

**PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS**

IT and Data Reporting Committee Meeting

**Tuesday, September 23, 2025
1:00 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, April 23, and June 17, 2025** *Tab 1*
- III. HLC Update**
(Olivia Boltz, Director of Institutional Effectiveness)
- IV. Strategic Plan Report**
(Olivia Boltz, Director of Institutional Effectiveness)
- V. IT Updates** *Tab 2*
 - A. Phone System
 - B. CRM/Chatbot
 - C. Workstation Refresh
 - D. 3-Year IT Strategy *Tab 3*
- VI. Adjournment**

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!



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



Mission Statement: To provide accessible, responsive, comprehensive education that works
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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

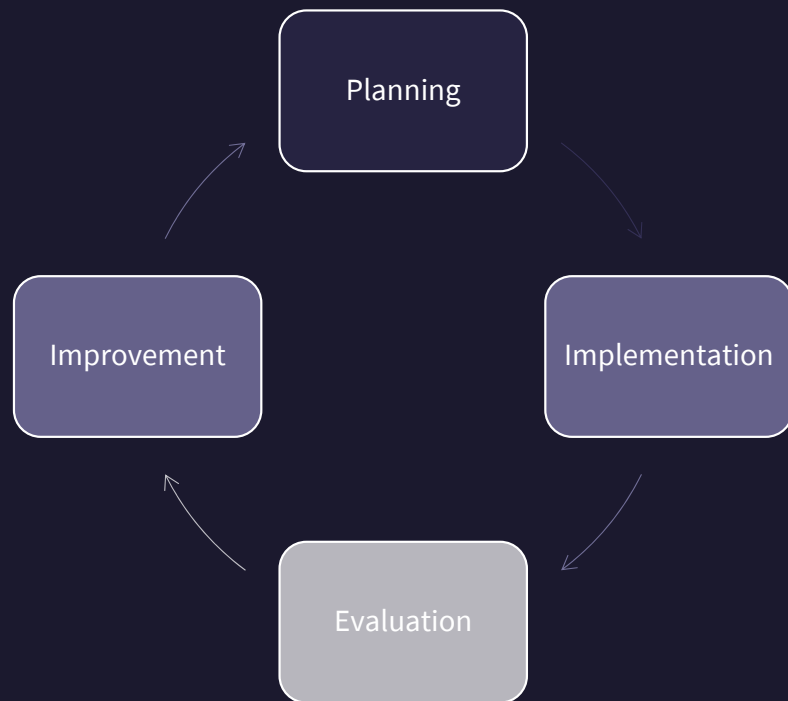
Purpose of the Plan

- 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** – 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.

**PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS**

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**

MINUTES

Notice of Meeting

A meeting of the Pierpont Community & Technical College (Pierpont) Board of Governors IT and Data Reporting Committee was held on June 17, 2025, beginning at 1:30 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: Jeffrey Powell – Committee Chair, Jessica Killon, and Nathan Weese

Committee Members Absent: Vickie Findley and Anthony Hinton

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

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

I. Call to Order

Jeffrey Powell called the meeting to order at 1:31 PM.

II. Approval of Minutes – March 25 and April 25, 2025

A quorum was not present. Therefore, the minutes from the March 25 and April 25, 2025, meetings could not be approved.

III. HLC Update

Olivia Boltz presented HLC Progress Updates (**Attachment A**) and reviewed the interval timeline for the next few weeks. Oliva encouraged everyone to review the draft as it becomes available to them and provide constructive feedback.

Additionally, she shared that an introductory meeting was held with the HLC site team chair. He shared his background and emphasized that the visit is not intended to be punitive, but

rather a review of the institution's progress since the IAC hearing and an opportunity to identify areas for continued growth.

IV. Institutional Data Reporting Update

Olivia Boltz presented a Data Reporting Calendar (**Attachment B**) as a new initiative aimed at increasing transparency and serving as a guide for all departments to reference monthly reporting dates, agencies, and requirements.

Olivia Boltz also shared highlights from the Data Policy Advisory Council (DPAC) meeting she attended earlier this month.

V. Adjournment

There being no further business, the meeting adjourned.

Respectfully submitted by Melissa D Weikle



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Attachment A



Office of Institutional Effectiveness
Pierpont Community & Technical College
500 Galliher Drive
Fairmont, WV 26554

TO: Board of Governors

FROM: Olivia Boltz, Director of Institutional Effectiveness

DATE: June 30, 2025

SUBJECT: HLC Accreditation Update

Assurance Argument Progress and Timeline:

We are now in the final stages of drafting Criterion 4.B, which addresses the Assessment of Student Learning. The remaining six sections of the Assurance Argument have been completed, and approximately 50% of the supporting evidence has been collected and organized in an internal Team's drive.

