

**PATRICK HENRY COMMUNITY COLLEGE
LOCAL FUNDS SUMMARY
Period Ending December 31, 2020**

<u>FUND BALANCES</u>	<u>BEG. BAL.</u>	<u>NET INCOME</u>	<u>END. BAL.</u>
LOCALITY FUNDS	\$635,166.57	\$83,081.36	\$718,247.93
AUXILIARY FUNDS ¹	\$1,202,598.11	\$58,670.64	\$1,261,268.75
STUDENT ACTIVITY FUNDS	\$42,746.59	\$83,575.22	\$126,321.81
PARKING FUNDS	<u>\$193,349.31</u>	<u>\$4,738.24</u>	<u>\$198,087.55</u>
TOTAL LOCAL FUNDS	\$2,073,860.58	\$230,065.46	\$2,303,926.04

¹Including Investment Gain/Loss

**PATRICK HENRY COMMUNITY COLLEGE
LOCALITY FUND BUDGET REPORT
Period Ending December 31, 2020**

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	\$12,830.50	\$4,491.50
	<u>Bank Interest</u>	<u>\$10,000.00</u>	<u>\$733.91</u>	<u>\$9,266.09</u>
TOTAL REVENUES		\$106,599.00	\$92,841.41	\$13,757.59

EXPENSES		BUDGET	ACTUAL	VARIANCE
460040	61257 Physical Plant Repair & Maintenance	\$10,000.00		\$10,000.00
460010	68800 Contingency Expenses	\$7,500.00	\$8,704.30	(\$1,204.30)
460060	61246 Bank Charges	\$2,000.00	\$1,055.75	\$944.25
<u>470010</u>	<u>62320 Plant & Improvements-Construction</u>	<u>\$61,000.00</u>		<u>\$61,000.00</u>
TOTAL EXPENSES		\$80,500.00	\$9,760.05	\$70,739.95
NET INCOME		\$26,099.00	\$83,081.36	(\$56,982.36)

LOCALITY FUND BALANCE

<u>BEGINNING</u> <u>BALANCE</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
\$635,166.57	\$83,081.36	\$718,247.93

**PATRICK HENRY COMMUNITY COLLEGE
AUXILIARY FUND BUDGET REPORT
Period Ending December 31, 2020**

REVENUES			BUDGET	ACTUAL	VARIANCE
406500	40751	College Bookstore	\$40,000.00	\$19,903.93	\$20,096.07
406510	40751	Vending	\$25,000.00	\$3,706.47	\$21,293.53
406530	40751	Miscellaneous	\$500.00	\$1,081.43	(\$581.43)
TOTAL REVENUES			\$65,500.00	\$24,691.83	\$40,808.17

EXPENSES			BUDGET	ACTUAL	VARIANCE
		Transfer to Student Activities	\$37,500.00	\$37,500.00	\$0.00
465020		President's Office/Community Relations	\$7,500.00	\$2,828.00	\$4,672.00
465030		Administration Local Expenses	\$5,000.00	\$26.35	\$4,973.65
465040		Local Board Expenses	\$3,000.00		\$3,000.00
465050		Contingency	\$2,500.00		\$2,500.00
470010	62320	Plant & Improvements-Construction	\$10,000.00	\$13,512.50	(\$3,512.50)
TOTAL EXPENSES			\$65,500.00	\$53,866.85	\$11,633.15
NET INCOME			\$0.00	(\$29,175.02)	

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>
	\$1,202,598.11	\$87,845.66	(\$29,175.02)	\$1,261,268.75

**PATRICK HENRY COMMUNITY COLLEGE
AUXILIARY FUNDS INVESTMENT PERFORMANCE
December 31, 2020**

	<u>Amount</u>
BEGINNING VALUE	\$701,015.93
Plus cash deposits	\$0.00
<u>Less cash withdrawals</u>	<u>\$0.00</u>
ADJUSTED BASIS	\$701,015.93

			<u>Month</u>	<u>FYTD</u>	<u>Cum.</u>
			<u>Return</u>	<u>Return</u>	<u>Return</u>
PORTFOLIO VALUE AS OF	7/31/2020	\$727,267.05	3.74%	3.74%	21.21%
	8/31/2020	\$742,820.60	2.22%	5.96%	23.80%
	9/30/2020	\$732,522.26	-1.47%	4.49%	22.09%
	10/31/2020	\$718,945.30	-1.94%	2.56%	19.82%
	11/30/2020	\$770,794.75	7.40%	9.95%	28.47%
	12/31/2020	\$788,861.59	2.58%	12.53%	31.48%

YTD Gain/Loss **\$87,845.66**

**PATRICK HENRY COMMUNITY COLLEGE
STUDENT ACTIVITIES BUDGET REPORT
Period Ending December 31, 2020**

REVENUES		BUDGET	ACTUAL	VARIANCE
100850	Student Activity Fees	\$114,000.00	\$90,597.58	\$23,402.42
	From Auxiliary Funds	\$37,500.00	\$37,500.00	\$0.00
	<u>Club Receipts</u>	<u>\$6,000.00</u>	<u>\$664.00</u>	<u>\$5,336.00</u>
TOTAL REVENUES		\$157,500.00	\$128,761.58	\$28,738.42

EXPENSES		BUDGET	ACTUAL	VARIANCE
90101	<u>Student Activities & Cultural Events</u> (See Following Schedule)	<u>\$157,500.00</u>	<u>\$45,186.36</u>	<u>\$112,313.64</u>
TOTAL EXPENSES		\$157,500.00	\$45,186.36	\$112,313.64

NET INCOME		\$0.00	\$83,575.22	(\$83,575.22)
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STUDENT ACTIVITIES FUND BALANCE

<u>BEGINNING</u> <u>BALANCE</u>	<u>NET</u> <u>INCOME</u>	<u>ENDING</u> <u>BALANCE</u>
\$42,746.59	\$83,575.22	\$126,321.81

**STUDENT ACTIVITIES FUNDS
BUDGET REPORT
PERIOD ENDING December 31, 2020**

DEPT. CODE	ACTIVITY	BALANCE FORWARD 6/30/2020	TRANSFER FROM AUXILIARY	CLUB RECEIPTS	STUDENT ACTIVITIES FEE BUDGET	STUDENT ACTIVITIES FEES-ACTUAL	AVAILABLE FUNDS	CLUB EXPENSES	ENDING BALANCE
	BUDGETED REVENUES		\$37,500.00	\$9,000.00	\$114,000.00	\$62,059.34	\$108,559.34		
994010	INTERNATIONAL CLUB				\$500.00	\$272.19	\$272.19		\$272.19
994020	ALLIANCE FOR EXCELLENCE	\$1,220.31			\$600.00	\$326.63	\$1,546.94	\$50.00	\$1,496.94
994030	EARLY CHILDHOOD CLUB				\$500.00	\$272.19	\$272.19		\$272.19
994060	CAMPUS LIFE	\$21,500.57			\$6,000.00	\$3,266.28	\$24,766.85	\$11,444.18	\$13,322.67
994070	PHI THETA KAPPA	\$3,784.42			\$1,000.00	\$544.38	\$4,328.80		\$4,328.80
994080	INTERCOLLEGIATE ATHLETICS		\$37,500.00	\$210.00	\$76,500.00	\$41,645.08	\$79,355.08	\$33,650.82	\$45,704.26
994090	INTRAMURALS	\$2,814.10			\$1,500.00	\$816.57	\$3,630.67		\$3,630.67
994100	STUDENT GOV ASSOC	\$3,556.56			\$2,150.00	\$1,170.42	\$4,726.98		\$4,726.98
994120	ENVIRONMENTAL CLUB				\$200.00	\$108.88	\$108.88		\$108.88
994130	STUDENT NURSES ASSOC	\$4,890.62			\$500.00	\$272.19	\$5,162.81		\$5,162.81
994140	CULINARY CLUB				\$0.00	\$0.00	\$0.00		\$0.00
994160	STUDENT SERVICES ADV	\$1,029.84		\$54.00	\$300.00	\$163.31	\$1,247.15	\$41.36	\$1,205.79
994180	PLAY DAY, FALL FEST				\$4,000.00	\$2,177.52	\$2,177.52		\$2,177.52
994200	BROWN BAG SEMINAR	\$1,266.85			\$750.00	\$408.29	\$1,675.14		\$1,675.14
994210	CAMPUS LIFE DISCRETIONARY FUND	\$4,370.14			\$14,500.00	\$7,893.51	\$12,263.65		\$12,263.65
994230	VETERANS CLUB	\$1,551.31			\$500.00	\$272.19	\$1,823.50		\$1,823.50
994250	CULTURAL EVENTS				\$3,000.00	\$1,633.14	\$1,633.14		\$1,633.14
994260	STUDENT AWARDS BANQUET	\$2,295.72			\$1,000.00	\$544.38	\$2,840.10		\$2,840.10
994360	LAMBDA ALPHA EPSILON	\$1,000.00			\$0.00	\$0.00	\$1,000.00		\$1,000.00
994390	SMA	\$1,276.17		\$400.00	\$500.00	\$272.19	\$1,948.36		\$1,948.36
BUDGET TOTALS		\$50,556.61	\$37,500.00	\$664.00	\$114,000.00	\$62,059.34	\$150,779.95	\$45,186.36	\$105,593.59

**PATRICK HENRY COMMUNITY COLLEGE
PARKING FUNDS BUDGET REPORT
Period Ending December 31, 2020**

REVENUES	BUDGET	ACTUAL	VARIANCE
409010 Student Parking Fees	<u>\$49,000.00</u>	<u>\$28,538.24</u>	<u>\$20,461.76</u>
TOTAL REVENUES	\$49,000.00	\$28,538.24	\$20,461.76

