

# Minutes

## Operations Council – July 28, 2022

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Attending: Chris Bailey, Nolan Wheeler, Wendy Hall, Sue Orchard, Merry Bond, Kirc Roland, Magnus Altmayer, Nicole Faber, Nichole Seroshek, Janel Skreen, Richard Arquette, Stefanie Gilberti, Natalie Richie, Tanya Daymon, Desiree Gamble, Dani Trimble, April Tovar, Sarah Griffith, Lupe Rodriguez, and Bryanna Smith.

Called to order by President Bailey.

### 1. UPDATE ON GOALS

#### Departmental Reports [Attachment]

Spring quarter/year-end departmental reports have been submitted and are attached. Reports relate to the college's Core Themes; Workforce and Economic Development, Academic Transfer, Preparation for College Level Studies, Student Access, Support and Completion, and Institutional Excellence and Community Enrichment.

### 2. MEETING TOPICS

#### Campus Expectations: The "New Normal"-Supporting Enrollment "Post Pandemic"- Chris Bailey

- President Bailey reported out on the current standing of the college in regards to enrollments
  - Basic Skills enrollments are down 57% for fall quarter and a lot of discussions and meetings are occurring to determine the best way to reengage that population
- Student/staff/faculty reengagement will be a prime focus in fall quarter and moving forward
- LCC has intentionally increased in-person courses this year, which has caused enrollments in some areas to increase
- Dani Trimble shared that, in Student Services, many students are requesting more in-person courses/services
- Natalie Richie shared that 38% of courses being offered are Hybrid courses, 26% are online courses and 35% are in-person courses
  - About 75% of classes for fall quarter will have some face-to-face components
- LCC will be piloting a high-flex modality to help meet the needs of all students

#### Requesting, Entering and Approving Travel- Training Overview- Tanya Daymon & Desiree Gamble

- Finance employee Tanya Daymon joined Operations Council to provide an overview on travel expense training
  - To allow finance to verify setup in ctclink before the Expense Report is submitted, employees are asked to email Tanya before traveling for the first time
  - Only a limited number of employees have authorization to purchase flights and they must do so using the travel P-Card directly through the airline website
  - After travel, employees must complete a Travel Expense Voucher to include all expenses associated with travel
  - Once the Travel Expense Voucher is completed, it can be used as a guide to enter reimbursable expenses in ctclink
  - Employees can delegate travel entry in ctclink

- Effective July 1, ctcLink Expense Reports are for reimbursement only—employees only need to enter expenses that are reimbursable
- It is important to update the default chartstring for each Expense Report before adding expense lines, so each line doesn't have to be coded individually
- When completing expense reports, per diem rates will automatically generate according to the travel location entered
- All documents, including the travel prior approval form, the travel expense voucher, meeting agendas, and any receipts (hotel, flights, taxis, etc.) should be sent to finance
- Receipts for per diem meal reimbursements are not required to be submitted
- Additional travel expense training will be provided on a broader level after year end close

### **3. ROUND TABLE DISCUSSION –**

- President Bailey introduced the new Financial Aid Director, April Tovar
- Mary Bond stated that some legislative funding for FTE expansion in nursing was available
  - LCC received about \$140,000 for a potential 15 FTEs and \$400,000 in simulation funding
- LCC also recently applied for supplemental CARES Act funding and received approximately \$600,000
  - LCC was one of only three community colleges (6 total entities) in the state of Washington to receive the supplemental funding

**DEPARTMENTAL REPORTS START ON THE NEXT PAGE...**



## Operations Council Report

Instruction Division – 2021-2022

**Dr. Kristen Finnel, Vice President of Instruction**  
**Karen Joiner, Executive Dean & Director of Nursing**  
**Tamra Gilchrist, Dean of Instructional Programs**  
**Stefanie Gilberti, Interim Dean of Instruction and Learning Resources**  
**Theresa Stalick, Associate Dean of Basic Education for Adults**  
**Merry Bond, Associate Dean of Nursing**  
**Mindy Leasure, Director of Head Start**  
**Heidi Patrick, CEO/HS Completion Manager**  
**Sarah Griffith, Director of eLearning**  
**Lindsay Keevy, Director of Library & Tutoring**  
**Natalie Richie, Director of Instruction Division Operations**

### Core Theme I: Workforce & Economic Development

#### Apprenticeship

- In Winter 2022 **EDUC: Apprenticeship Step 3** - LCC received approval from the State Apprenticeship Council for the Paraeducator III program. LCC is the only college in the state of Washington that has a teacher prep program, as well as an Apprenticeship program. Prior to this, the apprenticeship program provided 50% tuition reduction for paraeducator apprentices to get their associates degree. We've been working on aligning apprenticeship standards to the BAS-TE program as a 'next step' for paraeducators to utilize the 50% tuition reduction at the TE level. We are working with Woodland School District to pilot this when the time is right.

#### Continuing Education

- LCC partnered with Cowlitz Wahkiakum Council of Governments to offer two workshops for local small businesses in June of 2021. A Small Business Planning and Strategy workshop was offered in Cathlamet and a Basic QuickBooks workshop at LCC.
- LCC partnered with Cowlitz Economic Development Council to offer Simple Business Plan Development & Goal Setting in June. The CEDC workshops started in the Spring quarter of 2021. Plans were to continue entrepreneur workshops and training in 2021-22.
- In Fall 2021 LCC Continuing Education offered a Flagger Recertification class for the Cowlitz PUD; 45 employees were trained in December.
- Mavourneen Rister, COLL 101 faculty lead, also worked with Wendy Hall on assessment for COLL 101 based on the final career pathways project in Fall of 2021
- With the guidance of Tamra Gilchrist, Jennie Castle and Jennie Mynhier worked together to establish an articulation agreement with WSU and WSU-V for ART classes.
- As part of their Business Support Team, WorkSource SW Washington partnered with LCC to fund students with financial need who are enrolled in the Chemical Dependency Studies (CDS) program. These funds can support all school-related expenses, including tuition, books, equipment, clothes, and transportation. Funds will also provide fully paid program internships. Eleven (11) students were receiving funding as of Spring 202. Our CDS program director and faculty are sharing this with industry partners to help get the word out.
- The Corporate & Continuing Education department increased gross revenue by 107% and net income by 85% between 20/21 and 21/22. This increase primarily attributed to the return of in-

person flagger certification, contracted first aid/CPR with the City of Longview, and offering a wide-variety of customized trainings throughout the region.

### **Early Achievers Grant**

- The Early Achievers grant for 2021-2022 was fully funded for 18 FTEs, with a total award of \$149,400.

### **Professional-Technical Programs**

- During Fall 2021 LCC's Professional-Technical faculty continued development of plans and equipment for the new Vocational Building in collaboration with advisory committee partners and the team of architects leading the project

## **Core Theme II: Transfer & Academic Preparation**

### **BAS-TE/OLTM**

- BAS Organizational Leadership and Technical Management: At the end of Spring 2021 LCC was given approval to continue to offer this second BAS degree program. They recruited over Summer 2021 and gained 24 new students to begin in Fall 2021.
- BAS-Teacher Education: LCC was excited to graduate the first class of Applied Bachelor degree students in Spring 2021. There were 16 students that completed the BAS-Teacher Education program; 15 students graduated with Washington State residency teacher certification, and one student completed the early childhood education route. Thirty-one new students were admitted into the BAS-TE program's #3 cohort to begin Fall 2021. There are 22 students in cohort #2 completing their senior year and student teaching requirements.
- In Fall 2021 An ENGL& 101+ team (including faculty and OOI) created a process to streamline the registration of students in this co-requisite model.

