

SERVICES PROVIDED BY HEPC STAFF

FINANCIAL AID

- **Administration of 8 state financial aid programs**
 - Distribution and management of more than \$90 million annually
 - Processes more than 200,000 student aid applications (FAFSA) annually
 - Processes more than 11,000 PROMISE scholarship applications annually
 - Tracking and repayment/collection of four aid programs requiring students to work in specific fields in West Virginia
 - Statewide student and family customer support for financial aid questions and problem resolution
 - Auditing and control of individual institution's aid administration

- **Financial aid training for schools and colleges and universities**
 - Train high school counselors and college access providers in financial aid
 - Train state college and university financial aid staff
 - 130 college and university employees have received 900 national credentials in financial aid administration through HEPC-provided instruction
 - 200 financial aid presentations and workshops this past academic year

- **Providing full financial aid administration for institutions**
 - HEPC staff are providing the financial aid support for three institutions
 - HEPC acting as the financial aid office for these institutions
 - Currently for three CTCs, but some HEPC institutions have expressed interest

- **Student loan default rate support**
 - HEPC consolidated default management services have reduced student loan default rates at institutions statewide

- **Student "net price" calculator support**
 - HEPC negotiates statewide contract for service providing the federally required net price calculators

SERVICES PROVIDED BY HEPC STAFF

LEGAL SERVICES

- **Full legal services to all institutions, including exempt schools**
 - Provide legal counsel and litigation services for the HEPC/CTCS central offices and all public institutions statewide
 - Represent institutions in employee grievance proceedings, Human Rights Commission claims, EEO office claims, student complaints
 - Support institutions in presidential contracts, general contract oversight, bond agreements, capital purchases, policy development, rule promulgation, FOIA responses, open meetings and parliamentary procedure questions
 - Smaller schools have quick access to legal counsel at no cost without the high cost of maintaining a campus-based legal department
 - Provide legal advice and opinions to institutional governing boards, presidents and staff
 - Provide legal counsel to the House and Senate education committees
 - Provide legal counsel during presidential searches and contract negotiations
 - Provide preventive legal services and representation in monitoring and resolving disputes that may lead to litigation

SERVICES PROVIDED BY HEPC STAFF

POLICY and PLANNING

- **HEPC staff maintain the only central repository for the state’s public postsecondary data**
 - Provide institutions and stakeholders comparative data and reports from a single, uniform set of data
 - Fulfill research and data requests from public institutions
 - Fulfill research requests from Commission and Council, as well as from the Legislature, Governor’s Office, West Virginia Department of Education, SREB, media, citizens and higher education stakeholders
 - Fulfill research and data requests from students and researchers at public institutions
 - With K-12 and WorkForce West Virginia support, manage the state’s P-20 data system
 - Fulfill requests for federally required and requested statewide data reporting, including coordination with other state agencies, such as the Department of Education and WorkForce West Virginia
 - Fulfill statutorily required reporting such as the Higher Education Report Card

- **HEPC staff develop and maintain the financial aid software used by all institutions**
 - Custom-designed software applications save significant administrative costs
 - Provides the application and award processes for state financial aid programs, including PROMISE and the Higher Education Grant Program

- **HEPC staff administer the state-level master planning process**
 - This is the statutorily required strategic planning for student success
 - WVU, MU and WVSOM exempt from compact process

- **HEPC staff fulfill executive and legislative requests**
 - Examples including development of the funding formula and support of the Governor’s Blue Ribbon Commission on Public Four-Year Higher Education

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ACADEMIC AFFAIRS

- **HEPC staff coordinate approvals for new academic degree programs for all non-exempt schools**
 - Reviews of new program proposals include need, viability, resources and quality assurance
 - Coordinate post-approval audit of new programs
 - Coordinate five-year program review and biennial productivity review of all institutional programs
 - Maintain statewide degree inventory

- **HEPC staff provide statutorily required reauthorization reviews**
 - Since 2012, the HEPC has been required to review institutional performance and to recommend to the Commission whether institutions, both public and private, are meeting appropriate standards to confer degrees
 - Program put in place following the failure of Mountain State University

- **HEPC staff work with accrediting bodies to support institutions**
 - Maintain regular communication with regional and national accreditation bodies for all institutions
 - Participate in the Higher Learning Commission's state agency initiative

- **HEPC staff collaborate and coordinate with K-12 public education**
 - Foster program and curricular alignment with West Virginia's K-12 schools
 - Collaborate on teacher accreditation standards and teacher education programs