EXPENSES	BUDGET	ACTUAL	VARIANCE
490000 Site Improvements/Parking	<u>\$24,000.00</u>	<u>\$23,800.00</u>	<u>\$200.00</u>
TOTAL EXPENSES	\$24,000.00	\$23,800.00	\$200.00

NET INCOME	\$25,000.00	\$4,738.24	
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PARKING FUND BALANCE		
<u>BEGINNING BALANCE</u>	<u>NET INCOME</u>	<u>ENDING BALANCE</u>
\$193,349.31	\$4,738.24	\$198,087.55

Division of Technology Highlights for the 2019 – 2020 Academic Year Board Presentation 01/25/2021

- PHCC won the Governor’s Technology Aware 2019 for the “Innovative Use of Technology in Education” category with our Anatomage Tables in the Biology Classroom.
- Patrick County Advanced Manufacturing Building Project
- Built and configured wireless infrastructure for Parking Lot Wi-Fi project – Installed five external access points on Main campus, at MET, and at Patrick County.
- Worked with the VCCS System Office to implement the AssureSign eSignature solution.
- Expanded out college’s Laptop Loaner Program for students who are in need of laptops for remote learning with over 200 laptops. Eighty six donated from the Harvest Seed program and sixty from Eastman.
- Provided additional webcams for the Student Laptop Loaner Program and faculty for ZOOM meetings and installed webcams in over 50 classroom instructor PCs for remote learning.
- New Reality Taskforce – Safe Welcome Back Team.
- Due to COVID-19, the Educational Technologist created tracking programs to see where students have been on campus, modified over one hundred and fifty web pages to quickly and effectively deliver news, bulletins and updates relative to the closure, and handling of necessary daily activities.
- A library Welcome Video was created and posted to the library information webpage and on the library LibGuides.
- The library purchased the EBSCO Nursing Reference Center database with video content from Allied Health, and the Gale Interactive: Human Anatomy database that will aid the Physical Therapy Assistant program as well as A & P students and other nursing programs.
- Testing Center - Created an online sign-in tracking system to sign people in when they enter the building and to record the location visited and what computer or table was used.
- Testing Center - Added several webcams from IT to have in case a student needs to do Zoom tutoring, Zoom class, or Respondus Monitor tests and do not have access from his/her home.



Division of Technology

Annual Executive Summary 2019 – 2020

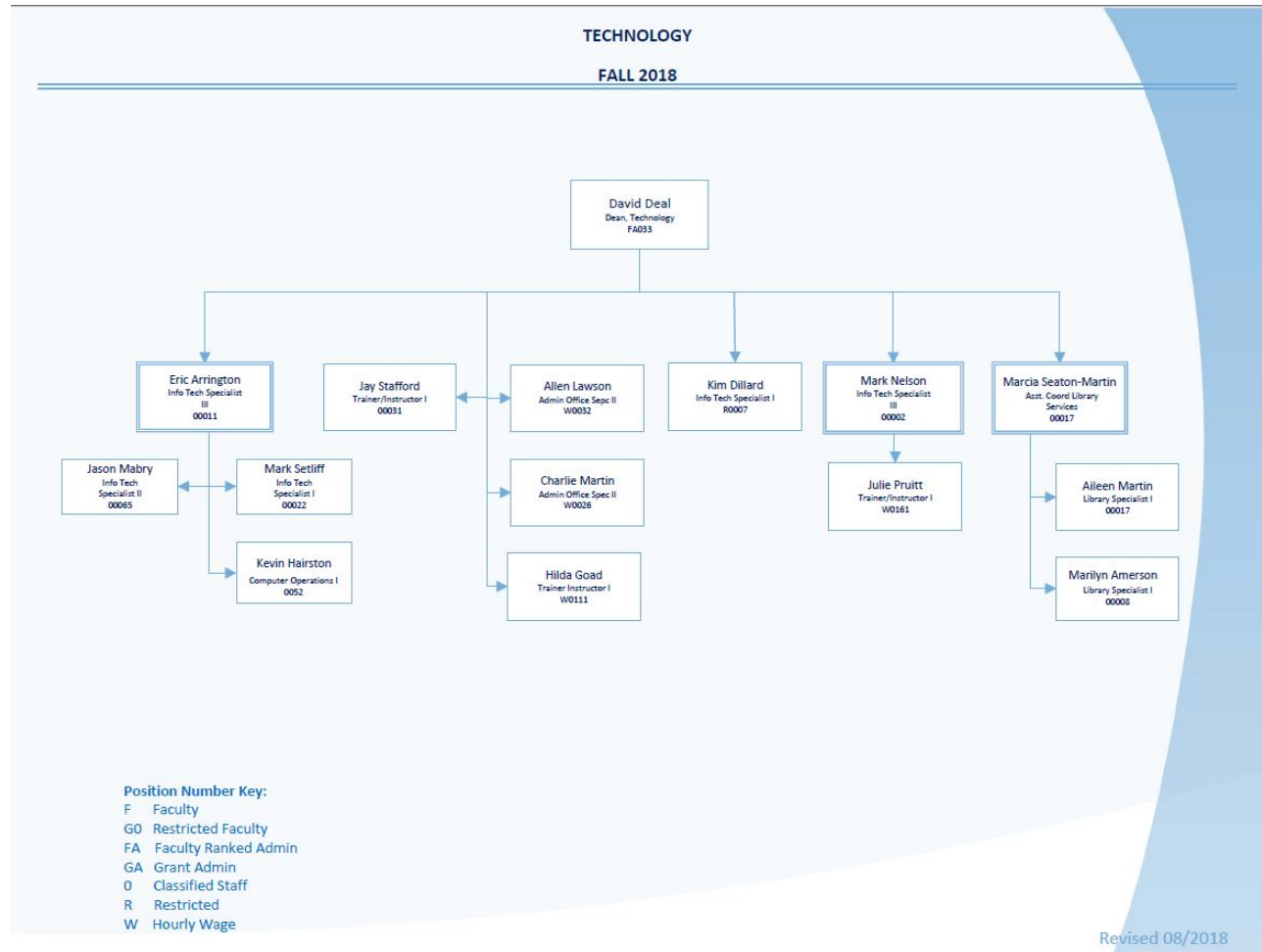
October 20, 2020

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 Report 2020 summarizes the roles, responsibilities, highlights and future plans of each of the departments during the past 2019 – 2020 academic year.



Division of Technology Highlights for the 2019 – 2020 Academic Year

- PHCC won the Governor’s Technology Aware 2019 for the “Innovative Use of Technology in Education” category with our Anatomage Tables in the Biology Classroom.
- Patrick County Advanced Manufacturing Building Project.
- G3 Student Services and Technology Committee.
- Worked with the VCCS System Office to migrate the PHCC Call Manager phone system to the VCCS Shared Services Call Manager cloud based phone system in the fall of 2020.
- Changed the college’s Call Manager Phone System outside access code from “9” to “7” so that “911” could be easily accessed without dialing an extra “9”.
- Built and configured wireless infrastructure for Parking Lot Wi-Fi project – Installed five external access points on Main campus, at MET, and at Patrick County.
- Worked with the VCCS System Office for an eSignature solution.
- Expanded out college’s Laptop Loaner Program for students who are in need of laptops for remote learning.
- Provided additional webcams for the Student Laptop Loaner Program and faculty for ZOOM meetings.
- New Reality Taskforce – Safe Welcome Back Team.
- LRC Testing Center safe distance setup for the RN Entrance Exam for the 80 new RN students.
- Planned for safe distance and sanitization classroom setup for SDV 100 classes.
- Worked with Dr. Hodges and Harvest to obtain 86 new laptops donated from the SEED program.
- The PHCC ET team in collaboration with the New Reality Task Force committees created nine new trackers.
- In conjunction with the PHCC Public Relations and the New Reality Task Force committees, the PHCC ET modified over one hundred and fifty web pages to quickly and effectively deliver news, bulletins and updates relative to the closure, and handling of necessary daily activities.