### **Guided Pathways**

- In Fall 2021 Amber Lemiere and Abbie Leavens are participating in the College Spark grant, which is designed to support English departments across the Washington State CTC system to "increase the percentage of students who earn their first college-level credits in English within one year of college enrollment" by closing equity gaps for HU-SOC students. This aligns with guided pathways in Washington State, as one of the Essential Practices of a guided pathways redesign. The grant aims to support departments take on this specific reform effort in the spirit of the SBCTC vision to "lead with racial equity." Part of the labor process is dedicated to guiding departments through an antiracist reflection process to nominate 4 faculty members, who will then participate in the work of collaborative curriculum design over the year.
- The Associate in Pre-Nursing DTA/MRP degree has been fully approved, and will be available July 1, 2022 for students.

### **Library & Learning Commons**

- LCC offered 269 online courses, 169 hybrid courses, 68 web-enhanced courses, and 61 not designated – all courses are credit bearing courses. The Transitional Studies Department offered 25 online courses and 48 hybrid. For charts and more details please check out the [eLearning Wednesday Report](#) in Fall of 2021.

### **Lower Columbia Regional University Center**

- The Lower Columbia Regional University Center continued to offer services online and remotely for Summer quarter. LCC held annual partner meetings to prepare for a return to in-person support for Fall quarter. Four-year partners expressed a strong desire to return and are excited to plan in-person recruiting activities and advising for students looking to transfer.

## **Core Theme III: Student Access, Support & Completion**

### **Library & Learning Commons**

- In Fall 2021 Brianna Purdy attended the College Reading and Learning Association's (CRLA) annual conference. The Tutoring Center is certified through CRLA's International Tutor Training

Program Certification (ITTPC). CRLA implemented new ITTPC requirements in 2021. Attending the conference was beneficial for understanding the new ITTPC requirements, including the updated standards, outcomes, and assessments. Some key takeaways included developing tutor training using the ADDIE Framework (Analyze, Design, Develop, Implement, Evaluate), using formative and summative assessments in tutor training, and distinguishing qualitative vs. quantitative, direct vs. indirect, and internal vs. external assessments.

- In conjunction with the Tech Check program and David Rosi, eLearning purchased 10 Solid State Hard Drives which were installed in 10 Dell laptops. The laptop computers are a valuable resource for students since we often run low on Chromebooks and students need a more robust option capable of using Word and Windows. The laptops became available in the middle of the quarter and seven of the ten were checked out to students during spring quarter.

### **Office of Instruction**

- In Fall the Instruction Division completed the initial build of the 22/23 Annual Schedule as part of Guided Pathway efforts. Faculty will test student program maps & academic planners to ensure students can schedule classes and avoid scheduling collisions. The Office of Instruction team is on track to build all four quarters out in ctcLink so students can begin building annual schedules when classes go live on April 1st.
- **25Live** - reports that 9,938 events were reserved and scheduled on the LCC Campus during Spring quarter. This includes classes, athletic events, meetings, student activities, performing arts events, gallery events, external rentals, rehearsals, and misc. reservations for room use.
  - Courses and Athletic reservations were the most common type of events during Spring quarter.
  - The most used buildings during Spring quarter were the VOC, HSB, and MAN buildings.
  - Please email Shalaina Williams if more detailed data is desired.

### **Performing & Visual Arts**

- In winter quarter local artist, Samantha Bates, worked with ART students to complete the mural in Main. The unveiling of the mural is scheduled for April 7 at 4:30 PM.
- The first phase of RCA upgrades took place in June. This will replace the speakers and current audio equipment.

### **Transitional Studies**

- The Transitional Studies office has resumed their support of our evening students by expanding office hours with the hiring of a new part-time hourly evening staff member. The TS office is now open to serve students from 8am-8pm, Mondays through Thursdays. This additional time has also enabled TS to open up additional CASAS test appointments, allowing more students to schedule appointments, sometimes as soon as the next day, and get enrolled in Transitional Studies classes.

## **Core Theme IV: Institutional Excellence**

### **25 Live**

- 25Live reports that 2100 events were reserved and scheduled on the LCC Campus during Fall quarter. This includes classes, drive-thru events in parking lots, athletic events, and misc. reservations for room use. Due to COVID-19 precautions, event types were limited. Courses and Support Courses (ABE & Open) were the most common type of events. The most used buildings during Fall quarter were the VOC, HSB, and RCA buildings. Please email Shalaina Williams if more detailed data is desired.

### **Diversity/Equity/Inclusion**

- Abbie Leavens has been working with a small group of LCC faculty & staff including Wendy Hall, Shiree Bent, and Chris Tower, among others, to develop a model for faculty to engage with professional development around equity, diversity, and inclusion. This work is being managed/facilitated by LCC's EquityWorksNW partnership and will be

presented at our next Assessment Day & rolled out into next year on a more regular rotation/schedule.

- Abbie Leavens and Amber Lemiere have been participating in the State Board's anti-racist curriculum initiative (ACI). Its objectives include the following:
  - Employ antiracist assessment teaching and learning perspectives, theories, and practices, specifically antiracist writing assessment practices (Inoue 2015) and labor-based grading contracts as form of upgrading (Inoue 2019).
  - Use dialogue, inquiry, praxis, and community to integrate antiracism into, and deepen, one's practice as an educator.
  - Implement labor-based grading in at least 1 section of ENGL& 101 during fall quarter 22 and at least 1 section of ENGL& 101 during winter quarter 23

## **Faculty Development**

- Faculty Development Committee: A total of \$3,127.69 was awarded in Fall 2021.
  - Total Awarded in 2021/2022 cycle after Fall 2021 Applications: \$7,462.69
  - 2021/2022 Funds: Current balance of \$11,037.31 remains in the budget after Fall applications.
  - Winter 2022 Applications are currently open and will close Jan 21, 2022.

## **Performing & Visual Arts**

- The 22nd volume of the Salal Review was launched at this year's spring arts festival.

## **Nursing & Allied Health**

- LCC's associate in pre-nursing (APN) DTA/MRP degree program is now fully approved by both the SBCTC and the NWCCU and will be available beginning July 1.

## **Topics of Interest**

### *Recognition / Personnel*

- (Summer 2021) Lucas Myers was selected as one of Instructure's 2021 Educators of the Year. Winners will be announced at InstructureCon on October 7, 2021. See [a copy of the press release](https://www.instructure.com/press-release/instructure-recognizes-six-outstanding-us-educators-redefining-teaching-covid-19-era) (<https://www.instructure.com/press-release/instructure-recognizes-six-outstanding-us-educators-redefining-teaching-covid-19-era>).
- Danielle Casey won the RA award for fall quarter!
- Jenny Smith was hired as a program specialist for BAS programs and the University Center in Winter 2022. She will also take on the BAS-TE Certification Officer role.
- Sarah Griffith and Danielle Casey won the Exempt and Classified Employee of the Year awards (respectively)
- Jason Malozzi won the Faculty of the Year award
- Catie Graham won the Adjunct Faculty of the Year award

## **Auxiliary Program**

### *Head Start*

#### **ECEAP Eligibility Change:**

- ECEAP has fully enrolled the 17 ECEAP slots as of Fall 2021

#### **Recruitment/Enrollment:**

- The Early Head Start program runs 12 months each year, while Head Start and ECEAP Preschool programs have summer closures annually. ECEAP was able to fund summer classroom and comprehensive services for the school day slots that are run by the Early Learning Center. 95% enrollment was maintained summer 2021.