We anticipate finalizing the full narrative for Criterion 4.B by the beginning of next week. Once complete, we will begin the process of linking the compiled evidence to the Assurance Argument. This step will take place throughout next week, with the goal of finalizing the full report—including all embedded and attached evidence—by **June 27**.

Following the completion of the report, the timeline for internal review and feedback is as follows:

- **June 30:** Report shared with the President's Cabinet
- **July 2:** Review by the HLC Working Group
- **July 3:** Report distributed to the full campus community and Board of Governors for review
- **July 10:** Board of Governors meeting to review the Assurance Argument and provide formal feedback
- **July 10:** Deadline for feedback from the broader campus community
- **July 14:** Internal Working Group Final Review and Revisions

This schedule ensures that all key stakeholders have adequate time to review the report and offer input before submission. We remain on track to meet our internal deadlines and are well-positioned for a timely and comprehensive submission to the Higher Learning Commission.

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Training Sessions and Mock Visit Preparation:

As part of our final preparation for the Higher Learning Commission (HLC) site visit, we have developed a robust training and engagement plan for faculty, staff, and institutional leadership.

In early August, we will conduct focused training sessions on Criteria 2-4. These sessions will include a detailed walk-through of the submitted Assurance Argument and anticipated lines of inquiry from the peer review team. These trainings are designed to ensure that all key personnel are confident in responding to questions and articulating our institutional strengths and continuous improvement efforts.

In August, we will host a mock HLC visit on August 18. This simulation will engage leadership, faculty, and staff in a panel-style format to practice responding to HLC-style questions in a real-time setting. To strengthen the credibility and depth of this exercise, we are inviting program directors from our accredited academic and technical programs to serve as reviewers and panel participants. Their insights and experience with discipline-specific accreditations will add tremendous value to this mock review process.

We are also pleased to share that Carolyn Long, former Chancellor of the West Virginia Higher Education Policy Commission and our current accreditation consultant, will observe the mock visit and provide expert feedback. Her presence will be instrumental in identifying areas of strength and opportunity, encouraging thoughtful dialogue and final refinements prior to the actual visit.

Additionally, Carolyn Long will present at our Staff Development Day on August 19, delivering a focused session on HLC expectations and what to anticipate during the visit. This session will offer critical context for faculty and staff and reinforce institution-wide engagement with the process.

Following the mock visit and training sessions, our timeline includes:

- August 20: Review and discussion of mock visit outcomes with Carolyn Long
- August 28: Faculty and staff HLC general information sessions
- September 1–5: Campus-wide presentations across instructional sites
- September 2: Board of Governors training and briefing session with Carolyn Long
- September 8–12: Final logistical preparations
- September 15–16: Official HLC Site Visit

These efforts are structured to promote widespread awareness, confidence, and alignment across the institution as we approach the site visit.

Post-Visit Planning and Follow-Up:

Following the Higher Learning Commission (HLC) site visit scheduled for September 15–16, we have outlined a series of structured activities to reflect on the visit, review preliminary insights, and prepare for any potential follow-up.

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During the week of September 21–25, we will conduct a post-visit debrief to gather initial observations, feedback, and impressions from participants and institutional leadership. This debrief will help identify themes raised during the visit, areas where additional clarification may have been requested, and strengths highlighted by the peer review team.

In early October (October 6–10), we will hold a comprehensive review session of the HLC visit and report. This session will focus on identifying key takeaways, areas of commendation, and any concerns or recommendations presented by the site team. From this, we will develop a responsive strategy, ensuring continued alignment with HLC expectations and furthering institutional improvements.

If a follow-up report or additional documentation is requested by the review team, time has been allocated in the fall schedule to begin preparing that response immediately, maintaining momentum and ensuring timely submission.

This post-visit phase is critical in ensuring that the insights gained through the peer review process are used meaningfully to enhance our institutional effectiveness and strategic planning efforts moving forward.

Conclusion and Next Steps:

As we enter the final phase of preparation for our HLC site visit, we remain firmly on schedule to meet all internal deadlines, with the full Assurance Argument and supporting evidence targeted for completion by June 27 and submission by July 15. The timeline outlined in this report demonstrates a clear, strategic progression of work since October and includes structured opportunities for feedback, training, and institutional reflection leading up to the visit.

Our efforts represent a collaborative, campus-wide commitment to continuous improvement and accountability. Faculty, staff, program directors, and leadership have played an active role throughout this process—from drafting and reviewing core narrative sections to engaging in evidence collection and upcoming mock review sessions. This collective engagement not only strengthens our Assurance Argument but also reinforces our readiness to confidently and transparently represent the institution's strengths and progress.

