

**PATRICK HENRY COMMUNITY COLLEGE
LOCAL FUNDS SUMMARY
Period Ending October 31, 2019**

<u>FUND BALANCES</u>	<u>BEG. BAL.</u>	<u>NET INCOME</u>	<u>END. BAL.</u>
LOCALITY FUNDS	\$546,444.72	\$85,084.53	\$631,529.25
AUXILIARY FUNDS ¹	\$1,186,438.88	\$38,692.14	\$1,225,131.02
STUDENT ACTIVITY FUNDS	\$43,103.64	\$9,047.77	\$52,151.41
PARKING FUNDS	<u>\$193,349.31</u>	<u>\$18,141.40</u>	<u>\$211,490.71</u>
TOTAL LOCAL FUNDS	\$1,969,336.55	\$150,965.84	\$2,120,302.39

¹Including Investment Gain/Loss

**PATRICK HENRY COMMUNITY COLLEGE
LOCALITY FUND BUDGET REPORT
Period Ending October 31, 2019**

REVENUES		BUDGET	ACTUAL	VARIANCE
401020	Henry County	\$59,442.00	\$59,442.00	\$0.00
401040	Martinsville	\$19,835.00	\$19,835.00	\$0.00
401030	Patrick County	\$17,322.00	\$8,661.00	\$8,661.00
	<u>Bank Interest</u>	<u>\$9,000.00</u>	<u>\$1,084.19</u>	<u>\$7,915.81</u>
TOTAL REVENUES		\$105,599.00	\$89,022.19	\$16,576.81

EXPENSES		BUDGET	ACTUAL	VARIANCE
460040	61257 Physical Plant Repair & Maintenance	\$10,000.00		\$10,000.00
460010	68800 Contingency Expenses	\$7,500.00	\$3,400.00	\$4,100.00
460060	61246 Bank Charges	\$1,100.00	\$537.66	\$562.34
470010	62320 <u>Plant & Improvements-Construction</u>	<u>\$30,000.00</u>		<u>\$30,000.00</u>
TOTAL EXPENSES		\$48,600.00	\$3,937.66	\$44,662.34
NET INCOME		\$56,999.00	\$85,084.53	(\$28,085.53)

LOCALITY FUND BALANCE

<u>BEGINNING</u> <u>BALANCE</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
\$546,444.72	\$85,084.53	\$631,529.25

**PATRICK HENRY COMMUNITY COLLEGE
AUXILIARY FUND BUDGET REPORT
Period Ending October 31, 2019**

REVENUES			BUDGET	ACTUAL	VARIANCE
406500	40751	College Bookstore	\$40,000.00	\$37,703.65	\$2,296.35
406510	40751	Vending	\$20,000.00	\$6,341.60	\$13,658.40
406530	40751	Miscellaneous	\$500.00		\$500.00
TOTAL REVENUES			\$60,500.00	\$44,045.25	\$16,454.75

EXPENSES			BUDGET	ACTUAL	VARIANCE
		Transfer to Student Activities	\$20,000.00	\$20,000.00	\$0.00
465020		President's Office/Community Relations	\$10,000.00	\$4,553.00	\$5,447.00
465030		Administration Local Expenses	\$5,000.00	\$363.11	\$4,636.89
465040		Local Board Expenses	\$3,000.00	\$1,114.66	\$1,885.34
465050		Contingency	\$2,000.00	\$36.50	\$2,036.50
470010	62320	Plant & Improvements-Construction	\$15,000.00		\$15,000.00
TOTAL EXPENSES			\$55,000.00	\$26,067.27	\$29,005.73
NET INCOME			\$5,500.00	\$17,977.98	

AUXILIARY FUND BALANCE

<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>
\$1,186,438.88	\$20,714.16	\$17,977.98	\$1,225,131.02

**PATRICK HENRY COMMUNITY COLLEGE
AUXILIARY FUNDS INVESTMENT PERFORMANCE
October 31, 2019**

	<u>Amount</u>
BEGINNING VALUE	\$706,707.51
Plus cash deposits	\$0.00
<u>Less cash withdrawals</u>	<u>\$0.00</u>
ADJUSTED BASIS	\$706,707.51

			<u>Month Return</u>	<u>FYTD Return</u>	<u>Cum. Return</u>
PORTFOLIO VALUE AS OF	7/31/2019	\$708,535.44	0.26%	0.26%	18.09%
	8/31/2019	\$709,293.47	0.11%	0.37%	18.22%
	9/30/2019	\$718,174.56	1.25%	1.62%	19.70%
	10/31/2019	\$727,421.67	1.29%	2.93%	21.24%

Gain/Loss **\$20,714.16**

**PATRICK HENRY COMMUNITY COLLEGE
STUDENT ACTIVITIES BUDGET REPORT
Period Ending October 31, 2019**

REVENUES		BUDGET	ACTUAL	VARIANCE
100850	Student Activity Fees	\$125,000.00	\$58,369.40	\$66,630.60
	From Auxiliary Funds	\$20,000.00	\$20,000.00	\$0.00
	<u>Club Receipts</u>	<u>\$5,000.00</u>	<u>\$4,210.32</u>	<u>\$789.68</u>
TOTAL REVENUES		\$150,000.00	\$82,579.72	\$67,420.28
EXPENSES		BUDGET	ACTUAL	VARIANCE
90101	<u>Student Activities & Cultural Events</u> (See Following Schedule)	<u>\$150,000.00</u>	<u>\$73,531.95</u>	<u>\$76,468.05</u>
TOTAL EXPENSES		\$150,000.00	\$73,531.95	\$76,468.05
NET INCOME		\$0.00	\$9,047.77	(\$9,047.77)

STUDENT ACTIVITIES FUND BALANCE

<u>BEGINNING BALANCE</u>	<u>NET INCOME</u>	<u>ENDING BALANCE</u>
\$43,103.64	\$9,047.77	\$52,151.41

**STUDENT ACTIVITIES FUNDS
BUDGET REPORT
PERIOD ENDING October 31, 2019**

DEPT. CODE	ACTIVITY	BALANCE FORWARD 6/30/2019	TRANSFER FROM AUXILIARY	CLUB RECEIPTS	STUDENT ACTIVITIES FEE BUDGET	STUDENT ACTIVITIES FEES-ACTUAL	AVAILABLE FUNDS	CLUB EXPENSES	ENDING BALANCE
	BUDGETED REVENUES		\$20,000.00	\$5,000.00	\$125,000.00	\$58,369.40	\$83,369.40		
994010	INTERNATIONAL CLUB	\$490.02			\$0.00	\$0.00	\$490.02	\$490.02	\$0.00
994020	ALLIANCE FOR EXCELLENCE	\$630.97			\$600.00	\$280.17	\$911.14		\$911.14
994030	EARLY CHILDHOOD CLUB	\$1,288.95			\$0.00	\$0.00	\$1,288.95	\$1,288.95	\$0.00
994060	CAMPUS LIFE	\$12,914.02			\$18,200.00	\$8,498.58	\$21,412.60	\$10,786.04	\$10,626.56
994070	PHI THETA KAPPA	\$3,073.20			\$1,000.00	\$466.96	\$3,540.16		\$3,540.16
994080	INTERCOLLEGIATE ATHLETICS	\$0.00	\$20,000.00	\$2,380.00	\$98,000.00	\$45,761.61	\$68,141.61	\$60,262.74	\$7,878.87
994090	INTRAMURALS	\$1,400.95			\$1,500.00	\$700.43	\$2,101.38	\$407.96	\$1,693.42
994100	STUDENT GOV ASSOC	\$946.30			\$2,150.00	\$1,003.95	\$1,950.25		\$1,950.25
994120	ENVIRONMENTAL CLUB	\$0.00			\$0.00	\$0.00	\$0.00		\$0.00
994130	STUDENT NURSES ASSOC	\$4,453.33			\$500.00	\$233.48	\$4,686.81	\$53.25	\$4,633.56
994140	CULINARY CLUB	\$0.00			\$0.00	\$0.00	\$0.00		\$0.00
994160	STUDENT SERVICES ADV	\$783.12			\$300.00	\$140.09	\$923.21	\$14.24	\$908.97
994180	PLAY DAY, FALL FEST	\$0.00			\$0.00	\$0.00	\$0.00		\$0.00
994200	BROWN BAG SEMINAR	\$759.02		\$51.35	\$750.00	\$350.22	\$1,160.59	\$200.00	\$960.59
994210	CAMPUS LIFE DISCRETIONARY FUND	\$2,591.17		\$1,778.97	\$0.00	\$0.00	\$4,370.14		\$4,370.14
994230	VETERANS CLUB	\$1,027.34			\$500.00	\$233.48	\$1,260.82	\$28.75	\$1,232.07
994250	CULTURAL EVENTS	\$0.00			\$0.00	\$0.00	\$0.00		\$0.00
994260	STUDENT AWARDS BANQUET	\$1,081.65			\$1,000.00	\$466.96	\$1,548.61		\$1,548.61
994360	LAMBDA ALPHA EPSILON	\$1,000.00			\$0.00	\$0.00	\$1,000.00		\$1,000.00
994390	SMA	\$669.13			\$500.00	\$233.48	\$902.61		\$902.61
BUDGET TOTALS		\$33,109.17	\$20,000.00	\$4,210.32	\$125,000.00	\$58,369.40	\$115,688.89	\$73,531.95	\$42,156.94