- We began the school year with funded enrollment of 70%, similar to other early learning programs in the state. Six class sessions and 1 home-based caseload are temporarily closed due to staff shortages. Those sessions will open as soon as new staff is onboarded. When the temporary closures are accounted for, enrollment is at 95%. There are a few current openings to enroll new students and are accepting applications online or at 360-442-2800. Waivers from both federal and state funding sources allow hiring to continue. Recruitment for 26 staff openings across 14 positions is underway. Primary staff needs are for Lead Teachers, Assistant Teachers and Substitute Teachers.
- We ended the school year with 74% enrollment. Our team is attending many community events throughout the summer to recruit for fall enrollment. Classes begin the first week of September. Parents can apply online, in-person, or via phone at 360-442-2800.

**Family Support:**

- Both Head Start/Early Head Start and ECEAP grants were fully funded for the 20-21 program year. This is the last year of Cowlitz County mental health sales tax funds for our social/emotional program. That grant expires on June 30, 2022. Other funding opportunities were being sought out to replace that necessary support.

**School Readiness:**

- 100% of enrolled children are receiving in-person classroom and family services. Family Services are offered remotely only when family members have COVID symptoms reported prior to a scheduled home visit during fall.
- Spring Results:

**Program Child Outcomes and Goals (Birth-5)**

<b>Domains</b>	<b>20-21 Spring Results</b>	<b>21-22 Program Goals</b>	<b>21-22 Fall Results</b>	<b>21-22 Winter Results</b>	<b>21-22 Spring Results</b>
<b>Social Emotional</b>	86%	89%	64%	80%	87%
<b>Physical</b>	92%	90%	79%	87%	94%
<b>Cognitive</b>	87%	89%	68%	80%	87%
<b>Language</b>	85%	87%	65%	81%	85%
<b>Literacy</b>	75%	77%	53%	71%	80%
<b>Math</b>	78%	80%	51%	71%	81%

**Funding Applications:**

- We are wrapping up the Head Start/EHS annual grant application this month. Funding remains the same as last year. The federal Office of Head Start has not yet released information about a Cost-of-Living Adjustment (COLA) application. Despite low enrollment during the pandemic, both of our primary funding sources encourage us to continue recovery and plan for our existing funded enrollment for the 2022-2023 school year.
- We were awarded an ECEAP Summer grant for three school day classrooms. They are located at Early Learning Center, LCC West, and Barnes beginning July 5th. Our annual Head Start continuation grant was awarded in May.

**Facilities:**

- The Link Wallace Neighborhood and Early Learning Center came to life in winter quarter! The project was scheduled for completion in May. We collaborated with Youth & Family Link on finishing details and were nearly ready to order the playground equipment and classroom furnishings. This new center will serve 34 students through ECEAP funding that are currently housed in a Wallace Elementary classroom. In Spring construction of our new partnership facility with Youth and Family Link in South Kelso is nearing completion. Services will begin this fall.

**Health & Safety:**

- The COVID-19 Operating Plan & Supplemental Health Guidance have been successful in keeping children and staff safe from exposure within the centers. Staff are working diligently and it shows in our outcomes with zero in-school transmissions. Both staff and parents are frustrated when classrooms must close with some having been impacted more than others. Out of 1170 class sessions offered Fall quarter, 232, or 2%, were closed due to COVID testing, positive case exposure, or lack of staff capacity.

*Early Learning Center*

- ECEAP was awarded summer services by the state and served all 17 children from June-August
- In the Early Learning Center, we have hired 2 Part-time hourly & 2 full time employees, have served 36 LCC student families / 15 LCC staff children, and have enrolled 8 new children during winter quarter.



# Annual Report of Accomplishments 2021-22

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## Core Theme I: Workforce and Economic Development

### Workforce & Career Services

- Workforce & Career Services staff offered students career guidance and information by holding events that provided students opportunities to network with employers. This year, employer hiring demand was very high with increased wages, hiring bonuses, and other incentives to encourage applicants. However, pandemic related challenges such as vaccine mandates, lack of child care, and other barriers made placing students into employment more difficult.
- This year, a total of 27,017 jobs from 148 employers were posted on LCC's online job system, Career Connections, which is a significant increase from last year (284% increase in job postings and 56% increase in number of employers)
- In an effort to reduce duplication of services, staff continue to collaborate with local partner agencies such as WorkSource and to promote the virtual and in person employment preparation workshops and resources available, such as resume building, interview skills, and employer networking
- As COVID social distancing requirements were lifted, several in person hiring events were offered, including a student employment fair targeted towards work study and student help positions and the Career and Networking Fair. The Career and Networking Fair was held on two days and featured 32 employers from the healthcare, business, education, industrial trades, and technology industries.
- Workforce and Career Services staff continue to collaborate with workforce partners, including Workforce Southwest, WorkSource, Goodwill, Lower Columbia CAP, DSHS, Partners in Careers (PIC), and others to increase communication, provide better alignment of services, and to leverage resources and funding sources.
- In alignment with federal and state guidelines through the Workforce Innovation and Opportunity Act (WIOA), staff continued to engage external regional partners to support one-stop access to the workforce system for low-income and dislocated workers in the service district.

## Core Theme II: Transfer and Academic Preparation

### TRIO

- TRIO took a total of 49 students to 7 four-year colleges/universities for campus tours and admissions presentations, including Portland State University, Central Washington University, Eastern Washington University, Washington State University, Washington State University-Vancouver, Gonzaga University, University of Washington, and Western Washington University.

### Workforce & Career Services

- As part of advising redesign, all new students are required to complete a career assessment during the onboarding process and data continues to show that students who complete the assessment are more likely to persist to the next quarter than those who did not take the assessment

- Staff collaborated with faculty to embed career development modules and a career pathway project into the revamped College Success course curriculum. Additional interventions for students who are undecided or lack clarity on their career or program choice during onboarding and their first quarter have also been implemented.

### **Core Theme III: Student Access, Support and Completion**

#### **Disability Support Services**

- Disability Support Services (DSS) conducted 190 student intakes.
- 205 students accessed DSS accommodations, which was over a 10% increase compared to the previous year.
- DSS assisted 101 students with COVID-related accommodations that included excused absences and flexible due dates for their courses.
- DSS participated in several Title IX training sessions for faculty and staff and assisted 18 students with pregnancy-related accommodations this year.
- To increase outreach efforts, DSS facilitated tours and/or gave presentations to students and teachers from four local high schools during spring quarter.

#### **Advising**

- Advising provided 2,185 student appointments; 838 of which were New Student Advising sessions
- This year, Social Science, IT, Music, and the STEM Career Pathways transitioned to LCC’s new advising model. The new model transitions to a coordinated care team where faculty move from an advising to mentor role who works with students on their post-LCC plans while a staff advisor assists them with academic planning and navigating the college. This higher touch model is anticipated to improve retention and students’ likelihood to transfer or transition to a career upon completion of their credential.
- Financial Aid Appeals assistance have transitioned to advising to help increase students’ contact time with their assigned advisors and help ensure they stay on track to completion.
- Advising identified 115 students who stopped out but were within approximately 90% of completing their degree. As a result, eight students were found that were ready to graduate. After further outreach, five of those students applied for graduation. There were also three students who re-enrolled at the college fully funded by either Workforce Services or a completion scholarship provided by the Foundation.
- Navigate’s use expanded this year as the college implemented its Academic Planning Tool. The tool facilitates creation of individualized academic plans for students that can be viewed by both students and their care team. This will also inform Instruction as they consider class offerings.
- The college’s utilization of Navigate increased significantly by both students, staff, and faculty.

