

LEGISLATIVE OVERSIGHT COMMISSION ON EDUCATION ACCOUNTABILITY

Senate Finance Committee Room
November 13, 2017

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West Virginia
Higher Education
Policy Commission



**Report to the Legislative Oversight Commission
on Education Accountability**

November 13, 2017

**Dual Enrollment at the Community and Technical Colleges:
An Update**

COMMUNITY AND TECHNICAL COLLEGE SYSTEM OF WV



Moving West Virginia Forward

DUAL CREDIT

aka: Early College, Concurrent Enrollment,
13th year, and many more



Dr. Casey K. Sacks, Vice Chancellor
WV Community and Technical College System

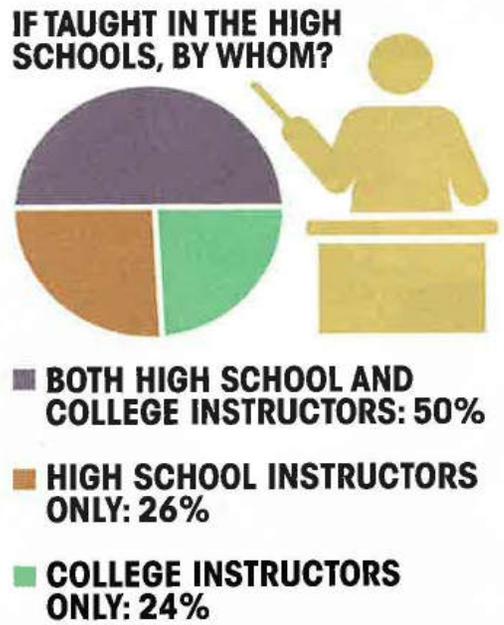
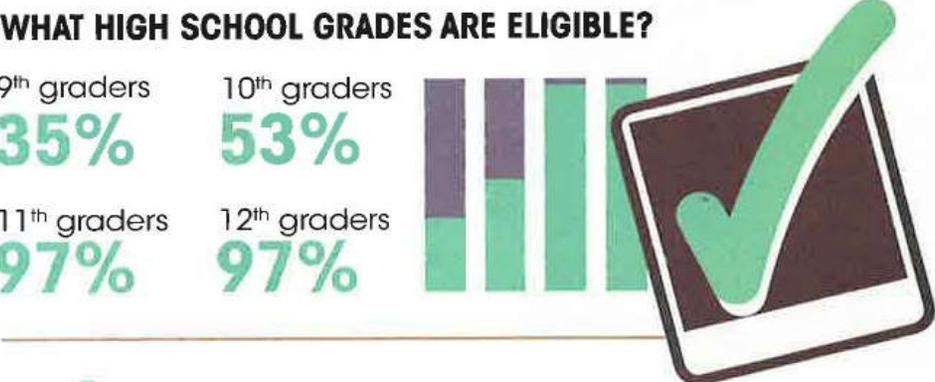
“During the 2010-2011 academic year, more than 1.2 million US high school students took courses for college credit within a dual-enrollment program.”

~National Center for Education Statistics

“As states look at how to move the needle on college enrollment and completion, dual enrollment is a strategy that has been proven to work. If students come to college with credits under their belt, that often gives them the momentum they need to succeed.”

~ Adam Lowe, Executive Director
National Alliance of Concurrent Enrollment Partnerships

Dual Enrollment National Snapshot



History of the initiative in WV

■ **EDGE – Earn a Degree Graduate Early**

- Established in 2001
- Courses in secondary schools are validated for college credit by the college
- High school students complete courses validated for EDGE in the schools
- Prospective credits are banked – recorded in a statewide database
- Students claim credits once they matriculate to the CTC
- Credits are restricted to occupational and technical courses

Concerns emerged

- EDGE originally involved end of course state exams for credit verification
- State Board of Ed discontinued those exams creating a verification gap
- Intended to be only career and technical education and not general education
- General education courses showed up on the inventory

Changes in 2014

- Revised policy – Title 135, series 28
- Course inventory requires annual review
- Courses with common industry, state, or national exams are accepted
- College faculty with subject matter expertise must validate other courses
- Faculty (college and HS) agree on documentation for credits earned
- Courses validated by other CTCs can be accepted for credit

New issues emerge

- Annual review and course validation is not in compliance with policy
- Large list of unevaluated courses on the inventory
- Thousands of banked credits (state-wide) and very low matriculation
- Program did not foster strong faculty connections
- Little direct student affiliation with the college

Strategies to address new issues

- Focus on programs that have strong college alignment
- Remove general education coursework from the inventory
- Extend EDGE to include a dual enrollment format
- Use current EDGE process where content can be validated with industry, state, or national certification exams
- Use Dual Enrollment format for all other courses and programs

