

Minutes

Operations Council – October 14, 2019

Attending: Jason Arrowsmith, Chris Bailey, Marie Boisvert, Nicole Faber, Kristen Finnel, Byron Ford, Desiree Gamble, Marisa Geier, Wendy Hall, Kyle Hammon, Melinda Harbaugh, Cliff Hicks, Karen Joiner, Mindy Leasure, Sue Orchard, Brandon Ray, Janel Skreen, Kendra Sprague, Theresa Stalick, Nolan Wheeler, and recorder Linda Clark.

Called to order by President Bailey

President Bailey introduced Nicole Faber, Outreach Manager.

1. MEETING TOPICS

Creating a Service Culture –Melinda Harbaugh

Melinda gave an excellent presentation on creating a service culture. She explained that implementing the college's initiative of supporting customer service starts at the top, and that is why she chose to present to Operations Council. The hour-long presentation was interactive and very insightful.

2. UPCOMING AND/OR RECURRING TOPICS

Jan. 13 – Payroll Changes with ctLink – Sherie Hockett

3. ROUND TABLE DISCUSSION -

- Janel Skreen reminded all that the college will observe the Great Washington Shake Out earthquake drill at 10:17 on October 17.

DEPARTMENTAL REPORTS START ON THE NEXT PAGE...

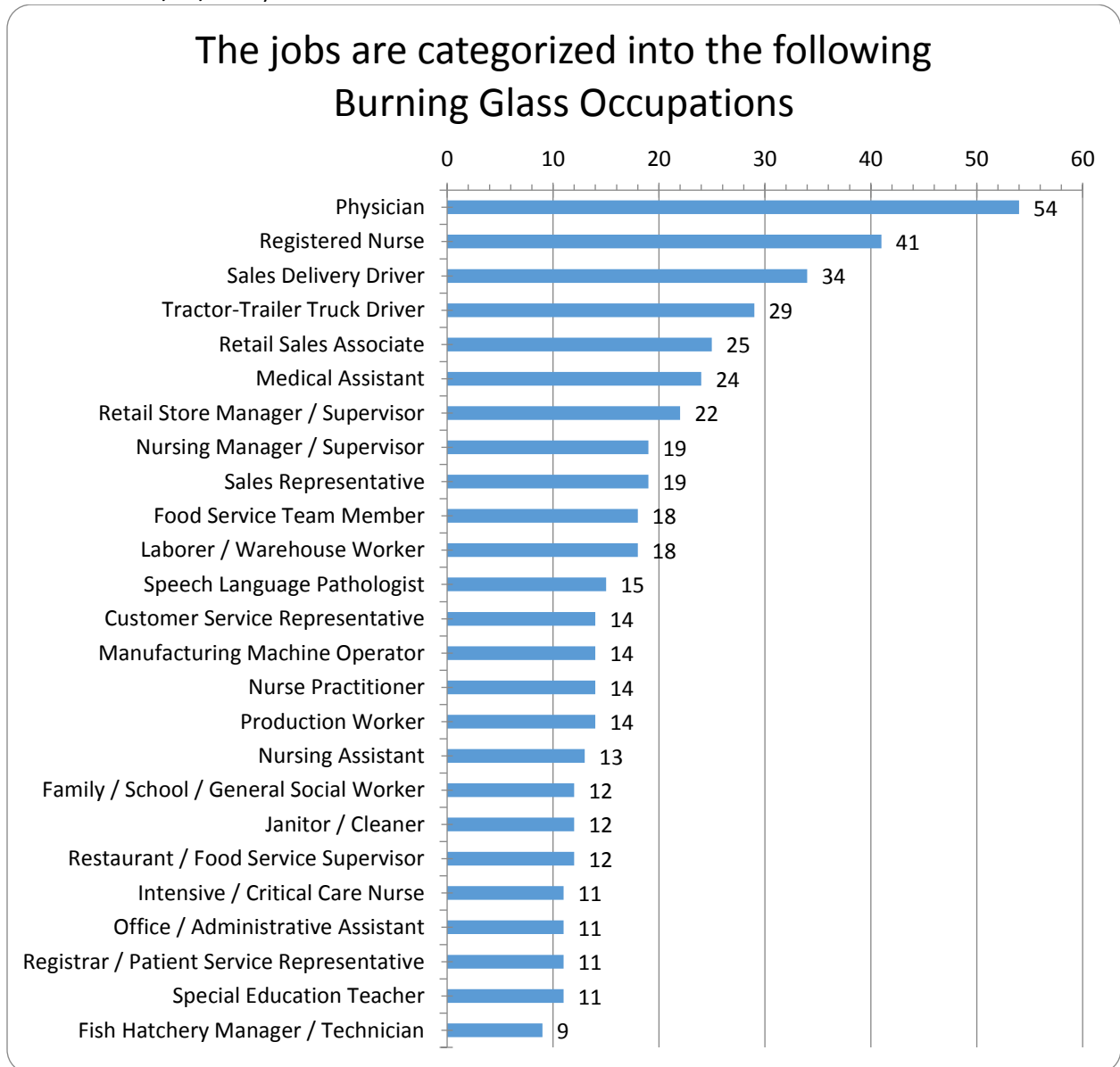
OPERATIONS COUNCIL REPORT – President’s Office