Following the site visit in mid-September, we have planned a comprehensive debrief and follow-up process to evaluate key findings, identify any remaining areas for action, and, if necessary, begin immediate development of a formal response.

We are grateful for the Board's continued support and engagement in this work, and we look forward to a successful reaffirmation process that reflects Pierpont's progress, resilience, and forward momentum.

HLC Project Plan Timeline

November 2024

- 11/8/2024: ALO Orientation: An Introduction to the Role (began 9/30/24)
- 11/12/2024: HLC Assessing General Education Virtual Workshop
- 11/19/2024: HLC Project Plan (Reaffirming Accreditation: Strategic Plan for HLC Assurance Visit and Report) shared with Data & IT Committee and Full Board

December 2024

- 12/17/2024: HLC Discussion with Internal Team members

January 2025

- 1/14/2025: Shared presentation on HLC Accreditation project and project plan
- 1/21/2025: Presentation at Staff Development Week on HLC Report and Momentum
- 1/23/2024: HLC Discussion with Board of Governors, including WV Higher Education Policy Commission Chancellor Sarah Tucker and previous Chancellor Carolyn Long
- 1/31/2025: HLC Criterion 2.C Evidence and Draft Outline Discussion

February 2025

- 2/4/2025: Provided update on HLC project plan status.
- 2/4/2025: HLC Criterion 3.C Evidence and Draft Outline Discussion
- 2/5/2025: HLC Criterion 2.C Evidence Collection
- 2/6/2025: Criterion 2.C Draft Narrative Review
- 2/12/2025: HLC Update during Meet & Confer
- 2/13/2025: HLC Criterion 2.C & 3.C Evidence Collection
- 2/19/2025: Materials shared with HLC Working Group
- 2/20/2025: HLC Working Group Review and Working Session
- 2/26/2025: Criteria 4.B Discussion
- 2/26/2025: HLC Criterion 2.C Discussion
- 2/27/2025: Criterion 2.C Rewrite and Revision
- 2/27/2025: Internal HLC Discussion

March 2025

- 3/3/2025: Sent materials to HLC Working Group
- 3/5/2025: Criteria 4.B Discussion
- 3/5/2025: Criteria 3.C Discussion
- 3/6/2025: HLC Working Group
- 3/17/2025: Criteria 4.B Discussion
- 3/21/2025: HLC Update during Meet & Confer
- 3/25/2025: HLC Update to Data & IT Committee
- 3/25/2025: HLC Update to Full Board
- 3/31/2025: Materials sent to HLC Working Group

April 2025

- 4/1/2025: HLC Update to President's Council
- 4/3/2025: HLC Working Group
- 4/5/2025 – 4/8/2025: HLC Annual Conference, attended by Christine Miller, a member of the institutional Board of Governors
- 4/10/2025: HLC Criteria 5.A Drafting & Discussion
- 4/11/2025: Criteria 5.A Evidence Collection
- 4/14/2025: HLC Criteria 5.B Drafting & Discussion
- 4/15/2025: Criteria 5.B Evidence Collection
- 4/15/2025: HLC Update to President's Council
- 4/17/2025: HLC Criteria 5.C Drafting & Discussion
- 4/18/2025: Criteria 5.C Evidence Collection
- 4/23/2025: HLC Update and drafts of Criteria 5 shared with the Board of Governors Committee on IT and Data Reporting
- 4/24/2025: HLC Working Group

May 2025

- 5/7/2025: Learn About Our Accreditors
- 5/8/2025: Learn About Our Accreditors
- 5/9/2025: Faculty Senate Meeting – Update Given on HLC Assurance Argument Progress and Evidence Collection
- 5/13/2025: 4.B Discussion on General Education
- 5/13/2025: HLC Update to Full Board
- 5/14/2025: Internal Working Group Discussion
- 5/20/2025: HLC Update to President's Council

- 5/22/2025: HLC Working Group

June 2025

- 6/9/2025: Materials sent to Working Group
- 6/10/2025: Internal Work Group Discussion
- 6/12/2025: HLC Working Group
- 6/17/2025: HLC Update to IT and Data Committee
- 6/17/2025: HLC Update to Full Board
- 6/18/2025: Criterion 3.C Evidence Collection
- 6/18/2025: Criterion 2.C Evidence Collection
- 6/18/2025: Criterion 4.B Evidence Collection
- 6/19/2025: Criterion 5.A Evidence Collection
- 6/19/2025: Criterion 5.B Evidence Collection
- 6/24/2025: President's Council Update
- 6/24/2025: Criteria 5.C Evidence Collection
- 6/24/2025: Criteria 4.C Evidence Collection
- 6/27/2025: Finalize HLC Draft for Cabinet Review
- 6/30/2025: Cabinet Review of HLC Draft