**PATRICK HENRY COMMUNITY COLLEGE
PARKING FUNDS BUDGET REPORT
Period Ending October 31, 2019**

REVENUES	BUDGET	ACTUAL	VARIANCE
409010 Student Parking Fees	<u>\$54,000.00</u>	<u>\$26,841.40</u>	<u>\$27,158.60</u>
TOTAL REVENUES	\$54,000.00	\$26,841.40	\$27,158.60

EXPENSES	BUDGET	ACTUAL	VARIANCE
490000 Site Improvements/Parking	<u>\$54,000.00</u>	<u>\$8,700.00</u>	<u>\$45,300.00</u>
TOTAL EXPENSES	\$54,000.00	\$8,700.00	\$45,300.00

NET INCOME	\$0.00	\$18,141.40	
-------------------	---------------	--------------------	--

PARKING FUND BALANCE

<u>BEGINNING BALANCE</u>	<u>NET INCOME</u>	<u>ENDING BALANCE</u>
\$193,349.31	\$18,141.40	\$211,490.71

PATRICK HENRY COMMUNITY COLLEGE
Office of the President

Board Report #407
November 18, 2019

**BOARD TO CONSIDER APPROVAL OF FISCAL YEAR 2021 LOCAL FUNDS
REQUESTS**

Report:

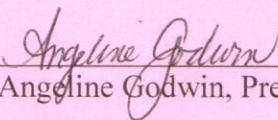
The college is submitting to the board for approval its recommended locality funds requests for FY 2021 so that those requests may be sent to the localities in January 2020.

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.

Henry County and Patrick County granted a five percent increase in 2018 while the city of Martinsville did not. The city of Martinsville granted an increase in fiscal year 2016. The college proposes to request a five percent increase in local contributions for fiscal year 2021, as shown on the attached exhibit.

Recommendation:

It is the recommendation of the college administration that the Board approve the locality funds requests for fiscal year ending June 30, 2021.



Angeline 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
Totals	2,576	100.00%	\$119,900	\$119,900	2,715	100.00%	\$119,900	\$105,430	3,191	100.00%	\$119,900	\$99,777

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
Totals	2,946	100.00%	\$119,900	\$98,818	3,203	100.00%	\$119,900	\$97,350	2,744	100.00%	\$119,900	\$97,054

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
Totals	2,816	100.00%	\$106,760	\$99,741	2,496	94.11%	\$90,603	\$92,943	2,375	95.16%	\$92,943	\$92,943

Locality	2017-2018			2018-2019			2019-2020					
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	96				77				101			
Henry County	1,331	62.78%	\$59,442	\$59,442	1,249	62.45%	\$59,442	\$59,442	1,282	66.77%	\$59,442	\$59,442
Martinsville City	392	18.49%	\$20,827	\$19,835	420	21.00%	\$19,835	\$19,835	334	17.40%	\$19,835	\$19,835
Patrick County	397	18.73%	\$17,322	\$17,322	331	16.55%	\$17,322	\$17,322	304	15.83%	\$17,322	\$17,322
Totals	2,120	100.00%	\$97,590	\$96,599	2,000	100.00%	\$96,599	\$96,599	1,920	100.00%	\$96,599	\$96,599

Locality	2020-2021			2021-2022			2022-2023					
	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded	Students *	Percent	Requested	Funded
Franklin County	96											
Henry County	1,331	62.78%	\$62,414									
Martinsville City	392	18.49%	\$20,827									
Patrick County	397	18.73%	\$18,188									
Totals	2,120	100.00%	\$101,429	\$0	0	0.00%	\$0	\$0	0	0.00%	\$0	\$0

*Prior Year Fall Semester Headcount

PATRICK HENRY COMMUNITY COLLEGE
Office of the President

Board Report #408
May 20, 2019

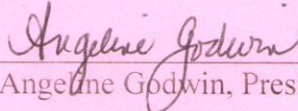
**BOARD TO CONSIDER APPROVAL OF NEW CAREER STUDIES CERTIFICATE:
FOUNDATIONS OF CRIMINAL JUSTICE**

Report:

The Foundations of Criminal Justice Career Studies Certificate is a stackable credential embedded within the existing Associate's Degree. The credential will provide a theoretical and practical understanding of the criminal justice profession in local, state, and federal criminal justice systems. The CSC is part of the statewide curricular redesign associated with the Governor's "G3 Initiative" (Get Skilled, Get a Job, Give Back) which seeks to develop uniform credentials across the state. The credential will address the needs from regional employers within law enforcement.

Recommendation:

It is the recommendation of the college administration that the Board approve the new Career Studies Certificate: Foundations of Criminal Justice.



Angelne Godwin, President

Foundations of Criminal Justice CSC

ADJ 100 - Survey of Criminal Justice (3)

ADJ 133 - Ethics and the Criminal Justice Professional (3)

ADJ 201 - Criminology (3)

ADJ 130 - Introduction to Criminal Law (3)

ENG 111 - College Composition I (3)

ITE 115 - Introduction to Computer Applications and Concepts (3)

Credits 18

Reasoning behind the CSC as developed by the Criminal Justice Peer group to support G3

ADJ-100 – Is not only the building block for the Administration of Justice (ADJ) curriculum but also address all major pillars of the justice system (corrections, legal and law enforcement).

ADJ-133 – (Which was recently added to the curriculum) Addresses ethical behavior among role players in the justice system.

ADJ-201 – Addresses the underlying causes and behaviors of why individuals commit crime and examines crime data.

ADJ-130 – Introduces students to the courts, legal systems and landmark court cases that guide law enforcement professionals in their current practices.

ENG-111 – Was embedded into the program as every role player in the system (regardless of their occupation) must be proficient in their writing skills as it's highly likely that their work will one day come under scrutiny.

ITE-115 – Was chosen as it is desirable for all employees across the justice system to demonstrate strong computer skills as most are required to complete various reports in an accurate and timely manner.

Patrick Henry 2019-2020 Patrick Henry Community College Catalog Community College

Administration of Justice, AAS

Length: 66 credits

Purpose: The curriculum is designed to provide a theoretical and practical understanding of the criminal justice profession in local, state, and federal criminal justice systems.

Program Learning Outcomes: The student will be able to:

- demonstrate minimum proficiency in General Education Skills which are defined as oral communication, written communication, mathematical/problem solving, scientific reasoning, information literacy and critical thinking;
- demonstrate competency of effects of crime, law, and law enforcement systems in society;
- demonstrate competency of legal and non-legal drugs including identification, societal influences, and legal consequences;
- demonstrate proficiency to evaluate tort and criminal case charges, elements, victims, perpetrators, and outcomes;
- demonstrate proficiency of proper criminal investigation methods that follow laws from judicial, executive, and legislative branches; and
- demonstrate acceptable workplace skills, attitudes, and behaviors.

Occupational Objectives: The program prepares students for career service in the following areas: local and state police departments, federal agencies, correctional institutions, and security officers in commercial or industrial areas.

