PATRICK & HENRY COMMUNITY COLLEGE
Office of the President

Board Report #435
March 20, 2023

BOARD TO CONSIDER APPROVAL OF PROFESSOR EMERITUS APPOINTMENT

Report:

The establishment of the status of Professor Emeritus is recommended as a method of honoring retired faculty rank employees who have a minimum of ten years of service in the VCCS and who have made significant, meritorious contributions to the college (VCCS Policy Manual, Section 3.1.3). The following retired PHCC faculty member has been recommended by a current faculty member for consideration for the status of Professor Emeritus.

- Joe Gravely

A copy of the nomination letter is attached.

This nomination has been reviewed by the Faculty Leadership Council, and the members agree wholeheartedly with this recommendation.

Recommendation:

It is the recommendation of the college administration that the Board approve awarding the status of Professor Emeritus at Patrick & Henry Community College to Joe Gravely.

Greg Hodges, President

Meghan Eggleston
2467 Preston Road
Martinsville, VA 24112

Dr. James Gregory Hodges
645 Patriot Avenue
Martinsville, VA 24112

Dear Dr. Hodges,

I am writing you to nominate Mr. Joe N. Gravely for consideration for Professor Emeritus at Patrick & Henry Community College. As you know, Mr. Gravely served as nursing faculty member from 1988 until his retirement in 2017. Upon his retirement, he returned to serve an adjunct and also to support the Nursing office in an administrative role while the director was out on medical leave. Mr. Gravely is an outstanding educator in all respects, but he is also a nurse, a mentor, a role model, counselor and supporter to many.

He was the first male nursing instructor hired in the state of Virginia. During his tenure, he provided high quality instruction and mentored hundreds of students in the ADN program as well as the Nurse Aide program. To this day, he is known for his strict, no-nonsense method of instruction that many students credit for teaching them how to care for their patients with the upmost compassion and kindness. Not only did he serve as mentor to students, but he mentored countless colleagues. He offered support to staff, faculty, and administrators across campus, but most importantly he was a friend that checked in on those around him. He never hesitated to stop in and check on those who he knew or suspected were facing challenges to offer encouraging words and support. Even upon his retirement, you can catch him on campus checking on others to this day.

His impact has been felt well beyond campus into the community. While employed full-time, Mr. Gravely, known to many as Bishop Gravely, served as chaplain at the local hospital and Martinsville Police Department and he is also an active leader in the Apostolic Church Community. In his retirement, he continues to serve in these roles in addition to providing grief counseling at Wright's Funeral Home. He has served as president of Preachers on the Move, a group of preachers that work together and with their congregations to support the community. Mr. Gravely himself has organized fundraising events to support the Community Storehouse and to develop a Toy Closet stocked with toys for families that otherwise wouldn't be able to provide gifts on Christmas morning.

In a 2017 article in the Martinsville Bulletin, Mr. Gravely is quoted as saying, "People come first. That's the reason I got into this profession." "People are the most precious thing that's ever been placed on this Earth." For those of us that are fortunate enough to have either set in his classroom, been his patient, or worked alongside him, you know that his actions and attitudes have always demonstrated these exact thoughts. While he has retired from education, he has not slowed down and to this day he devotes much of his time to helping address the needs of the community. I can think of no one more deserving of recognition for their meritorious contributions to not only the college, but to the entire community.

Respectfully submitted,
Meghan Eggleston

PATRICK & HENRY COMMUNITY COLLEGE
LOCAL FUNDS SUMMARY
Period Ending February 28, 2023

FUND BALANCES	BEG. BAL.	NET INCOME	END. BAL.
LOCALITY FUNDS	$140,784.97	$79,880.31	$220,665.28
AUXILIARY FUNDS[1]	$916,342.47	$27,759.86	$944,102.33
STUDENT ACTIVITY FUNDS	$48,912.87	$10,383.27	$59,296.14
PARKING FUNDS	$224,222.16	$16,987.56	$241,209.72
TOTAL LOCAL FUNDS	**$1,330,262.47**	**$135,011.00**	**$1,465,273.47**

[1]Including Investment Gain/Loss

PATRICK & HENRY COMMUNITY COLLEGE
LOCALITY FUND BUDGET
Period Ending February, 2023

REVENUES			BUDGET	ACTUAL	VARIANCE
401020		Henry County	$62,414.00	$62,414.00	$0.00
401040		Martinsville	$19,835.00	$19,835.00	$0.00
401030		Patrick County	$10,000.00	$7,500.00	$2,500.00
		Bank Interest	$100.00	$177.96	($77.96)
TOTAL REVENUES			**$92,349.00**	**$89,926.96**	**$2,422.04**

EXPENSES			BUDGET	ACTUAL	VARIANCE
460040	61257	Physical Plant Repair & Maintenance	$10,000.00	$8,693.30	$1,306.70
460010	68800	Contingency Expenses	$7,500.00		$7,500.00
460060	61246	Bank Charges	$2,000.00	$1,353.35	$646.65
470010	62320	Plant & Improvements-Construction	$70,000.00		$70,000.00
TOTAL EXPENSES			**$89,500.00**	**$10,046.65**	**$79,453.35**
NET INCOME			**$2,849.00**	**$79,880.31**	**($77,031.31)**

LOCALITY FUND BALANCE

BEGINNING BALANCE	NET INCOME	ENDING BALANCE
$140,784.97	$79,880.31	$220,665.28

PATRICK & HENRY COMMUNITY COLLEGE
AUXILIARY FUND BUDGET
Period Ending February 28, 2023

REVENUES			BUDGET	ACTUAL	VARIANCE
406500	40751	College Bookstore	$40,000.00	$18,402.47	$21,597.53
406510	40751	Vending	$10,000.00	$8,235.99	$1,764.01
		Auxiliary Fees	$0.00	$20,360.00	($20,360.00)
406530	40751	Miscellaneous	$500.00	$8.75	$491.25
TOTAL REVENUES			**$50,500.00**	**$47,007.21**	**$3,492.79**

EXPENSES		BUDGET	ACTUAL	VARIANCE
	Transfer to Student Activities	$35,000.00	$35,000.00	$0.00
465020	President's Office/Community Relations	$5,000.00	$3,552.31	$1,447.69
465030	Administration Local Expenses	$2,500.00	$1,199.85	$1,300.15
465040	Local Board Expenses	$3,500.00	$1,992.20	$1,507.80
465050	Contingency	$4,500.00	$2,524.50	$1,975.50
TOTAL EXPENSES		**$50,500.00**	**$44,268.86**	**$6,231.14**
NET INCOME		**$0.00**	**$2,738.35**	

AUXILIARY FUND BALANCE

BEGINNING BALANCE	INVEST. GAIN/LOSS	NET INCOME	ENDING BALANCE
$916,342.47	$25,021.51	$2,738.35	$944,102.33

PATRICK & HENRY COMMUNITY COLLEGE
AUXILIARY FUNDS INVESTMENT PERFORMANCE
February 28, 2023

		Amount
BEGINNING VALUE		$824,545.90
Plus cash deposits		$0.00
Less cash withdrawals		$0.00
ADJUSTED BASIS		**$824,545.90**

			Month Return	**FYTD Return**	**Cum. Return**
PORTFOLIO VALUE AS OF	7/31/2022	$848,558.88	2.91%	2.91%	41.43%
	8/31/2022	$830,501.12	-2.19%	0.72%	38.42%
	9/30/2022	$777,903.51	-6.38%	-5.66%	29.65%
	10/31/2022	$817,096.23	4.75%	-0.90%	36.18%
	11/30/2022	$861,176.17	5.35%	4.44%	43.53%
	12/31/2022	$847,928.06	-1.61%	2.84%	41.32%
	1/31/2023	$873,725.91	3.13%	5.96%	45.62%
	2/28/2023	$849,567.41	-2.93%	3.03%	41.59%