July 2025

- 7/2/2025: HLC Working Group – Review of Full Assurance Argument and Attached Evidence
- 7/3/2025: HLC Argument to BOG and Campus Community
- 7/10/2025: BOG Meeting to Review HLC Argument
- 7/10/2025: Deadline for Campus Feedback
- 7/15/2025: Internal Submission Deadline
- 7/21/2025: HLC Submission Deadline (6-Weeks Prior to Visit)

August 2025

- Early August: Criteria 2-4 focused training sessions, include detailed walk-through of the submitted argument and potential questions.
- 8/18/2025: Mock HLC Visit for leadership and selected staff/faculty
- 8/19/2025: HLC Presentation at Staff Development Day by Carolyn Long
- 8/20/2025: Feedback and review of mock visit outcomes (Carolyn Long)
- 8/27/2025: Student information session (including Student Government and other student organizations)

- 8/28/2025: Faculty information session
- 8/28/2025: Staff information session

September 2025

- 9/2/2025: Board of Governors briefing/training session by Carolyn Long
- 9/1–9/5/2025: Accreditation Presentations at each campus
 - 9/2/2025: Culinary Academy
 - 9/3/2025: Aviation
 - 9/4/2025 Caperton
 - 9/5/2025: Advanced Technology Center
- 9/8–9/12/2025: Pre-visit final preparation: final checks, room set-ups, logistics confirmation
- 9/15–9/16/2025: HLC Site Visit
- 9/22–9/25/2025: Post-visit debrief: initial feedback and observations from HLC visit

October 2025

- 10/6–10/10/2025: Comprehensive session reviewing HLC report, identifying strengths and weaknesses/areas of concern.



TO: Board of Governors Committee on IT and Data

FROM: Olivia Boltz, Director of Institutional Effectiveness

DATE: June 30, 2025

SUBJECT: Institutional Data Reporting Update

Institutional Data Reporting Calendar:

An updated institutional data reporting calendar has been developed to standardize external reporting expectations across the academic year. The calendar includes recurring reporting deadlines, responsible offices, and federal, state, and accreditor requirements, supporting transparency and timely submissions.

External Data Reporting Policy:

Revisions are currently in process to the college's External Data Reporting Policy based on feedback received from internal stakeholders. The policy will clarify processes for submitting data to the Office of Institutional Effectiveness (OIE), outline the approval workflow, and include a submission log for tracking requests and ensuring consistency across departments.

Data Policy Advisory Council (DPAC) Meeting Highlights:

Level Up Dual Enrollment Initiative: Progress on tracking student enrollment and participation for dual credit programs, including alignment with state reporting.

U.S. Census Postsecondary Employment Outcomes (PSEO): A discussion on the potential integration of PSEO data to enhance graduate employment tracking and support program viability reviews.

Micro-credentials Completion and Tracking: Initial framework for the systematic tracking of micro-credential completions, including definitions, student pathways, and dashboard development for monitoring outcomes.

These efforts reflect the institution's broader commitment to data-informed decision-making and enhanced reporting infrastructure in support of accreditation, planning, and continuous improvement.



**Pierpont Community and
Technical College**

DATA REPORTING CALENDAR

Prepared by :

**Office of Institutional
Effectiveness**



304-367-4906



PIERPONT.EDU



Month	Reporting Requirement	Agency	Notes/Data Coverage
July	Data Files	WVHEPC	Graduation: Include all students receiving degrees or awards from June 2024 through May 2025
	Perkins Expense Reimbursement Requests	WVCTCS	
	Summer Enrollment Files	NSCH	
	CTC Student Service Specialist Report	WVDHS	
	Perkins Annual Reporting	WVCTCS	
	Perkins Local Planning Guide	WVCTCS	
	Respiratory Care Accreditation Report	CoARC	
August	End-of-Year Workforce Data Files	WVHEPC	Registration, Course, Program Enrollment, Completions and Program Inventory for the period July 1, 2024 to June 30, 2025
	Enrollment Files	NSCH	Graduates / Degree Verify
	Current Employment Statistics Report (CES)	USDOL	
	Enrollment Files	NSCH	Graduates / Degree Verify / Early Registration
	Learn & Earn Grant	WVCTCS	
September	Data Files	WVHEPC	Student, Course, Teaching Workload, and Registration (Only collection of Summer 2025-26 data)
	Higher Education Adult Part-Time Student Grant Program Closing Statement	WVHEPC	