August/September/October 2019

- Wendy Hall, Effectiveness and College Relations
- Kendra Sprague, Human Resources and Foundation

CORE THEME I: WORKFORCE AND ECONOMIC DEVELOPMENT

- LCC increased direct digital advertising purchases by 156% in 2018-19, primarily related to targeted professional/technical program ads (including a series of 15-second program videos created specifically for this purpose).
- The top 25 job postings in Cowlitz & Wahkiakum Counties in the last 90 days (via Burning Glass as of 9/30/2019):



CORE THEME II: TRANSFER AND ACADEMIC PREPARATION

- The 2019 Summer Assessment Institute, which occurred in July, focused on Quantitative Literacy. Over 450 artifacts from a variety of disciplines were submitted. The aggregate score of artifacts assessed was 3.1, exceeding the target of 3.0. Results were presented to faculty during fall in-service week, and preparation activities for the 2020 Summer Assessment Institute began (focus: Interpersonal Relations).

CORE THEME III: STUDENT ACCESS, SUPPORT AND COMPLETION

- As reported on the [LCC news and media webpage](#), recent media coverage includes:
 - [Local credit union supports college with multi-year commitment](#) - Fibre Federal Credit Union has partnered with selected colleges and hospitals within its field of membership for a multi-year grant program. From 2018 to 2020, Fibre Federal will distribute \$87,000 in grants to four college foundations and eight hospital foundations. One of the grant recipients is the Lower Columbia College Foundation. The Wahkiakum County Eagle | September 26, 2019
 - [‘Think Black’ author lectures at Lower Columbia College](#) - Bellingham resident Clyde W. Ford, author of the new book “Think Black” will lecture at 6 p.m. Thursday, Oct. 3, in the Laufman Lecture Hall. The Daily News | September 26, 2019
 - [LCC announces lecture series](#) - Lower Columbia College has announced the line-up for the Fall 2019 Community Conversations lecture series focusing on “Preparedness” – what does the future hold, and how do we get ready for it? Topics include earthquakes, self-defense, financial preparedness, technology, and more. The first lecture is September 26. The Wahkiakum County Eagle | September 26, 2019
 - [Lower Columbia College honor rolls](#) - The Lower Columbia College president’s and dean’s lists for the 2019 summer quarter have been announced. The Daily News | September 23, 2019
 - [New Name for Lower Columbia College Gym & Fitness Center](#) - LCC and the LCC Foundation are pleased to announce that the LCC Gym & Fitness Center is now the Stoller Athletic Center. The Daily News | September 21, 2019
 - [Former Dean of Instruction Donald Fuller dies at age 83](#) - Donald Eugene Fuller served as LCC’s Dean of Instruction from 1985 to 1998. The Daily News | September 7, 2019
 - [Lower Columbia College's new program aims to create, retain teachers](#) - For the first time, Lower Columbia College welcomed its first bachelor's degree-seeking students to orientation Thursday. The Daily News | September 6, 2019
 - [Give More! 24 funds to help LCC athletes with scholarships](#) - For the third year in a row, funds raised for Lower Columbia College during Give More! 24 will go to the Athletic Excellence Fund to supplement student-athlete scholarships. The Daily News | September 1, 2019
 - [Japanese students have Wahkiakum trip](#) - Cathlamet resident Connie Christopher has long considered hosting an exchange student, but an entire school year was just too much while she was still working. Instead she decided to try hosting Japanese students who participate in a two week exchange program through Lower Columbia College. The Wahkiakum County Eagle | August 29, 2019
 - [Student finds success in LCC forensics](#) - Ayesha Ahmed, who graduated from Wahkiakum High School in 2018 and now attends Lower Columbia College, was named to the Northwest Forensics Conference Division III All-Conference Team after her very first year as a student of debate. The Wahkiakum County Eagle | August 22, 2019
 - [LCC adding more student housing](#) - Lower Columbia College is expanding its student housing with the purchase of a house close to the college. The Daily News | August 12, 2019