Gain/Loss		**$25,021.51**

PATRICK & HENRY COMMUNITY COLLEGE
STUDENT ACTIVITIES BUDGET
Period Ending February 28, 2023

REVENUES		BUDGET	ACTUAL	VARIANCE
100850	Student Activity Fees	$92,000.00	$106,657.42	($14,657.42)
	From Foundation	$88,000.00	$41,758.20	$46,241.80
	From Auxiliary Funds	$35,000.00	$35,000.00	$0.00
	HEERF	$21,675.00	$21,675.00	$0.00
	Athletics Fundraising	$8,000.00		$8,000.00
	Club Receipts	$2,000.00	$1,018.00	$982.00
TOTAL REVENUES		**$246,675.00**	**$206,108.62**	**$40,566.38**

EXPENSES		BUDGET	ACTUAL	VARIANCE
90101	Student Activities & Cultural Events	$240,000.00	$195,725.35	$44,274.65
	(See Following Schedule)			
TOTAL EXPENSES		**$240,000.00**	**$195,725.35**	**$44,274.65**
NET INCOME		**$6,675.00**	**$10,383.27**	**($3,708.27)**

STUDENT ACTIVITIES FUND BALANCE

BEGINNING BALANCE	NET INCOME	ENDING BALANCE
$48,912.87	$10,383.27	$59,296.14

DEPT. CODE	ACTIVITY	BALANCE FORWARD 6/30/2018	TRANSFER FROM AUXILIARY	ANNUAL FOUNDATION SUPPORT	HEERF	FUNDRAISING & CLUB RECEIPTS	STUDENT ACTIVITIES FEE BUDGET	STUDENT ACTIVITIES FEES-ACTUAL	AVAILABLE FUNDS	CLUB EXPENSES	ENDING BALANCE
	BUDGETED REVENUES		$35,000.00	$88,000.00	$21,675.00	$10,000.00	$92,000.00	$106,657.42			
994010	INTERNATIONAL CLUB	$800.09					$500.00	$579.66	$1,379.75	$781.11	$598.64
994020	ALLIANCE FOR EXCELLENCE	$2,130.41					$600.00	$695.59	$2,826.01		$2,826.01
994030	EARLY CHILDHOOD CLUB	$800.09					$500.00	$579.66	$1,379.75		$1,379.75
994060	CAMPUS LIFE	$4,347.96					$5,000.00	$5,796.60	$10,144.56	$7,617.63	$2,526.93
994070	PHI THETA KAPPA	$4,065.32					$1,000.00	$1,159.32	$5,224.64	$56.99	$5,167.65
994080	INTERCOLLEGIATE ATHLETICS	$0.00	$35,000.00	$41,758.20	$21,675.00	$1,012.00	$70,000.00	$81,152.38	$180,597.58	$178,433.73	$2,163.85
994090	INTRAMURALS	$530.59					$1,500.00	$1,738.98	$2,269.57	$1,457.80	$811.77
994100	STUDENT GOV ASSOC	$6,996.94					$2,150.00	$2,492.54	$9,489.48		$9,489.48
994120	ENVIRONMENTAL CLUB	$320.03					$200.00	$231.86	$551.90		$551.90
994130	STUDENT NURSES ASSOC	$5,707.02				$6.00	$500.00	$579.66	$6,292.68	$140.47	$6,152.21
994140	CULINARY CLUB	$0.00					$0.00	$0.00	$0.00		$0.00
994160	STUDENT SERVICES ADV	$299.50					$300.00	$347.80	$647.30	$390.02	$257.28
994180	PLAY DAY, FALL FEST	$6,400.71					$2,000.00	$2,318.64	$8,719.35	$3,937.00	$4,782.35
994200	BROWN BAG SEMINAR	$960.98					$750.00	$869.49	$1,830.47	$710.60	$1,119.87
994210	DISCRETIONARY SA FUND	$8,135.14					$2,000.00	$2,318.64	$10,453.78	$1,500.00	$8,953.78
994230	VETERANS CLUB	$2,247.60					$500.00	$579.66	$2,827.26		$2,827.26
994250	CULTURAL EVENTS	$623.54					$3,000.00	$3,477.96	$4,101.50	$700.00	$3,401.50
994260	STUDENT AWARDS BANQUET	$767.20					$1,000.00	$1,159.32	$1,926.52		$1,926.52
994360	ADMIN OF JUSTICE ASSOC	$1,000.00					$0.00	$0.00	$1,000.00		$1,000.00
994390	SMA	$2,779.76					$500.00	$579.66	$3,359.42		$3,359.42
BUDGET TOTALS		$48,912.87	$35,000.00	$41,758.20	$21,675.00	$1,018.00	$92,000.00	$106,657.42	$255,021.49	$195,725.35	$59,296.14

PATRICK & HENRY COMMUNITY COLLEGE
PARKING FUNDS BUDGET
Period Ending February 28, 2023

REVENUES	BUDGET	ACTUAL	VARIANCE
409010 Student Parking Fees	$50,000.00	$32,587.56	$17,412.44
TOTAL REVENUES	**$50,000.00**	**$32,587.56**	**$17,412.44**

EXPENSES	BUDGET	ACTUAL	VARIANCE
490000 Site Improvements/Parking	$30,000.00	$15,600.00	$14,400.00
TOTAL EXPENSES	**$30,000.00**	**$15,600.00**	**$14,400.00**
NET INCOME	**$20,000.00**	**$16,987.56**	

PARKING FUND BALANCE

BEGINNING BALANCE	NET INCOME	ENDING BALANCE
$224,222.16	$16,987.56	$241,209.72

Division of Technology

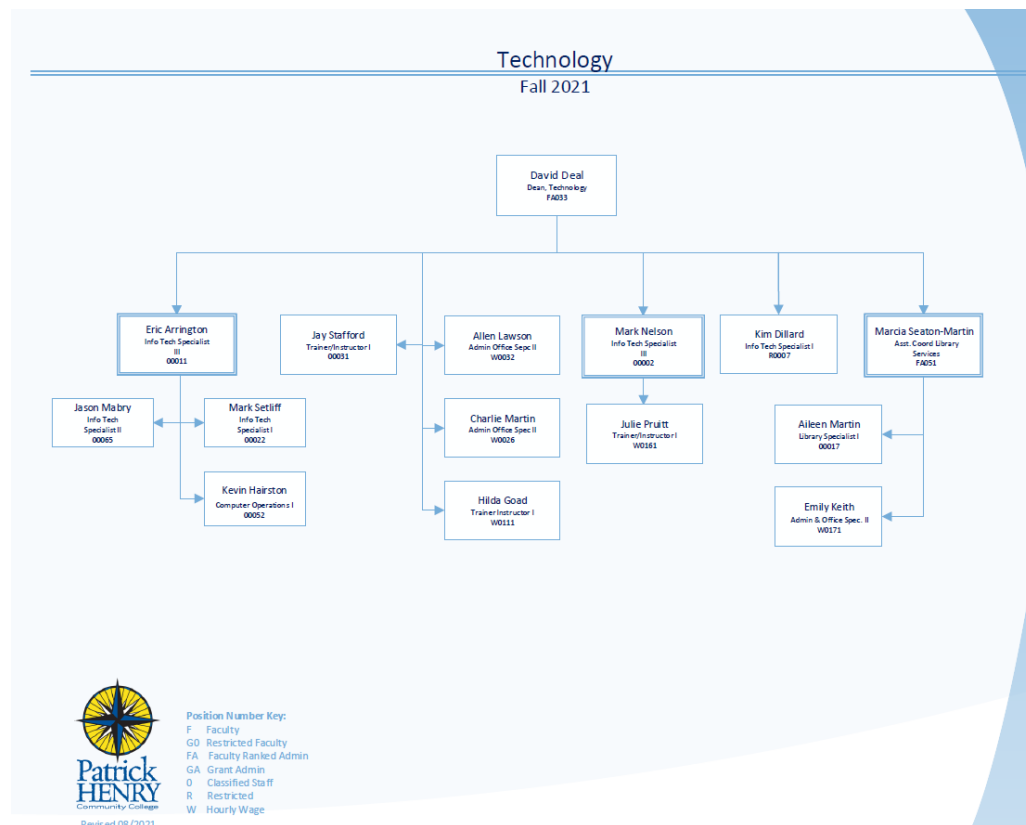**Annual Executive Summary Report 2021 – 2022**

December 1, 2022

David Deal – Dean of Technology

1

Introduction

The Division of Technology is composed of five departments which are Information Technology, 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 2022 summarizes the roles, responsibilities, highlights and future plans of each of the departments during the past 2021 – 2022 academic year.

