PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS

Student Services and Success Committee Meeting

Tuesday, September 23, 2025
11:00 AM

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

AGENDA

I. **Call to Order**

II. ***Approval of Minutes – May 13, 2025**   *Tab 1*

III. **Student Services Operational Plan Presentation**

 A. Review of Activities, Accomplishments, and Upcoming Initiatives Across Student Services Operational Plan

IV. **Examination of Enrollment**

 A. Fall 2025 Enrollment: Point-in-Time Comparison to Fall 2024 *Tab 2*

 B. Fall 2025 Enrollment: Point-in-Time Compared to Census Date Fall 2024 *Tab 3*

V. **Adjournment**

*Denotes possible action item

Tab 1

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PIERPONT COMMUNITY & TECHNICAL COLLEGE
BOARD OF GOVERNORS

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MINUTES

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Notice of Meeting

A meeting of the Pierpont Community & Technical College (Pierpont) Board of Governors Student Services and Success Committee was held on May 13, 2025, beginning at 11:30 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: Nathan Weese – Committee Chair, Vickie Findley, Christine Miller, and Joanne Seasholtz

Committee Members Absent: Jessica Killon

Other Board Members Present: Juanita Nickerson

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

I. **Call to Order**

Nathan Weese called the meeting to order at 11:30 AM.

II. **Enrollment Update, Recruitment & Retention Initiatives, Staffing Updates, Institutional Withdrawal Analysis, and Co-Curricular Programming Highlights**

Nancy Parks presented and reviewed the Student Services and Success Committee Report (**Attachment A**).

III. **Student Profile**

Jennifer McConnell presented and reviewed the Student Profile (**Attachment B**).

The committee discussed the importance of increasing traditional student recruitment, noting that while dual enrollment (DE) numbers are high, revenue is primarily generated through traditional student enrollment. The conversation included evaluating program capacity versus

student interest, with Radiologic Technology cited as an example—only 49 available seats currently exist for students. Members emphasized the need to develop additional program options to expand choices for students.

There was a request to include a county-by-county breakdown in the student profile, and a follow-up to review general education assessment data during the June meeting.

IV.   Adjournment

There being no further business, Christine Miller moved to adjourn the meeting. Joanne Seasholtz seconded the motion. All greed. 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!

Board of Governors Student Services/Student Success committee: May 12, 2025
Submitted by: Nancy Parks, AVP, Student Services

Enrollment Update (as of May 12, 2025)

Spring 2025: 1,575 students

- Increase of 78 headcount and 74 FTEs compared to Spring 2024

Fall 2025 Projections:

- Current "point in time" comparison shows an increase of 34 headcount and 37.6 FTEs over Fall 2024; largest gain in first-time freshmen

Enrollment Profile:

- Executive Director of Admissions & Recruiting will provide graphic illustration of demographics and enrollment and financial aid status

Recruitment & Retention Initiatives

Current Student Re-enrollment Efforts:

- Executive Director of Admissions provides regular updates to deans and program coordinators on re-enrollment percentages
- Admissions/Advising specialists conduct in-classroom registration services and sponsor registration events with refreshments
- Scripts provided for phone and email re-enrollment campaigns for program-level contacts for returning student enrollment, as well as for student inquiry and applicant communications
- Incorporating new Career Services staff in public school outreach

Program Retention Status:

- **Strong performers (≥75% returning):** Aviation Maintenance Tech, Applied Process Tech, Respiratory Care, Medical Lab Tech, Physical Therapist Assistant, Rad Tech
- **Programs requiring intervention (<50% returning):** Liberal Studies, Paralegal Studies, Petroleum Technology, Business, EMS, Health Sciences
- Multiple orientation/registration events scheduled throughout summer at ATC and Caperton Center, including evening hours

- Special "Experience Pierpont" event for Harrison County public school teachers in coordination with Harrison County Schools' Liaison Specialist for Career & Technical Education
- Beginning August 11: Student Services representatives will rotate through Caperton Center Monday-Thursday providing full-day coverage for student assistance and walk-in inquiries; assignments have been confirmed

Student Services Staffing Updates

New Hires:

- Tara Price (Assistant Director, Financial Aid)
- Michael Kochka (Grant-funded Career Services Navigator/Counselor)
- Leah Richter (Administrative Assistant, Student Services)

Active Searches Underway:

- Registrar
- Admissions/Advising Specialist
- Virtual Reality Outreach Specialist (Grant-funded)

Financial Aid Status: Despite staff shortages, all summer financial aid has been successfully applied to student accounts and Fall 2025 aid packaging is on track for completion by June 1.

