coordinates technical services, maintains the integrity of the online bibliographic database following the AACR2/MARC guidelines, and process materials using library standard formats in order to facilitate patron access through the online catalog (OPAC).

- Download and edit cataloging records for new material
- Maintain Integrity of ALMA catalog database
- Process ALMA reports and maintain all Aleph statistics
- Oversee shelf-ready processing of library materials
- Manage the circulation / reference desk for evenings and weekends.
- Mail distribution

### **Marilyn Amerson – Library Technician**

#### **Education:**

Bachelors of Art (B.A.) History, Barton College - 1978

Certificate of Studies: Library Technology, Bluegrass Community and Technical College, - 2008

21 Years Franklin County Public Library

The Library Technician is responsible for processing all cataloged materials according to established library standards, managing book repairs, accurately performing circulation procedures, providing brief reference assistance, shelving and edging, books and distributing mail.

- Materials processing
  - Applying Kapco covers
  - Laminating book jackets
  - Minor book repairs
  - Creating and applying call number labels
- Circulation

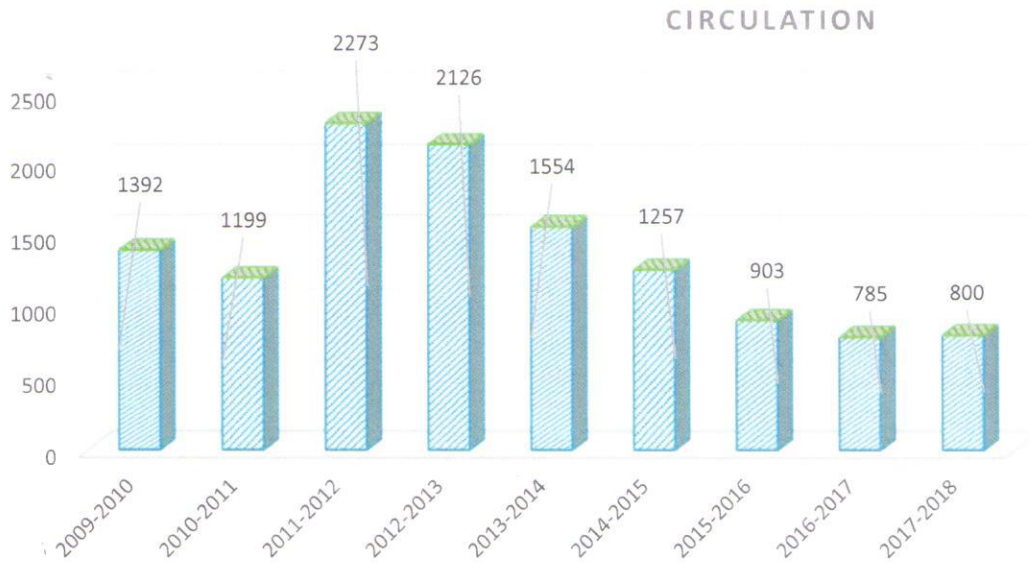
- Shelve circulating and reference materials in proper location
- Shelf reading, ordering, edging
- Notifying librarians of collection areas in need of shifting
- Assist at circulation desk

Library Statistics  
Fiscal Year, 2017-2018

Circulation

<b>Books</b>	<b>557</b>
<b>DVDs/CDs</b>	<b>243</b>
<b>Total</b>	<b>800</b>

Circulation Statistics, Multi-Year, all formats (print books, media)



**Note: Library renovation occurred 2009-2011 and much of the collection was unavailable.**

**Note: Circulation total include renewals.**

## **LRC Testing Center/Learning Lab Annual Report 2018**

Jay Stafford – Testing Center/Learning Lab Manager

### **Brief Summary of Department Responsibilities:**

The main purpose of the Testing Center/Learning Lab is to provide proctored testing for Distance Learning students, legitimate make-up testing for in-class students, Virginia Placement Testing, and a learning environment for coursework and study. The Learning Lab provides students with computers to use for coursework and research. For students encountering problems, staff members are more than happy to provide assistance and encouragement. The Testing Center also provides testing for students taking classes through other colleges and universities. The most important component of the Testing Center/Learning Lab is to promote an environment for student success. Knowledgeable assistance in the computer lab is a great way for students to supplement what is learned in the classroom, overcome problems and difficulty understanding the material or to simply gain confidence knowing that they are not lost and alone. The Testing Center also strives to provide a quiet and encouraging atmosphere for students taking a test. Test anxiety is a common problem among students. With encouragement and a good environment for testing, students can achieve greater success. Student success is the primary objective of the LRC Testing Center/Learning Lab staff.