Technology
Fall 2021

David Deal
Dean, Technology
FA033

Eric Arrington Info Tech Specialist III 00011	**Jay Stafford** Trainer/Instructor I 00031	**Allen Lawson** Admin Office Sepc II W0032	**Mark Nelson** Info Tech Specialist III 00002	**Kim Dillard** Info Tech Specialist I R0007	**Marcia Seaton-Martin** Asst. Coord Library Services FA051
Jason Mabry Info Tech Specialist II 00065 **Mark Setliff** Info Tech Specialist I 00022		**Charlie Martin** Admin Office Spec II W0026	**Julie Pruitt** Trainer/Instructor I W0161		**Aileen Martin** Library Specialist I 00017
Kevin Hairston Computer Operations I 00052		**Hilda Goad** Trainer Instructor I W0111			**Emily Keith** Admin & Office Spec. II W0171

Position Number Key:
F   Faculty
G0 Restricted Faculty
FA   Faculty Ranked Admin
GA Grant Admin
0   Classified Staff
R   Restricted
W   Hourly Wage

Patrick HENRY Community College

Revised 08/2021

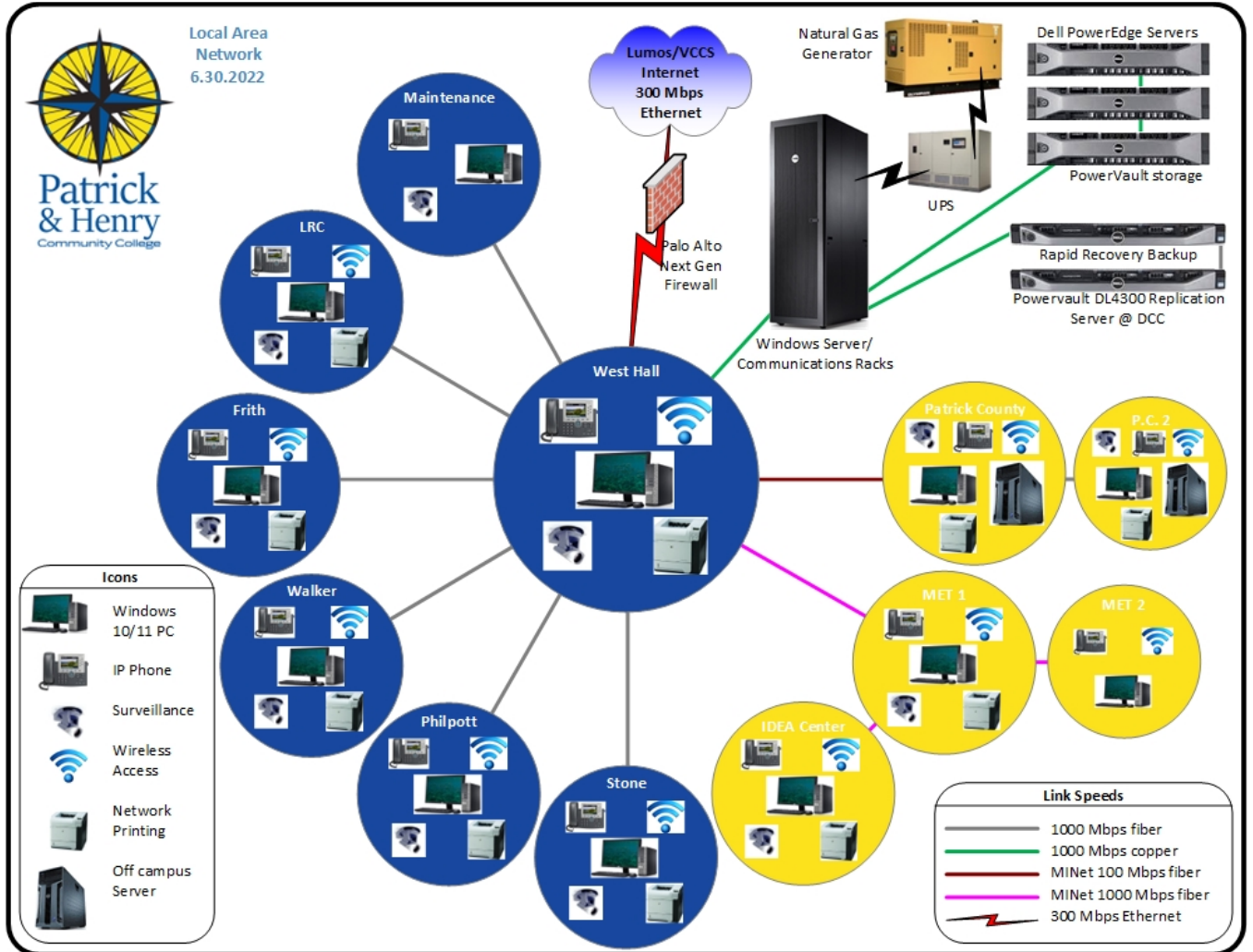## Division of Technology Highlights for the 2021 – 2022 Academic Year

- **Division of Technology (DOT) - College Strategic Planning –** worked on a strategic planning team to provide new tools needed by students, staff, and faculty for removing barriers to success.

- **DOT - Replacement of 24 batteries in the West Hall Server Room Liebert Backup UPS -** worked with the Vertiv support technicians.

- **DOT - WEPA Student Kiosk Replacement** – worked with the IT Department and Testing Center to provide the existing Testing Center Bizhub as the new printer for students to access since the WEPA Cloud printing service was being discontinued.

- **DOT - Multi Factored Authentication (MFA) project –** helped with providing students who did not have cell phones, FIDO keys.

- **DOT – VCCS Internal Audit of IT Department** – assisted the Senior Network Administrator in an audit of the IT Department by the VCCS Internal Auditor.

- **Information Technology (IT) – Hyflex Classrooms –** Tested and installed all equipment necessary in four Hyflex classrooms on main campus (West Hall).
- **IT –** Implemented multi-factor authentication (MFA) for staff/faculty access to Microsoft 365 services.
- **IT – Carbon Black Cloud Sensor –** Deployed Carbon Black to all domain PCs across all campuses as a Ransonware countermeasure and to further increase desktop security.
- **IT – Patrick County Fab Lab –** Purchased and installed necessary IT equipment for the new Fab Lab at the Patrick County site.
- **IT – WiFi Bridge for Lady Patriots Softball Games –** Installed a WiFi bridge for streaming Lady Patriot softball games from the softball field on the main campus.

- **Educational Technology (ET) – P&HCC Website Enhanced Security –** Changes were made to the P&HCC Website to ensure data security and prevent hacker attacks.

- **ET – Multi-Factor Authentication (MFA) –** MFA was implemented for faculty, staff and student access to the VCCS Enterprise systems such as Peoplesoft SIS, HRMS, AIS, Canvas and student email.

- **ET – Omnilert College Alert Communication System –** Implemented the Omnilert College Alert System for faculty, staff and students to send out notifications of emergencies and weather related closings.