Institutional Withdrawal Analysis

86 students withdrew during the 2024-2025 academic year. Primary withdrawal reasons:

Reason	Percentage
Personal reasons	40%
Financial concerns/Time management	28%
Academic challenges	22%
Technology access issues	5%
Inadequate educational support	5%

The withdrawal data for the 2024-2025 academic year reveals that the Schools of Health Sciences and GEPS make up almost 80% of all institutional withdrawals:

Academic Division	# of Withdrawals, with max program Ws indicated	Percentage
School of Health Sciences	45 (22, Health Sci.)	52%
School of GEPS	24 (6, CJ; 6, FOSM)	28%
School of BAT	11 (3, AVMT)	13%
Non-degree	6	7%

Key Insights:

- "Personal reasons" likely represents students who preferred not to share specific circumstances
- "Financial concerns" correlates with "time management" as students struggle to balance work and academics
- "Academic challenges" primarily relates to difficulty keeping pace with coursework
- Technology issues primarily involve account access and internet connectivity affecting online learning more so than issues with LMS
- Educational support concerns focus on tutoring access and classroom resources

Some students expressed interest in returning, suggesting these may be "stop-outs" rather than permanent withdrawals.

Next Steps: In addition to student withdrawals by major, Student Services is analyzing withdrawal data by credit hours attempted, GPA, and financial aid balances to inform further discussions that can contribute to student persistence.

Co-Curricular Programming Highlights

Student Organizations & Events include but are not limited to the following:

- School of Health Sciences: Social Determinants of Health Summit
- School of General Education & Professional Studies: Food Services program community events
- School of Business/Aviation/Technology: Occupational field trip experiences
- First Generation Students organization: Recognition dinner (Faculty advisor: Interim President Michael Waide)
- "How to Take Meeting Minutes" workshop for all SGA members

Recent College-Wide Events:

- All-majors Career Fair
- School of BAT Career Fair
- National financial literacy touring event (*HIRED*)
- Three community engagement events featuring food trucks and off-campus activities

A complete list of all extra-curricular and co-curricular events is in development for the response to Criterion 4B for the HLC Update due July 2025.

Tutorial Services Enhancements:

- Researching participant success rates pending final grades

- Investigating "supplemental instruction" approach with embedded classroom tutors; will ask for faculty volunteers, with emphasis on high-enrolled, at-risk courses
- Advocating for mandatory tutoring requirements for students not meeting minimum satisfactory standards (like student-athlete approach), in part, to address "inadequate student support" comments in withdrawal survey

Career Services Initiatives:

- Providing personalized resume assistance for students and alumni
- Created educational resources for Career Services bulletin board and webpage
- Completed certifications in "Career Navigating & Coaching" and "Career Readiness in the Age of AI"
- Researched implementation of Handshake™ career platform, available June 2025
- Established industry connections for student internship opportunities
- Developed Time Management micro-course at employer request

Learning Support Services including DHHR WV Works:

- 92 student appointments (61 Learning Support; 31 WV WORKS-specific)
- Delivered faculty-requested mental health presentation
- Developing new co-curricular support course with four modules:
    - Time management
    - Study skills
    - Test preparation
    - Stress reduction
- Course will be available in all new students' Blackboard accounts with completion certificate and will provide additional data point for analyzing student persistence and success
- DHHR Office provides individualized support for students receiving state assistance, partnering with Adult Education/SPOKES programming and Legal Aid for WV
- Based on exceptional quarterly reports, the Director of Bureau for Family Assistance and Division of Family Support has doubled Pierpont's funding (approximately $52,000 increase); working group formed to optimize use of additional resources for recruiting and retention initiatives