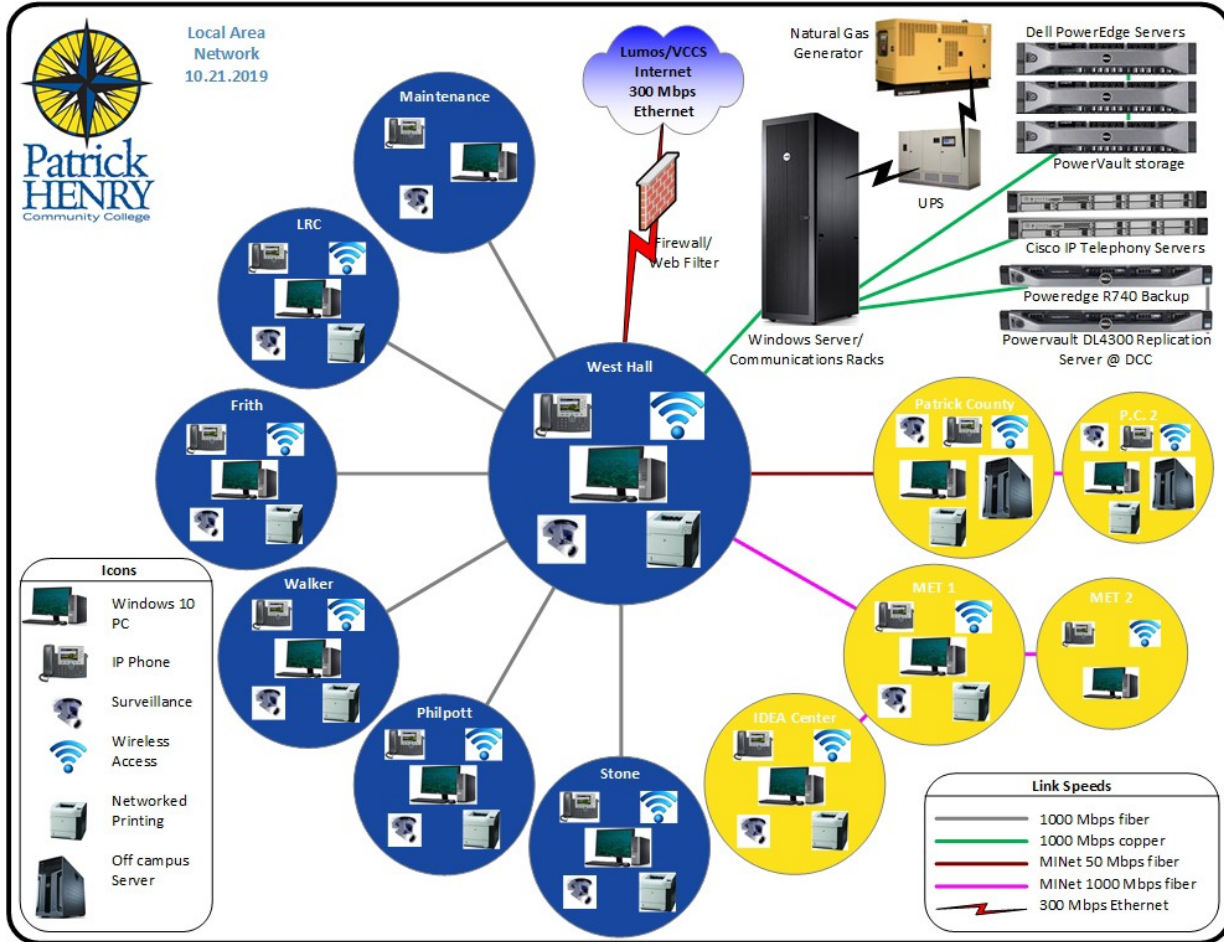
- A library Welcome Video was created and posted to the library information webpage and on the library LibGuides.
- To promote OER on campus, the library received and put on display, sample OER materials for instructors to review.
- The library purchased the EBSCO Nursing Reference Center Plus database with video content from Allied Health, and the Gale Interactive: Human Anatomy database that will aid the Physical Therapy Assistant program as well as A & P students and other nursing programs.
- Testing Center - Created an online sign-in tracking system to sign people in when they enter the building and to record the location visited and what computer or table was used.
- Testing Center - Added several webcams from IT to have in case a student needs to do Zoom tutoring, Zoom class, or Respondus Monitor tests and do not have access from his/her home.
- Testing Center - Installed a parts rack to be able to use to store cell phones in while testing.

[Information Technology Annual Report 2020](#)
[Eric Arrington, Senior Network Administrator – October 2, 2020](#)

[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.



Description of the PHCC Network – 2020

West Hall Datacenter

Patrick Henry Community College has a first-class computer network, originating in the West Hall Datacenter. It is a hybrid network that consists of both virtual and physical servers. Our virtual servers are now housed within the VCCS Infrastructure as a Service (IaaS) environment. This system is physically located in datacenters in Northern Virginia. We currently maintain a total of nine virtual servers in the IaaS environment. These servers are primarily running the Microsoft Windows 2016 operating system.

Infrastructure

PHCC’s infrastructure starts with a Cisco ASR 1001X router at the edge, a Palo Alto PA-3050 Next Generation firewall, and dual Cisco 6506E core switches for gigabit switching/internal routing. The internal cabling system consists of unshielded category 5e cabling, Gigabit Ethernet 1000 Mbps network interface cards, and a combination of Cisco 3650, 3560, Cisco 3560X, and Cisco 2960S switches. Inter-building cabling consists of 12 strand multi-mode

optical fiber connecting seven buildings on the main campus to dual Cisco 6506E Catalyst switches with a backbone speed of 1gbps (gigabit per second).

A 12 strand single-mode fiber connection between the main campus, Manufacturing and Engineering Technologies Complex, and Dalton IDEA Center is installed as part of the Martinsville Information Network (MINet), providing one (1) Gbps connection service between the three locations.

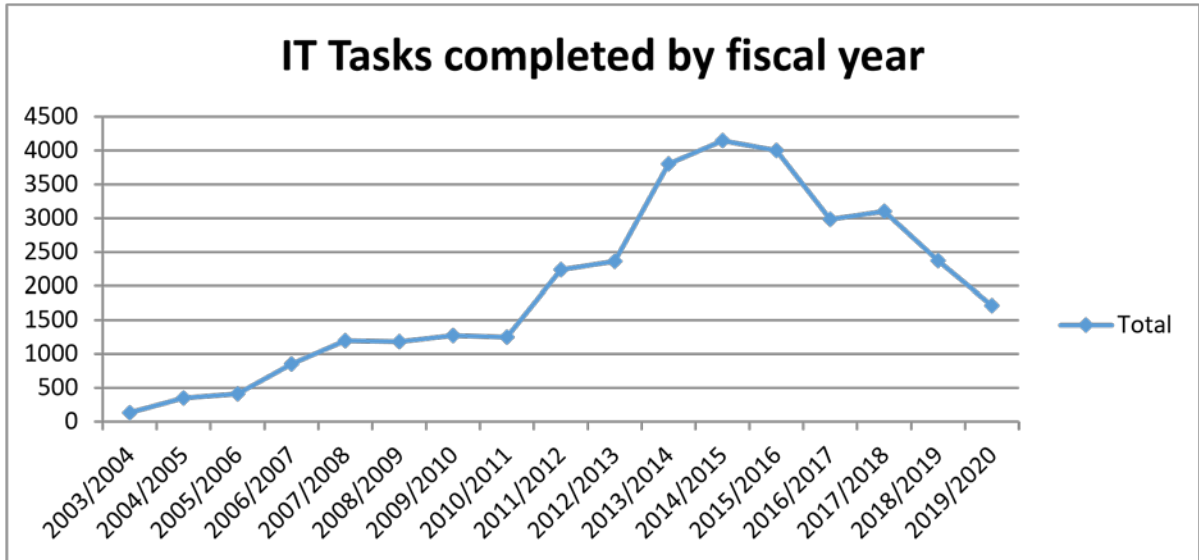
A 100 Mbps fiber-optic network connection exists between the main campus and the Patrick County site in Stuart, Virginia. This has also been extended to building two of the Patrick County site to provide that building with network and Internet access as well. The 100 Mbps fiber-optic network is serviced by the City of Martinsville Information Network (MINet) and Mid-Atlantic Broadband. This fiber-optic connection between the main campus and the Patrick County site provides off-campus access to PHCC network resources including email, Internet, online instructional courses, data stored on campus servers, and video conference access to the main campus synchronous distance learning courses.

PHCC connects via the Cisco ASR 1001X router to the Internet through a statewide Ethernet network using a 300+ mbps Ethernet connection for Internet access, Internet 2 access, and VCCS Enterprise systems including the PeopleSoft Student Information System (SIS), Administrative Information System (AIS), and Human Resources Management System (HRMS).

Information Technology Accomplishments: 2019-2020 Academic Year

- ❖ Improve security of VPN connectivity with the addition of Symantec Validation and ID Protection Service and then migrating once again to Microsoft Authenticator
- ❖ Provide all technology support in creation of PHCC's Career Center in Walker Fine Arts and Student Center
- ❖ Provide server builds and all support necessary to move PHCC web server from one server on campus to two servers in VCCS IaaS environment
- ❖ Configured over 30 laptops to check out to faculty and staff for work-at-home needs due to the COVID19 pandemic; Provided VPN access to over 20 employees
- ❖ Provisioned and provided 136 new laptops for student check-out
- ❖ Built and configured wireless infrastructure for Parking Lot Wi-Fi project – Installed five external access points on Main campus, at MET, and at Patrick County
- ❖ Provided remote support to staff and faculty during times of remote work due to COVID-19 pandemic
- ❖ Prepared all computer labs across all campuses to meet social distancing requirements
 - Ongoing projects:
 - o Upgraded all Windows 7 PCs to Windows 10 (100% complete)
 - o Migration from Office 2013 Pro to Office 2016/2019 (100% complete)

- o Migration from Office 2016/2019 Pro to Microsoft 365 Apps (% complete)
- o 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 April 2020 update
- ❖ Replaced traditional hard drives in 240 PCs with SSDs to dramatically increase performance
- ❖ Provide all IT work necessary in support of VCCS upgrade of the ImageNow document imaging solution
- ❖ Replaced 129 EOL staff, faculty, and classroom PCs
- ❖ Replaced hard drives in 75 desktop PCs with solid state drives to exponentially increase performance
- ❖ Completion of migration of all vulnerability scanning and assessment from Rapid7 Nexpose to Tenable Nessus
- ❖ Logged and closed 1,715 IT related tickets – decrease due to streamlined support methods and much less activity in 2020 because of COVID pandemic



Future Projects

- ❖ 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)
- ❖ Install additional servers as needed through additional utilization of IaaS environment
- ❖ Continue to improve redundancy and recovery of physical servers and network infrastructure
- ❖ Begin 2 year process of moving all wireless infrastructure from Cisco platform to Cisco Meraki platform
- ❖ Continue to maintain a five year replacement cycle for end-of-life Dell desktop and notebook computers during the 2020 – 2021 academic year
- ❖ Migrate to the VCCS hosted IP telephony solution in order to save significant funds on equipment costs
- ❖ 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 CHF1) – 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
- ❖ 23 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
- ❖ 18 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
- ❖ 15 years of experience

Kevin Hairston, Media/Desktop Technician

Educational Technology Annual Report 2019/20
Mark W. Nelson, Educational Technologist – 10/02/2020

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 2019/20 academic year the ET received 3,121 student support tickets and 2,765 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 VCCS.