- **<u>Enterprise System Support</u> (ESS) – Multi-Factor Authentication (MFA) –** Provided support for the faculty, staff and students using the new Multi-Factor Authentication system.
- **Library – P&HCC Name Change –** Made sure the college name change was reflected in the LibGuide banner, Libchat, Alma library management system, and Library Website.
- **Library – Judith Miller Nursing Videos –** Purchased and implemented the online streaming version of the Judith Miller Nursing videos.
- **Testing Center – Extended Hours –** Starting with the Fall 2021 semester, the testing center extended the hours on Thursday evenings and Saturday mornings to accommodate student testing.
- **Testing Center – Downsized Learning Lab Workstations –** Twelve (12) computer workstations were removed from the Learning computer lab to give more space for students to sit and use their personal laptops.

Information Technology Annual Report 2022
Eric Arrington, Senior Network Administrator –

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.

Local Area Network 6.30.2022

Patrick & Henry Community College

Icons
- Windows 10/11 PC
- IP Phone
- Surveillance
- Wireless Access
- Network Printing
- Off campus Server

Link Speeds
- 1000 Mbps fiber
- 1000 Mbps copper
- MINet 100 Mbps fiber
- MINet 1000 Mbps fiber
- 300 Mbps Ethernet

Maintenance
LRC
Frith
Walker
Philpott
Stone
West Hall

Lumos/VCCS Internet 300 Mbps Ethernet

Palo Alto Next Gen Firewall

Natural Gas Generator
UPS
Windows Server/ Communications Racks

Dell PowerEdge Servers
PowerVault storage
Rapid Recovery Backup
Powervault DL4300 Replication Server @ DCC

Patrick County
P.C. 2
MET 1
MET 2
IDEA Center

Information Technology Accomplishments: 2022-2023 Academic Year

- ❖ Tested and installed all equipment necessary for four Hyflex classrooms on main campus (West Hall)
- ❖ Built a new Staff and Faculty Access Review system to record all access by staff and faculty to P&HCC resources, and provided a method for supervisors to review that access on at least an annual basis
- ❖ Continuous upgrade of Windows 10/11 PCs to latest build, currently the September 2022 update
- ❖ Fully implemented multi-factor authentication (MFA) for staff/faculty access to Microsoft 365 services
- ❖ **Information Security:**
  - o Deployed Carbon Black Cloud Sensor to all domain PCs across all campuses as a Ransomware countermeasure and to further increase desktop security
  - o Migrated all annual Security Awareness Training from GLS to new KnowBe4 solution
  - o Completed a comprehensive Information Security audit in conjunction with VCCS and third party consultant, !mpactMakers
  - o Strengthened P&HCC's security posture by:
    - ▪ Implemented Redspy 365 to provide 24/7/365 external network penetration testing
    - ▪ Further utilizing Tenable Nessus vulnerability scanning technology
- ❖ Purchased and installed all IT equipment necessary for the new Fab Lab at P&HCC's Patrick County site
- ❖ Installed wireless bridges to provide Internet access for streaming Lady Patriots softball games from the softball field on main campus
- ❖ Interfaced new campus marquee with the network to provide method for updating timely content
- ❖ **Ongoing projects:**
  - o Migration from Office 2016/2019 Professional to Microsoft 365 Apps (100% complete)
  - o Upgrade from Windows 10 Enterprise to Windows 11 Enterprise (56% complete)
- ❖ Replaced over 100 end-of-life staff, faculty, and classroom PCs
- ❖ Continue to repurpose laptops for use by the Student Success Center for student checkout
- ❖ Replaced 12 Cisco network infrastructure devices across campus due to end-of-life status of existing equipment
- ❖ Logged and closed over 2,100 IT related support tickets

IT Tasks completed by fiscal year
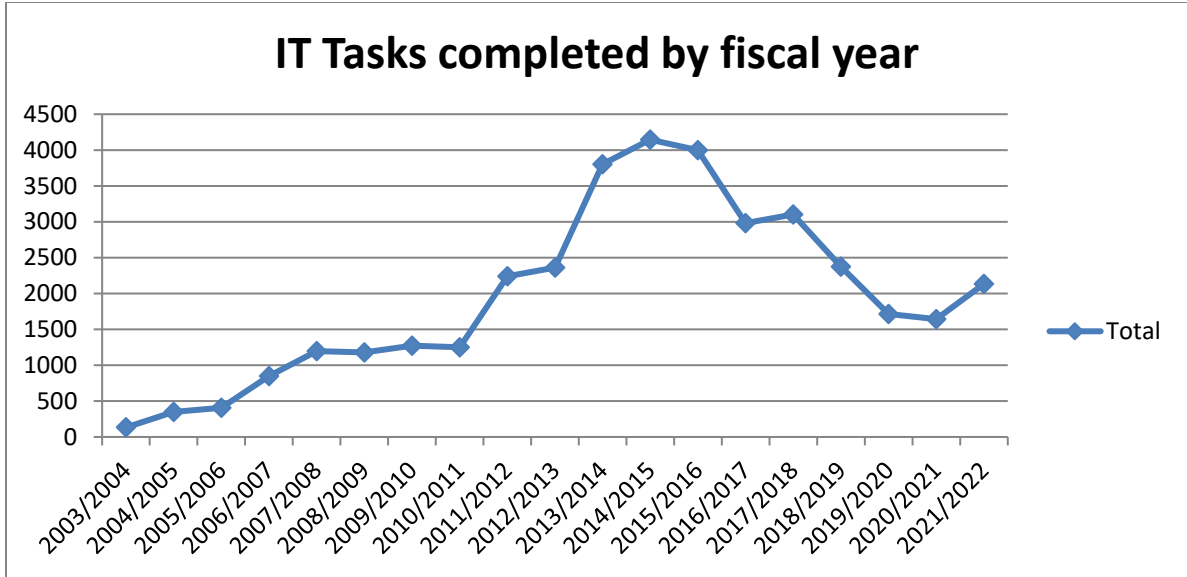
P&HCC Current Personal Computer Distribution List 2022
June 30, 2022

Administrative, Faculty, and Staff computers	
Main Campus Administrators, Faculty, and Staff Computers	238
Off-campus Administrators, Faculty, and Staff Computers	20
Total Administrators, Faculty, and Staff Computers	**258**
On-Campus Student computers	
Frith 125 Computer Classroom	20
Frith 133 Computer Classroom	25
Frith 134 Computer Classroom	20
LRC Learning Lab	30
LRC Testing Center	18
LRC Writing Center	9
LRC Math Lab	8
LRC Reference	12
Philpott 108 Computer Classroom	24
Philpott 117 Nursing Computer Lab	30
Philpott 135 Administration of Justice Computer Classroom	12
Philpott 137 Wireless Notebook Cart	30
Stone Basement 100 Computer Classroom	29
Stone Basement 101 Computer Classroom	30
Stone 101 Computer Classroom	30
Walker 135 Computer Classroom	30
Walker 139 Computer Classroom	24
West 110 Computer Classroom	36
West 312 Wireless Notebook cart	30
Student Access Main Campus Total	**447**
Off-Campus Student computers	
IDEA Center Design Lab	9
IDEA Center Fab Labs and Equipment PCs	14
MET 116 Motorsports Computer Classroom	20
MET 117 Electronics Computer Classroom	17
MET 118 CADD Computer Classroom	16
MET 125 Electronics Computer Classroom	20
MET Mobile Notebook Carts	40
MET Workforce Mobile Notebook Carts	20
Patrick County 100 Computer Classroom	31
Patrick County 105 Fab Lab	8
Patrick County Wireless Notebook Cart	15
Student Access Off-Campus Total	**210**
Other Faculty and Staff computers	
Academic Classroom Instructor PCs	57
ODU Classroom/staff	3
Total other faculty and staff PCs	**60**
Total P&HCC computers	**975**

P&HCC Classroom Analysis 2022

Room Definitions:

Electronic Classroom	Room with an instructor computer and permanently installed projector, LCD panel, Plasma Screen, or Computer Monitor(s) for students to view materials from the instructor computer.
Computer Lab	Room with a separate computer for each student that generally has each student working individually. Typically, classes are not scheduled to hold all of their class meetings in a "lab."
Computer Classroom	Room with a separate computer for each student that generally is the regularly scheduled meeting place for a class.
Commonwealth Classroom	The Commonwealth Classroom (http://www.vccs.edu/vccsit/Archive/classdef.PDF) provides classroom size facilities for two-way video conferencing for large groups. It consists of: • a typical classroom-size room (25-30 people) • the most up-to-date interactive video equipment available to Colleges • Campus LAN/Internet connectivity • power, lighting, acoustical and furniture considerations • Telephone Optional equipment • Video display equipment

Building	Room No.	Electronic Classroom	Computer Lab	Computer Classroom
Frith	124	✓		
Frith	125			✓
Frith	133			✓
Frith	134			✓
Frith	154	✓		
IDEA Center	Design Lab		✓	
LRC	Learning Lab		✓	
LRC	Testing Center		✓	
LRC	Writing Center		✓	
LRC	Math Lab		✓	
LRC	Reference		✓	
MET	116			✓
MET	117			✓
MET	118			✓
MET	125			✓
MET 2	PM	✓		
Patrick County	100			✓
Patrick County	101	✓		
Patrick County	102	✓		
Patrick County	103	✓		
Patrick County	105		✓	
Philpott	101	✓		
Philpott	105			
Philpott	106			
Philpott	108			✓
Philpott	110	✓		
Philpott	117		✓	
Philpott	119	✓		
Philpott	121	✓		

Building	Room No.	Electronic Classroom	Computer Lab	Computer Classroom
Philpott	126	✓		
Philpott	128	✓		
Philpott	129	✓		
Philpott	132	✓		
Philpott	134			✓
Philpott	135	✓		✓
Philpott	137	✓		
Philpott	140	✓		
Philpott	141	✓		
Stone	B100			✓
Building	**Room No.**	**Electronic Classroom**	**Computer Lab**	**Computer Classroom**
Stone	B101			✓
Stone	101			✓
Walker	135			✓
Walker	139			✓
Walker	228			✓
West	110			✓
West	124	✓		
West	127	✓		
West	134	✓		
West	135	✓		
West	136	✓		
West	205	✓		
West	207	✓		
West	208	✓		
West	209	✓		
West	215	✓		
West	221	✓		
West	222	✓		
West	223	✓		
West	224	✓		
West	312	✓		
West	319	✓		
		34	**8**	**18**

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Future Projects

- ❖ Install additional servers as needed through additional utilization of IaaS environment
- ❖ Implement additional security measures to increase the overall security posture of the P&HCC network
- ❖ Continue to improve redundancy and recovery of physical and virtual servers as well as network infrastructure
- ❖ Implement CyberArk Identity Security for Privileged Account Management on the P&HCC domain
- ❖ Continue to maintain a five-year replacement cycle for end-of-life Dell desktop and notebook computers during the 2022 – 2023 academic year
- ❖ Continue to repurpose laptops for use by the Student Success Center for student checkout
- ❖ Continue working 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 / Information Security Office

- ❖ Associate of Arts and Sciences – Major: Business Administration – Patrick & Henry Community College
- ❖ 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
- ❖ 25 years of experience

Mark Setliff, Network and Desktop Technician

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

Jason Mabry, Network and Desktop Technician / Backup Information Security Officer

- ❖ Associate in Applied Science – Patrick & Henry Community College

❖ Bachelor of Science – Computer Science and Technology – Radford University
❖ 17 years of experience

Kevin Hairston, Media and Desktop Technician
❖ 6 years of experience

Educational Technology Annual Report 2021/22
Mark W. Nelson, Educational Technologist – October 7, 2022

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 [P&HCC].

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 P&HCC ET operates a support line for its 1500+ students and 120+ instructors. Through the 2021/22 academic year the ET received 3,119 student support tickets and 809 instructor tickets. The number of support tickets has risen drastically since the implementation of the new Multiple Factor Authentication [MFA] by the VCCS.

The Main P&HCC Website
The P&HCC Official Website continues to be the focal point for students and employees to stay current on activities, policies, and information. The changes to the webserver in the 20/21 academic year have made a major difference in hacker attack attempts and ensured data security.
P&HCC also utilizes a webserver dedicated to the 253 in-house applications. These applications serve every facet of the college community from admission to post graduate and administrative processes.
The Learning Management System
P&HCC uses the current Learning Management System [LMS] offered by the VCCS. The current LMS is Canvas by Instructure.
Julie Meador, Associate Professor of Administrative Support Technology & Legal Assisting, was again 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 multiple training sessions and online support for faculty during the year.

Major Projects for 2021/22

As with any year the ET team was involved in many projects both with the VCCS and local administration. Below are just a few notable projects.

Multiple Factor Authentication MFA requires every user to have a second form for proof of identity. This second form can be used by the RapidIdentity mobile application, email, SMS code or FIDO key. The end user will tie their VCCS account to a secondary communication method. When the user attempts to login the system will request additional confirmation.

The forms of additional confirmation methods from most to least secure are as follows:

Fast Identity Online [FIDO] Key: A FIDO key is a physical device that is serialized to the user. When the user attempts to login or access personal data the online application will check the local computer for the presence of the FIDO key. If the serial numbers match the information on file for the user, access it granted. The FIDO key is a personal purchase with a price ranging from $25 to $90. The user must also have the FIDO key plugged into the computer so they must always carry it.

RapidIdentity Ping Mobile Application: RapidIdentity is a third-party system which sends a login request from the online application to a mobile application stored on the user's mobile device. The end user will then use their mobile device to approve the login attempt. A single tap on approve will complete the login. The challenge presented with this method is the user must have a mobile device and the setup can be complicated with several steps to link the accounts. The application also requires the user to establish a 6–8-digit security pin. Many of the users forget the pin and they must then delete the application and start over. Additionally, the application is tied to the specific mobile device so if the user changes devices they must contact support to have their account opened so they can add a new device.

Time-based One-Time Passwords [TOTP]: TOTP uses a standard algorithm to take the current time and generate a unique number. This method must have an approved third-party mobile application that will generate the correct code. The user will attempt to login to the online application which will prompt for a code. The user then accesses the TOTP provider application on their mobile device to get the unique code. When they enter the code in their browser the system ensures the needed code matches the provided code access is granted. The challenge with TOTP was that users had to tie their accounts together in the third-party code provider.

Alternative Email: The alternative email method works much like the TOTP. A unique code is generated and requested. The code is emailed to the user's alternative email address on file. The challenge with the email method was that many of the users did not have valid alternative email addresses on file.

Short Message Service [SMS]: The SMS works like TOTP and alternative email methods however the code is sent via text to the user's mobile device. The challenges with SMS were the same as the email method, users did not have mobile numbers on file.

The ET team conducted several training sessions to assist employees and students in the setup process for MFA. An interactive webpage was also created to walk students through the process. This application would ask the user questions such as "What type of cellular phone do you have?" It would then show them directions specific to that operating system.

Omnilert Mass Communication System P&HCC was previously using an in-house application to notify students of emergencies and weather-related closings. P&HCC Alert sent emails, texts, and RSS feeds to the college website. Due to business model changes by T-Mobile mass texts sent to their users would get throttled. What used to take three minutes to send could be delayed as long as an hour. Therefore P&HCC was forced to look for third party solutions. After a search committee met with three vendors, Omnilert was selected as the provider. Omnilert offers the same services that were available with the in-house application, however they establish working relationships and business pacts with the mobile communication companies to ensure their messages do not get throttled.