### **Testing Center/Computer Lab Employees:**

Jay Stafford – Testing Center/Learning Lab Manager

Responsibilities: Managing all aspects of the Testing Center and Learning Lab, scheduling employees, handling proctor forms and sending information to proctors, giving tests, updating password lists and databases, maintaining WEPA printers and doing repairs as needed, keeping track of WEPA supplies and letting WEPA know when low on supplies, handle proctor forms from other colleges/universities and keep contact for obtaining tests and sending completed tests, help students in learning lab, contact instructors when information is needed, prepare weekly testing reports and annual reports, work on ways to improve and enhance the ability of staff to better take care of students and improve data collection, and to help take care of any problems. In addition: cleaning the Learning Lab and Testing Center and open food pantry, clothes closet, math lab, writing center, and offices as needed.

Hilda Goad – Part-time Testing Center/Learning Lab Assistant

Responsibilities: Closing LRC each weekday, giving tests, help with non-questionable proctor forms, send test information to proctors when needed, answering the phone, assisting students in the learning lab and with other

questions when students are unable to find someone in their office. Maintain and expand help literature kiosk. Clean Learning Lab and Testing Center. Print and file other college tests when received and maintain testing files.

Charlie Martin – Part-time Testing Center/Learning Lab Assistant

Responsibilities: Primary responsibility is assisting students in the LRC learning lab and being sure that rules are followed. When it is busy in the Testing Center, he assists with giving tests and other jobs as needed. Clean Learning Lab and Testing Center.

Allen Lawson – Part-time Testing Center/Learning Lab Assistant

Responsibilities: Opening LRC three days a week, give tests, maintain database for paper test receipts, other college tests, and Virginia Placement Tests. Allen also answers the phone, assists students in the learning lab as needed, and helps keep the Learning Lab and Testing Center clean.

### **Statistics:**

#### **LRC Learning Lab:**

The LRC Learning Lab contains 42 Dell computers each with Microsoft Office 2016 installed and an Internet connection. There are certain computers that contain special programs needed for some classes, such as Adobe Photoshop, Cisco, Gmetrix, and Visual Basic. Each computer has a connection to the WEPA printers where students can print Black & White for 10 cents a copy and Color for 50 cents a copy. The lab also contains an electric accessibility computer desk to accommodate special needs students. The learning lab is in close proximity to the Math Lab and Writing Center if students need tutoring or wish to have a paper reviewed.

#### **LRC Testing Center:**

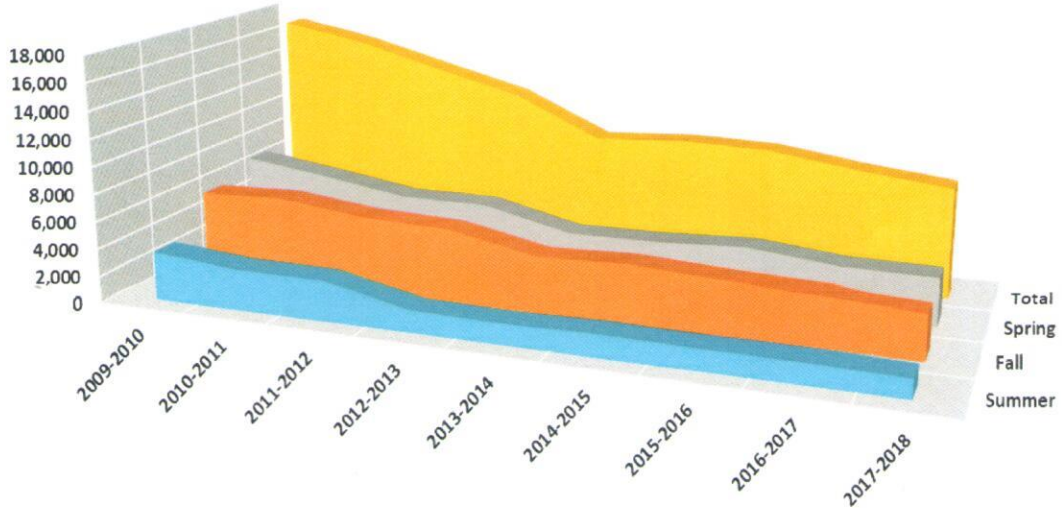
The Testing Center has a glass semi-soundproof room for testing. The room can seat 32 students and has 16 computers for online testing. In addition, there are two enclosed small rooms in the back of the testing room with computers that are used by reservation for special needs students and if needed and not reserved, for overflow regular testing. The computers in the enclosed rooms have special programs, such as ZoomText, for students with a disability and also for students needing a reader. All computers in the testing room have Respondus Lockdown browser installed and each computer can be seen and controlled from a main computer on the Testing Center counter using Vision software. Passwords can be entered remotely to save entering the testing room which will disturb students already testing and to help maintain security of the password. Students can be monitored while testing by three security cameras which are also