- [Remembering Alan Thompson, champion of open government and political courtesy](#) - Thompson worked extensively to build Washington's community-college system, which is now among the finest in the nation. Hundreds of thousands of students each year benefit from the work Thompson and many others have put to provide a robust and accessible education at these 34 colleges. The Seattle Times | August 7, 2019
- [Richard \(Dick\) Peters named 2019 LCC Alumnus of the Year](#) - Lower Columbia College (LCC) and Lower Columbia College Foundation have announced the selection of Dick Peters as the 2019 LCC Alumnus of the Year. The Wahkiakum County Eagle | August 1, 2019
- [Alan Thompson, former legislator, newspaper man, dies Sunday](#) - Alan Thompson, longtime local legislator, newspaper publisher and “true gentleman,” died at his home in Olympia on Sunday at the age of 92. The Daily News | July 31, 2019
- [LCC names Dick Peters 2019 Alumnus of the Year](#) - Lower Columbia College officials Tuesday selected Richard "Dick" Peters, a former manager of the Weyerhaeuser Co.'s Longview mill and long-time community volunteer, as its 2019 Alumnus of the Year. The Daily News | July 25, 2019
- [LCC trustees extend President Bailey's contract, provide him a 3.5% raise](#) - The Lower Columbia College Board of Trustees voted Wednesday to extend President Chris Bailey's contract through Aug. 31, 2022. The Daily News | July 18, 2019
- [Lower Columbia College honor rolls](#) - The Lower Columbia College president's and dean's lists for the 2019 spring quarter have been announced. The Daily News | July 15, 2019
- During fall in-service week, Effectiveness & College Relations facilitated seven data labs for LCC faculty (organized by Career Pathway/meta-major) to complete the first section of the newly revised Curriculum & Program Review template. The new template includes a data and equity section. Faculty used new data dashboards presented during the labs to answer a series of questions about program enrollment and course success by demographic categories. The point of the exercise was to identify potential equity gaps, and begin the process of developing action plans to address said gaps. For example, one department identified an achievement gap related to low-income women. In response, the department has incorporated curriculum into a specific gatekeeper course to ensure that students are appropriately connecting with college resources.
- During a presentation on Guided Pathways held during in-service week:
 - 96% of employees disagreed with the statement that they were satisfied that 28% of our students earn a credential after attending LCC for three years.
 - 91% said that they understand why LCC is implementing Guided Pathways.
 - 85% said they have a basic understanding of what Guided Pathways is.
 - 77% said they have discussed Guided Pathways with their colleagues or dean/supervisor.
 - 71% said they have participated in at least one Guided Pathways meeting or workgroup.

CORE THEME IV: INSTITUTIONAL EXCELLENCE

- LCC website analytics: Visits to the LCC website peaked on September 22 (1,452 visits, 549 new users) and September 23 (3,807 visits, 1,607 new users). Online services continues to be the most frequently viewed page on the LCC website, followed by the student homepage, programs of study page, and class schedule page.

ctcLink -

- Nichole Seroshek replaced Eli Hayes as LCC's ctcLink Project Manager. Nichole will also assume the role of Business Process Analyst.
- LCC is slated to go-live with the new system on March 9, 2020. User Acceptance Testing (UAT) begins on campus on November 12, and general employee training begins January 6, 2020.
- Deployment Group 2 (DG2), which includes Clark College and the State Board for Community & Technical Colleges (SBCTC), is going live as scheduled in October 2019. This decision solidified LCC's go-live date of March 9, 2020.

Foundation

- LCC's Alumni Association's growth continues with membership reaching 702. The Alumni Relations committee set a goal to increase membership to 1,000 in the next year. As part of our donor retention strategies, staff made thank you phone calls and sent thank you notes to donors for their continued generosity.
- Cowlitz Black Bears – In July, we teamed up with the Cowlitz Black Bears for a fun night of baseball and fundraising. The Black Bears donated half of online sales to the foundation from their July 11th game against the Kelowna Falcons, which was \$420. The party deck was reserved for foundation guests and we gave out swag bags to all who joined us on the party deck. There were around 50 guests on the deck. The Black Bears provided party deck guests with all you could eat burgers and hotdogs. President Bailey threw out the first pitch to former LCC baseball player, Rance Pittman, who is a current player for the Black Bears. Corby, the Black Bears mascot, threw out foundation t-shirts to guests in the Grand Stands.
- In July, the Foundation Board Retreat was facilitated by Bridget Quigg who left us inspired and bonded as a board. The day included a fun "LCC: The Amazing Place" scavenger hunt across campus and SMART Goal setting for our committees. Following the retreat, the Foundation hosted an Annual Summer Board Social. Around 25 former and current board members along with their spouses attended to celebrate the accomplishments of the past year.
- On August 6th, we held our first class reunion for the grads of 1950-53. We had 17 in attendance and started the morning with a round table of introductions, campus tour and ended with a luncheon. This was the first time back to campus for many of these alums. They commented on how the campus has grown from one building to twenty-six, and they were really impressed with the Health and Science Building.
- The 2019-20 Scholarship awarding process is complete with more than \$445,000 in scholarships awarded to students.
- The Foundation and the Athletic Department sent the Athletics Booster membership solicitation letter out to nearly 1,200 constituents and we have raised over \$19,038 so far for the Athletics Excellence fund through the Booster program.
- The Foundation participated in the Community Foundation of SW Washington's Give More 24! event on Thursday, September 19th in support of LCC Athletic Scholarships. We raised \$16,010 through matching gifts, online donations and a Happy Hour Prize of \$1,000, all powered through social media outlets such as Facebook and Twitter. The Athletic and Foundation offices held a

no-host event at the Shamrock from 5-7 p.m. where donors made on-site, online donations, engaged with Red Devil coaching staff and entered a raffle drawing for Red Devil gear.

