PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS

IT and Data Reporting Committee Meeting

Tuesday, June 17, 2025
1:30 PM

Pierpont's Advanced Technology Center (ATC)
500 Galliher Drive
Fairmont, WV 26554
Room 216A

AGENDA

I.   **Call to Order**

II.   ***Approval of Minutes – March 25 and April 23, 2025**   *Tab 1*

III.   **HLC Update**
(Olivia Boltz, Director of Institutional Effectiveness)

IV.   **Institutional Data Reporting Update**
(Olivia Boltz, Director of Institutional Effectiveness)

V.   **Adjournment**

*Denotes possible action item

Tab 1

PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS

IT and Data Reporting Committee Meeting

Tuesday, March 25, 2025
1:00 PM

Pierpont's Advanced Technology Center (ATC)
500 Galliher Drive
Fairmont, WV 26554
Room 216A

MINUTES

Notice of Meeting

A meeting of the Pierpont Community & Technical College (Pierpont) Board of Governors IT and Data Reporting Committee was held on March 25, 2025, beginning at 1:00 PM. The meeting was conducted in person at the Advanced Technology Center in Fairmont, WV. Advanced announcement of this meeting was posted on the WV Secretary of State's Meeting Notices Webpage.

Committee Members Present: Vickie Findley, Anthony Hinton, and Nathan Weese

Committee Members Absent: Jessica Killon and Jeffrey Powell

Other Board Members Present: Thomas Cole, Christine Miller, Juanita Nickerson, and Joanne Seasholtz

Others Present: Members of the President's Cabinet, faculty, staff, and others

I.   **Call to Order**

Nathan Weese called the meeting to order at 1:00 PM.

II.   **Approval of Minutes – February 18, 2025**

Anthony Hinton moved to approve the February 18 meeting minutes. Vickie Findley seconded the motion. All agreed. Motion carried.

III.   **IT Updates**

A. Aviation Wireless Expansion/Upgrade

JT Bowers reported that improving wireless internet access at the Aviation Center has become a priority, as both students and staff have experienced ongoing connectivity issues. It was noted that approximately $20,000 could be redirected from the already approved IT budget to help address the issue. The proposed plan would involve the installation of five or six additional access points in key areas.

B. Information Technology Budget Deficit Review

JT Bowers provided an update on the ongoing review of the Information Technology budget, which is currently facing a deficit of approximately a quarter million dollars, as previously discussed during the last meeting and at President's Council. He is performing a thorough, line-by-line analysis of the budget to identify areas where savings can be made. As part of this review, all contracts are being evaluated prior to renewal to determine if better pricing or alternative products are available. One cost-saving measure already implemented was the transition from SCCM to ME, resulting in a savings of $10,000. Additionally, Microsoft licenses were reduced during last year's renewal cycle.

JT is also reviewing the college's current phone system and exploring a U.S.-based alternative that could offer comparable service at one-third to one-half of the current cost, potentially saving $10,000 to $15,000 annually. He anticipates completing the full budget review within the next month or two

IV.   HLC Updates

Olivia Boltz reviewed the HLC Status Update Report (**Attachment A**) and provided an overview of ongoing efforts in preparation for the upcoming accreditation review. She noted the development of an institutional effectiveness and data management plan to support Criteria 3 and 4, along with a continued review and development of college policies. The committee will meet next month to review these plans. Additionally, an institutional reporting calendar is being created, and the HLC working group has recommended the development of a communication plan to effectively share HLC-related information with students and employees and across all campuses.

It was noted the potential need for support from the Marketing Department, particularly to help enhance the language of the HLC report—adding polish and assisting with storytelling, as has been done at other institutions. Finally, training and development opportunities are being planned for students and employees in preparation for the upcoming HLC visit.

V.   Adjournment

There being no further business, Anthony Hinton moved to adjourn the meeting. Vickie Findley seconded the motion. All agreed. Motion carried.

Respectfully submitted by Amanda N. Hawkinberry

Mission Statement: To provide accessible, responsive, comprehensive education that works
Vision: To empower individuals and strengthen communities through exceptional training and educational pathways
Tagline: Education that works!

Office of Institutional Effectiveness and Research
Pierpont Community & Technical College
North Central WV Advanced Technology Center
500 Galliher Drive, Fairmont, WV 26554

HLC Status Update

As we continue preparations for our HLC Assurance Visit in September 2026, we pleased to report steady progress in addressing the areas of concern outlined in our most recent review. Below is a summary of recent activity across several key components:

- Criterion 2.C (Board Governance) and 3.C (Sufficiency of Faculty and Staff) are in the final stages of drafting and internal review. These drafts reflect changes made since our last assurance visit, including information and timelines regarding our strategic planning process, information regarding Board member training, and the ongoing progress in staffing and resource alignment.