General Education Requirements

- CST 110 - Introduction to Communication Credits: 3
- ✓ ENG 111 - College Composition I Credits: 3
- MTH 130 - Fundamentals of Reasoning Credits: 3

- PLS 211 - U.S. Government I Credits: 3 and
- PLS 212 - U.S. Government I Credits: 3
- or
- HIS 101 - History of Western Civilization I Credits: 3 and
- HIS 102 - History of Western Civilization II Credits: 3
- or
- HIS 121 - United States History I Credits: 3 and
- HIS 122 - United States History II Credits: 3

- PSY 200 - Principles of Psychology Credits: 3
- SOC 200 - Principles of Sociology Credits: 3
- HUM EEE - Humanities/Fine Arts Elective Credits: 3

- ADJ 160 - Police Response to Critical Incidents Credits: 3

Total Credits: 27

Program Requirements

- ✓ ADJ 100 - Survey of Criminal Justice Credits: 3
 - ADJ 105 - The Juvenile Justice System Credits: 3
 - ADJ 111 - Law Enforcement Organization & Administration I Credits: 3
- ✓ ADJ 130 - Introduction to Criminal Law Credits: 3
 - ADJ 131 - Legal Evidence Credits: 3
- ✓ ADJ 133 - Ethics and the Criminal Justice Professional Credits: 3
 - ADJ 146 - Adult Correctional Institutions Credits: 3
 - or
 - ADJ 140 - Introduction to Corrections Credits: 3
 - or
 - ADJ 145 - Corrections and the Community Credits: 3
- ✓ ADJ 201 - Criminology Credits: 3
 - ADJ 236 - Principles of Criminal Investigation Credits: 3
 - ADJ 237 - Advanced Criminal Investigation Credits: 3
 - ADJ 280 - Capstone Project Credits: 1
 - ADJ 299 - Supervised Study Credits: 1
 - PED/HLT EEE - Wellness Electives Credits: 3
- ✓ ITE 115 - Introduction to Computer Applications and Concepts Credits: 3
 - SDV 100 - College Success Skills Credits: 1

Total Credits: 39

Minimum Required for Degree: 66 Credits

Advising Sheet

Advising Sheet Suggested Schedules: Courses in advising sheets are displayed under the semester in which the courses are regularly offered. It is possible that a course shown on the schedule for a particular semester may not be offered due to low enrollment or other factors.

Developmental Prerequisites

NOTE: * These classes meet the requirements of the Career Studies Certificate in Justice Studies.

Fall Semester Courses

- ADJ 100 - Survey of Criminal Justice Credits: 3 *
- ADJ 111 - Law Enforcement Organization & Administration I Credits: 3 *



Division of Technology

Annual Executive Summary 2018 - 2019

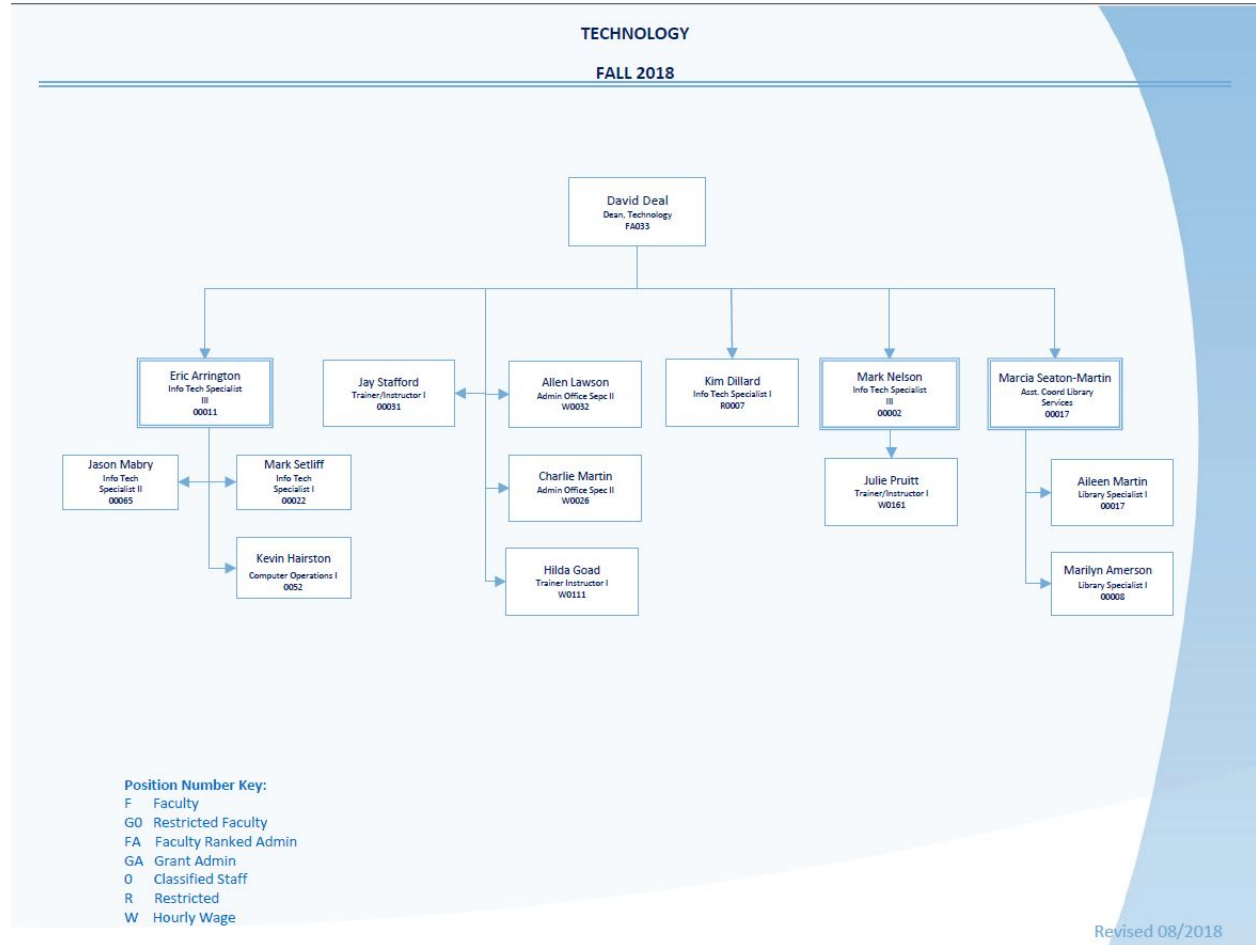
November 1, 2019

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 2019 describes the roles, responsibilities, highlights and future plans of each of the departments during the past 2018 – 2019 academic year.