recording and can be reviewed for approximately three weeks from the date the student takes a test.

**Testing Statistics:**

Over the past nine years, the Testing Center has averaged giving 10,832 tests a year. The number of tests given has declined some in recent years due to lower enrollment; however, those numbers do not take into account the much greater amount of time needed per test for placement testing and core competency testing. Those tests require a large amount of time to administer compared to most regular tests and they also tie up a computer for a much longer period of time.

Testing Numbers by Semester and Academic Year



	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Summer	3,570	3,039	3,025	1,648	1,528	1,659	1,542	1,543	1,404
Fall	6,219	6,385	5,646	5,423	4,115	4,330	3,963	3,718	3,198
Spring	7,352	6,484	5,493	5,470	3,978	4,000	4,295	3,618	3,544
Total	17,141	15,908	14,164	12,541	9,621	9,989	9,800	8,879	8,146

**Accomplishments: 2017-2018 Academic Year**

**Accomplishments:**

- ✓ Added a thermal receipt printer to the testing center main computer to print testing receipts for paper tests. This addition significantly reduces the need to fill

out paper receipts by hand and also makes the receipt information more legible for entry into the paper test spreadsheet.

- ✓ Purchased a new Bostitch electric pencil sharpener for the Learning Lab. The lab has been without a pencil sharpener for several years with the exception of a hand turn model which keeps coming loose from the wall.
- ✓ Received approval from the Deans to ban smart watches from the testing room. Technology is making it harder to stop someone from cheating. With this new rule, having a cell phone and/or smart watch while in the testing room will be a violation of the honor code.
- ✓ New signs were designed and made stating that cell phones and smart watches are not allowed in the testing room along with a message that the room is electronically monitored and recorded. These new signs were laminated and placed on all the desks in the testing room. The sign is also located on the door as students enter the testing room.



- ✓ Placed sign on door when entering the testing room stating that all tests must be completed by closing time.
- ✓ Signs were made and placed on the testing room door for students to see when exiting from taking a test. One sign lets students know to stop at the testing counter and sign out. (Often students will leave when staff is busy and then it is difficult to know who left to sign them out.) The second sign tells students that all scratch paper must be turned in when tests are finished.
- ✓ Updated instructor folders for paper tests and replaced labels as needed.
- ✓ Reworked and simplified VPT test information and rules that students must read before taking a placement test. Two sheets were made (one for English and one



for Math) to reduce the information for students to read. The reason is to simplify and make the rules more clear.

- ✓ Developed a method to record returned books, laptops, and calculators that are loaned by Student Success to students. Often no one is available in Student Success when a student returns an item and they are told to leave it with the Testing Center. The returned item is now entered into our electronic sign-in system and a receipt printed to place on the item. When someone from Student Success picks up the item, they are required to sign and date the receipt. This method gives a clear record that the student has returned the item and where it is located.
- ✓ A candy basket has been placed at the entrance to the testing room for students going in to take a test. The idea is to give the student something positive before taking a test to help reduce test anxiety.