Conclusion

- Operational plan highlights
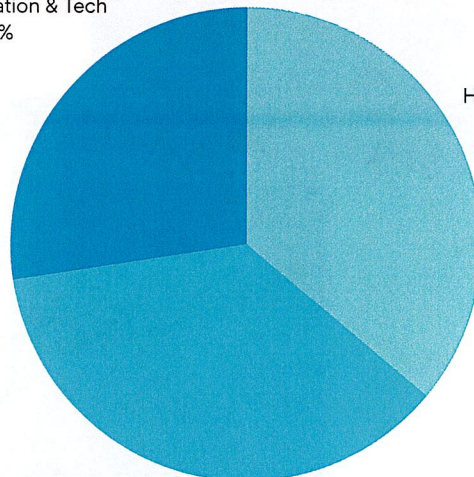- Q&A

Total Aid*

$4,341,584.55

Federal Pell Grant*

$1,566,115.18

WV Invests Grant*

$656,176.00

Enrollment by School*

Business, Avaiation & Tech
27.4%

Health Sciences
36%

GEPS
36.5%

Program Enrollment*

School of Business, Aviation, & Technology*

Aviation Maintenance Technology - 111
Business - 70
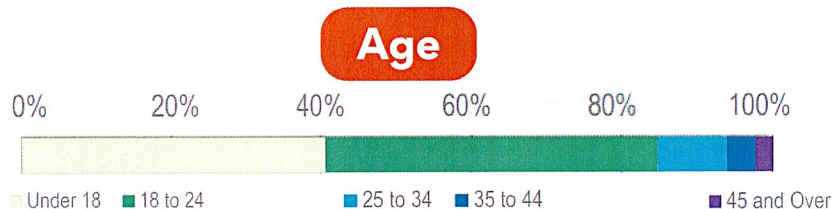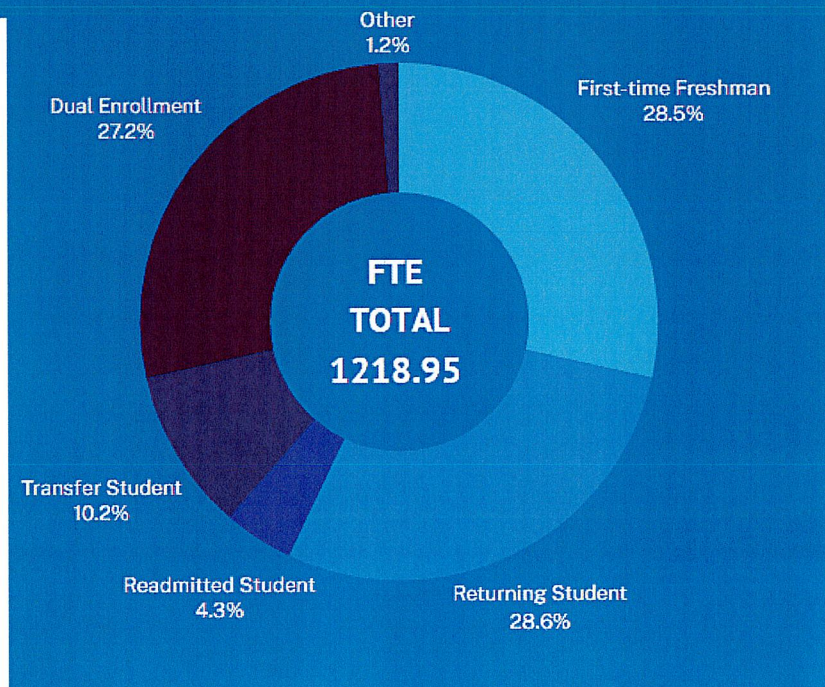Information Systems - 67
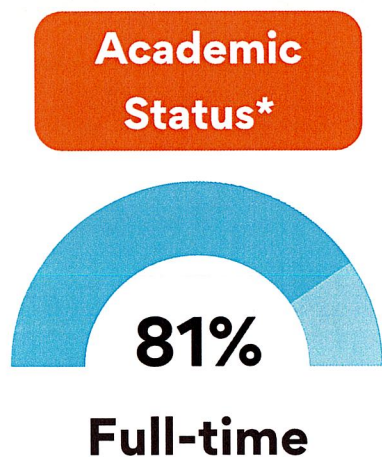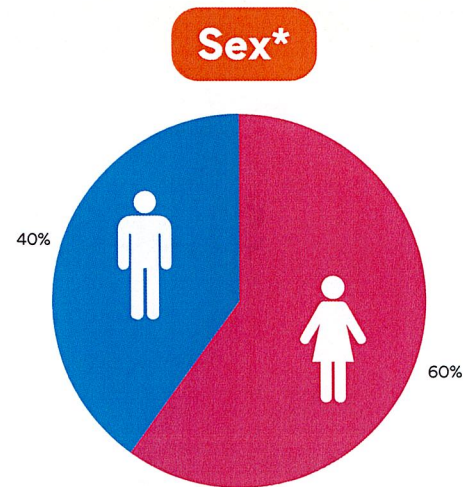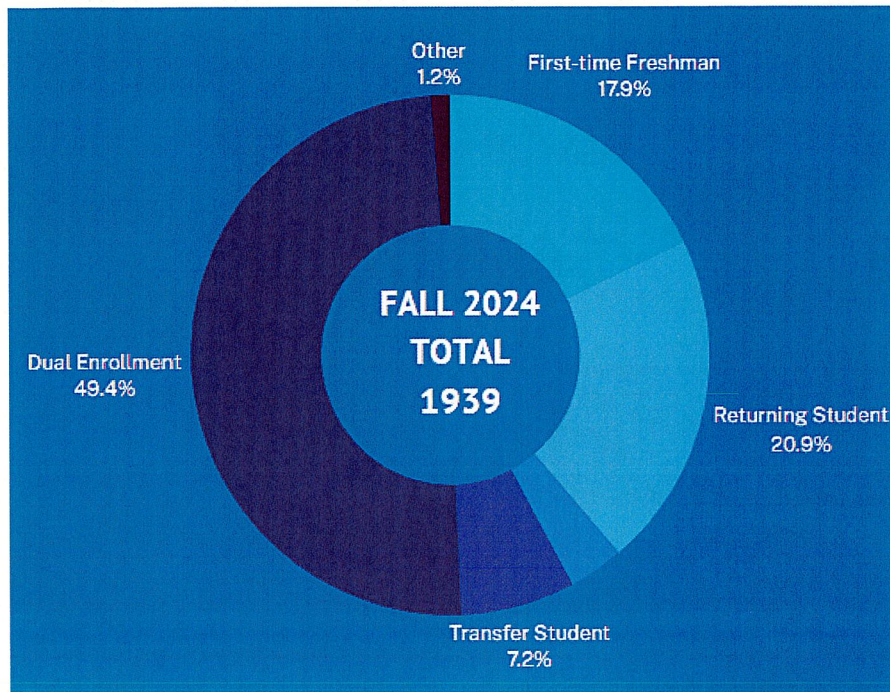
School of Health Sciences*