PHCC also utilizes a webserver dedicated to the 212 in-house applications. These applications serve every facet of the college community from admission to post graduate and retention surveys.

The Learning Management System

PHCC uses the current Learning Management System [LMS] offered by the VCCS. The VCCS switched from Blackboard to Canvas by Instructure during the 18/20 academic year with full utilization in the summer term of 2019.

During the transition to Canvas, Julie Meador, Associate Professor of Administrative Support Technology & Legal Assisting, was assigned by the Vice President of Academic and Student Success Services to assist the ET providing Instructional Design and frontline support to faculty on best practices of Canvas. Ms. Meador also provided 12 training sessions and online support. The VCCS also provided dozens of Zoom based training for Canvas, online instruction and moving your course online.

Spring 2020 COVID-19 Response

With the rapid spread of Covid-19 and the expectation of state government shutdown PHCC decided to convert to 100% online courses in March 2020 in an attempt to finish the spring term. Since PHCC has maintained LMS shells for every course offered, face-to-face and online, since 2004, the transition was close to seamless. Additionally, the VCCS had the forethought to sign a contract with Zoom live video conferencing application in the fall of 2019.

The smooth transition to online courses is an example of how efficiently the PHCC ET team had trained and prepared the faculty of PHCC to react in just such an emergency.

Customized Applications to assist with COVID-19 Response

The PHCC ET team in collaboration with the New Reality Task Force committees created nine new trackers. One is used to track when a student enters certain areas of campus in case a student reports being positive with the virus administration can check the logs and see what areas the student visited. Another tracker was written and included in every Canvas shell which delivered the PHCC Student Health Contract to all students and tracked who had completed the form. Administration is then able to send emails to students who have not completed. Lastly, a system was written to track laptops being checked out to students for use at home during the pandemic.

Website modifications for COVID-19 Response

In conjunction with the PHCC Public Relations and the New Reality Task Force committees, the PHCC ET modified over one hundred and fifty web pages to quickly and effectively deliver news, bulletins and updates relative to the closure, and handling of necessary daily activities. Additionally, a new system was created to move all admissions and records forms to an online environment. This new system replaced fifteen paper-based forms with database-driven online versions.

Another new system was created to allow students to schedule a time to meet with advisors for registration for the fall 2020 term.

Lastly, a system was created to enable employees to reach out to students that were not enrolled for the fall term. The Calling Campaign was backed by a dataset of students who had not been in class over the past year. The campaign was very successful with 1374 past students contacted and 93 of those students enrolled for the fall term.

Attachment I

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
- Certified PHP Developer – W3C
- Certified Python Web Developer – W3C
- 12 hours of Graduate Level in Distance Education – UVA/UMUC
- 30 years' experience in adult education
- 25 years' experience in website development
- 43 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 2, 2020**

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 2019 -Sept. 2020

- Run CF & EF files 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 – 204
- Queries – 45
- Team Dynamix Tickets – 40
- Password Resets – 585
- Instructor/Advisor Table - 72
- Student Groups – 316
- Created eVA Accounts – 1
- Deactivate eVA Accounts - 5
- Annual ARMICS Reviews – (Once a year)
- Created WES Accounts - 2
- Quarterly ARMICS Reviews – (Every three months)
- Maintaining all new hire IT packets – 61
- Adding NOVA instructors to the Instructor/Advisor table – 35
- Approving all NOVA instructor's workload – 35
- 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 - 16
- Maintain CRT Edit reports and Graduation file – (IR Dept.)
- Assisted Admissions with access to ImageNow
- Maintain Terms – 64
- 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
- Maintain Grad Edit Correction file
- Ability to grant Registrar access to new Transcript roles on the NSC site
- Ability to make name changes in SIS
- Maintain Degree Verify Files - 6
- 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) - 38
- Create new accounts for new users in WES & NSC
- Troubleshooting with David Todd concerning Canvas issues
- Worked with Imad to update and submit eVA Quarterly Reviews
- Maintained Purchase orders for Office use
- Completed eVA Acceptable Use Acknowledge Forms for the whole college and uploaded them all to Imad Abi Falah for reviews
- 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 - 61
- Troubleshooting NSC files with Blumens
- Changed NSC submission dates on the website
- Maintain changing all PHCC passwords for Subsequent of Terms and Student Tracker
- Maintain Service Indicators on PHCC accounts
- Added Math Post Test scores for April Goforth per April Neblett
- Ability to print class rosters to assist with resetting passwords
- Granted 5 new AIS roles to Stephanie Keith's COPYID
- Assisted Brenell with CMS Users for Wizard (Lisa Parnell & Alyssa Hawley)
- Assisted Chef Bob with one of his Culinary students account
- Assisted student in the LRC to setup their account for the first time and to take a test
- Assisted Sue Ann with Enrollment report
- Assisted Jennifer Brown with Seth Andrews student email in SIS
- Changed 47 employee emails in SIS to reflect "Preferred" per Eric A.
- Granted AIS and Enrollment reporting access to Shannon Peter
- Trouble shooting for IND-101-80 (Opened up Practice Exam)
- Trouble shooting for Brittany Price with HRMS/AIS issues
- Assisted April Neblett with name change in SIS
- Assisted student with Canvas issues for (Tammy Forbes) -ENG 112
- Name change in SIS/Canvas for Blanche Schindel Hailey
- Setup Account in Canvas for A&R Workgroup Meetings
- Added (VX_FA_STDNT_SRVCS_CTR) to all EOC Users
- Trouble shooting with David Todd concerning Kimberly Meadows Gmail account being revoked several times (Student_Inactive)
- Assisted student (Wendy Ruiz-Salas) with her finding her schedule
- Assisted Mark Setliff with setting up his Mom's account for her class
- Assisted Joe Gravely with changing his password and logging into his account
- Trouble shooting with Charisse Hairston to access her MyPHCC account and created WES account for her
- Reset Sharon Claggett's password for SIS TEST – 5

- Assisted student Tamra McGee with switching account access from Paul D Camp
 - Trouble shooting account for Mary Hill
 - Fixed students email account per request from Marcia Martin
 - Reset Shannon Peters password for SIS TEST
 - Granted AIS access to Annette Bolio
 - Trouble shooting with Samantha Pruitt and Genedge employee (Jeanne Grubbs) with HRMS to enter time
 - Assisted Kristen Dulaney with her Advisor Center
 - Assisted Ralene Gray with switching her account from DCC to PHCC
 - Sent out AIS 9.2 upgrade to appropriate people
 - Setup Route Controls and Business Units for employees that need it
 - Removed 2 roles in AIS 9.2 PROD from Sharon Claggett and Cotina Pearson per Imad
 - Added Secure File Transfer to MyPHCC tabs
 - Assisted DCC student Sue Jacobson with switching from DCC to PHCC to take a class
 - Assisted Angela Jones with student email account
 - Assisted Christy Lester with student accounts
 - Assisted Terrance Schoefield with HRMS
 - Trouble shooting “Customer Accounts” for Sharon, Rosemary, Cindy, and Robbie
 - Granted Lori Conner several new roles based on new position
 - Granted Julie Martin and Ashley Dye (DMS_USER@PH285)
 - Granted Stephanie Keith new COPYID based on new duties
 - Assisted LaDonna Varner’s SDV class with setting up their MyPHCC accounts
 - Setup Genedge employee David Bartlow with access to his PHCC account
 - Reactivated Cindy Keller’s account
 - Granted Service Indicator access to Gloria Johnson
 - Removed Access from Travis Tisdale’s COPYID (No longer needed)
 - Sent out Power Point to Data Owners of new role updates and definitions
 - Locked the CRT Edit Report
 - Assisted Lindsey Bryant with submitting Upward Bound & UBMS files to Blumens (2 files)
 - Mapped Networking drives on my computer
 - Granted Lori Conner access in SIS to run queries
 - Assisted Stephanie Keith with getting in her SIS TEST site
 - Assisted Brenell Thomas with setting up her Nationwide class
 - Assisted Samantha Pruitt with Middle College students account
- ❖ 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 – 25

- ✓ Changes made to Inactive files - 15

Lester Library
Annual Report 2019-2020
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 29,232 items. This collection is augmented by approximately 265,000 e-books (from publishers and vendors including O'Reilly for Higher Education, EBSCOhost, Gale, ProQuest,). In addition, the library collection provides access to video resources with streaming media titles from collections such as *Films On Demand* (which includes the Archival Films and Newsreels Collection and the Feature Films for Education), 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, chat, or phone for both reference and general questions. In addition to our reference email, the library now has Chat and FAQs that can be found on our webpage and LibGuides. For after-hours or off-campus assistance (available 24 x 7), students may chat with a reference librarian

through our library chat page. 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 Team Dynamix, and a VCCS library discussion board and support LincSite. 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.

Projects

For the fiscal year of 2019-2020, the library was involved in several projects. A library Welcome Video was created and posted to the library information webpage and on the library LibGuides. In addition to the video, a library module was created in Canvas for library orientation. Also, to promote the library and it's services, the Assistant Coordinator attended a Seed meet and greet, and Lester Library was featured in a newsletter for InfoBase to spotlight our library and what we do. Pamphlets were also created for students, including dual enrollment students. In an effort to promote OER on campus, the library received and put on display, sample OER materials for instructors to review. OER titles were emailed to the faculty, and they received information on the VIVA faculty textbook portal.