### **Enterprise System Support Annual Report**

Kimberly Dillard, Enterprise Support Specialist/ Security Officer/ eVA & AIS Coordinator  
May 1, 2018 – September 30, 2018

The Enterprise Support Specialist is dedicated to supporting the College Administrators, Faculty, Staff, and Students with the PeopleSoft SIS, AIS, HRMS enterprise systems along with Enterprise System Security and the Learning Management System (LMS). Provides frontline support for students, administrators, faculty, and staff for accessing the VCCS student email, PeopleSoft SIS, AIS, HRMS, WES and Learning Management System. Perform Annual and Quarterly Armics Security Reviews.

#### **Purpose of Position:**

Responsible for performing the administrative tasks, security management and end-user training to support the College PeopleSoft Student Information System (SIS), Accounting Information system (AIS), Human Resources System (HRMS), Workforce Enterprise System (WES) and the courses using the new Learning Management System (LMS) which is coming soon. Work with the College's end-users to determine the resolution of customer service requests, queries, reports, security, etc. primarily in a PeopleSoft environment and in the LMS environment. Serve as the PeopleSoft Data Security Officer for the College supporting the security access for the PeopleSoft SIS, AIS, HRMS, WES, and LMS Enterprise systems. Create training materials and conduct training sessions for the users. Attend scheduled meetings and formal training and workshops as required.

#### **Documentation & Assistance to IR Programmer:**

Assist the IR programmer in maintaining logs of activities and completed work; working in Student Information Systems (SIS) supporting Institutional Research & Effectiveness and Student Records; state and federal reporting (National Student Clearinghouse, FERPA); managing the Credit Reporting Table and Edit Report each term; maintaining multiple databases within IR (security, enrollment summaries, and data requests).

**Enterprise Support Specialist Accomplishments: May 2018 -Sept. 2018 (4 months)**

- Run CF & EF files for Mark Nelson – (Daily)
- Run Faculty evaluation for Mark Nelson – (Daily)
- Run the schedule for the website for Mark Nelson – (Daily)
- Run Enrollment Summary Report to maintain spreadsheet – (Daily)
- Run Headcount for - Chris Wikstrom – IR Dept. (Daily)
- Annual Armics Reviews – (Once a year)
- Quarterly Armics Reviews – (Every three months)
- Maintaining all new hire IT packets – 59
- Password Resets – 743
- Queries Completed – 90
- Maintain Terms – 47
- Job Requests from Faculty/Staff/Students - 138
- Conference Calls/ WebEx Meetings/Trainings – 44
- Adding NOVA instructors to the Instructor/Advisor table – 13
- Approving all NOVA instructor's workload – 14
- Team Dynamix Tickets submitted - 38
- Assisted with mitigating circumstances in Bb for Joyce Divens
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer (security)
- Assisted Developmental Math department with VPT testing issues with Pearson
- Maintain and update the Sex Offenders spreadsheet
- Maintain, add, and run reports for student groups within the College
- Grant access to end-users based on their EWP and supervisor
- Submit all NSC (National Student Clearinghouse) files
- Maintain CRT Edit reports and Graduation file – (IR Dept.)
- Assisted Admissions with access to ImageNow
- Maintain the disability enrollment spreadsheet for reporting to Scott Guebert
- Maintain all submission dates on the NSC site for reporting
- Assisted employees with password resets in TEST
- Performed security review for Genedge employees
- Ability to assist Faculty and Staff with Bb issues
- Assist HRMS with new hire log in issues concerning the HR link
- Maintain Grad Edit Correction file
- Ability to grant Registrar access to the ASR drive
- Assisted with Testing the Graduation Application
- Ability to make name changes in SIS

- Maintain Degree Verify Files
- Maintain NSLDS Error report
- Attended IAMS Stakeholder's meeting
- Maintain Power User access for WES
- Ability to add IncludEd fees for the Business Office
- Maintain eVA/AIS user accounts (new & old)
- Maintain and Corrects the External Org ID's
- Assisted Fredona Aaron from the VCCS with Local Funds check writer in AIS
- Maintained and monitored VCCS Team Dynamix incidents and the online discussion board
- Remains to protect the security of records to ensure that confidentiality is maintained
- ADV & Plan Clean up (maybe once a year)
- Responsible for all PHCC Smart Choice tickets (Inbox)
- Visited Off Campus sites to assist students with first time log in users and to setup accounts.
- Create new accounts for new users in WES & NSC