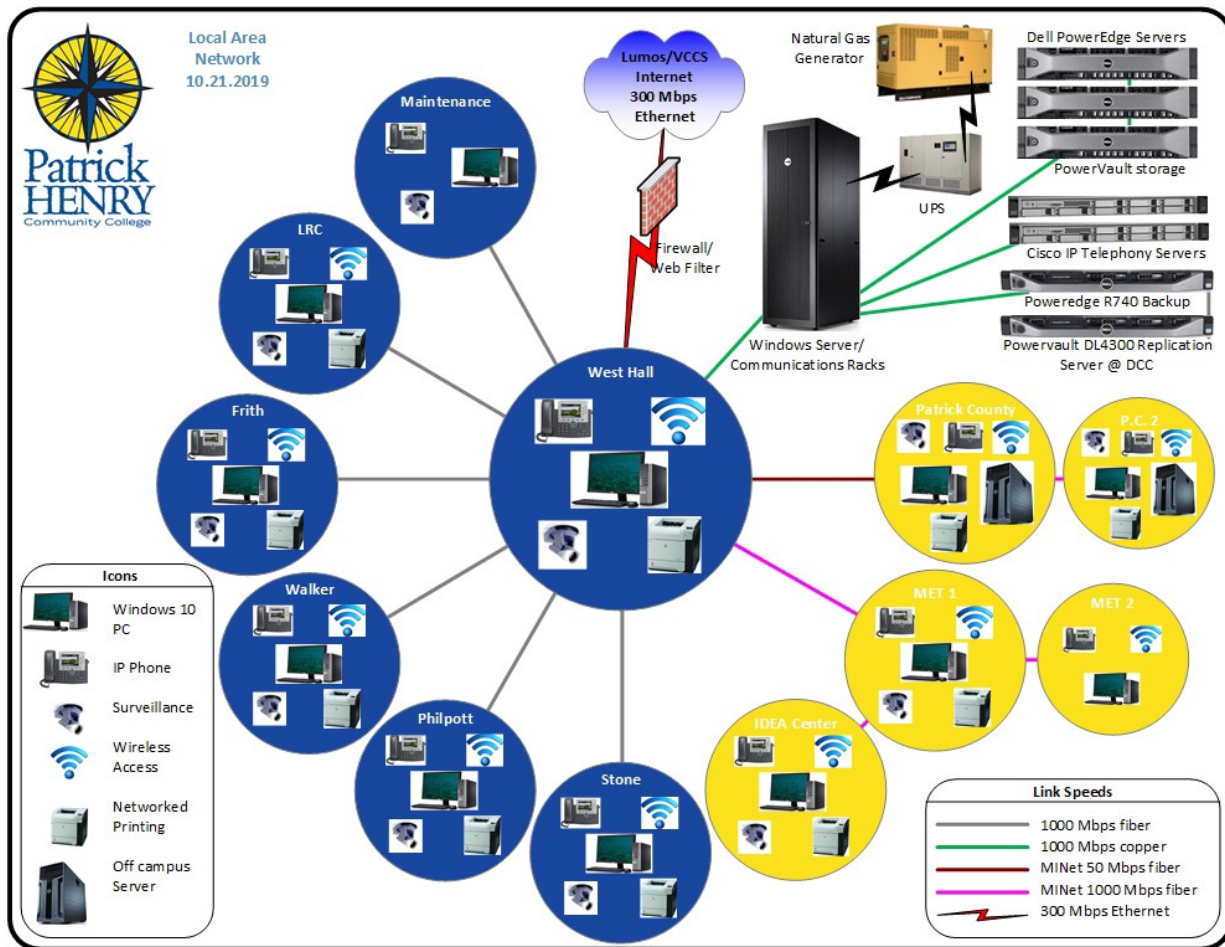


Information Technology Annual Report 2019

Eric Arrington, Senior Network Administrator – October 21, 2019

Mission - Department of Information Technology

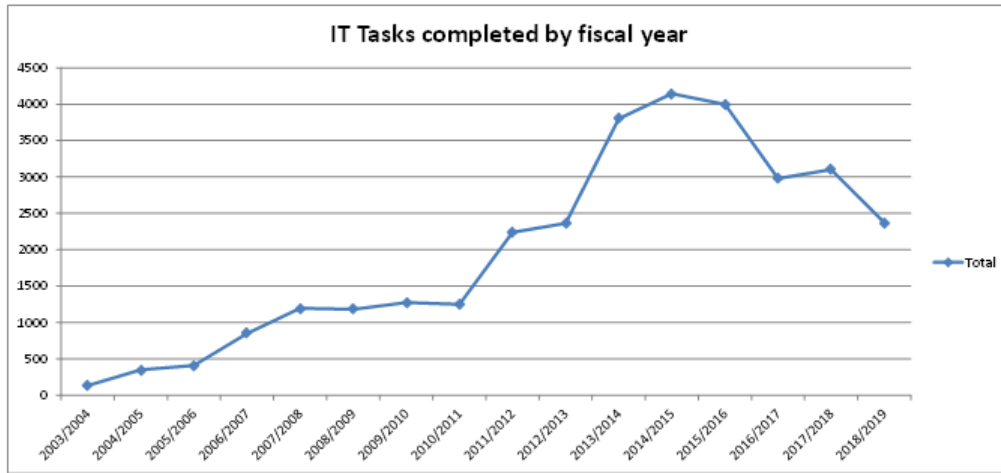
The Department of Information Technology of Patrick Henry Community College is dedicated to providing state-of-the-art technology and first-class support for the academic and administrative areas to foster student success.



Information Technology Accomplishments: 2019-2020 Academic Year

- ❖ Installed new Active Directory domain controller due to EOL of existing server
- ❖ Replaced Server and storage array for the Surveillance system with new hardware, thereby increasing performance and increasing archive storage capacity by 45%

- ❖ Replaced 3 additional physical server due to equipment being EOL (End-Of-Life)
- ❖ Consolidated server services to limit the necessary number of virtual servers and migrated all on- premise virtual servers to VCCS Infrastructure as a Service (IaaS) environment
- ❖ Ongoing projects:
 - Upgraded 423 Windows 7 PCs to Windows 10 (96.8 % complete)
 - Migration from Office 2013 Pro to Office 2016/2019/365 Pro Plus(98.3% complete)
 - Upgrade PHCC servers from Windows Server 2012 R2 to 2016/2019 (89% complete)
- ❖ Ensured continuous upgrade of Windows 10 PCs to the latest build, currently the March 2019 update
- ❖ Replaced traditional hard drives in 240 PCs with SSDs to dramatically increase performance
- ❖ Replaced 244 EOL staff, faculty, and classroom PCs
- ❖ Migrate all vulnerability scanning and assessment from Rapid7 Nexpose to Tenable Nessus
- ❖ Patrick County expansion to building 2
 - Coordinated (with MINet) all premise wiring of new building and fiber backbone connection between buildings one and two
 - Installed network infrastructure in building 2 including network switch and wireless access point
 - Configured and 16 surveillance cameras across both building after being installed by vendor
- ❖ Worked with MINet and MBC to increase available bandwidth to Patrick County site from 10mbps to 100mbps (1000% increase)
- ❖ Worked with Advising Staff to enable calendar sync of all advisors to the EAB Navigate environment
- ❖ Configured and deployed 80 Surface Go tablets to Upward Bound, Upward Bound Math/Science, and Talent Search
- ❖ West 215 – eSports lab
 - Assembled and installed all furniture in the eSports lab (gaming desks and chairs)
 - Installed additional network infrastructure equipment to facilitate the new gaming PCs
 - Configured and installed all Gaming PCs including wall mounting second displays for all stations
 - Installed projection capabilities for PC at the front of the room
- ❖ Realized consistent instructional media support by the IT department through cross training of staff
- ❖ Logged and closed 2,373 IT related tickets (over 2,300 for seven consecutive years)



Future Projects

- ❖ Install additional servers as needed through additional utilization of IaaS environment
- ❖ Continue to improve redundancy and recovery of physical servers and network infrastructure
- ❖ Improve security of VPN connectivity with the addition of Symantec Validation and ID Protection Service
- ❖ Complete Windows 7 to Windows 10 migration
- ❖ Strengthen our security posture by further utilizing Tenable Nessus vulnerability scanning technology, implementing two-factor authentication for our Office 365 environment, and continuing to have annual penetration tests performed against our network
- ❖ Continue mobile device hard drive encryption extending to all PHCC laptops that are used off campus for privileged access (Remote access of sensitive systems)
- ❖ Continue to maintain a five year replacement cycle for end-of-life Dell desktop and notebook computers during the 2019 – 2020 academic year
- ❖ Investigate feasibility of, and possibly begin, migrating to the VCCS hosted IP telephony solution
- ❖ Move Cisco lab from Walker to MET to better facilitate Cisco networking classes
- ❖ Work toward implementation of five year replacement cycle for EOL projectors and document cameras
- ❖ Reduce complexity and difficulty-of-use of the compressed video solution through use of new Zoom Enterprise platform

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) –expired
- ❖ Certified Novell Administrator (CNA)
- ❖ CompTIA Network + Certification
- ❖ CompTIA Security + Certification
- ❖ Cisco Certified Entry Network Technician (CCENT) –expired
- ❖ Cisco’s Certified Network Associate (CCNA) –expired
- ❖ 22 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
- ❖ 17 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
- ❖ 14 years of experience

Kevin Hairston, Media/Desktop Technician

Educational Technology Annual Report 2018/19

Mark W. Nelson, Educational Technologist – 10/01/2019

Mission – Educational Technology

The Distance Learning and Educational 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 [PHCC].

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 2018/19 academic year the ET received 2,627 student support tickets and 1,482 instructor tickets.

The Main PHCC Website

The PHCC 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.

