

**New River Community College Board  
(Region 10)  
Meeting Number Three Hundred Forty-Seven**

***MINUTES***

**June 1, 2020**

Meeting number three hundred forty-seven of the New River Community College Board was held on Monday, June 1, 2020, via electronic means (Zoom) due to the COVID-19 state stay-at-home order.

**BOARD MEMBERS PRESENT VIA ZOOM VIDEOCONFERENCE**

Mr. Onassis Burress (City of Radford)  
Mr. Richard Chidester (Giles County)  
Dr. Margaret (Peggy) Dewald-Link (Floyd County)  
Mr. Steve Harvey (City of Radford)  
Ms. Jessica Littlejohn (Montgomery County)  
Mr. James Loux (Pulaski County)  
Mrs. Bobbie Potter (Montgomery County)

**BOARD MEMBERS PRESENT VIA ZOOM AUDIO ONLY**

Mr. Walter (Benny) Keister (Pulaski County)  
Mr. Michael Patton (Floyd County)  
Mr. James Wheeler (Giles County)

**BOARD MEMBERS ABSENT**

Dr. Sharon Scott (Montgomery County)  
Mr. Jonathan Sweet (Pulaski County)

**STAFF MEMBERS PRESENT VIA ZOOM VIDEOCONFERENCE**

Ms. Melissa Anderson, Director of Human Resources and Business Operations  
Dr. Peter Anderson, Vice President for Instruction and Student Services  
Mrs. Debbie Bond, Dean of Business and Technologies  
Ms. Angie E. Covey, Executive Director NRCC Educational Foundation  
Dr. Patricia B. Huber, President  
Dr. Deborah Kennedy, Dean of Student Services  
Mr. Jose Melendez, Media Services Manager  
Dr. Graham Mitchell, Faculty Assembly Chair  
Mr. Ronnie Nichols, Director of Facilities Services  
Mrs. Kathy T. Ridpath, Administrative Assistant President's Office  
Dr. Mark C. Rowh, Vice President for Workforce Development and External Relations  
Dr. Fritz Streff, Director of Institutional Effectiveness and Research  
Mrs. Sarah Tolbert-Hurysz, Dean of Arts and Sciences  
Mr. John Van Hemert, Vice President of Business and Technologies

**PUBLIC PRESENT VIA ZOOM VIDEOCONFERENCE**

Ms. Janice Buss

## AGENDA ITEMS

### **1. Call to Order**

Mr. Steve Harvey, Chair, called the meeting to order at 7:00 pm. A quorum was present via Zoom and due notice had been mailed and published.

### **2. Welcome and Introductions**

Mr. Harvey welcomed everyone in attendance. Dr. Huber introduced Dr. Graham Mitchell, Faculty Assembly Chair, and Mr. Ronnie Nichols, Director of Facilities Services.

### **3. Agenda for Approval**

The agenda was approved via roll call as distributed.

### **4. Minutes for Approval**

The minutes of meeting number three hundred forty-six, held on Monday, December 2, 2019, were approved via roll call as distributed.

### **5. Finance and Technology Report**

Mr. Van Hemert referred the Board to Exhibit B, Tuition Revenue Deficit Reserve Fund Status. No questions were posed.

Local Funds Statement of Receipts and Disbursements, Exhibit C, was reviewed. Questions were posed and discussed.

Mr. Van Hemert presented three items for action.

- (1) Bookstore, Food Service, and Other Miscellaneous Income Budget for 2020-2021 – Exhibit D.
- (2) Student Activities Budget for 2020-2021 – Exhibit E: The sources of funds for the budget are local funds and student activities fees. The total budget request is \$100,000.
- (3) Parking Lot Plan – Exhibit F (required by the VCCS every two years)

After a discussion of each, proper motions and seconds were given and exhibits D, E, and F were approved respectively by unanimous roll call votes.

### **6. President's Report**

Dr. Huber gave an update on the spring semester. She commended the faculty and staff for their excellent work under extreme circumstances dealing with the COVID-19 issue. Updates were sent as the college was making decisions – moving instruction off campus, teleworking, working at a distance, and making new pathways. She commented that the college's faculty and staff have a strong work ethic and was able to continue moving the college forward.

Dr. Huber reported that there were approximately 450 graduates this year. The college's registrar is in the process of certifying the graduates and will mail the diplomas to them. The college plans to have a commencement ceremony in December, if circumstances will allow.

Dr. Huber provided a report of the summer semester. Instruction is totally being done remotely and online. The mall site has been closed since March and will remain closed throughout the summer. No decision has been made for the fall semester at this point. The college will wait on guidance from the VCCS before making an official announcement. The Chancellor holds two Zoom meetings per week for the presidents and the leadership teams for updates.

Dr. Huber stated there has been a strong support provided for students by faculty and staff during the shutdown. She introduced Dr. Deborah Kennedy, who provided updates on student accommodations and response due to COVID-19.