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 JavaScript Developer – W3C
- Certified Python Web Developer – W3C
- 12 hours of Graduate Level in Distance Education – UVA/UMUC
- 32 years' experience in adult education
- 26 years' experience in website development
- 45 years' experience in programming and software design

Julie Pruitt
- Bachelor of Arts in Education at Liberty University
- Associate Degree in General Studies/Education from P&HCC
- Teaching Assistant at Meadow View Elementary School

Information Technology Annual Report
Kimberly Dillard, Enterprise Support Specialist/ Security Officer/ eVA & AIS Coordinator October 01, 2021 – September 30, 2022

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) as well as the new IAMS. 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 2021 -Sept. 2022
- ➢ Run EF files for Mark Nelson – (Daily)
- ➢ Run CF files for Mark Nelson – (Weekly)
- ➢ Run the schedule for the website for Mark Nelson – (Monthly)
- ➢ Job Requests – 159
- ➢ Queries – 34
- ➢ Team Dynamix Tickets – 79
- ➢ Password Resets – 373
- ➢ Instructor/Advisor Table - 111
- ➢ Student Groups – 351
- ➢ Created/Deactivate eVA Accounts – 15
- ➢ Annual Armics Reviews – (Once a year)
- ➢ Created/Deactivate WES Accounts - 8
- ➢ Quarterly Armics Reviews – (Every three months)
- ➢ Maintaining all new hire IT packets – 84
- ➢ Adding NOVA instructors to the Instructor/Advisor table – 46
- ➢ Approving all NOVA instructor's workload – 46
- ➢ Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer (security)
- ➢ 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
  - o Degree Verify – 5

- o Subsequent of Term - 17
- o Grad Only – 2
- o Blumens - 9
- ➢ Maintain CRT Edit reports and Graduation file – (IR Dept.)
- ➢ Assisted Admissions with access to ImageNow and Perceptive Content
- ➢ Maintain Terms – 141
- ➢ 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
- ➢ Responsible for all P&HCC LMS, Admissions, Help Desk tickets - 60
- ➢ Assisted Shanna with uploading MHC After 3/ Upward Bound files for Blumens through the National Student Clearinghouse site (3 times a year)
- ➢ Maintain changing all P&HCC passwords for Subsequent of Terms and Student Tracker
- ➢ Maintain Service Indicators on P&HCC accounts
- ➢ Mapped Networking drives on my computer
- ➢ Run security Item Types in SIS for the Business Office
- ➢ Setup/remove and other assistance with MFA Authentication for student and employee accounts – 298
- ➢ Assisted with New Student Orientation (MFA/ Password Resets) – 73
- ➢ Add/change email or phone in SIS due to MFA issues – 226
- ➢ Create/Deactivated AIS accounts – 16
- ➢ Added IncludEd fees to
  - o BIO 141 – W1, W3, W4 for (Fall 21)
  - o BIO 141 & 142 – W1, W2 for (Summer 22)
  - o BIO 141 – 01,02,03, W1,W2 for (Fall 22)
  - o BIO 142 – 01,02, W1 for (Fall 22)
- ➢ Restored Emplid's from Archives
- ➢ Add DMS_User role to employees – 9
- ➢ Setup alternate email in SIS for International students – 31
- ➢ Trouble shooting system office concerning Jack Hanbury's access to the Intranet
- ➢ Cleaned up External Org ID's – 9
- ➢ Added CMS_Wizard role to Career coach
- ➢ Assisted LaDonna Varner's SDV – 100 class with log in issues

- ➢ **Professional Development and Contributions:**
- ✓ MFA went LIVE – March 1, 2022
- ✓ Assisting current and new users with the Rapid Identity (RI)
- ✓ Provided documentation and videos to end users as well as students for accessing the new Multi-Factor Authentication (MFA)

✓ New procedure with entering DE Instructors in SIS if they do not get paid from our agency (No HRMS account need to be created)
✓ Tested AI Chatbot link before "Go Live" date

Lester Library
Annual Report 2021-2022
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 28,997 items. This collection is augmented by approximately more than 280,000 e-books (from publishers and vendors including O'Reilly for Higher Education, EBSCOhost, and Gale). 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), Academic Vide on Online (AVON), Docuseek, 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. This service can be requested using our Interlibrary Loan LibGuide, by phone, or by stopping by the reference desk. The library also serves ODU Teletechnet students (graduate and undergraduate), which is a satellite campus, Duel Enrollment students, 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, chat, or phone for both reference and general questions. 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 three designated areas for collaborative study. The Carter room is equipped with a DVD/VHS player and flat screen TV for viewing closed reserve media. It can also be used for group study and research, and it houses a few examples of Open Educational Resources (OER) for faculty to view, should they decided to incorporate OER into their classroom. 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. 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 2021-2022, the library was involved in several projects. A major project we worked on was making sure the name change to the school was reflected in our email signatures, LibGuide banner, libchat information, logo in ALMA, Primo, and on the library website. In staying current with DEI, Library Leadership, Accessibility, Interlibrary loan usage, open educational resources and open access, the Coordinator of Library Services attended several meetings, forums, and workshops. Those meetings included attending the VIVA ILL Community Forum - discussing Copyright and Interlibrary loans and CONTU, attending the Library Pre-Fall Leadership meeting discussing open access, streaming media, eBooks and perpetual access, and new databases, attending bimonthly Library Leadership Forum, and the VIVA ILL Community Conversation Training.

We also purchased the streaming version of Judith Miller Nursing Videos. This allows students to not only access the required material, but they can login and take practice tests and save their progress. The streaming service allows access to automatically updated materials. Each month displays, located in different areas of the library, are presented with information about any awareness' or national days during that month. Creating and updating LibGuides is ongoing throughout the year.

Thanks to VIVA, the library now has streaming access to and a physical DVD for *Race: the Power of Illusion.* These videos focus on the perception of race and how through DNA testing we have more similarities than previously realized. These online videos were used in three workshops, and they can be incorporated into Diversity, Equity, and Inclusion (DEI) discussions. The coordinator attended meetings on an Anti-Racism Webinar: Instruction, Anti-Racism Discussion Series: LIS Education, the BIPOC Meeting for librarians sharing ideas and experiences.

The following reports, surveys, and webinars were also completed: ARCL annual report, IPEDS, VIVA Anti-Racism, VIVA Open and Affordable Course Content Forum and Care Forum, VIVA Community Forum meeting and completed the Virginia Community Forum evaluation survey, and a meeting about Online Materials and Accessibility Tools and Issues.

Lester Library
Position Descriptions
Marcia Seaton-Martin – Coordinator of Library Services