- Criterion 4.B (now 3.E. Assessment of Student Learning) is currently under development. A dedicated committee has been formed, led by Olivia Boltz and AVP Nancy Parks, with participation from leadership across student services and academic affairs. The committee's work focuses on:
  - Clarifying the distinction between co-curricular and extra-curricular activities,
  - Documenting co-curricular components across all academic degree programs and institutional initiatives,
  - Establishing assessment processes to track impact and engagement.
  - Meeting with program coordinators to collect co-curricular planning and reporting templates.

In addition to these efforts, I have been developing both an Institutional Effectiveness Plan and a Data Management Plan to support our argument regarding institutional effectiveness—particularly as it relates to Criterion 3 (Teaching and Learning for Student Success) and 4 (Sustainability: Institutional Effectiveness, Resources and Planning). This includes reviewing and developing institutional policies that strengthen our approach to data integrity, data governance, and evidence-based decision-making.

To promote transparency and consistency across all departments and campuses, we are also developing an Institutional Reporting Calendar. This calendar will serve as a centralized timeline for major reporting requirements—internal, external, and accreditation-related—to ensure alignment, reduce redundancy, and promote data-informed planning at all levels of the institution.

Finally, as recommended by our HLC Working Group, we are also working on a communications plan to raise awareness about HLC and our ongoing accreditation work across all campuses and among our student body. Ensuring that our entire college community understands the purpose and process of accreditation is a critical part of institutional readiness and engagement.

We remain on track with our internal timeline and will continue to update the Board as we reach key milestones in this process.

PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS

IT and Data Reporting Committee Meeting

Wednesday, April 23, 2025
11:00 AM

Pierpont's Advanced Technology Center (ATC)
500 Galliher Drive
Fairmont, WV 26554
Room 201A

MINUTES

Notice of Meeting

A meeting of the Pierpont Community & Technical College (Pierpont) Board of Governors IT and Data Reporting Committee was held on April 23, 2025, beginning at 11:00 AM. The meeting was conducted in person at the Advanced Technology Center in Fairmont, WV. Advanced announcement of this meeting was posted on the WV Secretary of State's Meeting Notices Webpage.

Committee Members Present: Jeffrey Powell – Committee Chair and Vickie Findley

Committee Members Absent: Anthony Hinton, Jessica Killon, and Nathan Weese

Others Present: Members of the President's Cabinet, faculty, staff, and others

I. **Call to Order**

Jeffrey Powell called the meeting to order at 11:04 AM.

II. **IT Updates**

JT Bowers was unable to attend the meeting but a written update (**Attachment A**) was provided to Board members.

III. **Institutional Effectiveness Plan, Data Management Plan, and Data Policies**

Olivia Boltz provided a high-level summary of the Institutional Effectiveness Plan, Data Management Plan, and related data policies, which include the Data Access Policy, Data Integrity Policy, Data Governance Policy, and External Data Reporting and Approval Policy, with a PowerPoint presentation (**Attachment B**).

IV. **HLC Update**

Olivia Boltz provided Board members with draft documents for Criteria 5.A, Institutional Leadership, Governance, and Decision-Making, and Criteria 5.C, Integrated Planning and

Institutional Improvement (**Teams Drive**). Olivia asked Board members to review the drafts and provide feedback within the next two weeks

V.   Adjournment

There being no further business, the meeting adjourned.

Respectfully submitted by Amanda N. Hawkinberry

Pierpont Community & Technical College
500 Galliher Drive
Fairmont, WV 26554

TO: Board of Governors

FROM: JT Bowers

DATE: May 2, 2025

SUBJECT: IT and Data Committee

Caperton Center Update

The Library Computer Lab (old Vet Tech Room) has had all computers refreshed.

Room 307 has had its media equipment (projector/cabling) refreshed, to match all other existing rooms.

Virtual Machine (VM) Server Update

As part of the new Virtual Reality (VR) Grant, Pierpont purchased a new VM server. The new server is racked and being configured currently.

All existing on-prem servers will be moved over to it. This will increase the overall speed of applications such as printing.

At least one cloud-based server will be moved down which will save Pierpont roughly $2000/year in savings in hosting fees.

Virtual Reality (VR) Room Update

The networking equipment installation will be finished up in the next couple of weeks to complete the IT infrastructure portion of the room.

The RFP for the VR Software and hardware has been submitted to the Finance Department last week for review and to be posted.