PHCC is in the process of moving from an onsite web server to a virtual server hosted by the VCCS. In moving the server information it was decided to separate the public web service from the in-house custom applications. There are over 350 in-house applications which serve the

students and employees of PHCC. Each of these applications are being reviewed for consistency, relevance and obsolescence.

The Learning Management System

PHCC uses the current Learning Management System [LMS] offered by the VCCS. In academic year 17/18 the VCCS decided to change from Blackboard to Canvas LMS. During the fall term of 2018 the ET was very involved with learning the new system. Canvas has over a million hours of tutorials, training videos and documentation online.

The PHCC Dean of Information Technology [IT] assigned additional resources to assist in supporting and facilitating the move. In addition, the Vice President of Academic and Student Support Services assigned a member of the faculty to assist with instructor training and support through the capacity of Instructional Technologist.

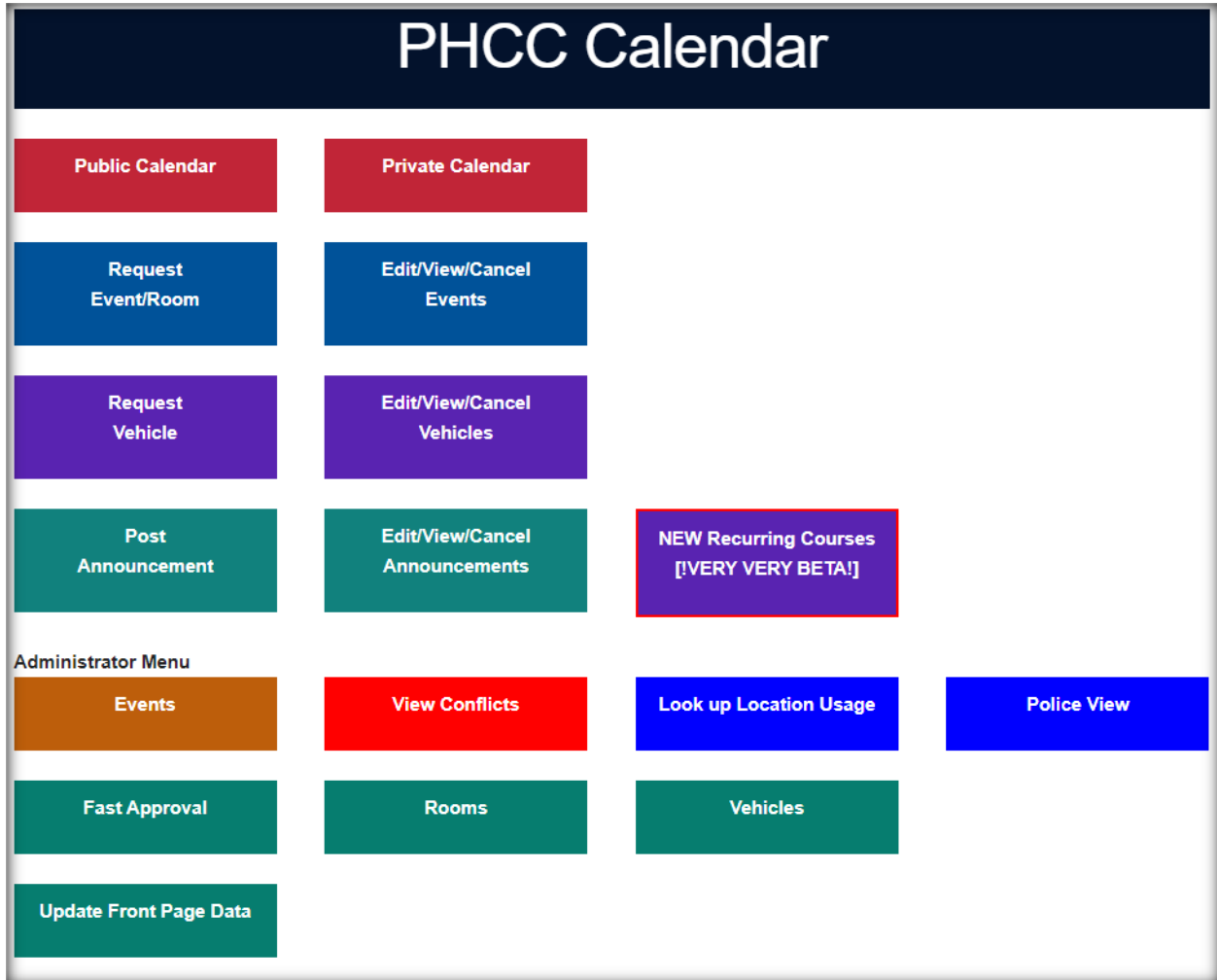
During the spring term of 2019, five faculty members were selected to pilot one course each on the new LMS. Through the involvement of these faculty members as well as the additional resources assigned from the IT Division the conversion from Blackboard to Canvas has been deemed a complete success.

Starting in the summer session of 2019, PHCC went fulltime to Canvas. There are still a few idiosyncrasies to be resolved where faculty are needing to change their pedagogy to best utilize the new software. However, the majority of these have been well received by the faculty as a whole.

College Calendar System

PHCC has 271 rooms which are used for classes, meetings and community events. The scheduling of these rooms can be daunting. PHCC formally utilized a calendar system created by Active Data. Active Data was purchased by SchoolDude. SchoolDude opted to discontinue the older system and the replacement no longer fit the needs of PHCC.

It was decided to create an in-house calendar application which would meet all of the needs. By creating an in-house system it saved the college \$8,000 annually. In August 2019 the PHCC Calendar was released. The new calendar system was developed to be streamlined and only requires elements necessary for the needs.



Distance Learning and Educational 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
- 29 years' experience in adult education
- 24 years' experience in website development
- 42 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

Information Technology Annual Report

**Kimberly Dillard, Enterprise Support Specialist/ Security Officer/ eVA & AIS Coordinator
October 01, 2018 – September 30, 2019**

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 now called Canvas. 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: October 2018 -Sept. 2019

- 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)
- Job Requests – 339
- Queries – 93
- Team Dynamix Tickets – 76
- Password Resets – 765
- Student Groups – 605
- Created eVA Accounts – 10
- Deactivate eVA Accounts - 13
- Annual Armics Reviews – (Once a year)
- Created WES Accounts - 6
- Quarterly Armics Reviews – (Every three months)
- Maintaining all new hire IT packets – 128
- Assisted with issues in Canvas for Rosemary Bowers/Gerry Bannan
- Adding NOVA instructors to the Instructor/Advisor table – 49
- Approving all NOVA instructor's workload – 49
- 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 every other month
- 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 - 22
- Maintain CRT Edit reports and Graduation file – (IR Dept.)
- Assisted Admissions with access to ImageNow
- Maintain Terms – 101
- 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 Canvas issues
- Assist HRMS with new hire log in issues concerning the HR link
- Maintain Grad Edit Correction file
- Ability to grant Registrar access to new Transcript roles on the NSC site
- Assisted with Testing the Graduation Application
- Ability to make name changes in SIS
- Maintain Degree Verify Files - 5
- Maintain NSLDS Error report
- Maintain Power User access for WES

- Maintain eVA/AIS user accounts (new & old)
- Maintain and Correct all the External Org ID's
- 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) - **96**
- Visited Off Campus sites (IDEA Center and MET Building) to assist students with first time log in users and to setup accounts.
- Create new accounts for new users in WES & NSC
- Troubleshooting with David Todd concerning Canvas issues
- Assisted Eric A. and Rhonda H. with eVA credentials
- Assisted Jennifer Brown with students disabled Gmail account
- Worked with Imad to update and submit eVA Quarterly Reviews
- Assisted Julie Meador with Instructor's email for Canvas
- Maintained Purchase orders for Office use
- Entered 3 Bassett students' emails in SIS as preferred in order to receive emails
- Completed eVA Acceptable Use Acknowledge Forms for the whole college and uploaded them all to Imad Abi Falah for reviews
- Maintained and sent out the sign-up link for the 1st training session for Canvas with Dave Dick & Ken Fairbanks
- Assisted Lindsey Bryant with uploading MHC After 3/ Upward Bound files for Blumens through the National Student Clearinghouse site (3 times a year)
- Create labels and file folders for new hires - **128**
- Maintain adding IncludEd fees for the Business office for Fall & Spring