	20-21	21-22
Faculty/Staff Alerts	3,910	5,217
Scheduled Apts	3,498	3,713
Drop-ins	9,220	12,200

Staff/Faculty Emails to Students	57,955	226,395
Staff/Faculty Texts to Students	48,521	60,362
Staff/Faculty Calls to Students	701	621
Student Logins (unduplicated)	1,272	2,935

### **Testing Center**

- The Testing team received 137 Spring quarter proctoring requests from 17 different faculty, and provided a total of 597 test proctoring sessions.
- Testing staff evaluated 126 multiple measures and proctored 90 Math placement exams, in which 41% were proctored remotely. Testing staff also proctored 445 PearsonVue exams, 148 employment exams, and 506 community-based exams during spring quarter.
- The Testing Center concluded testing for the Spanish CLEP Exam for Spanish Proficient LCC students through the LCC Foundation Grant. For 2021-2022, Testing provided free CLEP exams for 19 Spanish proficient students, in which 15 earned Spanish credits. In all, 195 Spanish credits were awarded to students, thus saving students time, money and allowing some to graduate in the spring.

### **International Programs**

- International programs undergraduate enrollment for the 21-22 academic year remained strong despite regional and national trends of declining international student enrollment at community colleges.
  - Summer - 7
  - Fall 2021 - 30
  - Winter 2022 - 22
  - Spring 2022 - 24
- International programs developed an online American English program in partnership with a private school in South Korea.
  - 8 students enrolled in the first quarter. Due to the success of the program, the South Korean school plans to re-enroll students for the Fall term.
  - The partner school also plans to bring a delegation of other private high school administrators to visit LCC in the Fall.
- President Chris Bailey and Program Coordinator Keiko Peterson visited our sister campus of Atomi in order to reinforce and strengthen ties with Atomi High School. They also met with our high school partners at Wako International High School as well as LCC alumni, strengthening the pipeline of students choosing to study at LCC to either study English for a year or earn their degree in the United States.
- International programs began offering Study Abroad programs as part of LCC's new membership in the Washington State Community College Consortium for Study Abroad, and expanding international opportunities for faculty and students.
  - An LCC faculty member has been selected from a competitive pool of candidates across the CTC system to lead a program to Cuzco, Peru, in Fall 2023.
  - An LCC Faculty member has been chosen to participate in the Department of State IDEAS training program for Collaborative Online Learning. They will partner with a professor in Mexico to develop a class that connects their Mexican college

class and LCC's class in the United States that allows for collaboration of students in the two countries.

### **Outreach Services**

- The Lower Columbia College Outreach team expanded to include a total of four full-time team members; the new full-time position is dedicated to Multicultural Outreach and adult reengagement.
- August 2021 concluded the Annual Summer Bridge program where the Outreach team engaged 200 individual (unique) students through both in-person and zoom modalities
- In September, the Outreach Team expanded its representation at Woodland HS in close partnership with Woodland administrators
- Fireworks by Fire Engine Red has been implemented as the Outreach Customer Relationship Management (CRM) system. As of July 7, 2022, there were a total of 10,000+ constituent profiles, including prospective students, all applicants up to present day and within the last two years, staff, community partners, and relationship connections (such as coaches)
- The Outreach team evaluated 500+ high school transcripts to identify students qualified to receive CTE dual credits
- The Outreach team conducted visits, presentations, and college-going events with all schools in the LCC service area
- The Outreach team welcomed more than 300 tour participants throughout the spring and early summer quarters
- The Outreach Summer Bridge Program has launched and has already served 55 individuals, including prospective and applied students and their families

### **TRIO**

- TRIO admitted over 100 new students into the Student Support Services program.
- TRIO full-time staff attended a training hosted by Penn State and the Council for Opportunity in Education on financial aid regulations, student access, and supporting students through non-academic barriers.

### **ASLCC and Student Housing**

- ASLCC hosted 31 programs with over 1000 students attending, along with nearly 200 family members. Five of these programs were part of the Diversity Lecture Series.
- ASLCC approved the creation of a new Mental Health Advocacy Director position to serve on the Executive Council. Additionally, they approved \$20,000 in support of training Mental Health First Aid facilitators on campus.
- ASLCC funded a number of projects on campus, including renovation of the upstairs student center restroom for laundry facilities, library patio furniture, student center lounge area furniture and games, athletics baseball graphics and batting netting, and library baby changing tables.
- Student housing averaged an 84% capacity for this fiscal year. They also had a 99.6% collection rate on rent for FY22.
- Student housing received a donation of 75 bedroom sets of residence hall grade furniture from Eastern Washington University. This will enable student housing to increase capacity by 40% in the 22-23 academic year.

### **One-Stop**

- One-Stop Center continued to serve students in person, over Zoom, by phones and through email. They had 11,159 student drop-in appointments from July 1, 2021

through June 30, 2022. Approximately 10% of students were helped on campus. The top reasons students needed assistance were financial aid questions and concerns, help with their financial aid applications, registration assistance and scheduling advising appointments.

- LCC Student Ambassadors, ASLCC and Tutoring collaborated to put together “Finals Survival Bags” for current students heading into Finals week, which provided snacks and supplies to help them study. Between Fall, Winter & Spring quarter, over 300 bags were distributed.
- One-Stop Center assisted departments with several retention efforts, including supporting the Cashier in contacting approximately 50 students who had refund checks returned to LCC, texting and calling nearly 300 students in “Shopping Cart Campaigns” (students who had courses in their shopping carts but weren’t enrolled, resulting in over 50% of those students enrolling), texting and calling over 500 students in need of help with their financial aid applications to move their files through the process, and texting and calling students each quarter who were going to be dropped for non-payment.

### **Counseling Services**

- LCC counselors provided 479 personal, career, academic and mental health counseling appointments to students, processed 60 medical withdrawals, responded to over 90 referrals from students, faculty and staff, and guided approximately 100 students through the Financial Aid appeals process.

### **Workforce & Career Services**

- In partnership with Workforce Southwest, career services have been redesigned to provide students with comprehensive case management employment support while increasing collaboration with workforce partners and reducing duplication of services. The Employment Navigator is available to assist employers with finding high quality applicants and provides individualized support for students to prepare for the job market. This year, the Employment Navigator worked to connect students and employers and facilitate employment opportunities for students and graduates with the goal to produce equitable hiring outcomes for students and ensure that at least 72% of students served to be from diverse and underrepresented groups such as students of color, women, and LGBTQ+. During this year, this goal was exceeded with at least 80% of students identifying as a diverse candidate.
- Workforce students, including those enrolled in the BFET, Opportunity Grant, Passport to College, Worker Retraining, and WorkFirst programs, attended specialized workshops and received intensive support services. A total of 1,374 appointments were held to support students with new student and academic advising, financial support, career guidance and job search, personal support, referrals to resources, and other services.
- As a result of the pandemic and overwhelming student basic needs, additional resources have been introduced to provide a holistic network of basic needs support for students facing personal and financial barriers to success. Under the umbrella of the Student Success Grant, LCC leverages a variety of funding and support programs including: SEAG, CARES Act, SSEH, LCC Foundation, BFET reutilization, WorkFirst Student Support funds, and other community funds to provide services to students. This program provides wrap-around support and case management for students to access funding and services for basic needs including housing, food, transportation, educational costs such as tuition, books, and other

emergency needs. This year, a combined total of \$2,042,915 was awarded to students as emergency aid.

