

## Minutes

### Operations Council – April 18, 2024

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Attending: Richard Arquette, Jason Arrowsmith, Nicole Baker, Robert Cochran, Stefanie Gilberti, Sarah Griffith, Richard Hamilton, Andie Ingram, Michaela Jackson, Lindsay Keevy, Jennifer Lucas, Jamie Martin, Alyssa Milano-Hightower, Lucas Myers, Rebecca Noce, Sue Orchard, Sam Orth, Natalie Richie, Angel Ruvalcaba, Guadalupe Rodriguez, Kirc Roland, Matt Seimears, Nichole Seroshek, Kendra Sprague, Theresa Stalick, April Tovar-Villa, Nolan Wheeler, and Bryanna Doumit.

Called to order by President Seimears.

#### 1. UPDATE ON GOALS: DEPARTMENTAL REPORTS [ATTACHMENT]

Winter quarter 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

- Pay Equity Training- Stacey R. Carroll, MBA, SHRM-SCP, CCO, HR Experts On-Call
  - Stacey Carroll joined the Operations Council to provide a pay equity training
  - The training included some history of equal pay legislation, why it is important to review pay equity, some best practices for addressing pay equity, and some trouble spots for addressing pay equity
  - Presentation slides will be sent out to the Operations Council

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

# Operations Council Report for Administration

## 2024 Q3 (January-March)

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

### Student Access, Support and Completion

#### Information Technology Services

- Configured and deployed 86 new classroom computers to replace aging units
- Moved One-stop computers and phones to their new location within the Student Center
- Completed phase 2 of the screen replacement project in HSB classrooms

### Institutional Excellence

#### Finance

- The FY23 Financial Statement Audit is nearly completed by accounting firm DavisFarr LLP.
- 486 financial aid refunds were processed via BankMobile on 3/26/24
- The Finance Dept Contact List & Resources were updated on the Finance Department webpage—<http://internal.lowercolumbia.edu/departments/finance/index.php>
- Finance began meeting with departments to review travel processes.
- Finance conducted a training with Instruction's Administrative Assistants and additional staff on 2/28/24.
- Finance updated the Purchasing Card Reconciler Process google doc on 3/1/24.
- Finance is working on creating Expense Report Guides and P-Card Processing Guides to assist employees with these processes.

#### Enterprise Services

##### **Bookstore**

- Partnered closely with both Deans and faculty to receive textbook requisitions, resulting in 95% on-time submissions. This allowed our textbook buyer to source textbooks in bulk, receiving larger discounts for the bookstore which transferred to students as books were sold at a lower cost, and resulted in exponentially less “out of stock” or “backordered” items ordered by students online.
- Opened for extended hours 8am-5pm the week before and first week of Spring term.
- Processed 807 online orders for a cumulative total of \$92,304 in online sales. These orders were processed and mailed, or confirmed ready for pickup within 1-2 business days

- Held Fall Buyback event for a total of 6 days in-store. The bookstore bought \$4,237 worth of used books from students during the event.
- For Winter term, the bookstore had \$161,692 total in gross revenue for both in-person and online sales combined
- Processed \$9,152 in department orders
- Earned commission from 48 eBook sales from our online eBook store
- Had 13 courses using Inclusive Access course materials; 95.3% of students enrolled in these courses chose to participate in the IA program and receive their course materials electronically

### **Fitness Center & Juice Bar**

- Climbing Wall:
  - Climbing punch cards were designed and protocols were created to sell/track them
  - New Auto Belays were mounted on the wall
- Internal Processes:
  - Digitized the Department Employee Handbook
  - Updated the Emergency Plan Book
- Juice Bar:
  - Drink cards were designed and protocols were created to sell/track them
  - Redesigned the Juice Bar digital menus to display on the Yodeck monitor
- Events:
  - Participated in Welcome Back Week (Tanita Scale, Auto Belaying, Smoothie & Shake Specials)
  - Hosted two Atomi school group climbing events

### **Food Services**

- Added new items to our Café menu including new grab & go options
- Monthly drink specials served in the espresso stand every month
- Catered 63 on-campus events

### **External Event Rentals**

- Hosted 91 event rentals on campus
- Scheduled 24 event rentals for the remaining 23-24 calendar year

### **Athletics**

- The men's and women's basketball teams both made it to the NWAC Elite Eight this season.
  - Women's basketball defeated Bellevue in the Sweet 16 and then were eliminated by Walla Walla in the Elite Eight.
  - Men's basketball team defeated Walla Walla in the Sweet 16 before dropping a hard-fought Elite Eight game to Skagit Valley.
- Both men's and women's LCC basketball teams won the West Region championship
- During the Hall of Fame Night on Wednesday February 21<sup>st</sup>, NWAC Executive Director Marco Azurdia presented LCC with the President's Cup for academic achievement. It's the second straight President's Cup victory for the LCC Program.
- The 1994 and 1999 NWAC softball champions from Lower Columbia College were honored in a reunion and celebration during the current team's double header against Grays Harbor on Saturday March 16<sup>th</sup>

- The 1990 Baseball team will be honored in a ceremony at the Red Devils game on Sunday May 5<sup>th</sup>
- LCC hired Troy Shorey as the head volleyball coach. Shorey comes from Crescent Valley High School where he led his team to back-to-back Oregon 5A state championships.