Fall 2018 & Spring 2019

- ✓ HLT 143 all sections @22.10
 - ✓ MTH 161 01,72CV @ 95.10 (J. Lachowicz only; Class Nos. 45916 and 49628)
 - ✓ PSY 200 all sections @70.00
 - ✓ ECO 201 all sections @116.60
 - ✓ ECO 202 all sections@ 116.60
 - ✓ BUS 100 all sections@ 60.42
 - ✓ BUS 165 all sections @21.37
 - ✓ BUS 200 all sections @28.12
- Assisted Mark Nelson with email issues for Melinda Wegener
- Assisted Megan Willis with SIS access
- Troubleshooting for Jerry Robertson (Genedge Employee) to access his account
- Assisted with corrections on the Talent Search files for Shanna Francisco-King
- Troubleshooting NSC files with Blumens
- Assisted Brenda Bowman (Genedge Employee) with MyPHCC access
- Added suspended inactive role to Emplid and reset password for Barry Reynolds
- Added Belinda Stockton, Teddy Martin, and Stephanie Keith to (Payroll_Share) in directory Services
- Updated **22** AIS accounts by adding the Business Unit @PH285
- Changed NSC submission dates on the website
- Maintain changing all PHCC passwords for Subsequent of Terms and Student Tracker
- Assisted Joyce Divens with her PHCC access in TEST
- Maintain Service Indicators on PHCC accounts

- Added three students VCCS email to SIS
- Assisted Sharon Claggett & David Deal with data for #26-30 on Spreadsheet for Audit
- Sent out YouTube video of Canvas training to all Faculty and Adjuncts
- Assisted Adjunct Vickie Wasoski with password reset, logging in and setting up her account
- Sat with Auditor and answered questions concerning PHCC's Security access and processing time (03/27/2019) – 1 hour
- Added Math Post Test scores for April Neblett
- Added 8 Wizard roles to new employee Ebony Coleman-David
- Assisted Asiah Eure with setting up her MyPHCC account
- Granted (VX_FA_STDNT_SRVCS_CTR) to Cindy Keller, Robbie Hendrix, Rosemary Bowers, Lisa Finley and Chris Wikstrom
- Granted (VX_SF_PII_QRY_MGR) to Jessica Carter and Jennifer Brown, Sharon Claggett, Adrienne Martin, and Torria Finney
- Assisted Shauna Hines with HRMS issue to enter time
- Assisted Dr. Jones with Canvas/VCCS login
- Restored student Brandie Clark's Emplid in Archive
- Troubleshooting for Early Childhood Instructor Teresa Johnson
- Assisted Bronte', Travis, and Meghan with MTE/MTH Pearson Scores in SIS
- Assisted Mark Nelson with granting Jay Stafford, and Chris Wikstrom Administration access in Canvas
- Assisted Travis Tisdale with getting into the TEST site
- Ability to print class rosters to assist with resetting passwords
- Added Amy Webster to Melanie Nelson's (PNE 163) class as a Teacher Assistant
- Troubleshooting for MHC After 3 for Shamecca Perkins
- Setup CIPPS account for Teddy Martin
- Assisted Logan Hall and Tiwianna Hairston with HRMS link and logging in to enter time
- Restored student Connie H. Bray and Kimberly Martin's Emplid in Archive
- Made changes to Piedmont Governors School Employees' emails in SIS
- Changed 56 Employee emails in SIS to be able to access EAB
- Added MTT test scores in SIS for 21 students per April Neblett
- Troubleshooting SIS with Beth Pruitt in Patrick County
- Assisted NOVA student with Pearson issues concerning Statistics class
- Assisted Steve Dalton (Genedge Employee) with his account for Chrome River
- Granted Jessica Carter 2 new roles for Transcripts on the NSC site
- Assisted Kimberlton Adkins (Adjunct) with resetting his account
- Assisted John Hagwood (Genedge Employee) with logging into his PHCC account
- Assisted Helen Howell with being able to enter her time in SIS
- Sent Bookstore employees access to Imad for review
- Assisted Housekeeping employee with entering time
- Assisted student with making Biographical changes in their account
- Assisted Jessica Carter with CRT errors concerning the plan code for (Curriculum & Jurisdiction)

- ❖ After PHCC was reviewed starting in July of 2019 the VCCS requested that all our active HRMS COPYID's be changed in Directory Services to the standard COPYID and that all the inactive HRMS COPYID's be changed to the new COPYID. This process is an ongoing project for me since I am having to clean up old files that have not been updated for at least 8 plus years.
 - ✓ Changes made to Active files – 201
 - ✓ Changes made to Inactive files - 1293

Lester Library

Annual Report 2018-2019

Marcia Seaton-Martin – Library Services Coordinator

Narrative

Lester Library provides a diverse collection of resources, with formats that include print, eBooks, microforms, DVDs, streaming videos, and scholarly databases. Currently, our library collection houses approximately 29,153 items. This collection is augmented by approximately 265,000 e-books (from publishers and vendors including Safari (which will soon be replaced by O'Reilly for Higher Education), EBSCOhost, Gale, ProQuest, Sage Knowledge and Elsevier). In addition, the library collection provides access to video resources with streaming media titles from collections such as *Sage Knowledge Video* and *Films On Demand*, and the library collection provides streaming audio books from Overdrive.

For local and national archival research (primary and secondary), the library provides access to back issues of the *Martinsville Bulletin* and the *New York Times* through its microfilm collection. Equipment is available to view, save, or print articles from these archives. In addition, the library provides access to more than 160 scholarly full-text and bibliographic databases, providing access to over 30,000 full-text journals covering all relevant undergraduate subject areas. The library houses the Stone Collection (interfiled), a print collection focusing on Southern history, Virginia history, the American Civil War, and the antebellum South.

Trained library staff are available to provide bibliographic instruction and research assistance to students, faculty, and community users. All registered students and dual-enrolled high school students are able to access the library's proprietary databases from off-campus via a proxy server, a service designed to make resources available outside the library "walls" and meet the students where they are, regardless of location. Interlibrary loan services for books, eBooks, eChapters, media, and articles is available free to all students, staff, faculty, and community users. The library also serves ODU Teletechnet students (graduate and undergraduate), which is a satellite campus, and students from the Piedmont Governor's School to provide research services, including interlibrary loans services.

All students needing research assistance from off-campus may request help from the library by e-mail for reference questions, fax, or phone for both reference and general questions. The library now has its own email address for reference questions. For after-hours or off-campus assistance (available 24 x 7), students may chat with a reference librarian through LRC Live (QuestionPoint), a Web-based reference cooperative that is staffed by VCCS and participating libraries from across the United States. The library currently has four designated areas for collaborative study. The nursing room is equipped with a DVD/VHS player and flat screen TV for viewing closed reserve media. Our two media station areas, located near each other, are equipped with laptops that connect to a 4K TV, through a switch kit technology with each area sectioned off by portable walls, allowing privacy for group sessions. The final room, the Carter Room, can seat five patrons at the table, and it has additional seating in the room. This room is for group study and research. A reservation system has already been created for groups to check out these collaborative study areas.

The library is a member of VIVA (Virtual Library of Virginia), a state-wide consortium of nonprofit academic libraries. Formed in 1994, VIVA's mission is to provide faculty and students from any of Virginia's 39 state-assisted colleges and universities, 33 independent institutions, and the Library of Virginia, with "equal access" to premium academic research databases, both full-text and bibliographic, as well as e-book collections.

In addition to sharing resources through VIVA, the library participates in cost-saving cooperative purchases of digital collections through its membership in the VCCS. These resources supplement the VIVA collection by focusing on areas more appropriate to community-college level research. Membership in the VCCS also provides the library with a shared, centralized Integrated Library System (ALMA), and with real time technical expertise and support via LincSite, and a VCCS library discussion board and support through Team Dynamix, (a system used for requesting assistance). The library is a member of the Mid-Atlantic Library Alliance (MALiA), an association that combines the resources of over 100 public, academic, school, and special libraries to negotiate contracts for books, periodicals, and other library resources. The library's membership in OCLC, an international bibliographic utility, facilitates the expedited processing of materials and insures library records meet national cataloging standards. Through its membership in Lyrasis, a national library cooperative, the Lester Library has access to discounted digital content, along with specialized training for professional development.