- **HEPC staff coordinate reciprocity agreements with other states**
 - HEPC coordinates the State Authorization Reciprocity Agreement (SARA) for interstate offering of postsecondary distance education programs
 - Makes it easier for West Virginia students to take online courses offered by institutions in other states
 - HEPC is the agency designated by Southern Regional Education Board (SREB) to lead SARA activities in West Virginia
 - HEPC staff facilitate the Academic Common Market through SREB so students can enroll in certain out-of-state academic programs at in-state tuition rates.
 - HEPC staff facilitate the tuition contract program for West Virginia students who wish to pursue health education in programs not offered in-state: veterinary medicine, optometry and podiatry
 - Students pay a reduced tuition rate at participating institutions
 - HEPC staff coordinate tuition reciprocity agreements with border states

SERVICES PROVIDED BY HEPC STAFF

- **HEPC staff sponsor, monitor and support successful college completion efforts**
 - Complete College America
 - Corequisite remediation
 - Math pathways
 - Dual-credit/early enrollment programs
 - Course equivalency/uniform transfer and articulation
 - Provide the advanced placement guide
 - Provide the coursework transfer agreement
 - Adult education, including coordination of the Regents Bachelor of Arts program
 - Academic coordination of the WVROCKS online course program for RBA students in conjunction with WVNET

- **HEPC staff work with institutions to improve the quality of online courses**
 - Commission oversees a statewide agreement with Quality Matters, a nationally recognized peer review process for online courses

- **HEPC staff operate the four-institution Erma Byrd Center and Allied Health Wing in Beckley**
 - Bluefield State, Concord, Marshall and New River CTC all share the instructional and office space in this facility managed by HEPC

- **HEPC staff support statewide international student and faculty recruitment initiatives**
 - Promoting West Virginia as a destination for international students
 - Promoting opportunities for West Virginia students to study abroad through exchanges
 - HEPC has a federal designation as a J-1 exchange visitor sponsor for visiting students, scholars, professors and researchers
 - One of a handful of states approved for J-1 as a statewide multi-campus system
 - Provides smaller institutions the support structure necessary to increase educational and cultural exchange among four-year campuses and international partner universities
 - Developed and maintain the Study West Virginia online portal
 - All four-year public institutions have a profile page
 - Pages translated into 36 different languages and are search-optimized in all respective countries' search engines
 - Operate studywv.org website
 - HEPC staff coordinate the West Virginia Collaborative Online International Learning (COIL) Consortium
 - COIL Fellows is a statewide effort to deepen global engagement of students without requiring travel abroad
 - Online collaboration with international partners links university classes in different countries

SERVICES PROVIDED BY HEPC STAFF

HEALTH SCIENCES

- **HEPC staff coordinate policies and programs related to health sciences education and workforce development**
 - Focus on programs and policies that have an impact on the state's three academic health centers at Marshall, WVSOM and WVU
 - Collaborate, promote practice opportunities in rural and underserved areas to health professions students
 - Support research at the universities and in communities that address health disparities among West Virginians

- **HEPC staff, per State Code, oversees the Rural Health Initiative to improve the recruitment and retention of healthcare providers in West Virginia's rural areas**
 - Last year, Health Sciences provided nearly \$600,000 total in grants to all three medical schools to conduct rural health programming
 - Provide smaller grants to other institutions, non-profit and healthcare organizations for rural health activities

- **HEPC staff, per State Code, coordinate the Health Sciences Service Program, which provides incentives to West Virginia students in health professions disciplines in exchange for practicing at least two years in an underserved area**
 - Last year, HEPC awarded \$375,000 to 18 students

- **HEPC staff oversee the West Virginia Rural Health Residency Program that provides medical residents with opportunities to explore rural health**
 - Grant program provides \$150,000 annually to residency programs for family medicine, pediatrics and general surgery programs that focus on a rural track
 - Provides incentives for trainees to remain in West Virginia for primary care residencies

- **HEPC staff oversee the West Virginia Center for Nursing**
 - The Center advances strategies to support the education, recruitment and retention of nurses in West Virginia
 - HEPC staff administer the Nursing Scholarship Program
 - Since HEPC assumed this duty in 2014, scholarship program awards have increased from 58 students and \$156,000 to 287 students and \$470,000 in awards
 - HEPC partners with the schools of nursing, nursing students, the boards of nursing and healthcare stakeholders

SERVICES PROVIDED BY HEPC STAFF

- **HEPC houses the West Virginia Perinatal Partnership**
 - Statewide program to improve perinatal health in West Virginia
 - HEPC provides a grant to this partnership that funds its core operations
- **HEPC staff have received \$370,000 in Benedum Foundation funding to identify ways to improve the health of patients and the communities the state's institutions serve**
- **HEPC staff work with the state's three medical schools to advance clinical and translational research across the state**