### **Safety & Security**

- Hazardous waste, universal waste, and lab waste was removed from campus in late March. Still able to maintain small generator designation.
- Fume hoods in HSB are due for certification/service and should be completed prior to the end academic year.
- Laura Sampson completed all required ICS courses for certification and is now the Planning Section Chief in the LCC Emergency Operations Plan.
- The EHS and Security webpages have been redesigned and updated to increase ease of use and access of information.

### **Information Technology Services**

#### **Application Development**

- Moved a small number of Admin Google accounts to MFA for testing
- Purchased Laserfische licenses and are working on the last steps in document management project

### **Campus Services**

#### **Center for Vocational and Transitional Studies (CVTS)**

- Currently in the Design phase. LCC was not funded in the supplemental budget and should receive funding in the next biennium, July 2025 (25-27).
- The City of Longview is requiring the 20-inch waterline be removed from campus and rerouted down 15<sup>th</sup> Ave. The college is moving forward with waterline survey and design.

#### **Improve Various Buildings**

- Don Talley building lobby area, room 103, 103a 103b 103c, 105, 105a, 105b, 105c, and 105d. These areas will receive new carpet, windows, paint and LED lights.
- Administration building 2<sup>nd</sup> floor office door.
- Main building Photo lab upgrades
- Health & Science building room 103 will receive new carpet.
- Upgrades to the college's pneumatic control with back net controls. Currently in the design phase working with the architect and users to determine the scope of work.

#### **Replace HVAC Units Campus-wide**

- 15 HVAC units on several buildings will be replaced. The design phase has been completed and the college is currently requesting quotes off the small works roster through DES.

#### **Replace Lighting Controls and Associated Wiring in RCA**

- Currently in the design phase to upgrade the lighting controls, devices and wiring within the main areas of the Rose Center.

#### **Replace Transformers, Electrical lines, vaults, and switchgear**

- Currently in the design phase. Working with the State due to long lead times to purchase equipment. Current lead times are over a year for transformers and at least 6 months for switchgears. This project may need to be reappropriated into the next biennium.

### **Replace RCA Boiler**

- The design and controls specifications of the KN-20 boiler replacement is being finalized. This project will be ready to go out to bid in the next few weeks.

### **Concrete Work campus-wide**

- Currently in the design phase to replace and repair concrete sidewalks and ADA ramps campus-wide.

### **Replace Olympic Court Roof (Apartment)**

- This project has gone out to bid and has been awarded to a contractor. The roof replacement will occur during the end of June.

### **Construct a Storage Batting Facility**

- Currently in the design phase to construct a storage and softball batting facility.

### **HOFI/Head Start and Head Start East Sprinkler System upgrades**

- Currently in design phase to install sprinkler systems in the Home and Family Life and Head Start East buildings.



## **Operations Council Report** **Instruction Division – Winter 2024**

**Dr. Kristen Finnel, Vice President of Instruction**  
**Tamra Gilchrist, Dean of Instruction/Workforce Education**  
**Stefanie Gilberti, Dean of Instruction and Learning Resources**  
**Theresa Stalick, Dean of Instruction | College & Career Prep Director**  
**Merry Bond, Dean of Instruction | Nursing Program Director**  
**Jamie Martin, Dean of Instructional Programs**  
**Mindy Leasure, Director of Head Start**  
**Sarah Griffith, Director of eLearning**  
**Lindsay Keevy, Library Director**  
**Natalie Richie, Director of Instruction Division Operations**  
**Elizabeth Hoff, Corporate and Continuing Education**  
**Kari Johnson, Director of Early Learning Center**  
**Jennie Bergman, Workforce & Corporate Education Manager**

### **Core Theme I: Workforce & Economic Development**

- Corporate and Continuing Education partnered with Grays Harbor College to offer Mental Health First Aid training to their staff.
- Corporate and Continuing Education pooled classes with Edmonds College, offering a wider range of class offerings for our Continuing Education students.
- Corporate and Continuing Education introduced a new class called “Strength Circuit”, specifically designed for employees during their lunch time.
- The Workforce Education Department awarded 6 students funding through the CDL Fund to use towards tuition for the Class A CDL course during the Winter Quarter.
- The Workforce Education department, along with industry apprenticeship partners, have been updating the Registered Apprenticeship Related Supplemental Instruction plans to align with programs of study and academic degree requirements.
- The Workforce Education department collaborated with nine new industry partners during the Winter Quarter to provide worksite education opportunities to students enrolled in the DEPT288 Cooperative Education class.