- A single request form and process has been implemented for all emergency aid programs including SSEH, SEAG, institutional emergency funding, WorkFirst Student Supports, and CARES Act funds. This process allows for a 'no wrong door' approach to basic needs support and makes the process more accessible for students and easier for faculty and staff to make a single referral.
- The Workforce Navigator provides case management for emergency aid programs including SSEH, SEAG, and also works with BFET students. This allows for continuity and holistic support. Basic needs programs are integrated with workforce and career services, so there is a shared system of support, referrals, and coordination.
- As part of this holistic support model, LCC has implemented the following practices for emergency aid and basic needs:
  - Scaling of supports as immediate, short term, and long term. Interventions are designed to provide support for students when they need it and allow for a progression of services. For example, immediate support includes same day vouchers for groceries, gas, personal hygiene and other basic needs, food pantry support for perishable and non-perishable food, medicine, and hygiene items, prepared lunches and snacks, and showers and toiletry items available on campus.
  - Short term supports include connections for emergency aid for housing, food, and other basic needs, case management, connections to public benefits such as SNAP, housing vouchers, unemployment benefits, and connections to campus and community resources.
  - Long term supports include connections to permanent and supportive housing, career and employment services, and continued support to self-sufficiency and long-term goals.
- In July 2021 LCC was awarded the Supporting Students Experiencing Homelessness grant (SSEH), a competitive grant aimed to provide financial assistance and intensive support for students experiencing homelessness and housing insecurity. This grant is a pilot initiative authorized by the state legislature designed to assess the effectiveness of interventions and support services on student success and retention for housing insecure students. This two-year grant provides LCC with a total of \$214,326 to serve students with funding for housing assistance including emergency housing, eviction prevention, and securing permanent housing. Some highlights from the first year of the program include increasing access to on campus showers and hygiene items, establishing on campus mailboxes for students without stable housing, beginning construction of a laundry facility, and establishing relationships and referral processes with community partners.

### **Food Pantry**

- As health and safety protocols have shifted, the Food for Thought food pantry continued to modify the service delivery model to serve students with in person support instead of curbside pickup. Collectively, students visited the pantry over 400 times during the 2021-22 school year.
- In partnership with the Salvation Army, the food pantry began to distribute free prepared hot lunches to students each week. In spring 2022, an average of 25 meals a week were

given to students in need. Using SSEH grant funding, a food warmer was purchased to use for prepared lunches for students experiencing food and housing insecurity.

- During the holiday season, over 60 turkey dinners were distributed to students in need (more than double the amount than the prior year).
- Although food donations are still below pre-pandemic levels, financial contributions from employees and community members remain high. A total of \$7,679 was donated from faculty and staff and \$1,330 was donated from the community.
- A resource navigator was available to help students access food resources in the food pantry and other resources in the community.

### **Registration**

- Led an interdepartmental team to review and update the drop for nonpayment process, a consistent source of confusion and stress for students. Beginning fall 2021, the tuition deadline and first drop date were moved one week earlier, motivating students to complete payment arrangements prior to the start of the term instead of during the first week. This makes it much easier for students to be added back to their classes and complete their funding requirements so they can start the term with a financial plan. The number of students dropped during the first week of classes decreased from 547 in 2020-2021 to 177 in 2021-2022, a 68% reduction.
- Launched electronic official transcripts using the National Student Clearinghouse. Students can now order an electronic official transcript to be delivered directly to the recipient with secure tracking that confirms when the transcript has been downloaded, avoiding significant processing and transit delays often encountered with mailed paper transcripts. The service is provided as an option to students at no additional cost and reduces staff time while eliminating the need for expensive transcript paper and postage.
- Implemented batch admission application processing to enable new students to enroll more quickly. The process runs daily without requiring manual staff processing of every application, reducing turnaround time to three business days. Future planned improvements will shorten that time even further by scheduling the jobs to run multiple times each day and automating additional components of the complex process.
- Collaborated with Outreach to begin using the Fireworks CRM to improve onboarding processes. New student welcome emails are now automatically sent via Fireworks, reducing processing times and increasing accuracy.
- Made a number of improvements to graduation application processes by collaborating with Advising and One-Stop staff to maximize the number of degrees and certificates awarded. Advisors and other staff helped reach out to students close to graduation and Navigate alerts were leveraged to ensure critical messages were sent to students as efficiently as possible.
- Created high-quality electronic scans of the college's physical archive of academic catalogs from 1937 through 2004 (approximately 2,000 pages). These electronic catalog archives will ensure historical records remain available indefinitely despite rapid deterioration of the few remaining physical copies.
- Redesigned most student-facing webpages to more clearly present the information students need to navigate LCC systems, including new pages guiding students through the process of verifying and updating state residency classification, the process for obtaining waivers, and how to print and order transcripts.

- Developed a range of ctcLink new business practices to address student and institutional needs, including implementing an online admission application for Transitional Studies students, promoting the use of faculty class permission codes to make it easier for students to enter their classes, and enabling enrollment validation appointments in ctcLink so students can see future class prerequisite issues prior to open registration.

### **Financial Aid**

- Financial aid staff processed 5,341 financial aid applications for a total of 3,394 distinct students.
- Adjusted and refined office procedures, communications, and ctcLink processes as needed to deliver funding to LCC students efficiently.
- Created a survey for feedback on Financial Aid staff interactions with students to determine any areas of improvement needed.
- Continue to refine and expand usage of Adobe Sign for electronic completion of financial aid forms for student convenience and more secure transmission of student's information.
- Financial aid staff continue to help students with financial aid issues by phone and email, and meet with students in person for one on one assistance, in addition to the support given by One Stop.
- Meet weekly with One Stop staff to answer questions and increase One Stop financial aid knowledge so basic financial aid questions can be answered by One Stop which allows Financial Aid staff to work on processing and awarding financial aid tasks more efficiently.
- Financial aid Veterans coordinator processed 53 students attending LCC with Ch. 33 (Post 9/11 GI Bill) funding for a total of \$158,111.26.
- Financial aid Veterans coordinator created a new process to certify students twice, at the start of the quarter and then again after the drop period, due to new VA processing requirements.

### **Running Start**

- Although traffic is light through Zoom, Running Start has continued to open and maintain the Zoom room every Tuesday/Thursday from 10am-3pm to ensure students and parents have easy access to an academic advisor for any questions they may have about admissions and advising.
- Running Start has been approved for ESSER funding for Summer Running Start for Summer 2022. Despite the short notice and small turn around, the RS team has been able to successfully enroll over 120 RS students for Summer quarter.
- Even though numbers were not as high as previous years due to several factors but not limited to COVID, RS had over 120 RS graduates including Summer completion this academic year
- RS continues to collaborate with advising and testing to establish a smoother transition for RS students returning as traditional LCC students after finishing RS
- The RS team also collaborated with CTE Dual credit team and created collaborative online tracking to ensure RS students are obtaining their CTE credits to remain on track with credits not only for HS but also LCC requirements for their individual degrees



## Core Theme IV: Institutional Excellence

- LCC celebrated its 2022 graduates on Friday, June 17, with a modified, on-campus commencement. Over 180 grads and nearly 600 guests participated in this year's commencement, along with 23 faculty marshals and nearly 60 staff volunteers. Graduates and their guests participated from designated classrooms on campus to watch the event live streamed from the Wollenberg. Faculty marshals escorted grads into the RCA Wollenberg Auditorium where they walked across the stage to receive their diploma cover from the President and their guests could watch from the auditorium. A reception hosted by the Foundation followed the event.
- LCC celebrated its multicultural graduates on Thursday, June 16, for its third in-person Multicultural Graduation Night. Thirty-five graduates RSVPd, which included 125 friends and family guests. The planning team, which consisted of 14 members and 19 volunteers, held the event in the Outdoor Pavilion where graduates and their guests were provided with dinner, entertainment, and a certificate ceremony.
- LCC signed a one-year MOU with Youth and Family Link to provide funding to the organization with the purpose of expanding college-going through an increase in financial aid awareness and financial aid application completion in the geographical areas served by the College district.
- LCC updated its Diversity, Equity and Inclusion Strategic Plan. The college hired a consultant group, Revolution Lab, to engage in a months-long process that included input and ongoing feedback from a vast array of stakeholders across the LCC campus community. Through surveys, listening sessions, and numerous conversations, the plan includes three priority areas with multiple objectives:
  - Priority Area 1: Develop a culture of safety and belonging for all
  - Priority Area 2: Invest in a campus experience where all succeed
  - Priority Area 3: Create a sustainable infrastructure to bolster continued DEI success