After receiving a trial for different databases and faculty feedback, the library purchased the EBSCO Nursing Reference Center Plus database with video content from Allied Health, and the Gale Interactive: Human Anatomy database that will aid the Physical Therapy Assistant program as well as A & P students and other

nursing programs. We no longer subscribe to Sage Knowledge, but we still have access to specific titles from their EBA program. Additionally, information about another database, Prepstep, was sent to faculty members and workforce as a tool for students to use in various subjects and in preparing for the entrance and exit tests, standardized tests, and for learning more about careers and career opportunities.

An Interlibrary loan (ILL) letter template was created for the borrowing of books, eBooks, eChapters, and articles. This letter can be found on our library website and LibGuide. Other LibGuides were created such as library orientation, library information, a Lester Library Guide, LibGuides and Tutorials, New Books, PHCC Chat and FAQ, History, and an ILL LibGuide.

Another project that the Assistant Coordinator is working on, is an Interlibrary Loan Availability/Requestability Pilot Program for the resource sharing of library materials. This pilot program is to aid in a faster way of sharing resources with a quicker turnaround time. It allows those who want to borrow materials to receive a quick response if someone doesn't have an item, with an automatic no. It will then proceed to the next sharing institution.

The PHCC Chat and FAQ LibGuide is a resource that students can use to receive immediate reference and research help. It is monitored 24/7, by our current library staff, other VCCS library staff, and also globally. Patrons can chat with us, go to our FAQ list to get answers, or they can send in a ticket.

We started and completed the inventory process for our closed reserve, Carter room, oversize, and reference sections. During this process we make corrections (if necessary) on MARC records, and we repair and update materials. The following reports, surveys, and webinars were also completed: ARCL annual report, IPEDS, VIVA DOAJ Renewal Survey, Library Questionnaire for Inventory, the Resource Sharing List, attended a library leadership and Ask VIVA webinar, prepared for an OER training session for beginner, intermediate, and advance, OER users, completed a VIVA Faculty Portal webinar, LibAnswers Administrator Training, LibAnswers Chat Training, LibAnswers Ticket Training, Collections Forum on Open Access Monographs and the State of the Open Monographs, VIVA Collections of Community Practice call, OCLC Webinar on Unlocking a World of Online Resources with your First search/ Worldcat Discovery subscription.

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:

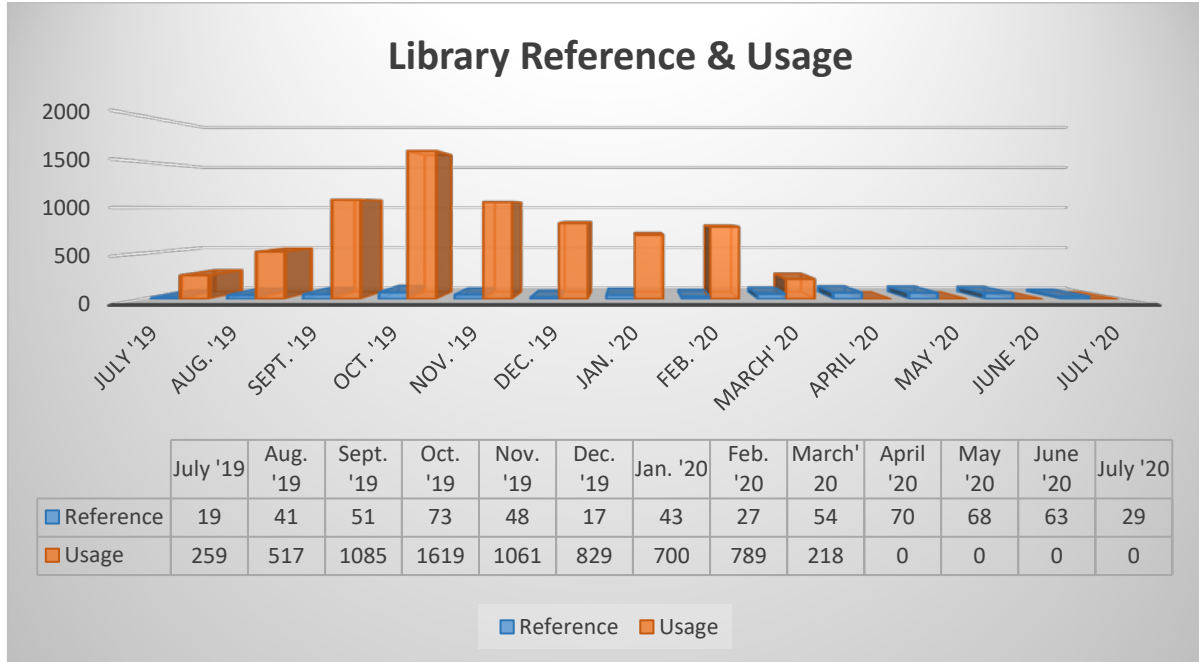
Bachelors of Art (B.A.) History, Barton College - 1978

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

Library Statistics Fiscal Year, 2019-2020



Above is a chart for library reference and usage for 2019-2020. A usage decline can be notice in March when we initially closed due to COVID-19. 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 blue represents the questions received from July 2019 – June 2020, and the orange represents library usage.

Book Loans covering a 12 month period

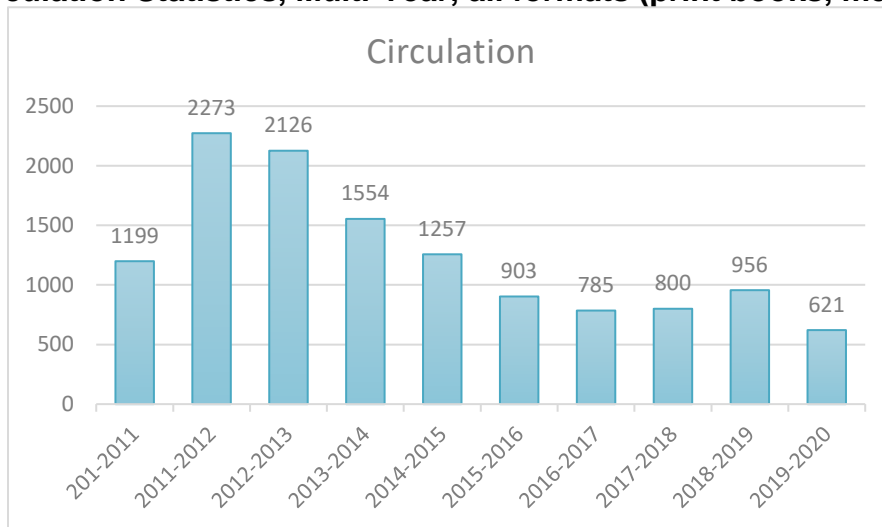


Books (print)	28217
Media (DVDs)	979
e-books (EBSCO)	265,000+
Journals (active subscriptions)	4
Books Added	89
DVDs Added	6
Books Removed	26
DVDs Removed	29

Circulation

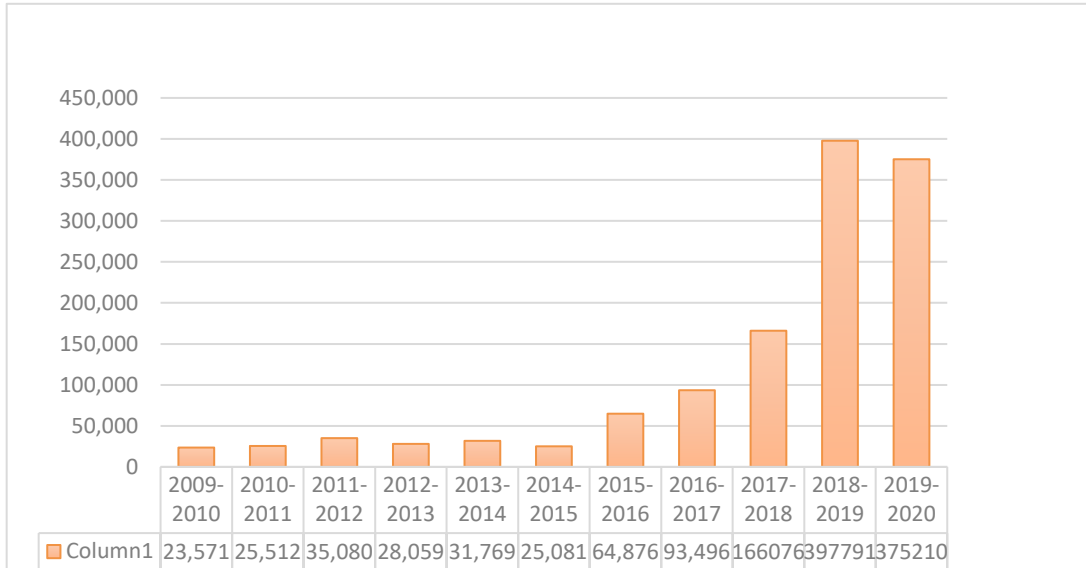
Books	(Calendar year 2020)	605
DVDs/CDs	(Calendar Year 2020)	16
<hr/>		
Total	(Fiscal Year 2019-2020)	621

