

Student Services Council

August 28, 2018

Attendee - Connie O'brien Larsen, Alexis Doble, Shalaina Williams, Serena Lampkin, Shannon Vantrease, Jenny Smith, Shain Wright, Leszek Cromwell, Nichole Seroshek, Rosemary Perkins, Brittany Deal, Jodi Reid, Matt Johnson, John Killian, Kristy Gutierrez, Sarah Westlund, Angel Ruvalcaba, Darren Schwegler, Ale Sanchez, Traci Fuller, Steve Boyer, Karla Rivers, Stacey Sowders, Marie Boisvert, Rosie Leno, Sue Orchard

Agenda

- Introductions
- Call for Items:
 - None
- Inservice: A new approach to welcoming faculty as well as networking with faculty and staff.
 - Campus will be closed from 8am-1pm to allow staff to attend sessions
 - Dr. Benitez will be our keynote speaker
 - If there are sessions you would like to attend, coordinate with your supervisors for coverage/approval
 - Campus Scavenger Hunt will be on Monday - it's a chance for faculty to walk around campus and meet staff/learn resources
 - Guided Pathways Principles will be presented for all staff and faculty on Thursday
 - Networking Social at the Monticello Hotel Thursday evening
- ID Badges: Security encourages that all faculty and staff carry their ID badges on their person. This is a helpful way to recognize employees at LCC. Some doors will be badge activated in the near future. All staff should go into the bookstore to get their ID badge if it has been over a year as badges have changed.
- Guided Pathways: See Chart. Implementation timeline is due January 2019
 - Pillars of Guided Pathways:
 - Mapping pathways to student end goals
 - Helping students choose and enter a pathway
 - Keeping students on the path
 - Ensuring that students are learning
 - Steering Committee currently includes Sue, Brendan and Wendy
 - Departments and staff involvement is still being determined
 - Curricular Changes:
 - Program Mapping
 - Scheduling
 - Having a year-long schedule set for students
 - Gatekeeper Courses

- Identifying those courses, updating curriculum, helping students move through these courses
 - Academic Advising model:
 - Mandatory advising process and timeline
 - Technology:
 - EAB Implementation
 - Registration
 - Progress Monitoring
 - Monitoring how students are progressing through programs
 - Outreach/Retention:
 - Intake and Onboarding process streamlined
 - Interventions/Redirecting
- EAB:
 - EAB helped map our student onboarding process, which was not a straight line. Key pain points included:
 - Little to no follow-up with students who apply but have not signed up for orientation
 - Students often do not end up at Red Devil Welcome
 - Advising Structure:
 - Little documentation sharing and organization
 - No consistent scheduling tool or practice
 - Advisor assignments unclear - students come to any advisor for anything
 - No process for tracking referrals
 - No way to easily track outreach campaigns
 - No easy way to track effectiveness of alerts and interventions
 - Strategic Goals:
 - Give new students a clear path to day 1
 - Onboarding checklist
 - Major and career exploration
 - Provide holistic advising to students
 - Notes management and documentation sharing
 - Maximize targeted student support & self-service of resources
 - Nudge students toward resources
 - How do we coordinate this across campus? (faculty and staff)
 - Onboarding engagement team
 - Advising engagement team
 - Academic planning engagement team
 - Communications engagement team
 - Timeline:
 - 9 -12 month implementation (approximately)
 - College Student Inventory:
 - CSI will be required for all incoming students beginning Winter Quarter 2019

- There are coaches who will assist students based on their top 3 recommendations
 - Five categories that coaches will help students with include:
 - Academic Preparedness
 - Financial Aid
 - Personal Finance
 - Math
 - Personal Support
- Registration Updates:
 - Changes coming Fall Qtr:
 - Registration must adjust how they report students non-attendance (never attended class):
 - Instructor initiated withdrawal
 - Submitted within the first 5 days of the quarter
 - This is for students who never communicate that they will not attend
 - No notation on the students' transcript
 - 100% refund is implemented for students and will cover their tuition/fee charge first
 - Students who receive funds will have to pay it back
 - Could we add a required "welcome" assignments to help with hybrid courses that only meet 1x/week?
 - This is a new process because the Dept. of Ed needs to calculate Title IX funds to return funding back to the Dept. of Ed.
- Veterans Resource Center:
 - Room 115 - doors will be open for the first day of Fall classes
 - More work is needed to complete the project
 - Open house will be late September
- Student Center Remodel:
 - ASLCC approved funding to replace the flooring on the first floor as well as new furniture
 - New flooring will go in over Winter Qtr. break
- iGrad Update:
 - Replacement to SALT
 - Will be implemented during Fall Qtr.
 - Brian Isbell is leading the implementation
- International Update:
 - Longview has a sister city in Japan
 - Membership is needed for citizenship exchanges
 - Host families are needed to welcome high school students
 - International Programs is hosting a scavenger hunt on Friday, September 14th from 2-3:30pm

- For international students on-campus
- Jobs are needed for international students
 - 5 hours/week for free
- Help with driving is needed for the following:
 - Airport pick-up
 - Field trips
- Wrap-Announcements:
 - Karla's last day is Thursday, August 30th
 - TRiO (staff and students) is headed to Houston to help with hurricane relief
 - Sarah Westlund is the new program assistant in the Testing Center
 - Serena Lampkin is the new coordinator in the Registration office
 - Traci Fuller has moved her office to the gym and is the new athletic advisor. She is no longer with the transfer advisor department.

Meeting Adjourned