Projects

The 2018 year began the implementation of the new library management system (LMS) ALMA. With the completion of ALMA, we have a new searching tool with Primo Search, which was added to the website. Since the implementation of ALMA, the library staff completed online training, the Assistant Coordinator became ALMA certified, and meetings were held concerning any ALMA issues using SLACK (a collaboration hub for workers to get together and meet). Throughout the year, the library has interacted with the Systems Office. We had to check linkers to add database subscriptions, and we worked with the Systems Office and IT to resolve full-text article access issues. We use a new ticket system for requesting assistance from the Systems Office called TEAM DYNAMIX.

We added a new database that has not only been beneficial to those in our culinary arts program, but faculty, staff, and community users can also access this database to learn more about food, its origins, and get recipes. In preparation for an upcoming Physical Therapy program at the college, the library and nursing staff have continued to work together to keep our nursing collection updated by weeding out materials that are out of date or obsolete, purchasing more physical items to support the nursing programs, and purchasing eBooks. Additionally, the Assistant Coordinator shared trial information to several databases on Allied Health and Physical therapy with nursing instructors, in an attempt to receive feedback from the nursing faculty on which one would work best with their programs. The eBooks in our Patron Driven Access (PDA) section of the R2 digital library has been automatically updated with new titles. We have provided a list of physical materials, DVDs, databases, and eBooks to the nursing director in preparation for the nursing review.

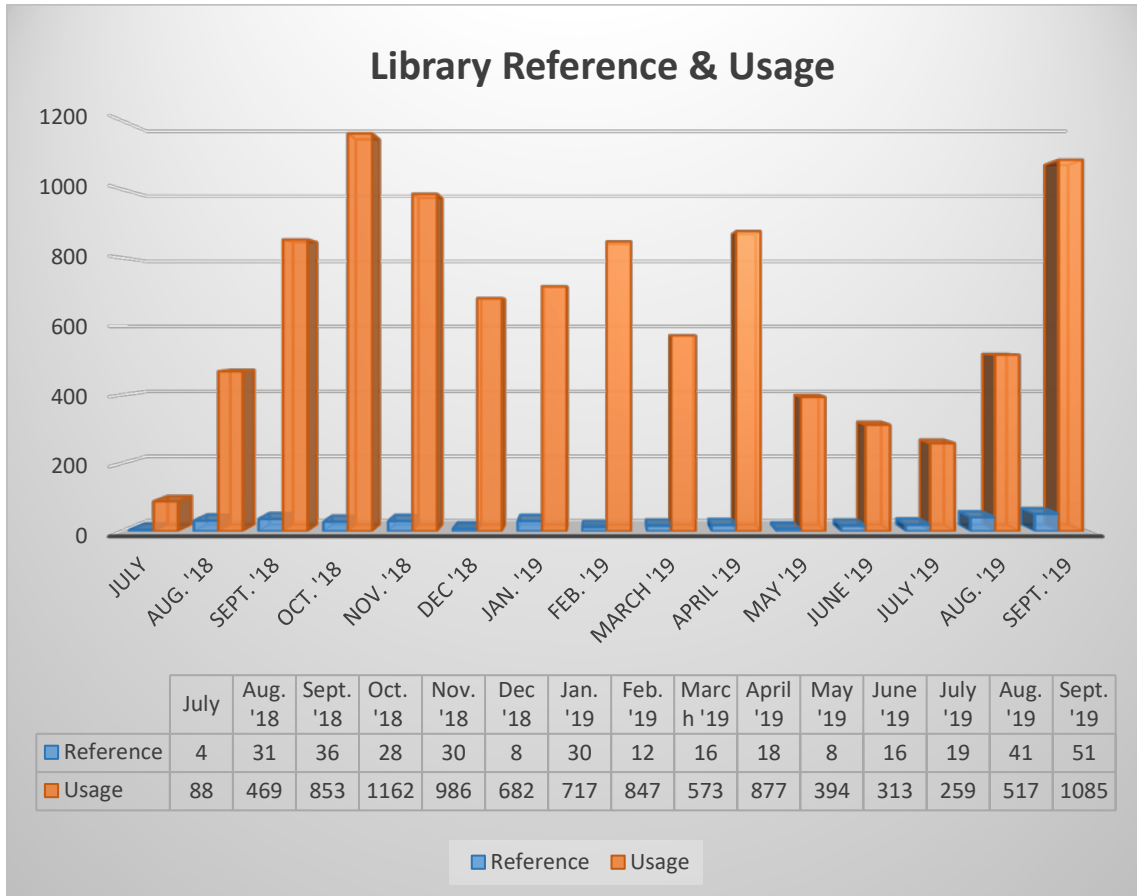
With Open Educational Resources (OER) becoming more significant to student savings, the Assistant Coordinator of the library attended an OER conference at Central Virginia Community College, went to the Achieve the Dream Conference in Minneapolis, and attended the Open and Affordable Course Content Forum in Richmond Virginia to learn more. Libraries have a part in the success of OER and the distribution of such information. As more information is learned on OER, faculty and the administrative faculty will receive emails to keep everyone current with what is going on.

We are currently working on getting a Feature Films for Education database, and upgrading to the Nursing Reference Center Plus database by EBSCO, which has already been found useful by instructors during our trial period. Another database changed its name from Learning Express to PrepStep. PrepStep is a career tool that can also be used with workforce development, middle college, our nursing students, and more.

Throughout the year we keep statistical data of reference questions, and interlibrary loan data, and a statistical count of patrons using the library, which was established for the day, weekend, and evening hours. Each year the library receives a Library Questionnaire and 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 that helps to increase discoverability of the titles and aids in an accurate statistical count for library inventory.

We now have a work-study who has the responsibilities of a library page. She helps with circulation, shelving, edging, inventory, and other projects. She has already helped us to find and update the digital article list and added information to the research area in our Carter room. She is currently working on inventory. ALMA requires uploading an excel sheet of scanned barcodes to process inventory. The inventory has been completed for following collections: Closed Reserve, Oversize, Carter Room materials, DVDs and other media, and our Reference collection. During inventory is when materials get updated, materials are pulled for processing, and corrections like location codes or barcodes are fixed in the system. Our collection not only includes materials purchased but also donations.

In an effort to be proactive, the library has purchased Chromebooks for students to use for their studies, to use the webcam for meetings, and/or recordings for assignments. A checklist for the Chromebooks with required student signature has been created for checkout. Also, in an effort to meet student needs a library welcome video, library introduction, and Primo search tutorials were created in Canvas for instructors to use with their students.



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 ALMA statistics
- Oversee shelf-ready processing of library materials
- Manage the circulation / reference desk for evenings and weekends.

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

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
- Mail distribution
- 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

LRC Testing Center/Learning Lab Annual Report 2019

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.

Students living in the Martinsville and Henry County service region must take proctored tests in the LRC Testing Center. All students taking tests in the Testing Center must show a picture ID; preferably a Patrick Henry Student ID. The Student ID has a barcode on the back which allows the Testing Center to scan the student's empl ID number into the Testing Electronic Sign-in System. If the student doesn't have a Student ID, the student will need to give his/her empl ID number and show a picture ID. If the student doesn't know his/her empl ID, Testing Center staff can look the student up by his/her name. When the empl ID number is entered into the Testing Electronic Sign-in System, a list of the courses that the student is enrolled in will be pulled from the database. The correct course can then be selected from the list and the test entered into the system. Tests entered into the electronic sign-in system are recorded in an Access database stored on the college server. When the test is complete, the Testing Center employee will sign the student out by clicking on his/her name. The system will automatically send the student an email as receipt that they took the test. Cell phones and smart watches are not allowed in the Testing Room even if they are turned off. A student caught with a cell phone or smart watch in the Testing Room will be considered in violation of the *Academic Integrity Policy* and will be reported to the instructor and the Dean.

Students taking courses through Patrick Henry Community College and that live outside the Martinsville and Henry County area can take their tests with an approved proctor as outlined in the Student/Proctor Agreement form. This form must be filled out by the student, the proposed proctor, and sent to the Testing Center for approval. Once received by the Testing Center, the form is reviewed, and if approved, test information is sent to the proctor as the Testing Center receives the information from instructors. If a proctor is not accepted, the student is contacted with recommendations on where to find an acceptable place to proctor his/her test. Proctor

forms are entered into a spreadsheet along with the date when test information is sent to a proctor and when completed tests are received from the proctor. Any problems with proctored tests will go through the Testing Center to work on a solution or to contact the instructor.