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

  o Subject collections

  o Deselection

  o 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

- OER Liaison

- 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

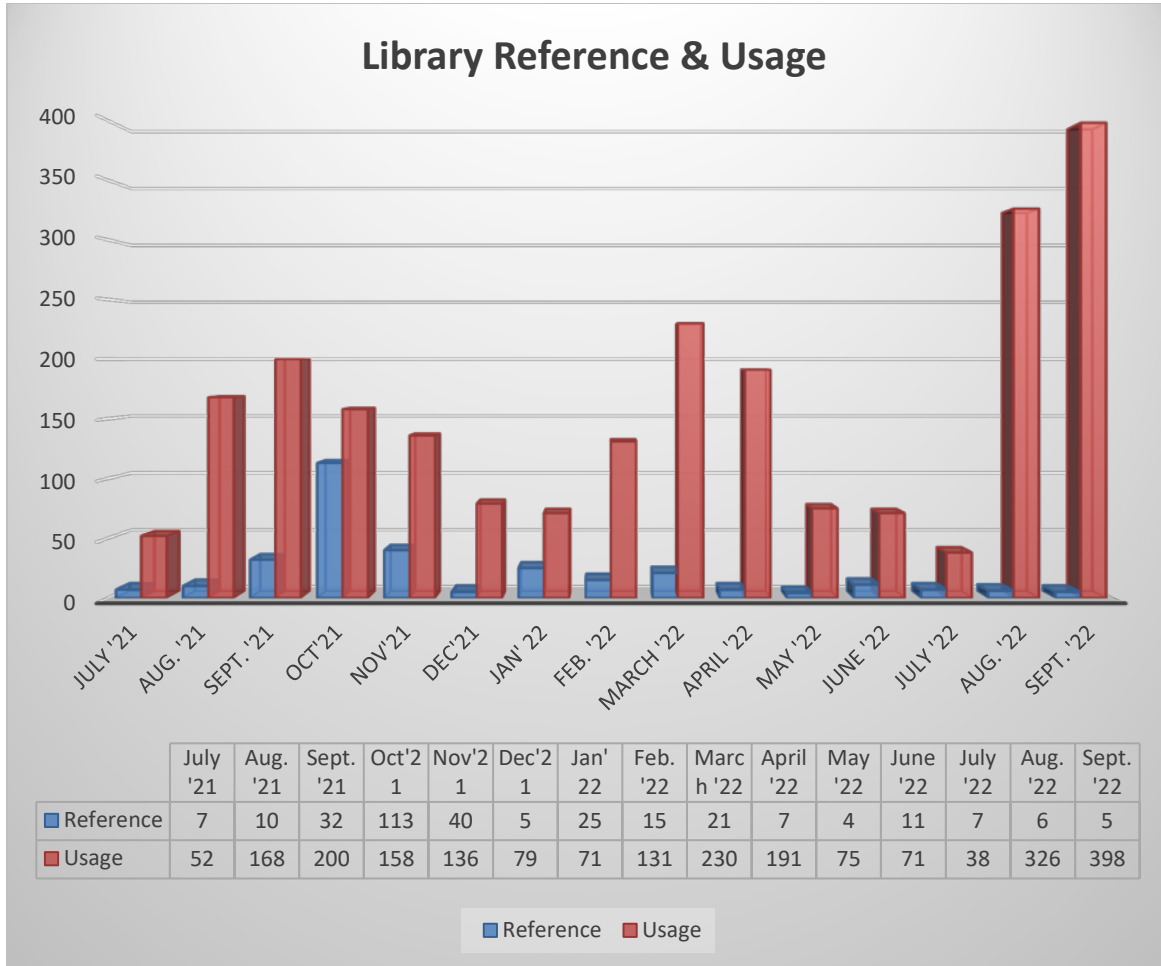## Emily Keith – Administrative and Office Specialist II

Education:
Currently attending Southern New Hampshire University – for a B.S. in American History
Associates (A.A.&S.) General Studies, Patrick & Henry Community College - 2020

The Administrative and Office Specialist II 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
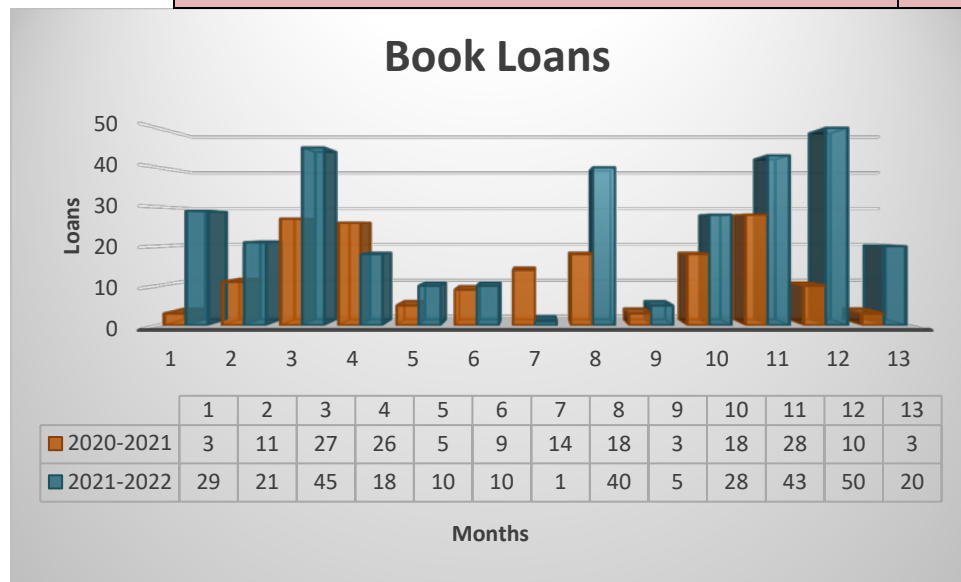
Library Statistics Fiscal Year, 2021-2022

Library Reference & Usage

	July '21	Aug. '21	Sept. '21	Oct'2 1	Nov'2 1	Dec'2 1	Jan' 22	Feb. '22	Marc h '22	April '22	May '22	June '22	July '22	Aug. '22	Sept. '22
■ Reference	7	10	32	113	40	5	25	15	21	7	4	11	7	6	5
■ Usage	52	168	200	158	136	79	71	131	230	191	75	71	38	326	398

■ Reference   ■ Usage

Above is a chart for library reference and usage for 2020-2121. A usage decline can be notice 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,

24

etc..) the blue represents the questions received from July 2021 – Sept. 2022, and the orange represents library usage.

Collection Inventory (f.y. 2021-2022)

Books (print)	28305
Media (DVDs)	962
e-books (EBSCO)	283107
Journals (active subscriptions)	4
Books Added	61
DVDs Added	1
Books Removed	5
DVDs Removed	17

Book covering month

Loans a 12 period

Book Loans

	1	2	3	4	5	6	7	8	9	10	11	12	13
2020-2021	3	11	27	26	5	9	14	18	3	18	28	10	3
2021-2022	29	21	45	18	10	10	1	40	5	28	43	50	20

Months

Note: Circulation total include renewals. The 2019-2020 numbers are lower due to Covid-19. Same is true of the 2020-2021.

LRC Testing Center/Learning Lab Annual Report 2022
Jay Stafford – Testing Center/Learning Lab Manager

The 2021–2022 academic year for the Testing Center/Learning Lab was one of change along with a cautious shift back toward pre-pandemic times. With the beginning of the Fall 2021 semester, things started to slowly return to a more normal state; however, the need for constant cleaning to help prevent the spread of Covid-19 was still a necessary and very important requirement in protecting students and staff while they were in the LRC building. Changes with printing, computers in the Learning Lab, and multi-factor authentication altered some of the duties of the Testing Center staff, while the departure of one long time Testing Center employee put more pressure on the remaining staff to provide quality service for a positive learning environment for student success. Hopefully, knowledge from pre-pandemic problems along with what was learned during Covid-19 can lead to meaningful changes that will help improve the learning environment for students.

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, testing for area residents needing proctored testing (other colleges, certification exams, real estate license exams, etc.), 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 difficulties 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. The no cell phone policy is now complicated by the fact the college is required to use multi-factor authentication. Students now need to take their cell phone into the testing room to be able to sign into Canvas and then that cell phone must be removed before starting the test.

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.

Testing Center staff work with instructors to reserve the computer lab for classes. When scheduled, staff will mark off computers before the designated time, make sure all computers are on and working, and provide support while the class is in session. Once the class ends, we remove signs, straighten and clean computer lab to be ready for use by other students.

Instructors often leave material for students to pick up for class or something for an individual student since the Testing Center is always available during the scheduled hours and open longer than any place else on campus. For the same reason, students will leave borrowed textbooks, laptops, or other material when there is no one available in Student Services or Student Support.

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, or to fill out college forms. The Testing Center/Learning Lab staff help students with printing. Maintaining the bizhub printer and keeping records of what is printed is a responsibility of Testing Center 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 instructor if a student is found to be cheating and notify security to download video, updating password lists and databases, helping students with printing, maintaining bizhub printer and keeping track of printer toner, paper, and giving company monthly usage numbers, handle proctor forms from other colleges/universities and keep in contact for obtaining tests and sending completed tests, help students in learning lab, contact instructors when information is needed, prepare testing reports, printing 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/Testing Center, maintaining the shredder (changing bags, maintenance, cleaning, oiling, and shredding as needed), repairing computers that won't come on (if needed contact IT), and opening the food pantry, clothes closet, math lab, writing center, and offices as needed. Sanitizing computers, tables, and desks when possible after student use to help prevent Covid-19. Open and close the LRC building as needed. When opening, I am responsible for turning everything on, unlocking the building on time, and opening Math Lab and Writing Center for tutors when they arrive. When closing, I ensure that all students and staff have left, all computers are turned off and the computer lab and testing center have been straightened, be sure doors are locked, and all lights are off.