Health Sciences - 160
Veterinary Technology - 46
Radiologic Technology - 43

School of General Education & Professional Studies*

Board of Governors - 278
Food Service Management - 43
Early Childhood Education - 24

Data pulled from WV HEPC & Institutional Structures

1,972 Total Headcount

WV HEPC Totals: Academic/Technical Training (1939) | Short-Term Training (35)

FALL 2024 TOTAL 1939

- Other 1.2%
- First-time Freshman 17.9%
- Returning Student 20.9%
- Transfer Student 7.2%
- Dual Enrollment 49.4%

Sex*

- 40%
- 60%

Academic Status*

81%
Full-time

FTE TOTAL 1218.95

- Other 1.2%
- First-time Freshman 28.5%
- Returning Student 28.6%
- Readmitted Student 4.3%
- Transfer Student 10.2%
- Dual Enrollment 27.2%

Age

0% 20% 40% 60% 80% 100%

Under 18   18 to 24   25 to 34   35 to 44   45 and Over

*Excludes Dual Enrollment Students

Tab 2

PIERPONT
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Enrollment Comparison Summary by Student Type

Student Type	Previous Term 202510 - Fall Semester 2024 As of 9/11/2024		Current Term 202610 - Fall Semester 2025 As of 9/11/2025		Differences			
	Count	FTE	Count	FTE	Count	Percent	FTE	Percent
1 - First-time Freshman	347	348.00	356	353.60	9	2.59	5.60	1.61
2 - Returning Student	403	346.33	401	335.20	-2	-0.50	-11.13	-3.21
3 - Readmitted Student	65	51.33	62	46.07	-3	-4.62	-5.27	-10.26
6 - Transfer Student	140	127.40	132	107.13	-8	-5.71	-20.27	-15.91
9 - Other	23	14.20	22	8.27	-1	-4.35	-5.93	-41.78
	978	887.26	973	850.27	-5	-0.51	-37.00	-4.17
8 - HS Student Taking College Crs	902	320.60	714	261.73	-188	-20.84	-58.87	-18.36
	1,880	1,207.86	1,687	1,112.0	-193	-10.27	-95.87	-7.94

Note: Due to rounding of FTE and Percentage calculations, there may be slight differences in total amounts.

Tab

3

PIERPONT
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Enrollment Comparison Summary by Student Type

Student Type	Previous Term 202510 - Fall Semester 2024 As of 10/15/2024		Current Term 202610 - Fall Semester 2025 As of 9/11/2025		Differences			
	Count	FTE	Count	FTE	Count	Percent	FTE	Percent
1 - First-time Freshman	348	348.33	356	353.60	8	2.30	5.27	1.51
2 - Returning Student	405	348.20	401	335.20	-4	-0.99	-13.00	-3.73
3 - Readmitted Student	66	51.87	62	46.07	-4	-6.06	-5.80	-11.18
6 - Transfer Student	139	124.07	132	107.13	-7	-5.04	-16.93	-13.65
9 - Other	24	14.73	22	8.27	-2	-8.33	-6.47	-43.89
	982	887.20	973	850.27	-9	-0.92	-36.93	-4.16
8 - HS Student Taking College Crs	957	331.73	714	261.73	-243	-25.39	-70.00	-21.10
	1,939	1,218.93	1,687	1,112.0	-252	-13.00	-106.93	-8.77

Note: Due to rounding of FTE and Percentage calculations, there may be slight differences in total amounts.