



## **Greenville Technical College Board**

Special Called Board Meeting

### **MEETING MINUTES**

Thursday, March 26, 2020

Conference Call

---

#### **Members Present**

Paul Batson  
James Blakely  
Jo Hackl  
Hunter Howard  
Dean Jones  
Ray Martin  
Dr. Burke Royster  
Coleman Shouse  
Keith Smith  
Kenneth Southerlin  
David Stafford

#### **Members Absent**

Ray Lattimore

#### **Staff Present**

Eric Bedingfield  
Jacqui DiMaggio  
Julie Eddy  
Susan Jones  
Dr. Matteel Knowles  
Dr. Keith Miller  
Becky Mann  
Lauren Simer  
Wendy Walden  
Dr. Jermaine Whirl  
Ann Wright

#### **Guests**

Keith Munson

---

#### **Call to Order and Welcome**

Chair Shouse called the meeting to order at 9:36 a.m. and welcomed members of the board and staff. Chair Shouse announced that in accordance with the Freedom of Information Act, the press had been notified of the meeting, but no press members were in attendance. Chair Shouse acknowledged that the agenda was posted on the GTC website and a quorum of board members was present.

#### **Response to the Coronavirus (COVID-19) Pandemic**

Dr. Miller and the President's Cabinet provided pertinent details of the college's response to the COVID-19 pandemic and addressed questions.

- The Communication Plan – Dr. Miller reported that a regular communication plan has been devised and in place with all college employees and students via email and text, and there is a COVID-19 webpage that serves as a hub of information that can easily be accessed on the college webpage. The President’s Cabinet provided updates and addressed questions on March 23, 2020, on the college’s weekly internal Success Check webinar. Approximately 300 employees logged in. Cabinet updates will continue in this manner on a regular basis.
- Instructional Continuity – Dr. Whirl provided a high level overview for instructional continuity. Spring break has been extended an additional week for faculty to transition from face-to-face to online. All credit and non credit classes will restart online on March 30, 2020. Three academic schools are 100% online: Arts and Sciences, Academic Advancement, and Business/Computer Technology; 90% of course offerings in the School of Education and Professional Studies will be online; Culinary and Cosmetology cannot be fully simulated; the Advanced Manufacturing/Engineering courses will be online with simulations; mechatronics and CNC will work on small lab checkoffs primarily for seniors with no more than 10 students per checkoff as well as seniors in building construction programs, HVAC, and welding. Health Sciences will be offered online with some simulation specifically for nursing, but clinicals are not available at this time in the hospitals because of COVID-19. The nursing board opened up the pathway where 50% or more of the simulation can be done online. Labs and clinicals schedules are in the development stages. The non credit side has experienced cancellations because of company closings. Personal interest classes have been postponed. Deans will be offering Summer Semester courses online. Registration will begin March 30, 2020. Summer camps have not been canceled and will continue to be monitored.
- Student Support Services and Academic Support – Dr. Knowles provided an update on student support services and academic support. The academic support is working to extend withdrawal dates and adjusting ways for students to manage their way out of the course if necessary due to the adjustment of shifting to an online learning style. Academic coaching, advising, tutoring, and library services will continue to be available remotely. Focus has also been placed on the needs of the college’s most vulnerable students to include food insecurity. The Center for Student Advocacy has been working closely with the Academic Caring Corner and with the Greenville Tech Foundation on other special needs. There are teams working remotely with learning disability students and students that may need special counseling support. There are approximately ten students in the Collegiate Recovery Program. The meetings have been switched to online and contact is maintained on a daily basis as individuals and as groups. The Center for Student Advocacy is working with students at academic risk or in poor academic standing for special advising and support. A team is also in place to offer support to the college’s international students.

Commencement is canceled. Diplomas will be mailed to graduates as the academic requirements are completed, along with a keepsake item. The graduates will be invited to participate in the scheduled December commencement; however, the team is researching possibilities for a virtual ceremony.

Campus Life has managed to maintain student engagement outside of the classroom through social media. Dr. Knowles and Dr. Whirl will be participating in a virtual town hall opened to students via social media later next week. This will give students the chance to address questions, concerns, and ideas in real time and receive immediate answers.

Enrollment Services is fully engaged with most of the team working offsite and coming in only as needed. The two areas being worked on are placement testing and shifting to live chat. Virtual open house events will be offered for prospective students and their supporters. Remote support is also provided to satellite campus students, student conduct issues, student complaints, and behavioral intervention team through the dean of students office. Career Services has also continued services remotely.

- Impact on Employees - Ms. Jones provided an HR update on the impact on employees. HR is focusing on promoting measures to keep employees healthy and working, i.e. social distancing, working remotely, only mission critical employees physically at work (approximately 33% of the college's workforce), promoting more intentional hygiene/health efforts. New employee orientation sessions are being held as needed for full time candidates who have accepted offers of employment, with no more than three candidates participating per session, continuing to meet as needed with temporary employees primarily adjunct instructors. Other measures include working to move orientation sessions via zoom, promoting Employee Assistance Program, developing and sharing a list of FAQs for employees along with a PowerPoint presentation on telecommuting, canceling or postponing employee related campus events, and implementing daily reporting of employees who work remotely/take leave/work on campus sent to the Governor at the end of each day. Instructor-led professional development for employees has been canceled or postponed through the end of April. Online teaching with blackboard training began this week. Other measures include encouraging employees to catch up on required training and asking employees to develop and/or update their Standard Operating Procedures on a standard template created by Ms. Julie Eddy for consistency in documenting processes.
- IE Marketing – Ms. Simer provided highlights of marketing efforts. Prospect/applicant marketing messaging started this week as follows:

Email marketing – applicants from their admissions counselor letting them know that admissions is there to assist online/email; prospects/applicants about comprehensive online options, i.e. financial and enrollment services

Website – message of online/email support across enrollment process pages; message of online/email support across financial pages; online support messaging integrated on gvltec.edu enrollment steps, apply pages, financial aid and marketing landing pages; ads on gvltec.edu on every page and in the main menu highlighting online support available

Other – increasing visibility of online learning options (classes and degrees) on gvltec.edu as well as external marketing including general prospect and summer transient; online ads about

online learning options on external sites (i.e.: WYFF4.com); online learning advertorial on GVLtoday newsletter; print ads about online options; integrated online options in radio ads; and increasing advertising across streaming TV, Radio and paid social media placements

- IT Structure and Support – IT is working collaboratively with the book store and student services to provide students with the technology needed for their online courses. The book store and student services areas have come up with a process and procedure for distribution of 60 available computers with an order for an additional 100 computers. Internet service providers and telecommunication companies across the nation have signed agreements to provide free service to anyone in need, and they will not cut off service for anyone who is late in paying fees. This information will be communicated to students. IT staff are deploying laptops and webcams to faculty and staff for working remotely. The college has invested in Zoom video/audio conferencing technology for holding employee meetings. A virtual private network has been ramped up to furnish employees access to their network files and the student information system for working remotely and providing services to students.
- Foundation – Ms. Wright provided an update on Foundation related areas.

Student Housing – Rise, a separate third party, pays the loan and operates student housing. There are approximately 125 to 150 students who remain in student housing. All communal gathering spaces are closed, i.e. lounge area and offices; visitors are prohibited from entering; students are encouraged to leave but cannot be required to leave or evicted; and arrangements or individual move out appointments can be made to pick up belongings. Rise manages many student housings across the country and are well versed in handling situations. Rise will issue refunds to students on a case-by-case basis if attending the college in summer 2020 or fall 2020. The Foundation is working closely with Student Services and the Caring Corner (food and pantry on Barton Campus) for students to have access to needed items. The Foundation is working on recruitment for future semesters via an online virtual tour for those considering attending the college and living in Student Housing.

The Foundation will furnish emergency assistance to students with funds set aside and/or designated by donors as needs arise with students working with online programming and throughout the remainder of the situation. The Foundation works closely with the college, and there are established guidelines in place to verify student situations; can help with loans under \$500 and limited grants less than \$1000 on a case-by-case basis with the proper verification and documentation; works very closely with other organizations in the community that could possibly be of assistance; and has a separate restricted fund used to help restock the Caring Corner.

The online student scholarship application process is underway through May 1, 2020 for the 2020/2021 academic year with 427 applications received to date; the Foundation is working closely with the college to advertise the application link and communicate the ease of use through text messaging, emails, and social media platforms.

Investments are doing well under the circumstances. To determine scholarships, a 10 year calculation of earnings on the endowed funds is used and then is subject to a 4% cap allowing the Foundation to balance out a good year against a bad year and to manage scholarship fund availability year to year without a large fluctuation. The calculation will be done in April, the scholarships are due by May 1, a committee will review the applications, and the scholarships will be awarded in June.

Fund raising strategy – A thank you has been sent to all donors for their partnerships and to see if there are questions. The annual impact report is in production and will go out to donors in April. There will not be a donor appreciation event this year. E-news is being sent to donors to make them aware of student needs and of Caring Corner opportunities, i.e. Amazon order option. The Foundation is working with Carolina Holdings, a third party contractor for the management of McAlister Square, to defer rent for tenants that need assistance and the deferred amount will be made up in subsequent rent payments. McAlister has not experienced the challenges that some other landlords have faced because of the diverse range of tenants from the college to business/government tenants.

Work continues to move forward on the Center for Culinary and Hospitality Innovation in West Greenville with a tentative June move date; however, there are issues with kitchen equipment that may delay the move. There will not be a grand opening or ribbon cutting ceremony until after the move.

- Cost Analysis – Ms. DiMaggio reported that the college's cash position is strong. There is a cash reserve to cover college expenses for the remainder of the fiscal year without moving any long term investments assuming there are no major unforeseen situations. The cost to the college has been assessed; the current potential cost resulting from the virus from shutdown has been estimated as \$2.3 million of lost revenue and a potential net of \$900,000 of additional expenses. Payroll is running as scheduled. Based on the Governor's executive order, our employees not on campus and who cannot work from home can be advanced up to 15 days of leave. Accounts Payable is continuing to process payments to vendors and employees for expense reimbursements; the Business Office is operating with a limited staff to cover the phones, process student refunds, and send out invoices; and purchase orders and requisitions continue to be processed. Financial Aid is processing as normal and should be able to conduct business as usual without much interruption, and they are working on their 2020-21 policies and procedures. They have processed and sent out award letters for students who applied for financial aid. Any calls that are coming into the call center or emails coming for financial aid are being addressed with a goal to answer questions and resolve issues in 24 hours. Facility resources personnel are checking buildings and performing maintenance projects when possible; custodial staff is performing routine cleaning, deep cleaning, and sanitizing projects; limited grounds staff is mowing the grass and maintaining the grounds; mail is being delivered to departments twice per week; and Campus Security continues to patrol the campus and buildings.

Ms. DiMaggio will email the financial report through the end of February.

Dr. Miller stated that the college continues to provide help with requests from the community where possible.

There being no old or new business, the meeting adjourned at 11:35 a.m.