The PAF for the Anotamage VR tables(3D Anatomy Visualization Tables) has been submitted to the Fincance department last week.

Windows 11 Update

There are only 4 employee computers left that need Windows 11 to be upgraded. Two of those are waiting on a hardware refresh in July due to the equipment not being able to be used with Windows 11.

Less than 75 classroom/conference room computers remain that need to be upgraded/replaced by October 2025 with Windows 11.

IT and Data Committee

April 23, 2025

Institutional Effectiveness Plan

Purpose of the Plan

- Ensure continuous improvement across all college units

- Align assessment, planning, and data use with the 2024–2026 Strategic Alignment Plan

- Foster a culture of data-informed decision-making

- Support accreditation, compliance, and institutional performance

Key Goals

- **Goal 1:** Support implementation and evaluation of the Strategic Plan

- **Goal 2:** Ensure timely and accurate data reporting to internal and external stakeholders

- **Goal 3:** Lead and coordinate assessment across academic, administrative, and student service areas

Institutional Effectiveness Cycle

Planning

Improvement

Implementation
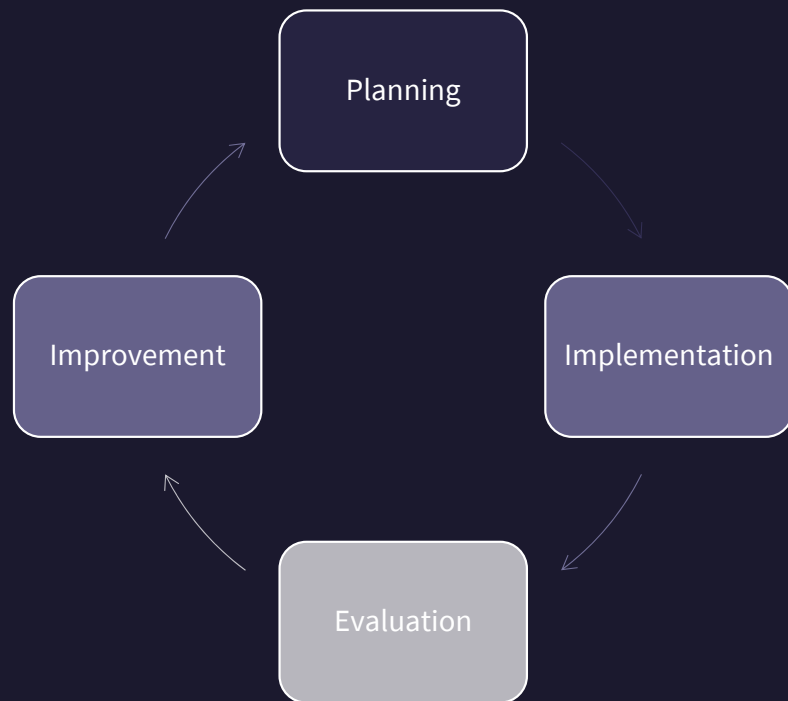
Evaluation

- **Planning** – Set goals aligned with strategic priorities

- **Implementation** – Execute strategies and collect data

- **Evaluation** – Analyze performance and outcomes

- **Improvement** – Use results to drive change and innovation

Data Governance & Infrastructure

- Core systems: Banner, Salesforce, Blackboard, Power BI

- Role-based access to protect data integrity

- Annual data audits and security protocols

- Institutional dashboards for KPI tracking and transparency

- Support from IT and Institutional Effectiveness to ensure integration and accessibility

Data and Institutional Effectiveness Committee Role

- Oversee institutional data use and analytics

- Refine and enhance data governance standards and reporting protocols

- Ensure secure and ethical data practices

- Collaborate with departments to support planning and assessment

Reporting & Continuous Improvement

- KPI tracking across all strategic pillars (People, Programs, Partners, Performance)

- Annual and mid-year strategic plan progress reports

- Feedback loop to inform resource allocation, program review, and strategic adjustments

- Power BI dashboards enable data visibility across departments

Data Management Plan

Purpose of the Data Management Plan

- Ensure accurate, secure, and accessible data across all departments

- Support institutional effectiveness and strategic planning

- Promote data-informed decision-making and compliance

- Align with accreditation standards and system reporting requirements

Scope of the Plan

- Covers all institutional data:

    - Student Records

    - Academic and Assessment Data

    - Financial and HR Data

    - Institutional Research and Surveys

    - CRM and LMS Data (Salesforce, Blackboard)

Data Governance Structure

- Overseen by Data & Institutional Effectiveness Committee (DIEC)

- Roles include:

  - IT: System Infrastructure & Security

  - Institutional Effectiveness: Reporting and Analysis

  - Data Stewards from Student Services and Academic Affairs

- Proposed monthly meeting structure to review data use, policies, and reporting

Systems Used for Data Management

- **Banner:** Student information and academic records

- **Salesforce:** CRM, engagement, and recruitment tracking

- **Blackboard:** Course performance and learning analytics

- **Blackboard:** Course performance and learning analytics

Data Collection & Storage Protocols

- Role-based data entry and validation in all systems

- Secure storage and backup protocols

- Nightly backups and disaster recovery practices

- Use of encryption and access controls

Data Access & Usage Policies

- Role-based access for faculty, staff, and administrators

- Data sharing governed by request and review process

- External data sharing only with proper approvals and de-identification

- Compliance with FERPA and internal privacy policies

Data Reporting & Analytics

- Institutional KPIs tracked through Power BI

- Term-based reporting cycles (enrollment, retention, completion)

- Dashboards available to leadership, departments, and services

- Supports strategic decision-making and transparency

Compliance & Best Practices

- Ethical use of data emphasized across campus

- Staff training on privacy and data security

- Regular policy reviews and audit checks

- Alignment with HLC, WVCTCS, and federal expectations

Review & Continuous Improvement

- Annual review of the Data Management Plan

- Updates to reflect new systems, policies, and strategic needs

- Stakeholder feedback integrated into each cycle

Institutional Data Policies

Why Data Policy Matters

- Protects sensitive student and employee information (FERPA compliance)

- Enhances decision-making through consistent, reliable data

- Aligns with state and federal regulations

- Supports accreditation and institutional transparency

Policy #1 – Data Access Policy

- **Purpose:** To regulate who can access institutional data and under what conditions.

- **Key Highlights:**

  - Classifies data: Public, Internal, Confidential, Restricted

  - Requires formal access request and approval process

  - Mandates secure data sharing tools and access audits

- **Board Committee Role:** Ensure secure, compliant, and equitable access to institutional data

Access Policy – Implementation Focus

- Establish procedures for requesting and revoking data access

- Audit data access regularly

- Train staff on data sharing and FERPA compliance

- Enable transparency and limit liability through safeguards

Policy #2 – Data Integrity Policy

- **Purpose:** To ensure data used across the College is accurate, complete, and consistent.

- **Key Highlights:**

    - Standardizes data definitions and reporting values

    - Implements audit and reconciliation processes

    - Requires metadata documentation and validation rules

- **Board Committee Role:** Support quality assurance efforts and promote data-informed leadership

Integrity Policy – Implementation Focus

- Maintain a live data dictionary and system of record inventory

- Run regular quality checks and data audits

- Adopt change management protocols for system or data updates

- Resolve inconsistencies before public reporting

Policy #3 – Data Governance Policy

- **Purpose:** To define roles, responsibilities, and oversight structure for managing data across the College.

- **Key Highlights:**

  - Establishes a Data and Institutional Effectiveness Committee (also referred to as the Data Governance Committee)

  - Assigns roles: Data Trustees, Stewards, Custodians, Users

  - Promotes transparency, shared responsibility, and defined data standards

- **Board Committee Role:** Support college-wide accountability and policy compliance

Governance Policy – Implementation Focus

- Define and assign governance roles institution-wide

- Maintain a data classification guide and data dictionary

- Formalize Data Governance Committee meetings

- Align data efforts with planning and effectiveness

Policy #4 – External Data Reporting

- Purpose: Ensures that all data shared outside Pierpont Community & Technical College is:

  - Accurate, consistent, and reflects official institutional records

  - Reviewed and approved by the Office of Institutional Effectiveness (OIE)

  - Compliant with FERPA, state policy, and accreditation standards

  - Properly aggregated and de-identified to protect student and employee privacy

  - Aligned with our strategic messaging and institutional integrity

- Key Highlights:

  - Reports to state/federal agencies

  - Accreditation submissions

  - Marketing materials and public communications

  - External surveys and media inquiries

- Board Committee Role: Ensure accountability, ensure alignment with strategic goals, and help champion data integrity efforts

External Data Reporting – Implementation Focus

- Policy Rollout & Communication:

    - Clear announcement to all departments, with quick guides, email outreach, and leadership briefings.

- Training & Resources:

    - Department trainings, form tutorials, and dedicated support from OIE to ensure understanding and compliance.

- Centralized Tools & Tracking:

    - Easy access to request/exception forms, email submission process, and OIE tracking of all approvals.

- Ongoing Oversight & Improvement:

    - Annual review of policy, exception audits, and regular reporting to Cabinet and Board Committees.