Difference between Dual Enrollment and EDGE

Dual Enrollment	EDGE
HS students become college students	Students are not college students while taking courses
Credits are applied to the student's college transcript on completion	Credits are "banked" in a state-wide database
College transcripts provided to students on course completion	Credits are applied to college transcripts upon request if they matriculate
Qualified HS instructors become college adjunct faculty	Instructors are high school instructors
Adjunct faculty participate in college department and division meetings	Faculty are not integrated between the HS and college

Testing the dual enrollment model

■ Blue Ridge CTC

- Program focused (lab tech, business, cybersecurity, healthcare, engineering)
- \$25/credit hour
- BCS provides transportation to CTC

■ Mountwest CTC

- Focus on programs with college alignment
- Extend EDGE to include dual enrollment format
- Students become Mountwest students with admission, registration, college ID, transcripts
- High school faculty integrate as college faculty from department meetings to program alignment work

Pilots enrollment

College	Enrollment
Mountwest	276
Blue Ridge	83

Student Perspective

“The [Dual Enrollment] program it is helping me get through basically my first year of college while still in high school and for a lot less money. This program is helping me make sure this is what I want to do for the rest of my life.”

~ Victoria, Healthcare at Blue Ridge CTC

Parent Perspective

“The [Dual Enrollment] program has allowed my son to get a taste of what college is like and to get a head start earning his associates degree. Without this program he would be taking several filler classes in high school and may not have even given college a chance. We are so grateful that Blue Ridge CTC is offering this program.”

~ Felicia, parent of an Applied Lab Technician student at Blue Ridge CTC

Questions





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West Virginia Higher Education Policy Commission

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**WVNET / WVROCKS
West Virginia Remote Online Collaborative Knowledge System**



Organizational History

WVNET operates one of America's longest-running education & research network and is a trusted network provider in West Virginia.

WVNET is the West Virginia Network, a dynamic service organization providing telecommunications and computing services within West Virginia. From co-location to cloud computing and disaster recovery services, West Virginia Network's secure, robust Datacenter combines the efficiency of partnering with a single provider with deep technical expertise and a broad portfolio of services.

WVNET was created in 1975 to provide centralized computing facilities and wide-area network communications linking its "central site" computing resources in Morgantown with the campus computing systems at most of the colleges and universities throughout the state. Since then, WVNET has grown to include PK-12 schools, government, and non-profit agencies as well. WVNET's highest priority is to provide high quality services with an understanding and informative Help Desk.

WVNET's driving principles are to:

- Enhance West Virginia's access to national networks such as Internet2.
- Reduce the cost of technology through aggregate purchasing. On behalf of clients, WVNET negotiates volume purchase prices for software, hardware and network services.
- Provide high levels of data security.

WVNET's Partnership with Internet2

In 2011, WVNET began its partnership with Internet2. Internet2 is an exceptional community of U.S. and international leaders in research, academia, industry and government who create and collaborate via innovative technologies. Internet2 networking is an incredibly exciting tool for researchers, technologists and many others interested in developing new technologies, policies and business models for the next generation. WVNET's membership reflects the organization's ongoing commitment to help fuel the next phase of Internet development within the state.

WVNET and The Quilt

In 2012, The Quilt, the national coalition of advanced regional networks for research and education, welcomed WVNET as a member. Participants in The Quilt provide advanced network services and applications to over 200 universities and thousands of other educational institutions.

WVNET's Partnership with 3ROX, OARnet, and PennREN

In 2012, WVNET joined the Three Rivers Optical Exchange (3ROX) and partnered with the Ohio Academic Resources Network (OARnet). In 2015, WVNET also formed a partnership with the Pennsylvania Statewide Research, Education, and Community Network (PennREN). These high-performance Internet and Internet2 hubs are operated and managed by the Pittsburgh Supercomputing Center, the Ohio Department of Higher Education, and the Keystone Initiative for Network Based Education and Research (KINBER). These partnerships provide WVNET clients with significant bandwidth, shortest possible routes, as well as redundant access to expanded research and education resources.

WVNET Membership with Multi-State Information Sharing and Analysis Center (MS-ISAC) and Research and Education Network Information Sharing and Analysis Center (REN-ISAC)

The MS-ISAC is the focal point for cyber threat prevention, protection, response and recovery for the nation's state, local, tribal and territorial governments. The MS-ISAC 24/7 cybersecurity operations center provides real-time network monitoring, early cyber threat warnings and advisories, vulnerability identification, and mitigation and incident response.

REN-ISAC is a private community of trusted members sharing sensitive information regarding cyber security threat, incidents, response, and protection.

Membership is open to colleges and universities, teaching hospitals, research and education network providers, and government-funded research organizations.

Safeguarding Critical Data and Infrastructure

In addition to the partnership with research and Internet networks, WVNET has created secure datacenters with state-of-the-art technology. The primary facility is located in Morgantown, with a disaster recovery site located in Charleston.

