

REPORT ON THE RESPONSE OF

PIEDMONT VIRGINIA COMMUNITY COLLEGE

TO THE IMPACT OF THE AGING ON

VIRGINIA'S POPULATION

November 2, 2007

Pursuant to legislation enacted by the Virginia General Assembly of Virginia, Piedmont Virginia Community College submits this report of its progress in addressing the impact of the aging of Virginia's population.

A handwritten signature in cursive script that reads "Frank Friedman".

Frank Friedman, President
November 2, 2007

EXECUTIVE SUMMARY

A short statement of the major issues from the body of the report is summarized below:

- In 2006-2007, PVCC served 111 seniors (age 65 and older) in credit and noncredit courses.
- The demand for services (classes) has not exceeded capacity.
- The noncredit certificate program to provide training for home care aides was developed to recruit “encore career” students, i.e., over-55 students interested in a career in healthcare.
- The goal of our publications and website is to make both print and electronic publications accessible to all of our students and potential students.
- In the timeframe 2007-2010 there are 23 employees eligible to retire, which equals 14.8% of PVCC’s population. If recent trends in faculty replacements continue with hiring assistants and associates at higher salaries, cost savings could be minimal. Employees in classified staff positions who are eligible to retire include key functions in the Business Office (Business Manager and Buyer) and Human Resources (Payroll Officer). Some of these positions may be filled by promotions.
- Senior citizens have access to our computer labs, which include the latest software as well as the use of the Internet. In addition, each year we offer the Volunteer Income Tax Assistance (VITA) program in conjunction with AARP.

AGENCY DESCRIPTION

Piedmont Virginia Community College (PVCC) is an open access, comprehensive community college offering two-year associate degrees, one-year certificates, and career studies certificates as well as continuing education and workforce service programs. As one of the 23 colleges comprising the Virginia Community College System, PVCC is governed by the Virginia State Board for Community Colleges. The College is primarily intended to serve residents of the City of Charlottesville, and the counties of Albemarle, Fluvanna, Greene, Louisa, Nelson, and northern Buckingham County.

PVCC strives to meet the educational and training needs of people with differing abilities, education, experiences, and individual goals through a variety of curricula and services.

PVCC provides a strong counseling program to assist students in making sound decisions regarding occupational, educational, and personal goals. Counselors work with students to guide them to the curriculum that best suits their needs and interests. The College also provides services in pre-college and freshman orientation, career counseling, financial aid, testing, veterans' affairs, and student activities.

The College operates on the semester system with 15-week fall and spring semesters and a shorter summer session. Many courses are offered in shorter sessions to meet the needs of students, business and industry.

PVCC is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees, and certificates in selected occupational areas.

College transfer and workforce development are the core of the college's mission. Challenging coursework and a full range of support services are provided for students in both college transfer and workforce development programs. The first two years of baccalaureate study prepare students for success at four-year colleges and universities. Workforce development programs prepare students for successful careers and promote a skilled regional workforce by meeting the training and educational needs of employers. Programs and services in developmental education, general education, community service, and lifelong learning support and enhance the mission core and prepare students for success in life.

DATA REQUESTED

1. To the extent such data is available, the number of persons who received services from the agency in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older. If the agency can provide data that compares such numbers to numbers of senior citizens served in the past, please do so. If the agency lacks specific information about the numbers of senior citizens it serves, but has other evidence indicating that it is serving more or fewer senior citizens than it has in the past, please describe the basis for that estimation.

In 2006-2007, PVCC served 111 seniors (age 65 and older) in credit and noncredit courses. The breakdown:

FY	Total Students Age 65-74	Total Students Age 75-84	Total Students Age 85+
2006-2007	95	8	8

There may be additional seniors served through workforce training, but those statistics are not captured in PeopleSoft. [In general, PVCC serves more seniors with our non-credit offerings.]

2. Identify the agency services that are utilized by senior citizens 65 and older in significant numbers. Indicate whether the agency has the capacity at present to serve all interested seniors or whether the demand for certain services exceeds the agency’s capacity. If so, does the agency maintain waiting lists for services?

The demand for services (classes) has not exceeded capacity. We do not maintain waiting lists.

3. Identify current agency programs, specifically designed to serve seniors 65 and older, that fall into any of the following six categories: Health Care/Wellness; Education; Public Safety; Recreation; Financial Security (including Housing); and Transportation.

The noncredit certificate program to provide training for home care aides was developed to recruit “encore career” students, i.e., over-55 students interested in a career in healthcare.

4. Identify the extent to which your agency provides “consumer-oriented” publications and websites online that are designed to be “senior-friendly.” If the information you currently provide is not readily accessible to seniors, identify any steps your agency is taking to improve accessibility.

The goal of our publications and website is to make both print and electronic publications accessible to all of our students and potential students. Our printed class schedules are mailed three times during the academic year to all residents in our service region, which of course includes the households of any senior citizens who have bona fide mailing addresses. Also, our website includes a section detailing how senior citizens may take courses for credit

without paying tuition if their taxable income is \$15,000 or less, or on an audit basis if their income is over \$15,000.

5. Describe the effect that the aging of the agency's own workforce will have on its ability to deliver services. Consider the number of retirements expected in the next two years, the effect these retirements might have (*e.g.*, loss of leadership or institutional knowledge in certain programs), how losses might be replaced (*e.g.*, promotions or transfers, recruitment, use of wage staff, including retirees, re-engineering, outsourcing), and the costs or savings from the replacements (*e.g.*, staff development cost, salary savings). This item might be addressed by summarizing relevant portions of the agency's workforce plan.

In the timeframe 2007-2010 there are 23 employees eligible to retire, which equals 14.8% of PVCC's population:

- 12 faculty
- 3 administrators
- 8 classified staff

Mathematics, Sciences and Human Services Division has 6 of the 12 faculty eligible to retire: 2 Math, 3 Biology, and 1 Physical Education.

Business and Technologies Division has 3 faculty eligible to retire: 1 Business, 1 Accounting, and 1 Police Science.

Humanities Division has 3 faculty eligible to retire: 1 Drama/Music and 2 Psychology.

The three administrators eligible to retire are 1 VP, 1 Counselor, and 1 Dean.

The faculty positions will more than likely be filled at the time of the retirements; however, the level at which the positions are refilled (*i.e.* assistant or associate professor instead of professor) will determine if there is cost savings with the replacements. If recent trends in faculty replacements continue with hiring assistants and associates at higher salaries, cost savings could be minimal.

Employees in classified staff positions who are eligible to retire include key functions in the Business Office (Business Manager and Buyer) and Human Resources (Payroll Officer). Some of these positions may be filled by promotions, but external recruiting trends in market cost for replacements for classified staff positions do not indicate cost savings. The experience and knowledge of the replacements will determine training, especially with PeopleSoft for accounting and payroll positions.

6. Describe any other services or programs that the agency has implemented or plans to implement in the future to address the impact of the aging of Virginia's population.

Senior citizens have access to our computer labs, which include the latest software as well as the use of the Internet. In addition, each year we offer the Volunteer Income Tax Assistance

(VITA) program in conjunction with AARP. The VITA program is primarily designed to offer assistance to senior citizens.