### Outreach to Students

Dr. Kennedy stated it has been a labor of love for everyone on campus these past few weeks. The college's outreach to students has continued and included:

- Immediate and timely emails sent to students throughout the various steps and the adjustments to the spring semester in response to COVID-19.
  - Coordinated communication with academic deans and others to ensure consistent messaging to faculty and students
- Student Services advisors continued with their proactive outreach to their caseloads including email, phone calls, and text messages and added Zoom meetings.
- CLAS (technology platform Connecting Learning Assets to Students) survey question was added as the transition was made to remote learning to ascertain students' preparedness for the transition.
  - Advisors followed up with students who responded "No" or who did not respond at all.
  - Common themes included lack of internet access, lack of personal computer or specific software, and time constraints due to children being at home
    - Student resources staff sought additional loaner laptops with the help of the Foundation Office and IT staff assisted with access to needed software.
  - Disability services and student accommodations continued.
  - As the on-campus food pantries became inaccessible to students, the student resources staff mailed grocery and gas gift cards to students in need.
- Creation of coronavirus webpage with updates and links to past communications
- Canvas (online management system) announcements
- Creation of Remote Resources webpage with link on the college's main page
- Departmental webpages updated with a message indicating staff are working remotely and included contact information
  - Ensured a staff member was checking voicemail and email messages on a regular and ongoing basis
  - Increased use of Zoom meetings for advising, enrollment, and financial aid assistance
- Expansion of online chat feature
  - Utilization of mall site staff and information center operator to engage with and respond to inquiries
  - Staff well positioned due to the nature of their positions

### Grades Portal

Dr. Kennedy provided information on the student grade portal. The college's response to the VCCS spring grading policy of awarding default grades (P+, P-, or W) and providing the option for students to request their earned letter grades included:

- All colleges were tasked with developing their own plans for receiving and documenting letter grade requests
- NRCC utilized a secure, online portal developed by the college's IT and Web development staff.
- Students logged in with their VCCS username and password and selected the courses for which they wanted a letter grade; no action on the part of the student resulted in default grades being awarded.
- The portal opened on April 27 and closed on May 8
- 52 percent of students requested at least one letter grade for the courses in which they were enrolled.

### Success Rates: Grades, Retention, Withdrawals, Etc.

Success rates included:

- Fall-to-spring retention rate was 65 percent (typical for NRCC)
- Spring 2020 statistics included:
  - Withdrawal rate was only 5.8 percent (lowest it has been in the past four years)
  - 4.4 percent of grades awarded were a D or P- (lowest in past four years)
  - 10 percent of grades awarded were a F or WC (only slightly higher than 8.5 percent last spring)
  - 86 percent of grades awarded were A, B, C, or P+ (most colleges and universities in Virginia have indicated their acceptance of P+ grades in transfer)

### "Roadshow" and Fall Registration Processes

Dr. Kennedy provided an update on the high school enrollment roadshow and fall registration processes which included:

- Revised plan developed in early March to provide remote and online registration services
- Student survey shared through various emails and the high school career coaches
  - 508 survey responses to date
  - 476 students registered for fall
  - 32 students indicating other post-secondary or military plans
  - Typically serve on average approximately 525 students throughout high school roadshow; a number of students have reached out to the college directly
  - Team effort between Alison Weston, Enrollment Management and Transfer Services Coordinator, and Lori Mitchell, student services coordinator, and their staffs
- Student Services staff continue to respond to general fall registration requests
  - As of May 25, there were approximately 440 program-placed students who were enrolled in the spring and were not spring or summer graduates, who have not registered for fall classes
    - Advisors are engaging in outreach to their caseloads with a specific emphasis on fall registration
    - Financial Aid staff are contacting students with financial aid awards

- Online testing center staff are following up with new applicants via email and phone
- Creation of VCCS College Anywhere VA portal
  - Initially promoted with graduating high school seniors
  - Utilization of mall site staff to engage with respond to inquiries
  - Zero inquiries to date due to proactive enrollment roadshow plan

## 7. **Instruction and Student Services**

### Industrial Advisory Committees

Proposed membership lists for all industrial advisory committees for the Career Technical Education programs (exhibit G) were distributed in the meeting packet. Dr. Peter Anderson informed the Board that program directors have contacted all members and confirmed service on the committees. The Advisory Committees received a proper motion and second and was unanimously approved by roll call vote.

### NRCC Bridge to RU Program

Dr. Anderson referred to information provided in the Board packets that included information on the NRCC Bridge to RU program. Over two years ago, both presidents met together and worked on how to strengthen relationships and partnerships between New River Community College and Radford University and to provide better transfer possibilities for students attending RU. He provided an update on enrollment and orientation which included:

- 54 confirmed students
  - Of those confirmed, two are local and four are out-of-state students
- NRCC will have a large part in Quest, RU's formal orientation program.
  - Orientation scheduled for July 24 and 25 (face-to-face at this point but making plans to move online if needed)
  - NRCC and RU are working on a co-taught orientation program.