Network Highlights

- High speed redundant Internet connections from multiple service providers that make the Datacenter carrier-neutral.
- Currently providing Internet and Internet2 capacity that exceeds 40 Gbps.
- Fully diverse and redundant network paths that are proactively monitored and tested on a regular basis.
- Dedicated in-state network engineers available for problem resolution 24/7.

Datacenter Highlights

- Round-the-clock security on multiple levels.
- Automated fire detection and alarm systems.
- Precision air conditioning system to maintain the optimal temperature and humidity of the datacenter.
- Multiple hardware sets for enterprise level redundancy, both on-site and at the disaster recovery site.

- On-site Help Desk availability 24/7 to swiftly resolve and attend customer calls, with access to 2nd tier support staff for after-hours problem resolution.
- The Help Desk is HDI Team Certified, which verifies that they possess the knowledge of best and common practices necessary to successfully manage the operational and tactical components of the Help Desk.

Physical and Premises Security

- The Datacenter is staffed 24/7 and secured by multiple access doors. Only authorized individuals are allowed access. The Datacenter is under 24/7 video surveillance and physical access and equipment ingress and egress are logged.
- All employees must swipe their Employee Identification Card (EIC) when entering and exiting the building. Employees must also swipe their EIC when accessing the Data Center and other secure areas of the building.

Mission

In response to legislative initiatives and customer needs, WVNET delivers effective, reliable, and efficient communications, applications, and technology services to West Virginia higher and public education, state agencies, government, and non-profit organizations.

Values

- Education: self-actualization, workforce development, and the foundation for sustained economic development through accessible workforce training, distance learning, and shared educational resources.
- Customer focus: prizing customers' trust, understanding their needs, and adopting their priorities and maintaining timely, efficient, and transparent communication at all times.
- Professionalism: integrity, excellence, personal and professional ethics as well as personal and professional growth.
- Collaboration: respect for differing opinions and priorities, establishment of mutually rewarding partnerships, and responsibility and accountability to customers.
- Leadership: equity, accountability, creativity, adaptability, dedication, and imagination.
- Innovation: creative solutions, develop opportunities, eliminate obstacles.
- Results: action over activity, function over features, development over change.

Organizational Goals

In order to execute WVNET's mission in a manner consistent with its vision and values, WVNET has established a set of results-oriented goals as a structure for organizing its outcome-oriented activities:

- Leadership for the state in identifying and implementing appropriate technologies to improve services.
- Full realization of economies of scale in the acquisition and operation of technology-related equipment and services.

- Reliable and predictable computing and communications infrastructure and services at economical and stable pricing.
- Managed technology services – balancing the innovation necessary with emerging capabilities while maintaining the reliability essential for mission-critical functions.
- A skilled and motivated staff with a high retention rate.
- Expanded customer base in the public and non-profit sectors.
- Assets and resources protected from unauthorized access with increased security and the utilization of up to date security practices.
- Enterprise support services that deliver a quality customer experience through award winning help desk personnel.
- An organization with goals, procedures, and processes that best serve the needs of customers and the state.

The Future

WVNET's next five years will focus on creating opportunities to bring constituents together. WVNET will continue to host and organize state wide meetings, work groups, events and conferences like the West Virginia State Technology Conference and the West Virginia Higher Education Technology Conference, when called upon to do so. These efforts will advance WVNET's focus on bringing people together to explore needs, encourage dialogue, engender ideas and problem solving, and foster cooperative efforts to maximize efficiencies and cost savings. WVNET's role is to apply networking strategies to steward relationships that lead to further collaboration and partnerships with WVNET and beyond. To that end, WVNET relies on the West Virginia Higher Education Policy Commission and other state organizations to stay informed and/or be included on list-serves, meeting notifications, etc. Communication is key to the success of all of these endeavors.

WVNET employees agree that great customer service begins with a relationship of trust and it is sustained by the reliability of the service rendered. To uphold these high standards, WVNET relies on customer feedback and responsiveness to that feedback. WVNET is committed to regular, effective, and open communications between staff and customers, staff and management, staff and quality management teams, and senior management and the Computer Advisory Board as well as the West Virginia Higher Education Policy Commission.

WVNET continues to strive to maintain transparency in all transactions. Problem resolutions are archived and searchable in the Oz Problem Tracking System. All financial audits are publicly available on the Commission's website. All service rates are published on WVNET's website. Rate changes and/or new rate structures are vetted with current customers, whenever possible, before they are implemented. New service rates are carefully vetted by the quality management team overseeing that service area. WVNET's internal committees dually function as quality control teams. These teams include the following:

- Customer Advocacy Committee
- Blackboard Oversight Committee
- DegreeWorks Oversight Committee

- Building Security Committee
- Grant Writing Committee
- WVNET Internal Policy Committee
- Information Security
- Cyber Development Committee
- Research & Development (Cyber Team)
- Marketing Committee.