- The annual Horns and Halos Gala will take place on Saturday, September 28 in the Rose Center for the Arts. We had over 200 guests in attendance and nearly \$80,000 was raised for the College Success Fund to support the College's needs and anticipate more money will come in over the next couple of weeks. We celebrated LCC's 85th birthday at the event.
- July, August, & September gifts and pledges totaled \$387,330 which included.
 - \$10,000 from Lelsley Bombardier for College Success
 - \$25,000 from John & Cathy Natt for an unrestricted endowment
 - \$10,000 from the Gene Haas Foundation for scholarships
 - \$10,000 from Don Johnson for scholarships
 - \$6,000 from Bob and Pauline Kirchner for College Success
 - \$5,000 from Jeanne Moksness for College Success
 - \$106,350 from James Nelson for an endowed scholarship for Woodland students
 - \$5,000 from the Next Step Foundation for scholarships
 - \$6,500 from PeaceHealth for scholarships
 - \$6,373 from Rosemary Powelson-Bailey for scholarships
 - \$17,368 from the Price Foundation for scholarships
 - \$10,000 from Rosemary Siipola for College Success
 - \$5,000 from Ed Smith for College Success
 - \$10,000 from the Biella Foundation for Student Success
 - \$14,000 from Tim Welch for Woodland scholarships
 - \$5,000 from Weyerhaeuser for Student Success

Human Resources

- Human Resources was very busy hiring numerous new staff the past several months. We welcomed and oriented all new full-time and part-time employees.
- We have two new team members in HR: Krista Layton and Sydney Sanford. Krista's focus is handling adjunct, part-time hourly, and student employees. Sydney is one of our main recruiters and will be coordinating faculty and staff events.
- HR continues to work on preparation for ctLink including completing ctLink homework, data validation, assessing the changes and risks for associated with conversion, and assessing current duties.
- Debra Hentz, from the State Auditor's Office, presented a Lean Workshop. We had about 25 attend the workshop where they learned about lean methodology and strategies to lean processes within their teams.
- To ensure employees are adequately informed on all LCC policies and procedures as well as federal and state laws and mandates, we are going to be assigning two on-line Canvas trainings for fall quarter: Code of Ethics & De Minimis Rules.
- At the President's Recognition Luncheon during in-service week, we honored over 560 years of service. David McCarthy, Faculty, received his pin for 45 years of service!

- **New Hires/Position Changes in July:**

07/01/2019	Alexis Doble	Program Coordinator (One-Stop Center)
07/01/2019	Jenny Smith	Program Coordinator (One-Stop Center)
07/01/2019	Pam DeRosier	Manager of Educational Partnerships
07/01/2019	Kristy Gutierrez	One-Stop Center & Retention Manager
07/08/2019	Nichole Seroshek	ctLink Project Manager / Business Process Analyst

- **New Hires/Position Changes in August:**

08/01/2019	Nicole Olin	Budget Analyst 3
08/01/2019	Samuils Nestjorkins	Maintenance Custodian
08/01/2019	Steven Boyer	Workforce Navigator
08/12/2019	Sydney Sanford	HR Generalist – Talent Acquisition
08/12/2019	Cherene Crowson	Program Coordinator (Transitional Studies)
08/15/2019	Lori Hall	Teacher Assistant
08/19/2019	Mindy Perkins	Lead Teacher
08/19/2019	Erica Browne	Lead Teacher
08/19/2019	Heidi Byers	Child & Family Development Specialist
08/20/2019	Tina Trussell	Family Advocate
08/20/2019	April Headrick	Teacher Assistant
08/20/2019	Christina Eubanks	Teacher Assistant
08/20/2019	Sheena Roche	Teacher Assistant
08/20/2019	Thoeung Chom	Teacher Assistant
08/20/2019	Nelly Borek	Teacher Assistant
08/20/2019	Denalyn Lovingier	Teacher Assistant
08/26/2019	Krista Layton	HR Generalist
<ul style="list-style-type: none"> <u>New Hires/Position Changes in September:</u> 		
09/03/2019	Jeff Moenck	Maintenance Supervisor
09/05/2019	Kelsey Hanson	Admin. Assistant 3 (Campus Services, non-perm)
09/13/2019	Ian King	BAS/OER Librarian (FTT)
09/13/2019	Brenda Carpenter	BAS-TE Instructor (FTT)
09/13/2019	Carole McCormick	Biology Instructor (FTT)
09/13/2019	Debbie Burzynski	Nursing Instructor (FTT)
09/13/2019	Amber MacLaren	Nursing Instructor (FTT)
09/13/2019	Amy Boultinghouse	Nursing Instructor (FTT)
09/16/2019	Nicole Faber	Outreach Manager
09/16/2019	Melissa Hislop	Lead Teacher
09/16/2019	Karissa Vickaryous	Instructional Services Specialist
09/23/2019	Breanna Hansen	BFET Program Coordinator
09/25/2019	Jayde France	Teacher Assistant
09/30/2019	Terry Smith	Accounts Receivable Technician

Wellness

- Through the Red Devil Wellness (RDW) program, the use of the Bioelectric Impedance Analysis scale on the first Monday of every month continues to be a hit.
- For summer quarter, we offered the following wellness events and activities: summer quarter fun run/walk, daily 7th inning stretch, wiffle ball game, infused water at various departments, and the CSA program.
- We also incorporated wellness breaks into the in-service week activities including offering the BIA scale, providing healthy snacks to faculty and staff, and quick walking breaks.
- RDW had a table at the Back to School Bash to share upcoming events and what the wellness program has to offer faculty, staff, and students at LCC.
- Beginning in October, we have the annual Walktober challenge between LCC, WSUV, and Clark College.