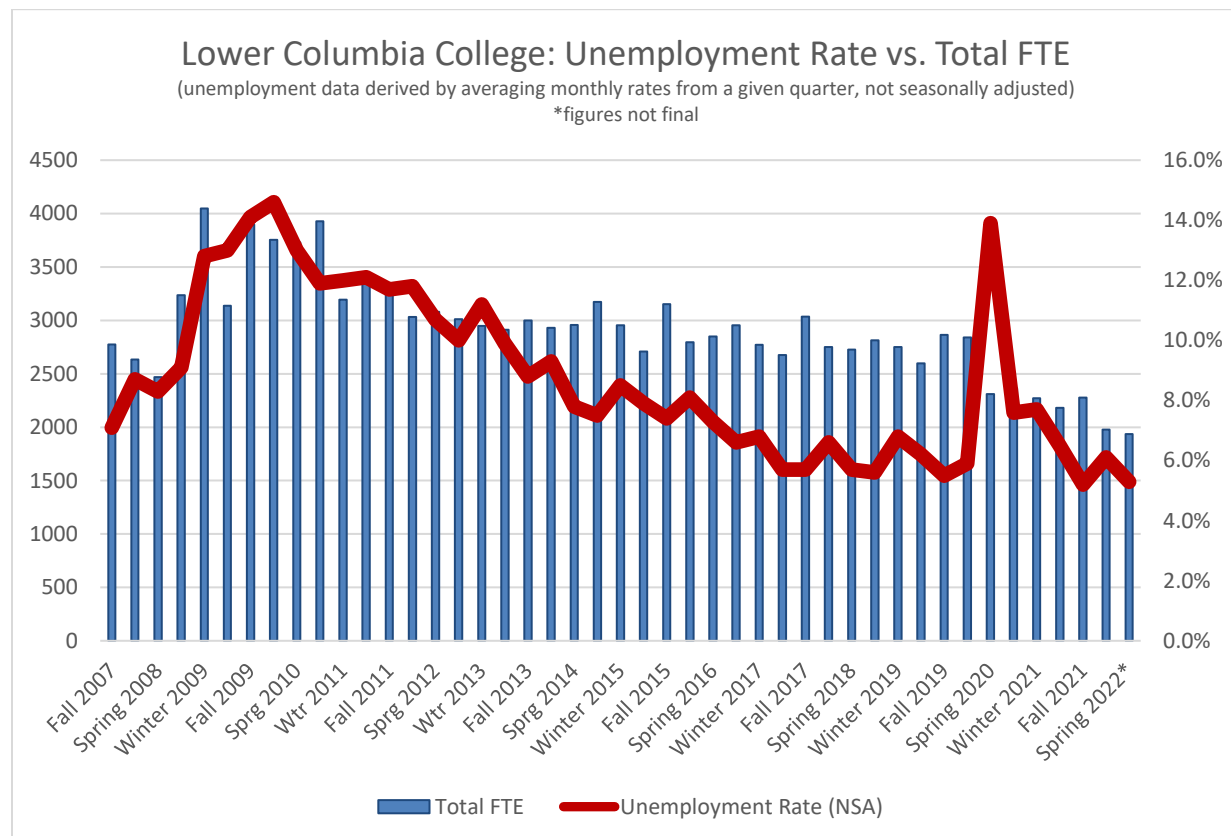
# Annual Report of Accomplishments 2021-22

## Effectiveness and College Relations

### Workforce and Economic Development

#### ENROLLMENT AND UNEMPLOYMENT

- The continuing pandemic resulted in ongoing enrollment declines in 2021-22, similar to declines elsewhere in Washington and around the nation.
- The temporary spike in unemployment at the onset of the pandemic did not result in a corresponding spike in enrollment (unlike enrollment patterns seen during the Great Recession).



#### PROFESSIONAL/TECHNICAL PROGRAMS MARKETING

- Targeted marketing platforms for professional/technical enrollment included Facebook/Instagram, Google, YouTube, geofencing, streaming television, Spotify/Pandora, direct mail, as well as local newspapers and radio.
- Targeted programs in 2021-22 included Machine Trades, Business programs, The Trades (Industrial Trades overview), Career Pathways, and the importance of earning a college credential in addition to a high school diploma (Grad Plus).
- Results of the 2021-22 campaigns performed at or above industry averages in all cases, over 90% higher than industry averages in some cases.
- A campaign targeting prospective male students was deployed in the spring targeting Facebook/Instagram, Snapchat, streaming television, and geofencing.
- Organic social media efforts included sharing out a video created by Vicky Soladey (Medical Assisting).

## Academic Transfer

### **ACADEMIC TRANSFER PROGRAMS MARKETING**

- Targeted marketing platforms for academic transfer enrollment included Facebook/Instagram, Google (SEO), Snapchat, YouTube, geofencing, streaming television, Spotify/Pandora, direct mail, as well as local newspapers and radio. The Snapchat campaign focused exclusively on Running Start to correspond with user demographics.
- Targeted program areas included STEM, Business Programs, Social Science, as well as Career Pathways.
- Results of the 2021-22 campaigns performed at or above industry averages in all cases, over 90% higher than industry averages in some cases.

## Preparation for College Level Studies

### **TRANSITIONAL STUDIES PROGRAMS MARKETING**

- Marketing for Transitional Studies included paid and organic social media, as well as local radio and print advertising. A video of instructor Catie Graham (provided by Catie) was featured in winter quarter. Regular promotions in Spanish have been added to the mix.
- Effectiveness and College Relations provided Transitional Studies with disaggregated data, tracking ABE and ESL student progression to college certificate and degree programs, for use in the Data and Equity portion of the college's Curriculum and Program Review process. In addition, a promotional piece featuring the 'Top 10 Reasons to Get a Certificate or Degree from LCC' was created for faculty use in class.

## Student Access, Support and Completion

### **GUIDED PATHWAYS**

- In conjunction with Instruction, Effectiveness and College Relations published the 2021-22 program maps on the LCC website in October 2021.

### **EFFECTIVENESS AND COLLEGE RELATIONS**

- The Community College Survey of Student Engagement (CCSSE) was administered in winter quarter, and CCSSE's Race/Ethnicity pilot survey was administered in spring quarter.
- Two Effectiveness and College Relations staff members served on the project implementation team for Fireworks, the college's new Customer Relations Management (CRM) tool. Their role included extensive support for data mapping, and the entire Institutional Research team is involved in developing the CRM's enrollment funnel.

## Institutional Excellence

### **EFFECTIVENESS AND COLLEGE RELATIONS**

- Three new staff members joined the Effectiveness and College Relations team in 2021-22. Cassondra Rosales (Web Marketing and Communications Coordinator) and Megan Moon (Institutional Research Associate) joined the college in July 2021, and Gavin Montes (Web Technology Manager) came on board in January 2022.
- The Higher Education Data Sharing Consortium (HEDS) campus climate survey was administered to employees in winter quarter 2022, and the results posted on the college's Diversity and Equity webpage.
- Effectiveness and College Relations adopted a social media management tool called Hootsuite to enhance the quantity and effectiveness of organic social media. The tool includes analytics that

provide a de-facto target of “100” (the top score of “100” was achieved during commencement season).