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STUDENT AFFAIRS

- **Coordination of statewide college completion initiatives**
 - West Virginia GEAR UP provides academic preparation and college readiness programs to 5,500 low-income, first-generation students each year
 - Participating schools increased college-going rate by 4 percent
 - 7,000 college campus visits
 - HEPC staff secured this \$21 million federal grant
 - Funds sub granted to public schools and college partners for a portion of GEAR UP programs

- **College Foundation of West Virginia (CFWV) student recruitment and support**
 - Partnership among HEPC, CTCS and West Virginia Department of Education
 - One-stop shop for college information
 - College and career planning web portal (CFWV.com) provides information on all state colleges and universities, financial aid, and career and degree programs
 - More than 7,400 college applications submitted through the site this academic year
 - Provides free ACT and SAT preparation
 - More than 402,000 West Virginians have registered on the secure site and 43,000 of them used it this academic year
 - 360,000 unique site visits this academic year
 - 650 school classrooms use the “School-2-College-2-Work” module

- **College and career planning marketing and event services**
 - Creation and distribution of thousands of college familiarization brochures and materials used statewide
 - Annual College Application and Exploration Week
 - 102,000 students across the state participated in 2017
 - FAFSA completion event
 - High school seniors completing FAFSA increased from 48 percent in 2013 to more than 60 percent in 2017
 - College Decision Day
 - More than 40 high schools participated in 2018

- **College counseling and support via text messaging**
 - Initiated through a \$225,000 private grant secured by HEPC staff
 - Messages developed by HEPC staff help students complete critical college-preparation tasks, adjust to campus life and connect with advisers
 - Students begin in spring of 12th grade year and continue support through first year of college
 - Data shows participating students have a higher college GPA and are about 7 percent more likely to finish first year of college

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- **Services for campus student affairs offices**
 - HEPC staff work with admissions counselors and registrars to organize an eight-week college fair tour around the state
 - Sub grant \$100,000 in diversity grants to West Virginia public colleges and universities
 - HEPC staff organize the annual Student Success Summit (at no cost to participants) for more than 500 public education teachers, administrators, students, military leaders and community groups to share and develop ways to help students prepare for postsecondary education
 - HEPC staff facilitate the statutorily required Advisory Council of Students and provide a yearly three-day student leadership conference for student government members and advisers
 - HEPC staff train and support student affairs leaders on campus safety, Title IX compliance, disabled student accommodation, and enrollment and retention efforts

- **Veterans education and training programs**
 - Assists more than 2,700 student veterans and their families at the state's colleges and universities
 - Monitors more than 100 higher education providers for compliance with federal and state guidelines for veterans' benefits, including GI Bill funds
 - Conduct more than 30 on-site visits for compliance and to assist and train institution staff in veterans' educational benefits
 - Provide federally mandated reports and evaluations to the U.S. Department of Veterans Affairs for contract reimbursement and performance reviews
 - Provide statutorily mandated report to the Legislature
 - Created the "Five-Star Challenge" to encourage institutions to adopt exemplary standards for supporting student veterans
 - Created and maintain a veteran-specific higher education website at www.veteranseducationwv.com

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FINANCE and FACILITIES

- **Facilities planning and administration**
 - HEPC staff help institutions develop their statutorily required facility master plans
 - HEPC approve or confirm these plans as required by law
 - HEPC staff are responsible for statewide system facilities master plan
 - HEPC manages the Higher Education Facilities Information System, including the Sightlines study and report

- **Capital expenditures administration**
 - HEPC staff advise and support all non-exempt institutions in planning, financing and construction of capital projects
 - HEPC staff advise institutions on West Virginia Code compliance, system policies and procedures and capital project management
 - HEPC staff manage capital construction projects of \$1 million and higher for institutions with limited capacity to manage these projects
 - HEPC staff allocate state appropriations for capital projects and work with institutions to spend those funds on approved projects
 - The HEPC must review and approve capital projects in excess of \$3 million for non-exempt institutions
 - HEPC staff prepare the annual capital project priorities and appropriation requests for the governor and Legislature.
 - HEPC staff handle matters related to issuing, managing and paying debt service for revenue bonds issued for capital projects

- **Operating budgets and audits**
 - HEPC staff review institution operating budgets for non-exempt institutions
 - In conjunction with tuition and fee requests and capital budgets
 - HEPC staff coordinate the annual financial and single audits for all 19 public institutions
 - HEPC provides uniform reporting among all institutions
 - HEPC coordinates audits to Secretary of Administration for statewide single audit