LOWER COLUMBIA COLLEGE OPERATIONS COUNCIL REPORT

Fall 2019

Administration

Nolan Wheeler, VP

Jason Arrowsmith, Security

Desiree Gamble, Finance

Richard Hamilton, Campus Services

Cliff Hicks, Auxiliary Services

Sherie Hockett, Payroll

Brandon Ray, Information Technology

Kirc Roland, Athletics

Janel Skreen, Safety & Security

CORE THEME IV: INSTITUTIONAL EXCELLENCE

Information Technology Services

- IT Services upgraded several web applications to meet new accessibility standards, including: parking permits, custom letters (used by Registration, Admissions, etc.), and the web email application.
- IT Services decommissioned an old web server.
- IT Services decommissioned an old server that supported the access control system.
- IT Services troubleshooted and tested the access control system so that it is fully functional with the addition of the Main building.
- IT Services setup an ID/access card printing station in Campus Services.
- IT Services developed and shared 2 applications with the community and technical colleges to detect and minimize the impact of ransomware viruses.
- IT Services developed and shared an application with the community and technical colleges to detect and minimize the impact of compromised email accounts.
- IT Services completed a project to improve the security of its backup data in case of a ransomware attack.
- IT Services isolated the document imaging system to improve security.
- IT Services added a new Head Start building to the network at Barnes elementary school in Kelso.
- IT Services completed the Main remodel project, including relocating the Math Achievement Center, Testing Center, and Test Proctoring Center; upgrading the audiovisual equipment in 13 classrooms; and upgrading two conference rooms to include audiovisual and videoconferencing equipment.
- IT Services setup a “one stop” location for student services, including moving the ID card printing station from the bookstore to the Admissions building.
- IT Services setup a new phone tree for Student Services to quickly route incoming calls, including calls from individuals who speak Spanish, to the most appropriate person who can help.
- IT Services expanded wireless network coverage in the Admissions and Vocational buildings.
- IT Services completed the critical requests for EAB Navigate project so that it could be implemented for advising.
- IT Services gave a presentation at the faculty in-service on cybersecurity and data breaches.

Safety & Security

- Data gathering for the Clery Report has been completed. The report will be posted, and shared with the campus community on Oct 1. The data will be submitted to the Department of Education no later than Oct 17, 2019.
- Campus Safety Week is scheduled and will commence the first week of October!
- Interdepartmental work continues on a new Deceased Student procedure.
- Safety and Security outreach efforts the first week of the quarter have been well received. Parking, however, was a bit of an issue during the first week of the quarter but this is not unusual.
- The Clery Task Force continues work on evaluating Clery Policy Statements as required by the Department of Education. A significant amount of progress was made toward this goal and work will continue with an anticipated finish date sometime December of 2019.
- The EHS Team completed a Dangerous Waste Training on September 13th on the new "Generator Improvement Rule."
- Wendy Hall, Janel Skreen and Nolan Wheeler participated in the activation of the Lower Columbia Public Information Coalition for Battalion Chief Zainfield's Memorial Service.
- Work on a Shoe Procurement Procedure had been completed for PPE selection and purchase.

Athletics

- The student/athlete orientation was held on Monday September 23rd. 126 LCC student/athletes received information regarding eligibility, code of conduct and other rules and guidelines. Leszek Cromwell spoke about the support that all students can get if they are struggling with depression.
- Working with the LCC Foundation, LCC Athletics raised over \$16,000 for Athletics Excellence Fund scholarships through the Give More 24 event.
- LCC hosted the NWAC Baseball Showcase on Saturday September 21st. There were 20 MLB professional scouts on hand and coaches from 52 four-year colleges and universities.
- The LCC softball team donated a day of its time at the United Way Day of Caring. The LCC student/athletes gave back to the community by painting the new Children's Discovery Museum location.

Capital Projects

Main Remodel Project

Completed.

Head Start Modular Classrooms

Completed.

OPERATIONS COUNCIL REPORT – STUDENT SERVICES

October 2019

- Sue Orchard, VP of Student Services
 - Dani Trimble, Workforce & Career Services
 - Nichole Seroshek, Registration
 - Nicole Faber, Outreach and Enrollment
 - Kristy Gutierrez, Retention
 - Marisa Geier, Financial Aid
 - Paz Clearwater, Student Activities
 - Lupe Rodriguez, Running Start
 - Marie Boisvert, International Programs
 - Mary Kate Morgan, Disability Support Services
 - Jodi Reid, TRiO Programs
 - Jennifer Houge/Leszek Cromwell, Counseling Services
 - Byron Ford, Advising and Testing
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CORE THEME I: WORKFORCE AND ECONOMIC DEVELOPMENT

- As part of the workforce system through WIOA and Carl D. Perkins Postsecondary Education legislation, the Workforce & Career Services department are offering in-kind career exploration and planning services to our service district. These services are being offered in lieu of monetary payments to the workforce system and include job readiness assessments, assistance with job search, and coordinated workforce development services with WorkSource and other providers. As part of these services, a WorkSource staff member is co-located at LCC twice a week assisting students and community members.
- The Worker Retraining program, which serves unemployed students who have been displaced and require new skills, has experienced an increase in enrollment this year. During Summer 2019, enrollment was 104 students, for a total of 86.3 FTEs, which is 40% increase. Overall, enrollment is set to significantly exceed the allocation target of 70 FTEs for the year.
- In collaboration with the Department of Social and Health Services (DSHS), LCC will be adding additional support through a new BFET grant. Due to changes at the federal level, individuals known as Able Bodied Adults without Dependents (ABAWDs) will soon lose eligibility for federal food benefits unless they participate in an approved activity. As part of this grant, Workforce & Career Services hired a new Workforce Navigator in August to support ABAWD students and provide outreach to the community.