Month	Reporting Requirement	Agency	Notes/Data Coverage
September	Higher Education Adult Part-Time Student Grant Program WorkForce Closing Statement	WVHEPC	
	Summer Promise Scholarship Closing Statement	WVHEPC	
	West Virginia Science, Technology, Engineering & Math Grant	WVHEPC	
	Enrollment Files	NSCH	First of Term
	Current Employment Statistics Report (CES)	USDOL	
	Data Files	WVHEPC	Financial Aid, Comprehensive 2024-25
	Financial Value Transparency and Gainful Employment Reporting / Term Enrollment	NSCH	
	Federal Work-Study Earnings Report	USDOE	
	Veterinary Technology Accreditation Report	AVMA	
October	Census Workforce Data Files	WVHEPC	Student, Registration, Course, Program Enrollment, and Program Inventory
	Fiscal Operations Report and Application to Participate	USDOE	
	West Virginia Higher Education Grant Request Invoice	WVHEPC	
	Data Files	WVHEPC	Student, Course, Teaching Workload, Registration, Personnel, and Applicant
	Current Employment Statistics Report (CES)	USDOL	
	IPEDs Fall Submission	NCES	Institutional Characteristics, Cost I, Completions, 12-month Enrollment



Month	Reporting Requirement	Agency	Notes/Data Coverage
October	Perkins Expense Reimbursement Requests	WVCTCS	
	CTC Student Service Specialist Report	WVDHS	
	Financial Statement Audit	WVCTCS	
	Clery Data	USDOE	
	Dual Enrollment Initiative	WVHEPC	Student Rosters for dual credit high school students in a pathway
	Medical Laboratory Technology Accreditation Report	NAACLS	
	Radiology Technology Accreditation Report	JRCERT	
November	Enrollment Files	NSCH	Subsequent Term
	Current Employment Statistics Report (CES)	USDOL	
	Statewide Single Audit	USDOE	
December	Enrollment Files	NSCH	Subsequent Term
	Current Employment Statistics Report (CES)	USDOL	
	Enrollment Files	NSCH	Graduates / Degree Verify
	Physical Therapy Assistant Accreditation Report	CAPTE	
January	Current Employment Statistics Report (CES)	USDOL	



Month	Reporting Requirement	Agency	Notes/Data Coverage
January	Current Employment Statistics Report (CES)	USDOL	
	Perkins Expense Reimbursement Requests	WVCTCS	
	Enrollment Files	NSCH	Early Registration
	Data Files	WVHEPC	Student, Course, Teaching Workload, Registration, and Schedule File
	Enrollment Files	NSCH	First of Term
	CTC Student Service Specialist Report	WVDHS	
	1098-T's	PCTC	
February	IPEDs Winter Submission	NCES	Student Financial Aid, Cost II, Graduation Rates, 200% Graduation Rates, Admissions, Outcome Measures
	Current Employment Statistics Report (CES)	USDOL	
	Enrollment Files	NSCH	Subsequent Term
March	Current Employment Statistics Report (CES)	USDOL	
	Enrollment Files	NSCH	Subsequent Term
	West Virginia Higher Education Grant Request Invoice	WVHEPC	
	Dual Enrollment Initiative	WVHEPC	Student Rosters for dual credit high school students in a pathway
April	Annual Tuition and Fee Changes	WVHEPC	



Month	Reporting Requirement	Agency	Notes/Data Coverage
April	IPEDs Spring Submission	NCES	Fall Enrollment, Finance, Human Resources, Academic Libraries
	2026 Institutional Update: Non-financial Form & Financial Form	HLC	
	Current Employment Statistics Report (CES)	USDOL	
	Perkins Expense Reimbursement Requests	WVCTCS	
	CTC Student Service Specialist Report	WVDHS	
	Schedule of Expenditures of Federal Awards Reporting	PCTC	
May	Current Employment Statistics Report (CES)	USDOL	
	Annual Budget Approval	WVHEPC	
	WV State Expenditure Schedule	WVHEPC	
	Health Information Technology Accreditation Report	CAHIIM	
	Emergency Medical Services, Paramedic Accreditation Report	CAAHEP	
June	Current Employment Statistics Report (CES)	USDOL	
	NC-SARA Annual Data Reporting	NC-SARA	Exclusively Distance Education Enrollments and Out-of-State Learning Placements
	Data Files	WVHEPC	Student, Course, Teaching Workload, Registration, and Schedule File
	West Virginia Board of Risk and Insurance Management Reporting	State of WV	

Tab

2



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

TO: Board of Governors
FROM: JT Bowers
DATE: September 17, 2025
SUBJECT: IT and Data Committee

Phone System

The new phone system will be through SpectrumVOIP out of Dallas, TX. Currently IT is working with the vendor on setup of the system including Auto Attendants, Phone Trees, etc. The current AA and Phone Trees will be reworked and simplified making it easier to understand and navigate for those calling into the Institution.