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

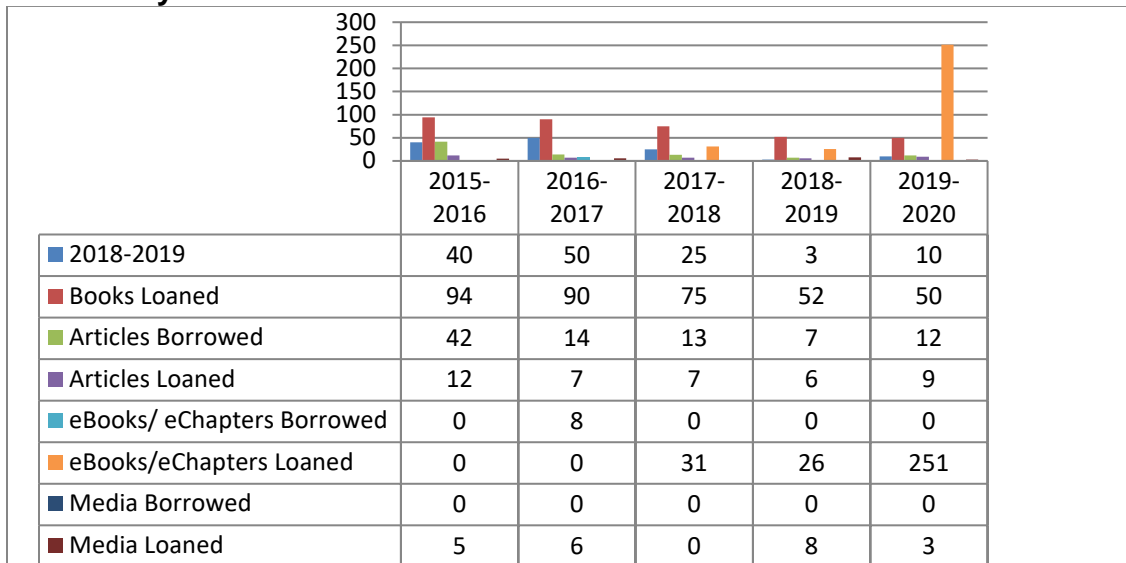


Note: Library renovation occurred 2009-2011 and much of the collection was unavailable. **Note:** Circulation total include renewals. The 2019-2020 numbers are lower due to Covid-19.

Interlibrary Loans



Interlibrary Loans Chart



Core proprietary databases remained unchanged.

LRC Testing Center/Learning Lab Annual Report 2020

Jay Stafford – Testing Center/Learning Lab Manager

Patrick Henry Community College, along with the entire world, has experienced many challenges because of the Covid-19 pandemic. It is difficult to give a concise annual report for the Testing Center/Learning Lab when the school year has been divided into two very different periods of time. Everything was normal during the Fall Semester 2019 and then the Testing Center/Learning Lab was closed after Spring Break due to Covid-19. Numbers as well as staff duties have dramatically changed and cannot be compared to other years as in previous annual reports. Simple duties have become more complex and time consuming. Signing students in, taking temperatures, social distancing, face coverings, and keeping all surfaces sanitized has greatly increased the amount of time and number of employees needed to serve each individual student. Therefore, this report contains sections detailing both post-Covid-19 and pre-Covid-19 descriptions of department responsibilities and statistics.

Post-Covid-19

On March 23rd, the LRC building was closed except for students with appointments to see Student Services and Student Support. This was usually students picking up or returning laptops or textbooks and to visit the pantry. No more than four students were allowed in the building at one time. The Testing Center/Learning Lab and Library were closed to students with only a few exceptions. Nursing used the computer lab to give some final exams and nursing entrance tests were also given in the Computer Lab and Math Lab over multiple days so that social distancing could be maintained. Only one employee was allowed to work at a time and for most of the summer that was Monday thru Wednesday from 9am until 3pm. The campus closed on Thursdays and Fridays for extra cleaning. The Testing Center staff member on duty watched the door for students with appointments, let them in, contacted the person they had an appointment to see, let the student out when finished, and thoroughly cleaned and sanitized every desk, table, and chair touched by the student. During this period, approximately 488 students were served in the LRC.

The LRC building re-opened to current students on August 17th, one week prior to the start of classes. The building remained closed to community users. The hours for the Fall 2020 semester are Monday – Thursday, 8am until 5pm, closed Friday and Saturday for extra cleaning. The Testing Center is limited in testing to help reduce the chance of Covid-19 exposure. While Virginia Placement Tests are currently suspended by the VCCS, placement tests are given in certain cases with approval from Dr. Greg Hodges. This includes students entering the nursing program, some dual enrollment students, and international students. Regular class tests are not given in the Testing Center except for legitimate make-up tests and for students with disabilities. While under Covid-19 restrictions, no tests are allowed for students enrolled at other colleges or universities. With no proctored testing for distance learning classes,

there is no need for students living out of town to find proctors. Therefore, there are no proctor forms to process during the summer and fall semesters. Nursing entrance tests for Physical Therapy, Practical Nursing, and Registered Nursing programs are being given in the Testing Center and Math Lab. These tests are scheduled over multiple days for each program to allow social distancing while testing.

While the building was closed, much time was spent preparing for when it could re-open. Signs were made for social distancing and facemasks required. We moved tables in front of the Testing Center counter to ensure students maintain the required distance for the protection of employees. Plexiglas shields were also placed on the counters.



The remaining tables were moved at least 6 feet apart. Chairs were removed from all the computers that were not to be used and only one chair was left at each table. Computers were designated in the Computer Lab, Testing Center, and Math Lab that could be used while maintaining the six-foot social distancing rule. It was identified that 15 of the 42 computers in the main Computer Lab could be used while maintaining the proper distance. Eight computers are usable in the testing room although it is preferable not to have that many people in the enclosed room at one time if possible. In the Math Lab, seven computers were marked that could be used if needed for testing. The IT department disabled the rest of the computers to be sure no one sits close to one another. Yellow "Do Not Use" signs were placed on computers that are not to be used.



For students that do not have computers or internet access, two webcams were acquired so that Testing Center staff could place a student needing to join a class on Zoom or take a test with Respondus Monitor in a quiet place (usually the Math Lab) to be able to complete his/her assignment.

Covid-19 and Testing Center/Learning Lab Employee Responsibilities:

With limited usage of the Testing Center and Learning Lab, the duties of Testing Center staff have been altered while dealing with the Covid-19 pandemic. Taking into account the need to maintain social distancing, make sure face coverings are being worn, and that all surfaces are thoroughly cleaned after being used by students, a different system had to be put in place to be able to control the situation and to ensure that proper sanitization is taking place. Several different methods were implemented to maintain and document this new reality. The new methods became the responsibility of Testing Center staff.

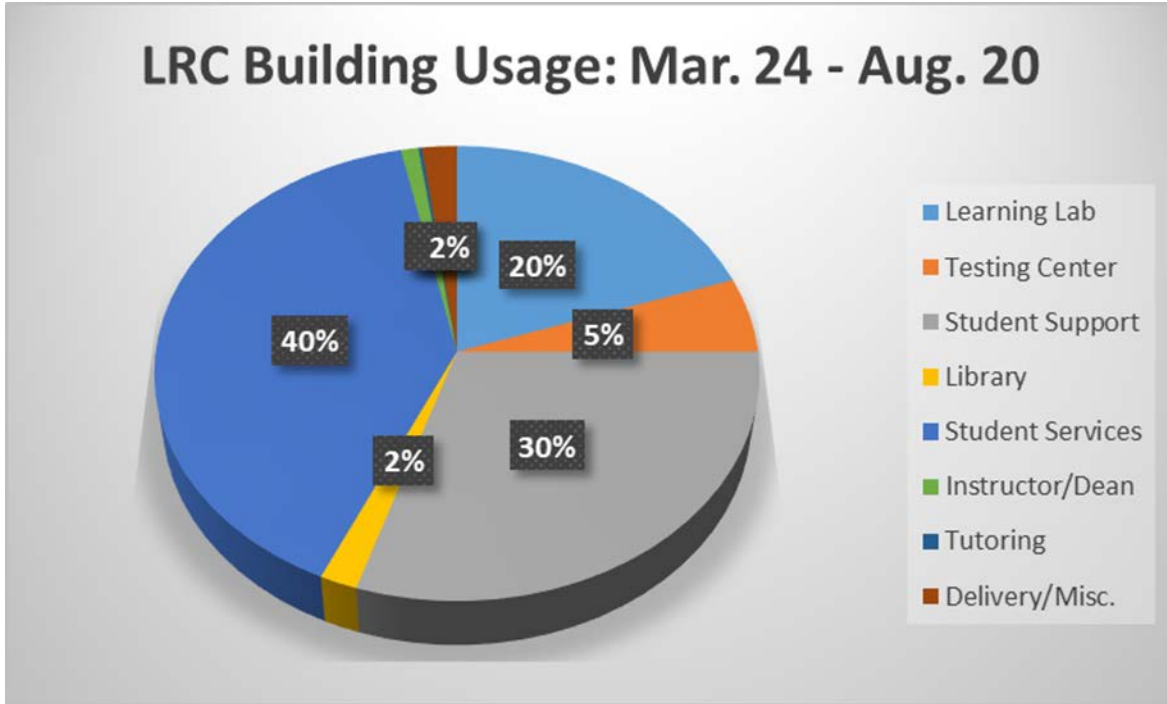
With the help of Mark Nelson, an electronic sign-in system, similar to our testing sign-in system, was developed to record students entering and leaving the building. With this system the student's name and where he/she is going in the building are keyed into the program when the student enters the building. Computers and tables are numbered and cards with the corresponding number are given to the student designating which computer or table to use. That number is also recorded in the database. The number system was developed to know which computer or table to sanitize after use. When the student leaves, the student stops by the counter to sign out and places the number card in a basket. That number is not re-issued until that area has been completely cleaned. Also, when a student enters the building, an infrared thermometer is used to take the student's temperature. If a student has a temperature of 100.4 or higher, he/she is not allowed in the building. The building sign-in system not only helps organize and know what needs to be sanitized, it also provides a record in the event someone tests positive. With these records, we can identify everyone that was in the building at the same time and who was in the same area. Mark Nelson designed the system so that it can be used in different areas of the college.