In addition, collaborative meetings (Service Areas, Managers, Senior Management) take place weekly to discuss updates, reports on special projects, and to set milestones, when necessary, for the completion of those projects. As a service agency, much of WVNET's business is repeat business and as such is not subject to a specific timeline and/or milestone beyond routine software upgrades, patches, and regular security audits. Timelines tend to be mutable, ongoing, and/or term, based on the limited scope of work or statements of work that are defined by customers. Many times, timelines and milestones are predicated by semester schedules, fiscal year budgets, and the availability of new releases and upgrades for software hosting. This vast amount of work is divided among eight service delivery areas, which include the following:

- Business Office
- Help Desk/Network Operations
- Building/Facility
- Media Services
- Applications
- Networking
- Systems
- Distance Learning & Educational Services.



West Virginia Remote Online Collaborative Knowledge System

WVROCKS is West Virginia's Remote Online Collaborative Knowledge System—a higher education online portal that helps students across the state complete a Regents Bachelor of Arts degree at any state public institution of higher learning. WVROCKS courses are taught by faculty at West Virginia's public colleges and universities. And, because participating colleges and universities cross list the courses in their schedules, students receive credit toward the completion of their degrees no matter which state institution hosts the course.

It is a truly efficient method of online course delivery, and it is made possible by WVNET.

WVROCKS provides accelerated, eight-week courses rather than the traditional 16-week offerings. Instruction is delivered directly to a student's computer, 24 hours a day, seven days a week, anywhere a student has access to the Internet. The courses are also affordable and students are eligible for financial aid through their institution.

Enrollment in WVROCKS courses continue to grow. This fall, more than 800 students from five institutions enrolled in classes, generating more than \$200,000 in revenue for the participating schools. Since the pilot project began in 2012, more than 10,500 credit hours have been earned via the WVROCKS portal.

The project is a collaboration of WVNET and the West Virginia Higher Education Policy Commission, as a focused effort to make college more accessible to all West Virginians. WVROCKS success relies on collaboration and partnerships from the West Virginia higher education institutions that offer the Regents Bachelor of Arts degree. This teamwork creates a sustainable online program for adult learners. This program directly benefits those adult students who have some college credit – but never finished - earn their degrees.

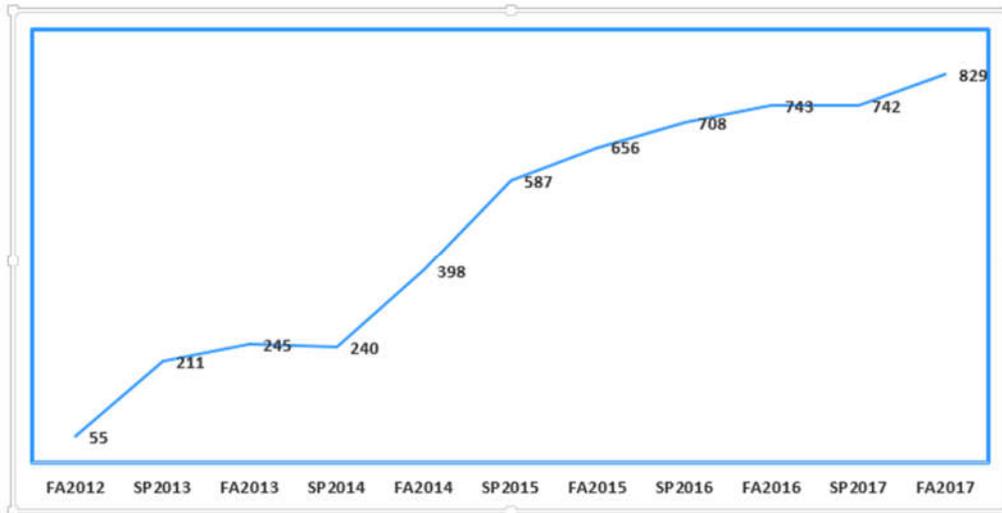
The convenience and flexibility of WVROCKS contributes to impressive student results:

- 93 percent attendance
- 92 percent completion
- 84 percent passage rate

WVROCKS is administered by fewer than two FTEs at WVNET, the RBA coordinators and about 80 faculty members at the institutions.

WVROCKS by the Numbers

Enrollment from Fall 2012 – Fall 2017



Retention and Pass Rate

Average Attendance Rate	Average Completion Rate	Average Pass Rate
93%	92%	84%
Highest 98%	Highest 97%	Highest 90%

Growth Snapshot

WV Rocks has increased from:

- 3-5 participating institutions
- 5-48 courses offered per semester
- 5-55 sections offered per semester
- 55-829 enrollments per semester
- 99-10,827 overall credit hours awarded