The phone system is scheduled to begin installation the week of September 22.

The vendor will have a Tech on-site helping with the deployment and replacement of headsets and the web-based application.

CRM/Chatbot

The recommendation from the IT working group is as follows, pending budget approval:

AI Chatbot

Implement the Element451 AI Chatbot at the beginning of the next fiscal year, July 1, 2026.

The pricing will be \$35,000 to \$40,000 yearly.

The Chatbot is system agnostic. It can be deployed with the current website and moved over to a refreshed website if need with no extra cost to the Institution.

CRM

It is our recommendation that we hold on making any changes to the current Salesforce CRM until 2027. The resources and manpower that it would take from several departments could be better spent on student recruitment. There is another state institution currently deploying Element451 and we would like to evaluate their implementation.

Education that Works!

Pierpont Community & Technical College is an Equal Opportunity, Affirmative Action Institution

Workstation Refresh

IT is continuing on refreshing employee notebooks throughout.

3 Year IT Strategy

Review the 3 Year IT Strategy and answer any questions.

Tab

3

Pierpont Community and Technical College

3-Year Strategic Information Technology Plan

Executive Summary

This document outlines a comprehensive 3-year strategic information technology plan for Pierpont Community and Technical College. The plan aims to modernize the college's IT infrastructure, enhance technological capabilities, and support the evolving educational and administrative needs of students, faculty, and staff. Key initiatives include a complete network refresh, a phased workstation refresh, the implementation of a cutting-edge Virtual Reality (VR) Immersion Room, a robust phone system upgrade, and critical server upgrades. This strategic roadmap will ensure a reliable, secure, and technologically advanced environment, foster innovation and improving overall operational efficiency.

Vision and Mission

Vision: To establish Pierpont Community and Technical College as a leader in educational technology, providing a seamless, secure, and innovative digital environment that empowers learning, research, and administrative excellence.

Mission: To strategically invest in and manage information technology resources to support the college's academic programs, administrative functions, and community engagement, ensuring accessibility, reliability, and security for all users.

Current State Assessment

- **Network Infrastructure:** The network is aging, and is a mix of older copper and fiber, lacking modern Wi-Fi 6/6E capabilities, and experiencing bandwidth bottlenecks and end-of-life equipment. Security protocols may be outdated.
- **Workstations:** Assumed to be a diverse fleet of desktops and laptops, many exceeding 5-8 years in age, leading to performance issues, increased maintenance, and compatibility challenges with newer software.
- **Virtual Reality Immersion Room:** Currently non-existent.
- **Phone System:** An aging VOIP system the end-of-life hardware that is approximately 10-12 years old. Lacking good vendor support when issues arise.
- **Servers:** A mix of physical and virtualized servers, many nearing end-of-life, running older operating systems, and facing capacity constraints.

Strategic Goals

1. **Enhance Network Performance and Reliability:** Provide a robust, high-speed, and secure network infrastructure capable of supporting current and future demands.
2. **Modernize End-User Computing:** Equip students, faculty, and staff with up-to-date, high-performing workstations that facilitate effective teaching, learning, and administrative tasks.
3. **Foster Innovative Learning Environments:** Implement emerging technologies like Virtual Reality to provide immersive and engaging educational experiences.
4. **Improve Communication and Collaboration:** Upgrade the phone system to a modern, feature-rich solution that enhances internal and external communication.
5. **Strengthen Core Infrastructure:** Modernize server infrastructure to improve performance, security, scalability, and disaster recovery capabilities.
6. **Optimize IT Security:** Implement comprehensive security measures across all IT systems to protect college data and user privacy.
7. **Ensure Business Continuity:** Develop and implement robust disaster recovery and business continuity plans for critical IT services.

Key Initiatives

1. Network Refresh

- **Objective:** Replace outdated network hardware with modern, high-speed, and secure infrastructure.
- **Components:**
 - **Core and Distribution Switches:** Upgrade to enterprise-grade, high-capacity switches (e.g., Cisco Catalyst 9000 series, HP) with 10GbE/40GbE uplinks.
 - **Access Layer Switches:** Deploy new PoE+ capable switches (e.g., Cisco Catalyst 9200/9300 series) to support Wi-Fi 6/6E access points and other PoE devices.
 - **Wireless Infrastructure:** Implement Wi-Fi 6/6E access points across all campus buildings for ubiquitous high-speed wireless connectivity.
 - **Firewall & Security Appliances:** Upgrade to next-generation firewalls (NGFW) with advanced threat protection, intrusion prevention/detection systems (IPS/IDS).
- **Benefits:** Increased bandwidth, improved reliability, enhanced security, support for new technologies, better user experience.