A Learning Lab is provided for the convenience of students to be able to work on coursework. The LRC computer lab is also available to people from the community. The main computer lab is located in the LRC beside the Testing Center. Students can ask Testing Center/Learning Lab personnel for assistance when they encounter difficulties while using lab computers. Students often need help learning to operate a computer, using Canvas, MyMathLab, Microsoft Office programs, as well as other programs used in their classes. Many students are sent to the lab for assistance to enroll in classes, check grades and fill out college forms. The Testing Center/Learning Lab staff help students having trouble printing. Maintaining the WEPA printers, keeping track of supplies and ordering supplies when needed are also the responsibilities of the Testing Center manager and staff.

Due to the location of the Testing Center, the staff often has to spend a large amount of time directing and answering student questions when they enter the building. The same is true with telephone calls which are directed to the Testing Center when there is a question of who the person needs to talk to or when that faculty/staff is not answering. In addition, Testing Center staff also clean the computers and computer tables, straighten and clean the Learning Lab and Testing Center, clean the glass counters and glass windows to the testing room and vacuum whenever possible when there are no students.

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, reviewing cameras if someone is suspected of cheating and documenting incident, notifying instructors if student is found to be cheating and notify security to download video, 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 opening the 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. Works to create an aesthetically pleasing learning environment to help increase student success. 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

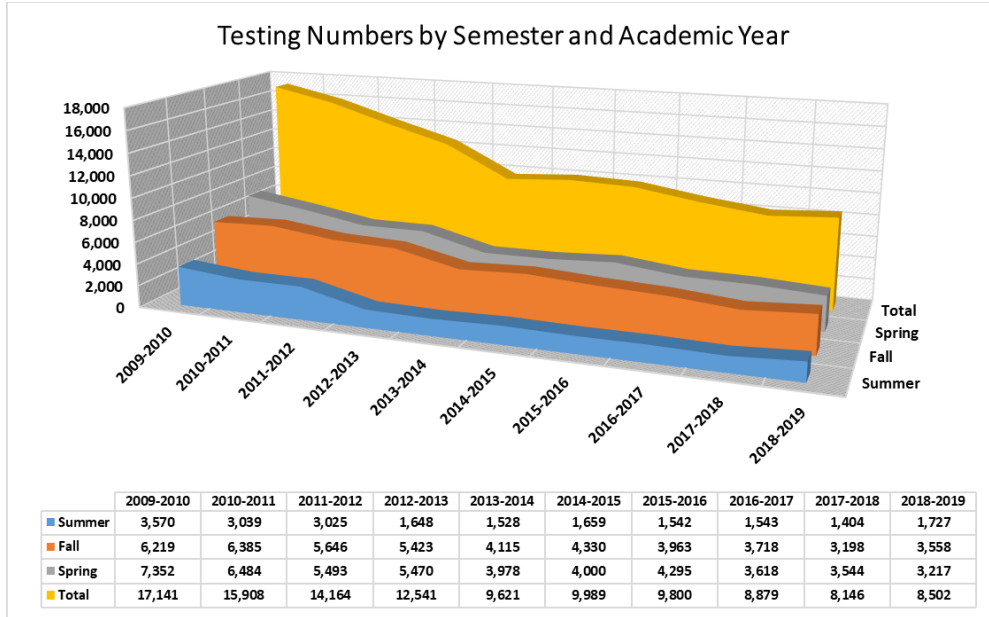
Responsibilities: Primary responsibility is assisting students in the LRC learning lab and being sure that rules are followed. When it is busy in the Testing Center, he assists with giving tests and other jobs as needed. Clean Learning Lab and Testing Center.

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.

Testing Statistics:

Over the past ten years, the Testing Center has averaged giving 11,469 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. Those tests require a large amount of time to administer compared to most regular tests and they also tie up a computer for approximately 3 hours for each placement test. There has been a small increase the past year in correlation to the SEED fund.



Accomplishments: 2018-2019 Academic Year

Accomplishments:

- ✓ Installed four new 360 degree security cameras with microphones in the Testing Room replacing the three older cameras. This gives a more complete coverage and also adds the ability to record sound.
- ✓ Created and printed Office 365 download instruction sheets to give to students and to put in the information rack.
- ✓ Added SSDL passwords to our password list with links to testing information sheets rather than printing them and keeping them in a SSDL folder. This is very time consuming to set up each semester; however, it helps greatly to quickly find passwords, saves paper by not printing out all the sheets, and saves confusion when trying to find information in the file. In addition, it makes the passwords available to the Patrick County site.
- ✓ Updated signs in the Testing Room. Dr. Jones asked that “Honor Code” be changed to “Academic Integrity Policy” and also added that violations will also be reported to the Dean. 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.

Cell Phones and Smart Watches are NOT allowed in the Testing Room!



Having a cell phone, smart watch, or any portable electronic device while in the Testing Room will be considered a **violation** of the **Academic Integrity Policy** and will be reported to the Instructor and Dean.

Please be aware that activity in this room is being



**Electronically
Monitored
&
Recorded**

- ✓ Created a new, updated Weekly Testing Information Sheet to use when doing the Weekly Testing Reports.
- ✓ Revised Testing Center/Learning Lab information for the college catalogue.
- ✓ Changed and updated the proctor form leaving out using anyone in K-12 schools as an acceptable proctor. This was the area giving the majority of problems with students trying to use friends as proctors and break academic integrity policies. It is very difficult to prove that a proctor let a student cheat. The change was necessary to uphold and maintain the integrity of our proctoring process. This change also allows for greater fairness for all students. The revised proctor form was approved by committee and implemented starting with the Fall 2019 semester.
- ✓ Created a syllabus statement on proctored testing with a link to the Testing Center webpage to provide a common statement and link to information that might change. Before, instructors put information in their syllabus and continued to copy that information from semester to semester without checking to see if anything had changed. Students often had outdated and inaccurate testing information.
- ✓ Turned desks around in Testing Room so that students are now facing the back of the room while testing. This move was made to help prevent cheating. With a significant increase in cheating incidents, we found that dishonest students would watch testing center staff while testing to know when to cheat and not be seen. By changing the desks to face the back of the room, students will not be able to watch staff without turning around to look and that will make it more obvious. Hopefully this move will help deter cheating because students will not know if they are being watched.
- ✓ Created a template for documenting cheating incidents in the Testing Room. The document is used to record student name, date incident took place, course, test being

taken, which computer or desk student was sitting at, brief description of student (such as white shirt, brown shorts, etc.) to identify which student in the video, time student signed in and out for the test, which camera to download video from, and then a detailed description of what takes place in increments of time.

- ✓ Created a spreadsheet to record cheating incidents in the Testing Room.
- ✓ Did a study during the Fall 2018 semester keeping track of the number of students testing and using the computer lab between 8pm and 9pm on Monday – Thursday. The purpose of this study was to see whether there was a need to keep the testing center open until 9pm when the library closes at 8pm. When the library closes, it only leaves one employee in the LRC building alone late at night and often there are no students in the building. This also creates a security risk and causes that employee to have to leave the building alone late to go to her car. The results of the study showed that during the Fall 2018 semester, 75 percent of the time there were no students testing or in the computer lab between 8 and 9pm. Of those that were in the lab, 73 percent (16 of 22) were sent down from the library when they closed leaving a total of six students that were actually using the testing center or computer lab that hour had the library closed at the same time. With that data, we decided to change the Testing Center hours to closing at 8pm on Monday – Thursday starting with the Spring 2019 semester to match the library closing at 8pm. We kept the computers to automatically shut down at 9pm so that if a student is taking a test or completing an assignment, the student can have time to finish without the computer shutting down on him/her. The Testing Center staff is then able to stay and adjust her hours on the following day. Since there is a requirement that students arrive for testing at least one hour before closing time, this change should have very little impact on students. The change also allows for better use of staff hours and allows the library and testing center staff to leave the building at the same time to go to their cars making it safer for both.