CORE THEME II: TRANSFER AND ACADEMIC PREPARATION

- Lower Columbia College is now a member of the Washington State Community College Consortium for Study Abroad, and will have its first student participating in a Study Abroad program, joining a Spring quarter trip to Australia and New Zealand. Further, membership in the consortium will allow LCC faculty to also participate in leading faculty-led study abroad programs.

CORE THEME III: STUDENT ACCESS, SUPPORT AND COMPLETION

- In alignment with Guided Pathways, significant progress has been made on the student intake process, especially as it relates to early career discernment. As part of the new onboarding processes and advising redesign, new students are now required to complete a career interest assessment before they register for their first quarter of classes. Since July, 280 students have completed the SuperStrong assessment through the new VitaNavis platform. As part of this process, students report their level of confidence in their career pathway and this is discussed

with an advisor at the new student advising appointment. Students who are not confident in their career pathway or those who need more support as they discern a path are referred to a counselor for more in depth career counseling.

- In collaboration with ASLCC, Kristy Gutierrez (One-Stop Center & Retention Manager) brought 5 of the 2019-2020 Student Ambassadors to a Student Leadership Conference, which was held at Columbia Basin College in Pasco, Washington. This conference was an excellent way for the new team of Student Ambassadors to learn more about each other, work on team building skills, develop the vision of what the Ambassador role should be and allowed them to learn from other schools around the state. They returned much more confident in their roles on campus, with new ideas for events and ways to help student retention.
- Staff members from Student Activities, International Programs, Advising, and the Tutoring Center collaborated on leadership training for students working on campus. The sessions were attended by 37 student workers from departments around campus and covered topics like leadership, workplace culture, and communication in the workplace. Each session will be held again the first week of October for student leaders.
- ASLCC and Student Activities held a Week of Welcome during the first week of classes. 270 students checked-in for the Back to School Bash while 70 students and guests attended the Outdoor Movie Night.
- Disability Support Services collaborated with the Learning Commons and Tutoring Center to provide ZoomText software in the library. This will allow students who are low vision or partially sighted to use the commons in a more accessible manner. DSS also moved its large magnifier to the library so students needing this device have open access to its use.
- The Registration office completed 10 transcript evaluations to support the BAS-Teacher Education program admissions process.
- The Registration office collaborated with the Finance office to code and calculate for 13 students enrolled in the BAS tuition and fees for the first term of the cohort.
- International programs welcomed its largest cohort of 10 new students. International enrollment is at its highest at 33 students, and at its most diverse with 11 different countries represented, including Kenya, Germany, Vietnam, Thailand, Brazil, Belize, Canada, Japan, Taiwan, Japan, and Saudi Arabia.
- From May until mid-July, Advising assisted 268 new students in the group model New Student Orientation.
- After a year of meetings and research, in mid July, Student Services and E-Learning rolled out a new onboarding model, replacing the group New Student Orientation (NSO) method. The new model includes an online component that allows staff to actively monitor students progress and invite them to come in-person for assistance. After students complete the online component, they meet with an individual advisor to create a 4-quarter plan, register for classes, get their student ID, RSVP for a larger group new student welcome event, and take a tour.
- Entry advisors, with the help of other staff advisors, conducted 586 one-on-one new student orientation/advising appointments this summer.
- Staff reached out approximately 2,000 times to students going through the admissions process at LCC since July. Many of these phone calls were done through monitoring students' progress in the new online NSO model. As staff noticed students not progressing through the various modules, they checked in on their progress.
- In addition to new student advising, advisors had 593 individual appointments since mid-May.
- 21% of Summer Quarter applicants registered for classes.
- 28% of Fall Quarter applicants registered for classes as of Tuesday, September 24th.
- Testing data for July 219 – September 23:
 - 762 proctored exams
 - Multiple Measures evaluations (Transcripts, SBACs): 261

- 64 staff, faculty, and current students helped out in LCC's first New Student Welcome Event which drew in at least 134 new students and guests. The event consisted of a combination of student success workshops, help with their financial aid portals, campus tours, a Resource & Involvement Fair, assistance with parking passes, ID cards, financial aid questions, class schedules, paying for classes, etc.
- Running Start has seen a significant increase in Running Start students from the previous Fall Quarter with 508 students enrolled.
- Due to the increase of students and the efforts of the Running Start outreach, 89 students (increase of 43% from last year) were provided with all or almost all of their books to start fall quarter.
- Due to retention efforts (offering an open-door policy and requiring parents attend their first probation meeting) and an increase of communication (email, text, Canvas, requiring a monthly progress report when on academic probation) Running Start has only 11 students on Academic Probation at the start of this fall quarter, which has been reduced by half since last year.
- Running Start continues to look for ways to be more involved with the HS counselors and students. Dates have been set for the remainder of the year for the Running Start team to meet with Mark Morris students on the HS campus for pre-advising prior to every quarters registration week. They have also incorporated the idea of REMIND text notification for their Running Start students on their HS campus.