- LCC received extensive media coverage in 2021-22 on a range of topics including the Fighting Smelt, decline of male enrollment, Transforming Lives and other student awards, opening of the college’s new Bachelor of Applied Science in Organizational Leadership and Technical Management, LCC Foundation awards, the new Para Educator apprenticeship, ongoing pandemic issues including the college’s reopening, Lucas Myers’ Educator of the Year Award, the welding department’s contribution to installations in Longview’s Outdoor Gallery, the new industrial trades course in partnership with Kelso School District, Courtney Shah’s winning streak on Jeopardy!, the summer bridge program, the Students in Need campaign, vocational building design, and commencement.

### **ACCREDITATION**

- LCC completed a very successful Mid-Cycle accreditation visit on October 25-26, 2021. Rather than formal recommendations, the Mid-Cycle Evaluation resulted in four informal “encouragements,” as follows.
  - “Tell your story”-- provide narrative depth to your data results. Include more examples of how faculty and staff have used data to improve student achievement, as this would bring to life the effectiveness of LCC’s assessment process and structure.
  - Document well how you “close the loop” on the new initiatives underway and be ready to share these as appropriate for the Year 7 evaluation.
  - Highlight your multilevel approach to benchmarking for institutional effectiveness. In addition to system benchmarks, make sure you explain how you also use comparison data with similar institutions, etc., as part of your analytical and assessment framework.
  - Per the Mid-Cycle Report reflections, consider ways to evolve the (transfer) Global Skills Assessment to address the need to consider disaggregated data and equity gaps in student learning.

### **CTCLINK**

- Kara McElroy joined the ctclink team in winter quarter as the college’s new Business Process Analyst/Document Imaging Specialist. The position was created to support the college’s ongoing need for ctclink support, as well as support for the college’s new document imaging system.
- A number of updates in ctclink were completed during the year, including a new version of ctclink mobile platform for students and implementation of the ctclink OKTA Access Gateway for increased security and account recovery options.
- The LCC ctclink webpages were redesigned to provide easier access to ctclink with supporting resources and documentation for students, faculty and staff.
- Behind-the-scenes work continues with the ctclink Alignment Team to troubleshoot issues with the ctclink system, refine business processes, increase coding accuracy and develop potential enhancements to improve the student experience. Examples of enhancements in progress include renaming the “web enhanced” modality listing to say “in person (web enhanced)” to make the meaning of the code clearer for users, and updating the ctclink student mobile tiles to facilitate easy access to critical LCC systems and services.

# Operations Council Report for Administration

## 2022 Annual Report

Nolan Wheeler, VP  
Jason Arrowsmith, Security  
Desiree Gamble, Finance  
Richard Hamilton, Campus Services  
Alyssa Milano-Hightower, Enterprise Services  
Sherie Hockett, Payroll  
Brandon Ray, Information Technology  
Kirc Roland, Athletics  
Janel Skreen, Safety & Security  
Josh Smith, Fitness Center

## Student Access, Support and Completion

### Information Technology Services

#### ctcLink Data

- IT Services developed and implemented several methods to quickly verify the accuracy of data in ctcLink and catch errors before they cause problems for students.

#### Customer Relationship Manager

- IT Services supported Student Services in implementing a Customer Relationship Management solution that is hosted online and available to employees both on and off campus.

#### EAB Navigate

- IT Services configured synchronization between Navigate and the college's email server so that students can schedule appointments with advisors online.

#### Preferred names and preferred email addresses

- IT Services updated several inhouse applications as well as data integrations with other applications to use students' preferred names from ctcLink. Email addresses were also updated to use students' preferred email addresses from ctcLink.

## Institutional Excellence

### Finance

- The Financial Statement Audit was complete in May, and LCC received an opinion free audit.
- In collaboration with Financial Aid, the Finance department partnered BankMobile to streamline the aid disbursement process. The new process will reduce the number of paper checks issued to students by providing several direct deposit options. The first direct deposit disbursement is schedule for fall quarter 2022
- Finance Dept Contact List & Resources were updated on the Finance Department webpage—<http://internal.lowercolumbia.edu/departments/finance/index.php>

### Enterprise Services

#### Bookstore

- Initializing new project for Inclusive Access course material offerings beginning Winter 2023
- Offered free 2-day shipping for all students purchasing online textbook orders over \$50 up to one week prior to the start of every term
- Facilitated new process for Early Achiever & Scholarship students with book vouchers to be able to place their orders using their book voucher funds online
- Partnered with new wholesaler, Vindy, to be able to bulk order textbooks at a discount, which helped reduce internal time spent on receiving items instore as well as reduced overall costs on multiple titles for students
- Launched new offering of e-books as a purchase option online through Redshelf

#### **Fitness Center**

- Facilitated the reopening of the Juice Bar as well as the gym space for members
- Launched new Lotus Energy Drinks
- Facilitated COVID rapid tests for athletic teams

#### **Food Service**

- Reopening Fork & Flame Café as of January 2022
- Catered 67 on-campus events
- Replaced the following broken equipment: dishwasher, icemaker
- Facilitated installation of new double-stacked Convotherm Combi Oven
- Facilitated repairs on the walk-in refrigerator, as well as removal of the fryer
- Initiated work with consulting firm, Culinary Options LLC to review our current menu, processes, and help guide our Food Service vision

#### **External Event Rentals**

- Facilitated 110 event rentals for the 21-22 fiscal year

#### **Athletics**

- Although the issues with the Covid-19 pandemic lessened as the school year went on, the students/athletes still had to deal with Covid-19 testing, protocols, schedule delays and on-line learning. LCC athletes stayed strong in the classroom.
- 37 LCC student athletes received NWAC Academic Leadership honors (3.25-3.49 GPA).
- 8 Red Devils were bestowed NWAC Academic Excellent honors (3.5-4.0 GPA).
- 14 LCC student athletes earned 4.0 Grade Point Averages
- Overall GPA in 2021-22: 3.18 (up two points from previous year)
- Six LCC sports competing from September 2021 until May of 2022 had a combined record of 127 wins, 61 losses and 2 ties for a 68% winning percentage.
- Volleyball – team GPA 3.55, finished with an overall record of 12-10. The Devils qualified for the NWAC playoffs.
- Women’s Soccer-team GPA 3.34, finished with an overall record of 8-7-2 and missed the NWAC playoffs by just three points.
- Women’s Basketball- team GPA 3.27, won LCC’s first ever NWAC women’s basketball title with 26-1 record. The Devils were undefeated West Champions.
- Men’s Basketball-team GPA 2.72, finished with an overall record of 19-7 and they captured the West Region championship.
- Softball-team GPA 3.39, had an overall record of 24-20 and qualified for the NWAC Championships where they took 6th place.

- Baseball-team GPA 3.08, their three consecutive NWAC title streak ended with a 4th place finish at the 2022 NWAC Championship tournament hosted by LCC. The Devils had an overall record of 38-16.

### **Safety & Security**

- Continual monitoring of COVID 19 cases via contract tracing.
- Creation and implementation of current COVID 19 mitigation plans.
- Assisted with the continued implementation of access controls and other campus security measure as campus buildings reopen.
- Planned and executed clean out of waste photography lab chemicals, and chemicals located in old chemistry labs.
- Supported academic programs with environmental operations as programs resume on-campus activities.
- Resumed participation in emergency preparedness response and planning activities.

### **Information Technology Services**

#### **Access Control**

- IT Services completed adding the Student Center and Admissions Center to the access control system. One benefit of this system is the ability to quickly lock all the doors connected to it in an emergency situation.

#### **CtcLink Security**

- IT Services developed and implemented several processes to quickly audit the security roles associated with ctcLink accounts.