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

Responsibilities: Primary responsibility is assisting students in the LRC learning lab, being sure that rules are followed, and helping students with printing. When it is busy in the Testing Center, he assists with giving tests and other jobs as needed. Clean Learning Lab and Testing Center, when possible, to help prevent Covid-19.

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

Responsibilities: Opening LRC four days a week and on Saturdays, give tests, maintain database for paper test receipts, and other college tests. Maintaining the shredder (changing bags, maintenance, cleaning, oiling, and shredding as needed). When opening the building, Allen is responsible for turning everything on, unlocking the building on time, and opening Math Lab and Writing Center for tutors when they arrive. When closing, he must ensure that all students and staff have left, all computers are turned off and the computer lab and testing center have been straightened, be sure doors are locked, and all lights are off. Allen also answers the phone, assists students in the learning lab as needed, helps students with printing, and helps keep the Learning Lab and Testing Center

clean. Sanitizing computers, tables, and desks after student use when possible. He also cleans the glass windows for the testing room and the two special needs rooms in the back of the testing room.

Statistics - Testing:

Post Covid-19: the Testing Center opened back up to giving tests on a limited basis starting with the Fall 2021 semester. Testing has increased each semester and with the Fall 2022 semester, testing is moving back toward pre-pandemic times. This increase creates a major challenge for Testing Center staff with the increased time needed to give each test due to the required multi-factor authentication. Testing numbers for the semesters since re-opening for testing:

    Fall 2021:   485
    Spring 2022:   865
    Summer 2022:   492
    Fall 2022:   330 (first 5 weeks of semester which is the slowest time for testing)
The first 5 weeks of the semester is normally the slowest time for testing. Based on percentages from pre-pandemic semesters of tests given in the first 5 weeks, we are on pace to give 2,539 tests during the Fall 2022 semester putting us close to pre-pandemic numbers.

Statistics - Printing

With the removal of the WEPA printers, we started using the bizhub printer at the beginning of 2022. The total pages printed by the end of September 2022 is 3,038. Numbers have increased with the Fall 2022 semester.

    January – 372
    February – 389
    March – 152
    April – 209
    May – 80
    June – 166
    July – 304
    August – 606
    September – 760

Updates, Changes and Accomplishments: 2021-2022 Academic Year

While the past year has been one of moving back toward pre-pandemic times, there were also changes that were made. Some of those changes were required and others were made to try and make a better environment for students. Below is a list of some of those changes and accomplishments:

✓ Starting with the Fall 2021 semester, testing resumed in the Testing Center, and we extended our hours to help accommodate working students. The Testing Center only is now open until 7pm on Thursday and 9am until 1pm on Saturday. For safety reasons,

those additional hours are only available for testing since the library and everything else in the LRC building is only open Monday through Friday from 8am until 5pm.

✓ We kept track of computer lab usage on an hourly basis through the Spring semester. This data was used to help us determine how many computers are needed and identify the need for places to plug-in and use laptops. Students with laptops were having to sit at desks with a desktop computer to use a laptop, and then must stretch a cord from a wall socket across the aisle to plug in their laptop. Not only was this inconvenient, it was also very dangerous for those walking by. The number of students with their own laptops and those that have borrowed one from Student Services has increased significantly in the past two years. Making the Learning Lab more conducive for laptop use was a major need.

✓ After analyzing our data on desktop computer usage, 12 computers were removed from the computer lab. This gives more space for students to sit and use laptops. One desk was fitted with a surge strip for students to be able to plug in their laptop. We hope to get several more surge strips in place at other computer tables also. We are looking into getting surge strips with USB plugs in them so that students can also plug in cell phones to charge.

✓ When removing computers, several were taken from the computer tables next to a large support column. This column always gave limited space for students trying to use computers next to it. With the computers gone, two of the long computer tables were removed from the end of that row next to the column. This allowed walking space and made it more open for students. A small square wooden table was placed in the space for students to be able to use to study. This table filled in the space to even the rows and make it more balanced and aesthetically pleasing while still giving walking space next to the large column.

✓ Since the computer tables had laminated tops, we used them to replace the table in front of my desk and the table when you first enter the building. Two chairs were placed at the table near the front door to allow students to be able to sit at this table if they want to eat and drink. The table in front of my desk is now a designated place for students to leave their drinks when using the computer lab. Food and drinks are not allowed in the computer lab. The previous table would leave marks if wet drinks were placed on them. Now, when students bring in food, they are told they can sit at the table near the front door instead of making them leave the building to eat. The floor in front of the door can

also be mopped in case someone spills a drink or food. Student athletes would often try to bring food in while they were being made to spend time in the computer lab for study hall.

Table by front

Table to place

- ✓ The WEPA printers were removed in February 2022. WEPA would not renew the previous contract with the college to provide the printers free of charge. The college was going to have to pay for each WEPA printer and supply the paper. The decision was made to remove them and identify a different means for students needing to print.
- ✓ I worked with IT on my idea to use the bizhub printer to control student printing. It was set up so students could print from the computer lab computers and the print job would be held in a user box on the bizhub. We would then need to select the job and print it for the student. This method gives us control on what is printed. I made a sheet to record each print job listing the date, the student's name, what course it is for, and how many pages were printed. I send monthly printing reports to my dean listing by subject and how many pages were printed. Printing is currently free for currently enrolled students for coursework only. If printing starts getting too much, then we can discuss making changes to decrease printing or see if there is a way for students to pay. We are currently not printing anything for community users or for student's personal use.
- ✓ Updated Test Instruction Sheet with new college name.
- ✓ Updated document used to keep testing information that I use to copy and paste testing information into emails sent to proctors.
- ✓ Updated college policy on children in computer lab. For safety reasons, no children under 12 years of age are allowed in the computer lab. Previously they were allowed when accompanied by an adult. Problems with some adults maintaining proper control of young children necessitated this change. Also, young children were often loud and created distractions for students trying to study or take a test.
  - o Made new sign listing rules in the computer lab updated to include no children under 12 years of age allowed in the computer lab.

✓ Change made to testing electronic sign-in system to record problems with multi-factor identification. Students often have trouble getting signed in to Canvas to take a test because MFA is working very slowly or sometimes very difficult to get in. If MFA is not working well, we now need to document this in our electronic sign-in system by listing the type of MFA used (ping phone, email, etc.) and what the problem was.

✓ With the opening of the Math Lab, we no longer have a place to accommodate students needing to use a webcam for Zoom meetings (class or meeting with professor or tutor). This need was brought up several times during the pandemic and nothing was ever done. During the pandemic, we were able to use the Math Lab for this use since there was no in person tutoring. This problem is even worse as study rooms in the library have been taken for offices leaving no private areas for student use.

✓ Made spreadsheet template to list students enrolled in a class for us to be able o check them off as a test is given. This allows us to have a better knowledge of when there is a deadline and how many students to expect or that still need to take a test.

   o Mark Nelson created a link for me to be able to pull up a list of students enrolled in a class so that I can copy and paste the names in the class lists for testing spreadsheet instead of having to manually type in each name.

✓ Created calendar to write when there is a deadline or a student scheduled for a special test so we will have a better idea of what is coming up to be better prepared.

✓ Beginning in March 2022 the college started the required multi-factor authentication. This led to a lot of time helping students to get signed up and also significantly increased the amount of time to get a student signed in to take a test.

✓ Moved special needs computer and desk to the front wall when WEPA printers were removed to give more space and not have it restricting the walking area. Previously, when someone was sitting at that computer, other students would have to walk around because his/her chair would be protruding into the walkway.