- **Bond administration**
 - HEPC administers more than \$331 million in outstanding higher education system debt
 - HEPC pays bond trustees for system debt service
 - HEPC provides information to bond rating agencies and required federal reporting
 - HEPC coordinates issuance and refunding of bonds for system debt
 - HEPC identified savings through refunding, resulting in additional monies for infrastructure and reduced costs to institutions

SERVICES PROVIDED BY HEPC STAFF

- **Support of WV OASIS system implementation**
 - HEPC staff worked with institutions to create a common set of codes to ease and improve financial and human resources reporting
 - HEPC staff coordinated development of interfaces from institutional general ledger systems to the new OASIS system
 - HEPC staff conduct monthly conference calls to support schools in implementation of OASIS

- **National data survey reporting on behalf of institutions**
 - HEPC staff complete surveys on behalf of West Virginia public higher education institutions, such as Southern Regional Education Board, Grapevine and National Conference of State Legislatures

- **Institutional loans**
 - Commission staff administer the Energy and Water Savings Loan Fund that provides institutions interest-free loans for energy- and water-saving projects

- **Legislative fiscal notes**
 - HEPC staff prepare legislative fiscal notes for all bills that have a financial impact on higher education, per the request of the Legislature

- **Purchasing and procurement**
 - HEPC staff provide purchasing and procurement guidance to institutions, per State Code
 - Saved more than \$200,000 through consortium contract for workers compensation insurance
 - HEPC staff help institutions with advertisements of bids and procurement matters

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HUMAN RESOURCES

- **Employee benefits administration**
 - HEPC oversees retirement and supplemental retirement programs available for all public higher education employees
 - The retirement, supplemental and deferred compensation plans have a combined value of more than \$3.3 billion
 - HEPC staff develop and support multiple employee leave programs and disability and annuity protection insurance programs available to all public higher education institutions

- **Classification and Compensation Management**
 - HEPC staff design, develop and maintain a statutorily required classification and compensation system for all classified employees in higher education
 - Compare compensation, establish pay scales and develop guidelines for human resources administration at public institutions
 - HEPC staff provide support for the statutorily required Job Classification Committee and the Compensation Planning and Review Committee

- **Compliance and support**
 - HEPC staff support public institution compliance with law and provide at no cost best practices consulting in employee relations, performance management, reductions-in-force, benefits services and equal employment opportunity programs
 - HEPC staff provide support for the Advisory Council of Classified Employees and the Advisory Council of Faculty

- **WV OASIS implementation and coordination**
 - HEPC staff coordinate higher education human resources operations within the complex OASIS system
 - Meet monthly with OASIS team to address higher education needs
 - Conduct monthly calls with institution HR to identify concerns and help improve the use of OASIS

- **Shared software systems**
 - Provide job description and compensation management software at no cost to institutions
 - Provide at reduced cost job application, employee onboarding and employee performance management software for participating institutions

- **Human resources data management and reporting**

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- HEPC staff gather and report statutorily required human resources metrics for institutions, the executive branch and the Legislature
- HEPC staff coordinate collection and submission of institutional affirmative action plans for the state EEO office

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SCIENCE and RESEARCH

- **HEPC staff provide centralized services to the state’s scientific community**
 - Developing, administering and reporting to federal agencies the outcomes of STEM activities at colleges and universities in West Virginia

- **HEPC staff secured a \$20 million National Science Foundation Grant**
 - For research on the state’s water supply and work at the Green Bank Observatory
 - Faculty from Marshall, WVU and West Virginia State University participate
 - Work makes state institutions more competitive nationally for additional research funding

- **HEPC staff provide expert review services to science and research faculty**
 - Administer more than \$1.5 million in grants to institutions for equipment used in STEM teaching, research and innovation
 - Support fellowships for graduate students and undergraduate research experiences

- **HEPC staff promote and report on the state’s research programs**
 - Provide statutorily mandated reports to the Legislature and governor on the Research Trust Fund
 - Publish the “Neuron” magazine to promote the state’s top researchers at institutions across West Virginia
 - Developed the chancellor’s “STEM Speaker Series” to bring groundbreaking and innovate researchers and speakers from across the world to West Virginia to generate interest in the STEM fields

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INFORMATION TECHNOLOGY

- **Through West Virginia Network (WVNET), the HEPC provides I.T. services and support to institutions across the state**
 - Banner and Blackboard hosting and support services
 - West Virginia's sole Internet 2 provider, supporting super high-speed bandwidth for research, medical and information sharing among the state's research institutions
 - In conjunction with HEPC Academic Affairs, WVNET administers the WVROCKS online learning portal, helping thousands of West Virginia adults earn their RBA degrees
 - Providing additional back-office computing and storage, Internet services and I.T. support for institutions across the state
 - Providing interfaces among the institutions' financial systems and the state WV OASIS financial information and planning system