#### **RAVE Alert**

- IT Services setup the RAVE Alert emergency notification service so that students, parents, and community members as well as faculty and staff can receive text notifications during an emergency situation.

#### **Transcript Portal for Registration**

- IT Services set up access for Registration to print transcripts from Legacy data using an online portal that reduces the time it takes to process Legacy transcripts.

#### **Wireless Network Upgrades**

- IT Services reconfigured the wireless network to allow for more bandwidth and easier use for guests, students, and employees.

#### **Helpdesk Support**

- IT Services upgraded the helpdesk software to a more user-friendly version and continued to improve helpdesk operations by adding new features to the online service request system as well as knowledgebase articles. The system tracks statistics and is used to communicate outages as well as planned IT projects and events. This information is reported on the [IT Services homepage](#) as well as the front page of the [IT Helpdesk portal](#).

### **Campus Services**

#### **Completed Capital Projects:**

##### Library Renovation

Utilizing two biennia of minor works capital funds, the first and second floor of the library were renovated over the past several years.

##### Pre-design for the Center for Vocational and Transitional Studies

The user's group committee met throughout the year with the architect group in creating a predesign report for the State. The predesign report was approved and we are authorized to move forward with the official design for this project.

**Completed Small Projects**

UV disinfecting lights and Merv-13 filters were installed in HVAC units throughout campus, as recommended by the CDC, to increase the air quality in each building.



## **2021-2022 HR Annual Report**

Given the pandemic and the vaccination mandate for all employees, 2021-22 was undoubtedly a challenging year. The HR team learned a lot over the past year. We have found new, creative ways to support and collaborate with employees, maintained high quality customer service, adapted our recruitment process to have virtual and in-person components that meet the needs of our applicants, and have developed a wealth of new resources for employees.

Professional Development opportunities for all College employees were abundant this year. HR arranged/facilitated a wide variety of live virtual offerings on topics such as Inclusive Search Practices, Labor Relations for Supervisors, the power of gratitude by Kaiser, screening criteria matrix workshop, creative thinking, and more. We also shared self-paced professional development opportunities and customized some trainings for departments specifically for employees in new leadership roles. The professional development opportunities were well-attended and we received positive feedback from participants. In addition, we continued our online trainings through our learning management system, Canvas, and EverFi. We offered a variety of courses and asked employees to complete two trainings each quarter. This has been an effective way of communicating necessary information and training to all staff and faculty where it is accessible at their convenience. We continued our series of "Quarterly Conversations with President Bailey" with exempt and classified staff.

Our Red Devil Well-being program has been valuable in helping employees improve and maintain their well-being while also bolstering employee morale. The wellness committee strives to make an inclusive program that offers a wide variety of opportunities and resources for employees to improve their well-being. The program focuses on the four main dimensions of wellness: physical activity, nutrition, mental well-being, and disease prevention. This year, we sent out a survey to assess effectiveness of RDW and what interests/needs we can focus on in the coming years. Some of the quarterly/annual activities included: in-person yoga session, Walktober Challenge (LCC took back the trophy this year), annual Department Holiday Photo contest via Zoom, virtual meditations, workshop on skin health, and many more! The events/activities provided were modified some to adapt to the work environment for LCC campus community during the pandemic. We look forward to being able to offer even more on campus events this year!

Human Resources recruited and filled over 67 full-time positions! In addition, we had over 33 additional full-time appointments this year (8 FT Temporary faculty moving into tenure track roles, 5 exempt appointments, 20 non-permanent Classified appointments) and filled a very large number of part-time positions as well. The hiring process for all full-time positions is robust and involves collaboration from all areas of the college – Instruction, Student Services and Administration. The selection committees are welcoming, and reflect the positive and supportive culture of LCC to potential new hires. This spring, we recruited for 9 full-time tenure track faculty that will start fall 2022. We have two other tenure track recruitments occurring over summer with fall 2022 start dates.

HR facilitated a variety of employee recognition events and awards for Faculty, Exempt and Classified staff. Classified & Exempt staff were presented four quarterly awards and an Employee of the Year (EOY) Award. We also honored the Faculty of the Year and Adjunct Faculty of the Year. Sarah Griffith, Director of eLearning, won the exempt EOY award, and Danielle Casey in the learning commons won the

Classified EOY award. Jason Malozzi won the faculty of the year award and Catie Graham won the adjunct faculty of the year. This year's events included a recognition ceremony on-campus and all staff barbeque. Years of Service for Faculty and Staff were also recognized at the Fall All-Staff Meeting. There was a combined total over 710 years of service recognized at that event.

HR has adapted to ctcLink and continues to learn more about the system and improve our HR processes. HR also focused on streamlining internal processes and is currently working with IT to utilize the Laserfiche document management system. We now have personnel and benefit files stored electronically in Laserfiche.

HR continues to work hard towards diversity, equity, and inclusion initiatives. We implemented an HR Workforce Diversity Plan two years ago and continue to complete tasks listed in the diversity plan and add new items as we progress forward. One of the major projects was pay equity. After HR conducted a compensation study of exempt salaries in late spring 2021, the College was able to make adjustments to exempt staff salaries to bridge pay equity gaps. We were able to do a similar analysis of Head Start exempt staff salaries in fall 2022 and those adjustments have been built into the grant and were effective July 1, 2022. Another heavy lift was creating translated modules (Spanish, and Cambodian. Select few in Russian, Chinese, Vietnamese) of our existing HR trainings in Canvas for our employees who do not have English as their first language. We have also developed DEI trainings and had a strong focus on enhancing the equity and inclusion in our hiring process. In 2021, 22.5% of all new hires identified as persons of color. We've continued to see an increase in our hires of color. And the college has made a commitment to implement the Search Advocate Program beginning Fall 2022. These practices demonstrate the College's commitment to diversity and equity.

## **2021-22 Foundation Annual Report**

The annual Horns & Halos Gala celebration was held “virtually” due to the pandemic and raised nearly \$74,000 for the Student Success Fund. Dr. Edward L. Smith was named the 2021 LCC Alumnus of the Year and The Estate of Donald Lansing was named the 2021-22 Benefactor of the Year. The Lifetime Donor Reception in the Rose Center Art Gallery was once again postponed due to the effects of the pandemic. As of June 30, 2022, the Foundation raised nearly \$2,433,324 in new gifts and pledge payments this year. The GiveMore 24 Campaign raised over \$21,000 for Athletic Scholarships and the Athletics Excellence Evening honoring the Athletics Hall of Fame inductees raised over \$13,000 for athletic scholarships. The year-end annual appeal raised a record-setting \$94,206 for the College Success Fund. The Daily News conducted its seventh Students in Need campaign in partnership with the LCC Foundation and has raised nearly \$40,000 for the Student Success Fund.

As of June 30, 2022, the Foundation distributed \$62,215 in Exceptional Faculty Grants, \$31,101 in Foundation Grants, and \$57,359 in Student Success Grants. Fifteen new scholarships were established this year on its way to awarding over \$500,000 to LCC students. Noteworthy gifts this year included: \$1,000,00 from the Estate of Charles Klawitter, \$88,500 from the Wollenberg Foundation, \$40,145.17 from Dr. Terry and Ruth Ann Tack, & \$50,000 from J&S Foundation, and two gifts of \$30,000 each from Dick and Judi Peters and Ed Cutright.

The foundation started the feasibility study phase of a potential capital campaign to raise money for the new Vocational Building and equipment as well as athletic facility needs.

We grew the Alumni Association to over 865 members this year. We cultivated over 180 new donors and continued our donor retention strategies, which included personal phone calls and outreach.

We submitted the request for Congressionally Directed Spending to both Senator Cantwell and Senator Murry’s offices for funds for the new Vocational building equipment.