Signing students in when entering the building, taking temperatures, and sanitizing computers/tables when a student leaves are not the only additional duties of Testing Center staff. Staff must also keep a close watch on students in the building to make sure they are staying in designated areas, keeping their nose and mouth covered with a face covering, and also cleaning any additional areas touched by the students, such as WEPA printers, adjacent desks, staplers, pencils, etc. Staff also must locate other PHCC personnel when a student arrives needing assistance from another department. These duties are performed along with the usual duties listed in the pre-Covid-19 section of department responsibilities.

Post-Covid-19 Statistics:

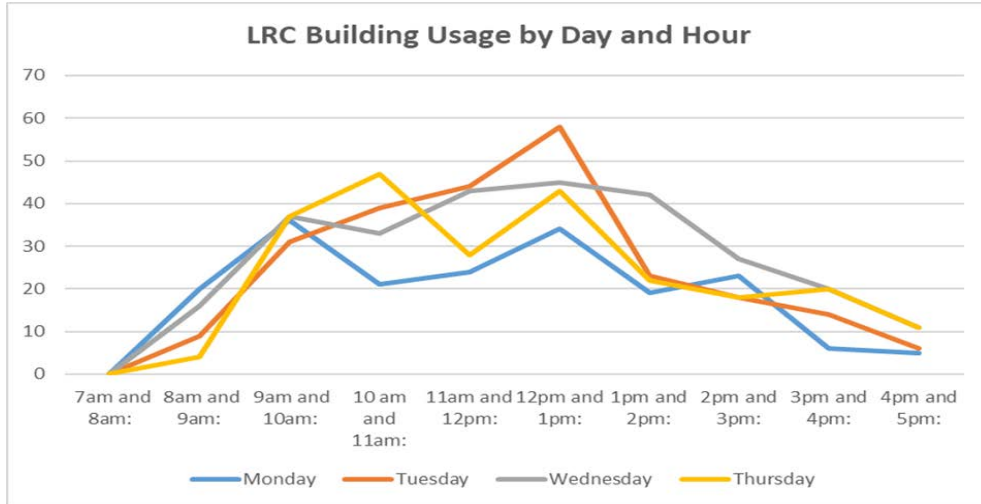
As mentioned earlier, during the period from March 24 until classes began approximately 488 students were served in the LRC building. No records were kept for March 23. These

numbers include nursing tests given in the Learning Lab and Testing Center, deliveries, laptop loans and returns, book loans and returns, pantry visits, students seeking assistance from Student Support, Student Services, Library, Tutoring, and Instructors/Dean. The breakdown of this usage can be seen in the following pie chart:

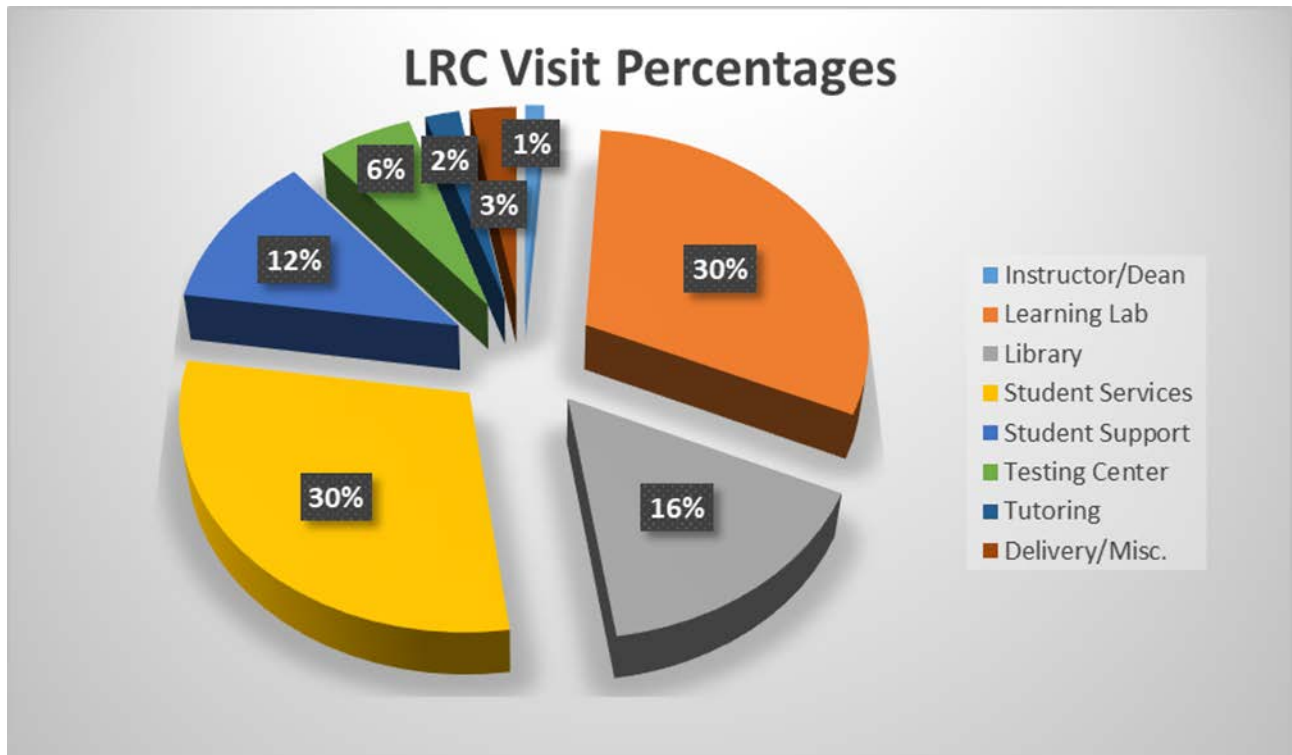


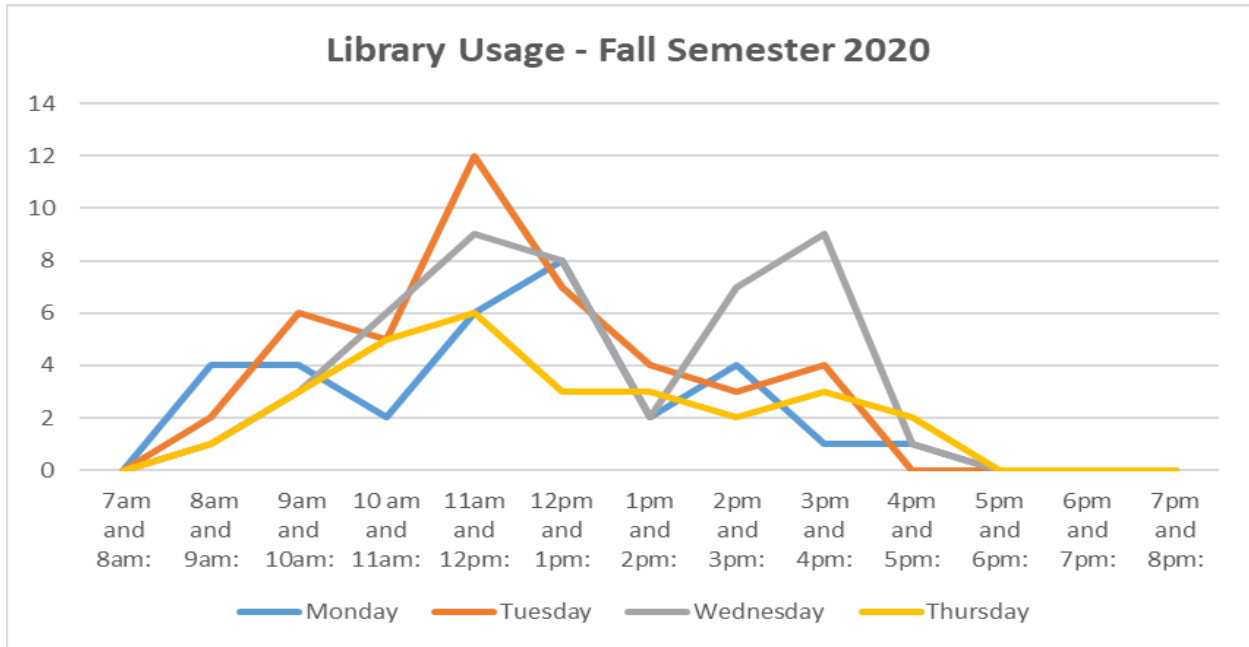
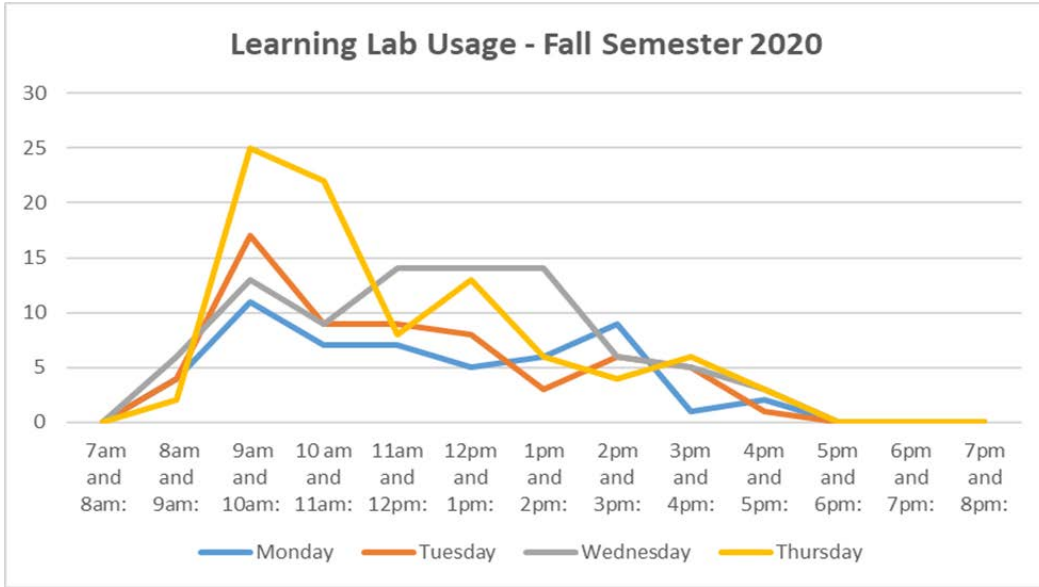
Starting with the beginning of fall classes on August 24, more detailed records are being kept of building usage and weekly reports are sent to the dean. In these reports I break down building usage by day/time, and by place visited. The follow charts show the cumulative usage through the first six weeks of classes:

LRC Building Usage by Day and Hour – Fall Semester 2020



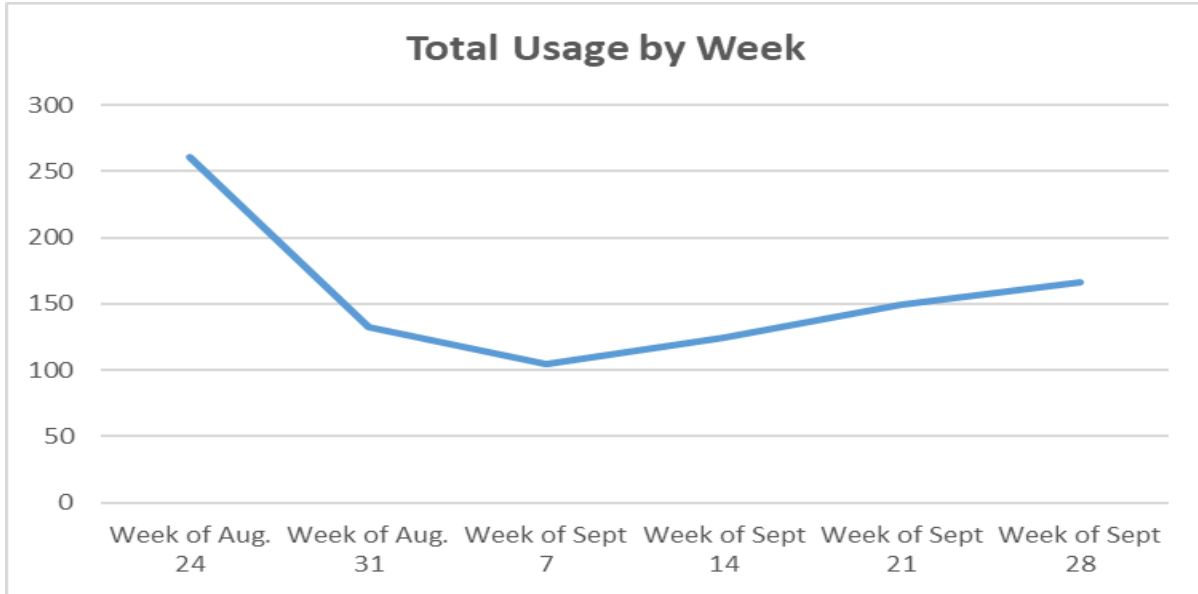
LRC Building Usage by Day and Place Visited – Fall Semester 2020





Total LRC Building Usage by Week – Fall 2020 Semester

Week	Total
Week of Aug. 24	261
Week of Aug. 31	132
Week of Sept 7	105
Week of Sept 14	124
Week of Sept 21	149
Week of Sept 28	166



Pre-Covid-19 (Fall Semester 2019 until Spring Break 2020)

Brief Summary of Department Responsibilities (Pre-Covid-19):

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 aid 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 does not have a Student ID, the student will need to give his/her empl ID number and show a picture ID. If the student does not 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 in the system. Tests entered in 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 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 must 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/Learning 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 the 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.

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 students with disabilities. The learning lab is near 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 disabilities and 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 four 360-degree security cameras which are also recording and can be reviewed for approximately three weeks from the date the student takes a test.

Testing Statistics (Fall Semester 2019 and Spring Semester 2020 before Covid-19):

During the Fall Semester 2019, there were 3,478 tests given in the Testing Center. We also, received, processed, and maintained 117 proctor forms for students living outside the service region. This compares closely with the 3,558 tests given the previous fall semester. The

Spring 2020 semester saw 1,373 tests given and 110 proctor forms processed before the Testing Center was closed after Spring Break.

Accomplishments: 2019-2020 Academic Year

Accomplishments:

- ✓ Replaced WEPA printer. One of the printers stopped working and another printer was shipped to us. We changed it and shipped the old one back to WEPA.
- ✓ Changed hard drive in another WEPA printer that had failed. New agreement to keep printers without having to pay WEPA requires the college to do all repairs if possible and if not to pay for the repairs.
- ✓ Made new numbers for cell phone bags and had them laminated.
- ✓ Had IT put bookmarks in Google Chrome for MyLabsPlus and Elassi on computers in the Testing Room and remove desktop link to Insight Assessment which is no longer used. We use Chrome now for most of the testing.
- ✓ Added a column in our Proctor Form spreadsheet for the student's email address to make it easier to email the student if needed.
- ✓ Added a sheet to our Password List spreadsheet for Other College tests. On this sheet is recorded the college and student along with course and test information that was received from the college. Tests and Test Info Sheets are saved digitally with links on this sheet. This saves time and allows staff to more quickly find test information without going to a file in the filing cabinet and searching for the test or test information.
- ✓ Created a WORD document to place templates for test information to be able to copy and paste into emails to send to proctors. The information is recorded in an outline format that can be easily alphabetized for quick access. This saves time and possible errors in typing emails to proctors.
- ✓ Created sheet to record Other College Tests taken and how they were submitted.
- ✓ Removed side partition on desks in Testing Room back glass rooms to give a clear view of the student's desk with the security cameras. Prior to this the view of the desks were blocked by the partitions.
- ✓ Had Mark Nelson add a section in the Testing Electronic Sign-in system to record if a test is open book, open notes, or closed book/closed notes. This will allow statistics to be kept showing how many tests are given that are allowed resources. Students using resources while taking a proctored test makes it difficult to know if a student is using something they should not use.
- ✓ Set up email list in Outlook of other college students to be able to notify them when hours change or the building closes unexpectedly. PHCC students receive a notification, but other college students might show up to take a test and find the Testing Center closed.

- ✓ Made Social Distancing sign and Cleaning Checklist.
- ✓ Did training, researched and wrote evaluation of Respondus Monitor. This is a program that is being used for students to take tests at home and be monitored by a webcam.
- ✓ Moved WEPA printer over to make room to move Charlie Martin's desk against the front wall of the Learning Lab so that he is at a distance from students. Before his desk was right in front of all the lab computers.



- ✓ Created a Testing Appointment Schedule in Excel. We are trying to schedule all testing now to be able space out people to avoid too many testing at one time.
- ✓ Worked with Mark Nelson to create an online sign-in tracking system to sign people in when they enter the building and to record the location visited and what computer or table was used. This will also be valuable if a student tests positive to Covid-19 and had been in the building. We would be able to identify all students that were in the building at the same time.
- ✓ Made new VPT test slips that have a place for the appointment date/time and who they are doing the test for. VPT tests are only allowed for certain students with specific reasons that have been approved by Dr. Greg Hodges. Knowing in advance who the student is and when they are coming makes the process much faster and assures that the student is supposed to be taking a specific test in the Testing Center. Previously when a student arrived without notice, we had to look the student up in SIS, try to determine which test they needed to take or if they were supposed to take the test, and then fill out a slip with the information and get them into the test. This was extremely time consuming and sometimes mistakes were made. Having appointments from advisors with the student's name and empl # allows the ability to have the information filled out on a slip and ready at the appointment time. All that is needed is to check the student's ID, sign him/her in and get them into the correct test.
- ✓ Added several webcams from IT to have in case a student needs to do Zoom tutoring, Zoom class, or Respondus Monitor tests and do not have access from his/her home.

- ✓ Set up an Excel spreadsheet to keep building usage information that has formulas to identify days, hours, and places visited to report and show graphs.
- ✓ Ordered a parts rack to be able to use to store cell phones in while testing. The phone bags proved difficult to clean after each use and get dry. With the cell phone plastic bins, the student can place the phone in the bin and we can hold the bin out for the student to pick up his/her phone once the test is completed without touching the phone. The bin can be easily wiped out with a cleaning wipe after each use.



- ✓ Worked with Scott Guebert to have instructors go through him when they have a special needs student needing to take a test in the Testing Center. He will then send us the information so we will know what is allowed. Previously instructors would just tell the student to go to the Testing Center. We are not allowed to ask if they have special circumstances and at times these students were not allowed to use an aide that they were supposed to have because we were not told.
- ✓ Made sign-in and sign-out signs for students entering and leaving the building to know where to stop and sign-in and sign-out when entering and exiting the building.
- ✓ Hilda Goad painted a chain yellow that we could place as a barrier to prevent people from walking behind the Testing Center counter. This has been a problem since the remodeling of the LRC building.



- ✓ Hilda Goad made labels for the cell phone bins.