2. Workstation Refresh

- **Objective:** Systematically replace aging desktops and laptops with newer, more powerful models.
- **Strategy:** Phased replacement over three years, prioritizing critical areas (e.g., computer labs, faculty, administrative staff).
- **Components:**

- **Standardized Models:** Select a standardized desktop and laptop models (e.g., Dell OptiPlex/Latitude, HP EliteDesk/EliteBook) to simplify management and support.
- **Performance Specifications:** Ensure adequate RAM (16GB+), SSD storage, and modern processors (Intel i5/i7 or AMD Ryzen 5/7 equivalent) for optimal performance.
- **Software Licensing:** Review and update software licenses for operating systems and productivity suites.
- **Deployment & Imaging:** Develop efficient processes for imaging, deployment, and data migration.
- **Benefits:** Improved user productivity, reduced maintenance costs, enhanced security (newer OS support), better compatibility with modern software.

3. Virtual Reality Immersion Room Implementation

- **Objective:** Create a dedicated space for immersive VR experiences to support various academic programs.
- **Components:**
 - **Room Design & Setup:**
 - Dedicated space with adequate dimensions.
 - Soundproofing and acoustic treatment.
 - Adjustable lighting.
 - Safety considerations (clearance, non-slip flooring).
 - **Hardware:**
 - High-fidelity VR headsets (e.g., HTC Vive Pro 2, Meta Quest Pro, Valve Index) with tracking systems.
 - Motion controllers, haptic feedback devices.
 - Large display screens for audience viewing/collaboration.
 - **Software & Content:**
 - VR development platforms (Unity, Unreal Engine).
 - Educational VR applications relevant to college programs (e.g., healthcare simulations, engineering design, art and design, vocational training).
 - Content creation tools for faculty.
 - **Networking:** Dedicated high-bandwidth network connectivity within the room.
- **Benefits:** Enhanced experiential learning, interdisciplinary collaboration, attracting new students, preparing students for future workforce demands.

4. Phone System Upgrade

- **Objective:** Transition from an aging VOIP end-of-life system and refresh all hardware on a new VOIP system.
- **Components:**
 - **VoIP Platform:** Implement a cloud-based (e.g., SpectrumVOIP, RingCentral, Zoom Phone) VoIP solution.
 - **IP Phones:** Deploy new IP phones with advanced features (e.g., presence, voicemail-to-email, call forwarding, conferencing).

- **Unified Communications (UC) Features:** Integrate features like instant messaging, video conferencing, and desktop sharing.
 - **Emergency Services:** Ensure robust E911 capabilities.
- **Benefits:** Reduced communication costs, improved scalability, enhanced collaboration, modern features, easier management, business continuity during outages.

5. Server Upgrades

- **Objective:** Modernize server infrastructure to improve performance, security, and support for virtualization and cloud initiatives.
- **Components:**
 - **Hardware Refresh:** Replace aging physical servers with new, more powerful, and energy-efficient models.
 - **Virtualization Expansion:** Expand the use of virtualization (e.g., VMware vSphere, Microsoft Hyper-V) to consolidate workloads, improve resource utilization, and simplify management.
 - **Operating System Upgrades:** Migrate servers to current, supported operating systems (e.g., Windows Server 2025, latest Linux distributions).
 - **Backup & Disaster Recovery (BDR):** Implement or enhance robust BDR solutions, including offsite replication and regular testing.
- **Benefits:** Improved application performance, enhanced data security, better scalability, simplified management, improved disaster recovery capabilities.

Phased Implementation Plan (3 Years)

This plan is designed to be flexible and may require adjustments based on budget availability, technological advancements, and college priorities.

Year 1:

- **Server Upgrades (Phase 1: Backup and DR):**
 - Procure and deploy new server hardware and storage for backup and DR solution.
- **Workstation Refresh (Phase 1: Labs & High-Need Areas):**
 - Replace workstations in high-traffic computer labs.
 - Refresh workstations for key administrative departments.

Year 2:

- **Phone System Upgrade (Evaluation and Deployment):**
 - Conduct detailed requirements analysis.
 - Evaluate and select a VoIP vendor/solution.
 - Pilot program with a small department.
 - Deploy new VOIP system.
 - Full deployment of the new VoIP system across campus.
 - User training and support.