CORE THEME IV: INSTITUTIONAL EXCELLENCE

- The Registration office completed cycle 2 and 3 of ctLink data validation, reviewing data conversion in the following areas: Student Bio/Demo, Residency, Program Plan and Degree completion records, Student enrollment, Transfer credit, Transcript records, Student groups, Service indicators, Test scores and Academic Standing.
- The Registration office provided data to assist with the annual Academic Credit for Prior Learning report for the Washington Student Achievement Council.
- International Programs has begun campus internationalization efforts to encourage cross-cultural learning at LCC, including presenting a faculty workshop on supporting non-native English speakers. This will be followed by hosting a round-table series that welcomes faculty and supports developing strategies to create learning opportunities to increase the cross-cultural competency of students, and to create environments that support students from a multitude of cultures.
- With 317 nursing applicants this year, the Testing Center proctored 292 nursing exams, resulting in \$20,784 in revenue.
- In September, the Testing and Proctoring Center merged and relocated to the Main Building across the hall from the Math Achievement Center to provide more consolidated and streamlined services to students. This move also increases the opportunity for revenue to the college by expanding the hours for vendor proctoring services.
- A campus phone tree was recently implemented, greatly reducing the amount of traffic being routed to the Entry Center/One Stop by an estimated 90% and helping serve our students and community in a more direct way.
- Office moves were completed for One-Stop employees. The new One-Stop Center will be the main driving force in enrollment and retention campaigns. They will also provide frontline service to students by assisting them with navigating the admissions process, FAFSA/WASFAs, Student IDs, parking passes, and many other general questions for new and current students.

Dates:

October 22: Fall graduation application deadline

Oct. 21-31: Running Start Pre-advising

Nov. 4: Running Start Priority Registration

Operations Council Report

Instruction Division – Summer 2019

Dr. Kristen Finnel, Vice President of Instruction
Karen Joiner, Executive Dean & Director of Nursing
Tamra Bell, Dean of Instructional Programs
Kyle Hammon, Dean of Instructional Programs
Melinda Harbaugh, Dean of Instruction and Learning Resources
Theresa Stalick, Associate Dean of Basic Education for Adults
Mindy Leasure, Director of Head Start
Sarah Griffith, Director of eLearning
Natalie Richie, Director of Instruction Division Operations

CORE THEME I: WORKFORCE & ECONOMIC DEVELOPMENT

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CORE THEME II: TRANSFER & ACADEMIC PREPARATION

- Katrina Fuller was accepted as a teaching partner with the Small World Initiative at Yale University, and attended a training workshop this summer. LCC microbiology students will participate in "crowd-sourcing antibiotic discovery" this year by screening soil samples for new antibiotic-producing bacteria.
- LCC's College in the High School Program was commended by the CiHS Standards Report Review Committee for its overall solid CHS program, and we received authorization to offer CHS courses through June 2021.
- The CHS program is expanding this year to include ENGL& 101 at Kalama High School. Other CHS sections planned this year include POLS& 202, HIST& 136, HIST& 137 at Woodland, and ENGL& 101 at Cathlamet.

CORE THEME III: STUDENT ACCESS, SUPPORT & COMPLETION

- In support of the new BAS-TE program, LCC Library staff have curated and showcased a special collection of materials supporting this program. The collection can be found on the second floor of the library or online through [Collection Discovery](#).
- The Language & Literature department has finished the planning phases of its English 101+ program and will be piloting in fall 2019. 101+ links a traditional, college-level English class with an English 098 course that provides support for the precollege students, thus allowing students to progress through college-level English in quarter.

CORE THEME IV: INSTITUTIONAL EXCELLENCE

- Annette Ward gave a community lecture in Tri-Cities on August 4, 2019 promoting neurological health. She gave an additional community lecture on the role of carbohydrates in nutrition in Ridgefield on September 8, 2019.
- Hiedi Bauer & Chris Tower had their poems published in this year's Crosscurrent's Literary Arts Journal, along with a prose piece from Hiedi.