## 8. **Enrollment**

Dr. Streff reported on enrollment for the summer session and fall semester. The enrollment for the summer, as of June 1, shows a decrease of 10.15 percent in FTEs over the same relative date last spring. The college is behind in enrollment relative to the VCCS as a whole. The fall semester shows a decrease of 15.8 percent at this point which represents 186 FTEs. The college is ahead of the VCCS for the fall semester, which shows a decrease of 22.6 percent. He commented that students may be waiting on a more certain environment before enrolling for the fall semester.

## 9. **Workforce Development and External Relations**

### G3 Initiative

Dr. Rowh provided an update on the G3 initiative (Get Skilled, Get a Job, and Give Back). The G3 initiative was approved by the General Assembly for a total of \$34.5 million for the first year and a total of \$64 million over the biennium. Because of the pandemic, the funds were not allocated as planned; however, the college developed new programs (e.g. Career Studies Certificates) that will benefit students.

### CARES ACT Funding

NRCC received an allocation from the Coronavirus Aid, Relief, and Economic Security (CARES) Act in the amount of \$1.6 million. Part one of the funds (\$829,000) have been directly disbursed to eligible students. Part two of the funds will be allocated as institutional

funds to be used to offset costs of shifting to online instruction. Professional development opportunities related to teaching effectively in a virtual learning environment have been created for faculty in which they will receive a stipend for participating. At this point, there are 11 new programs established for professional development.

#### Marketing Efforts

Dr. Rowh informed the Board that the college continues to invest in marketing and has concentrated on summer enrollment. Some of the marketing efforts include:

- Social media, radio, and print
- Google ad words campaigns (one for summer and another for fall)
- Post card mail-out (two mailouts)

#### Workforce Development

Dr. Rowh stated that Workforce Development is making a transition to offering more online courses. Two previously approved FastForward programs, EKG and Phlebotomy, will begin in Fall 2020. A new program that was created in response to meet local need, Apartment Maintenance Technician, will also launch this fall. Proposals are in development for two new programs, Heavy Equipment Operator and Certified Production Technician.

### **10. NRCC Educational Foundation**

#### Scholarship Update

Ms. Covey informed the Board that over 200 scholarship award offers were sent to students in the months of March and April.

#### ACCE Program Update

Ms. Covey provided an update on the ACCE (Access to Community College Education) program. At this point, each locality is working out details for the community service portion of the program due to the COVID-19 issue. The total enrollment for ACCE students for the fall semester is 480. The totals for each locality include:

- Floyd County – 61 students enrolled
- Giles County – 64 students enrolled
- Montgomery County – 250 students enrolled
- Pulaski County – 67 students enrolled
- Radford City – 38 students enrolled

Ms. Covey commented reports show that very few ACCE students dropped below the required 2.5 GPA.

### **11. Schedule of Meetings for 2020-2021**

The schedule of meetings for 2020-2021 was presented. The schedule was unanimously approved by roll call vote.

### **12. Report of the Nominations Committee**

On behalf of the Nominations Committee, Mr. Jim Loux recommended the Board re-elect Mr. Harvey as Chair and elect Mr. Jim Wheeler as Vice-Chair for the upcoming year. A proper motion and second were given. The recommendations received unanimous approval via roll call vote.

**13. Report of the Personnel Committee – Evaluation of the President Information**

Mr. Harvey informed the Board that he, along with Mr. Benny Keister and Mr. Loux, served on the Personnel Committee for the evaluation of the president. He referred to copies of the letter (Exhibit J) that was written and sent to the Chancellor along with supporting information. No questions were posed on the evaluation process.

**14. Open Discussion/Q&A Session**

Ms. Janice Buss, private citizen, commended the nursing program and the nursing students. She stated the students she had encountered in the hospital while tending to a family member were superb; they went above and beyond their duties as nursing students. She expressed gratitude to the college for the exceptional program.

Mr. Loux expressed his appreciation to the Board for their support during his two terms on the Board.

**15. Recognition of Retiring Board Members**

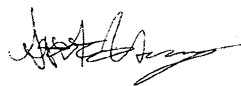
Mr. Harvey recognized the retiring and outgoing Board members, Mr. Onassis Burress, Mr. Keister, Mr. Loux, and Mr. Mike Patton for their service. A recognition plaque will be mailed to each one.

**16. Next Meeting**

The next meeting of the College Board is scheduled for September 14, 2020 at the NRV Mall site. The meeting will be held via Zoom if the need arises.

There being no further business, the meeting was adjourned at 8:30 p.m.

Respectfully submitted,



Digitally signed by Steve  
Harvey  
Date: 2020.09.15 14:09:54  
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Mr. Steven Harvey, Chair



Dr. Patricia B. Huber, Secretary