- **Server Upgrades (Phase 2: Virtualization & Core Services):**
 - Procure and deploy new server hardware for virtualization hosts.
 - Migrate critical core services (e.g., Active Directory, DNS, DHCP) to new virtualized environment.
- Review and enhance current backup and disaster recovery strategy.
- **Network Refresh (Phase 1: Evaluation):**
 - Inventory all network equipment and validate end-of-life and status of hardware/licensing.
- **Workstation Refresh (Phase 2: Faculty & Staff):**
 - Continue phased replacement for faculty and administrative staff.
- **Virtual Reality Immersion Room Implementation:**
 - Finalize room design and prepare the physical space.
 - Procure and install VR hardware (PCs, headsets, tracking systems).
 - Install necessary software and initial educational content.
 - Conduct initial training for key faculty and staff.

Year 3:

- **Server Upgrades (Phase 3: Application Servers & DR Enhancement):**
 - Implement enhanced disaster recovery solutions (e.g., offsite replication, automated failover testing).
- **Network Refresh (Phase 2: Access Layer & Wireless):**
 - Deploy new access layer switches across campus.
 - Install and configure Wi-Fi 6/6E access points in all buildings.
 - Implement full network segmentation.
 - Deploy Network Management System.
- **Network Refresh (Phase 2: Optimization & Security Enhancements):**
 - Start replacing core routing/switching network equipment at all Institution facilities.
 - Evaluation of wireless refresh for the following budget year.
- **Workstation Refresh (Phase 3: Faculty & Staff):**
 - Continue phased replacement for faculty and administrative staff.
 - Continue evaluating the next refresh cycle moving forward.
- **Virtual Reality Immersion Room Optimization:**
 - Expand VR content library based on faculty feedback.
 - Explore integration with learning management systems (LMS).
 - Evaluate new VR technologies for future upgrades.
- **IT Security & Compliance:**
 - Conduct annual IT security audits and penetration testing.
 - Ensure compliance with relevant data privacy regulations.
 - Implement ongoing security awareness training for all users.

Budgetary Considerations (Estimates)

These are high-level estimates and will require detailed quotes and negotiations.

- **Network Refresh:**
 - Hardware and Licensing ~\$100,000-\$200,000
- **Workstation Refresh:**
 - Desktops/Laptops ~\$100,000-\$180,000
- **Virtual Reality Immersion Room:**
 - Federal Grant Money
- **Phone System Upgrade:**
 - Capital Outlay ~\$10,000-\$20,000
 - Reoccurring Yearly Cost ~\$20,000-\$30,000
- **Server Upgrades:**
 - Hardware and Licensing ~\$25,000-\$35,000

Overall Estimated Total (3 Years): \$235,000 - \$435,000 *(These estimates do not include ongoing operational costs, staffing, or unforeseen expenses.)*

Risk Management

Risk Category	Potential Risks	Mitigation Strategies
Budget & Funding	Insufficient funding, cost overruns	Detailed cost analysis, phased implementation, seek grants, contingency budget.
Technology Obsolescence	Rapid tech changes, chosen tech becomes outdated	Adopt open standards, select scalable solutions, regular technology reviews.
Implementation Challenges	Project delays, technical issues, vendor problems	Strong project management, experienced IT team, clear vendor contracts, pilot programs.
User Adoption	Resistance to new systems, lack of training	Comprehensive training programs, clear communication, user champions, support resources.
Data Security	Cyberattacks, data breaches, compliance failures	Multi-layered security, regular audits, security awareness training, incident response plan.
Staffing & Expertise	Lack of skilled IT personnel, high turnover	Professional development, external consultants, managed services for specific areas.
Business Continuity	System outages, natural disasters	Robust BDR strategy, testing, redundant systems, offsite data replication.

Monitoring and Evaluation

- **Key Performance Indicators (KPIs):**
 - Network uptime and bandwidth utilization.
 - Workstation refresh rate and user satisfaction.
 - VR room utilization and student engagement metrics.
 - Phone system reliability and feature adoption.
 - Server performance, uptime, and storage utilization.
 - Security incident rates.
- **Annual IT Audit:** Comprehensive review of IT infrastructure, security, and compliance.
- **User Feedback:** Collect regular feedback from students, faculty, and staff.

Conclusion

This 3-year strategic IT plan provides a clear roadmap for Pierpont Community and Technical College to evolve its technological landscape. By focusing on network, workstation, VR, phone system, and server upgrades, the college will establish a modern, secure, and innovative environment that directly supports its educational mission and prepares students for future success. Successful execution of this plan will require strong leadership, dedicated resources, and ongoing collaboration across all college departments.