- **25Live** reports that 955 non-section (non-academic) event occurrences were booked and took place on the LCC Campus during the Summer Quarter. This includes Meetings, Trainings, Presentations, Conferences, Athletic Games/Practices, etc.
 - 6241 Event occurrences took place total (including academic classes) during Summer Quarter.
- **25Live** reports that the expected attendance for ALL events (academic and non-academic) was 137,123 during Summer Quarter (Baseball Field Use and Gym Event Attendance included).
- **25Live** reports that all event reservations (academic and non-academic) totaled 15,451 hours of use during Summer Quarter.
- **Faculty Development Committee:** No Summer Funds were disbursed for Faculty Development.
- Two exhibitions were held at RCA's Forsberg Art Gallery this summer: *Bending Wood* (artist Steve Carrigg) and *Body/Time = Self* (artist Erin Robinson Grant).
- The Forsberg Art Gallery in RCA hosted a 6-day boat build featuring Steve Carrigg in conjunction with the *Bending Wood* exhibit. The event was free and open to the public August 6-8, 13-15.
- A Rose Center for the Arts e-newsletter and quarterly mailer launched August 2019. This digital and print brochure promotes all of LCC's fall quarter Rose Center events and will be distributed to a mailing list of 600 community members who are interested in the arts. The cover artwork features a collage of the Rose Center created by Atomi English & American Culture Summer Program students, and photographed by Jennie Castle.
- Morgan Salisbury traveled to La Paz, Bolivia where he maintained strong academic contacts with *La Universidad Mayor de San Andrés* (UMSA), the primary university in Bolivia. At UMSA, he gave a talk (8 August) titled, "Supervolcanes, dinosaurios, y el tiempo geológico: Mapas geológicos interactivos para entender la geología de Bolivia y del mundo", [in English: "Supervolcanoes, dinosaur, and geologic time: Using interactive geologic maps to understand the geology of Bolivia and the world"]. This talk was attended by over 100 UMSA students. Morgan also gave a talk (12 August) at the National Geological Service of Bolivia [*Servicio Geológico Minero*] discussing the nature of magma genesis beneath the Bolivian Altiplano with the title in Spanish, "La Serranía Intersalar de Bolivia: ¿Un puente entre el arco frontal y el trasarco?" In addition to these talks, he participated in a field outing with UMSA geology faculty to the mountain of Illimani, where we collected samples in order to better understand the geologic history of Illimani (the most famous mountain in Bolivia). Morgan also visited the national Park of Toro Toro, and discussed plans with the government employees to establish a collaborative relationship to educate the public about the geology of the park. He returned with a number of Bolivian rock samples for investigative research at LCC.

TOPICS OF INTEREST

- Adam Wolfer was elected to the Board of Directors for Stageworks Northwest, a local theatre company based in Longview.

Upcoming Events

October

- **Oct 1, 12am**, Walktober - Walking Challenge
- **Oct 1-17, 10am**, Kate Ampersand Art Exhibition, RCA 110 - Gallery
- **Oct 3, 12pm**, Community Conversations - Retirement Preparedness, HSB 101
- **Oct 3, 6pm**, Think Black: America's First Black Software Engineer, HSB 101
- **Oct 10, 12pm**, Community Conversations - The Three A's of Self Defense, HSB 101
- **Oct 10, 6:30pm**, Gina Challed Vocal Recital accompanied by Matthew Pollock, RCA 123 - Wollenberg Auditorium, RCA0117
- **Oct 16, 12pm**, Beyond Disabilities, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Oct 17, 12pm**, Community Conversations, Tsunami Survivors in Chile, HSB 101
- **Oct 23, 11am**, Co-Curriculars, Organizations, and Clubs Fair, STC 101, 113, 120 A, B, C + 122 - Cafeteria & Conference Rooms
- **Oct 29, 12pm**, Keynote Speaker Luis Ortega, RCA 123 - Wollenberg Auditorium
- **Oct 30, 7pm**, Kelso High School Orchestra, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Oct, 31, 6pm**, Harvest Fest! Student Center 120 - STC Conference Room

November

- **Nov. 4, 7pm**, Kelso High School Choir, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Nov 5, 12pm**, Unbreaking America: Solving the Corruption Crisis, STC 120 - Conference Room
- **Nov 5, 7:30pm**, Kelso High School Band, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Nov 7, 12pm**, Community Conversations, The Hero Beside You, HSB 101
- **Nov 7-Dec 5, 5pm**, Art Faculty Exhibition - Reception, RCA 101/121/134 - RCA Lobby, RCA 110 - Gallery
- **Nov 12, 13**, Bloodworks NW Blood Drive, Parking Lot C
- **Nov 15, 21, 7:30pm**, Theatre Performance: Sense & Sensibility
- **Nov 18, 7pm**, Kelso High School Jazz Band, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Nov 19, 7pm**, Mark Morris High School Band, RCA 123 - Wollenberg Auditorium
- **Nov 21, 12pm**, Community Conversations, Five Alternatives to Toilet Paper, HSB 101
- **Nov 22, 7:30pm**, LCC Symphonic Band Fall Concert, RCA 123 - Wollenberg Auditorium

December

- **Dec 3, 7:30pm**, LCC Jazz Ensemble Concert, RCA 123 - Wollenberg Auditorium
- **Dec 5, 4pm**, Audition! LCC Quarterly Drama Play Production, RCA 131 - Theatre
- **Dec 6, 7:30pm**, Choir Concert: A Dickens Carol, RCA 101/121/134 - RCA Lobby, RCA 102, RCA 123 - Wollenberg Auditorium
- **Dec 10, 5:30pm**, Student Recital, RCA 123 - Wollenberg Auditorium
- **Dec 11, 10am**, Relaxation Zone, STC 122 - Cafeteria
- **Dec 11, 7pm**, Kelso Middle Schools Holiday Concert, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Dec 12, 12:30pm**, Nursing Pinning Ceremony - Fall 2019, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium
- **Dec 15-17, 1pm**, KHS Music Holiday Gala - Rehearsal, RCA 123 - Wollenberg Auditorium
- **Dec 19, 7pm**, Longview School District Orchestra Concert, RCA 101/121/134 - RCA Lobby, RCA 123 - Wollenberg Auditorium