- The BAS-TE program hosted a “Coffee and Career” event that brought together the upcoming graduates and industry partners. This replaced the traditional career fair.
- LCC submitted a Statement of Need to SBCTC for a Bachelor of Science in Computer Science degree.
- A total of eight (8) seats have been added to the associate degree nursing program as of winter 2024 (from its spring 2023 capacity enrollment of 196 students).
- 19 students completed the nursing program and received their RN pins on March 14, 2024.

### Core Theme II: Transfer & Academic Preparation

- The Language and Literature department has been updating course outcomes and retiring elective courses no longer needed per Guided Pathways.
- The Language and Literature department has also been updating the Directed Self-Placement tool (DSP) with the help of the Testing center staff.
- The Fighting Smelt speech and debate team have been preparing and will be competing at the National tournament in Reno, NV the first week of April.

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

- The Workforce Education Department supported seven students during the Winter Quarter to complete their Cooperative Education DEPT288 class. Students gained worksite experience and increased their opportunities for real-world learning and networking in their field of study.
- The BAS-TE program is working with district partners to develop an equitable content knowledge assessment for the elementary (k-8th grade) and early childhood endorsements.
- The AAS-Education program schedule/map is being reviewed for an online option that will be available 2024-25.
- Learning Commons staff answered over 1,469 questions from students, faculty, staff, and community members.
- The Tutoring Center supported 712 tutoring sessions and at least 173 individual students. Of those 712 sessions, there were 525 in-person appointments, 54 online appointments, 125 eTutoring Zoom appointments, and 5 eTutoring Writing Lab file submissions.
- Faculty librarians facilitated 14 instructional sessions to 171 students, and worked with 46 students over 82 reference desk appointments (72 face-to-face, 10 online).
- The library’s classroom Chromebook sets were checked out 21 times.
- The library’s study rooms were reserved 177 times and the Recording Studio was reserved 37 times.
- The library’s classrooms were reserved 242 times.
- LCC offered 198 Online courses, 93 Hybrid courses, 130 In-person (Web Enhanced) courses, 48 In-person (not Web Enhanced) courses, and 16 not designated – all courses are credit-bearing courses. For charts and more details check out the [eLearning Wednesday Report](#).

### Core Theme IV: Institutional Excellence

- **Facility Use:** 25Live reports that 10,264 event occurrences were scheduled on the LCC Campus during Winter Quarter. This includes classes, meetings, external rentals, athletic events, and misc. reservations for room use.
  - Classes, Meetings/Presentations/Trainings/Workshops, and Maintenance blocks were the most common types of events during Winter quarter.
  - 132 External Rental meetings (non-LCC users) took place during Winter Quarter. This is down 4% from Fall Quarter.
  - The most used buildings were VOC, HSB, and MAN.
- **Faculty Development Committee:** A total of \$1,453.43 was awarded in Winter 2024.

- 2023/2024 Funds: Current balance of \$704.11 remains in the budget after Summer, Fall, and Winter. Spring applications will open for adjunct applications only.
- Spring 2024 Applications will open April 2024.

## Topics of Interest

### Upcoming Events

- **April 2nd, May 3rd @ 5:30 pm**, Running Start Information Sessions, *Health and Science Building 101 - Laufman Lecture Hall.*
- **April 3rd @ 12 AM, April 17th, 24th, May 8th, 15th, 23rd, 29th @ 1:30 PM**, ASLCC Spring Executive Council Meeting, *Student Center 216 - ASLCC Clubs & Org Room*
- **April 6th, 14th, 20, 21, 27th, 28th, May 4th, 5th, 11th, 12th, 18th, 19th, 25th, 26th, June 1st, 2nd, 8th, 9th, 15th, 16th, 22nd, 23rd, 29th, 30th @ 9AM**, External - Mi Familia Market, *Parking Lot C*
- **April 6th, 28th, May 5th, 10th @ 12 pm & April 16th @ 4 pm** Red Devils Baseball, *Baseball - David B. Story Field*
- **April 17th @ 5 pm**, Board of Trustees Open public Meeting, *Administration Building 100 - Heritage Room*
- **April 18th & 24th, May 2nd, 9th, 16th, 23rd, 30th @ 11:30 am**, Community Conversations
- **April 25th @ 3 pm**, Teacher Education - Open House, *Alan Thompson Library Building 130 - University Center Classroom.*
- **April 26th & May 24th @ 10 am**, Open Meeting, *Health and Science Building 101 - Laufman Lecture Hall.*
- **May 3rd @ 5:30PM**, Community Event, *Vocational Building 161 - Welding Lab, Don Talley Vocational Building 108 - Diesel Shop, Don Talley Vocational Building 123 - Diesel/Auto Shop, Don Talley Vocational Building 111 - Diesel/Auto Shop, Don Talley Vocational Building 113 - Diesel/Auto Shop*
- **May 6th @ 8 AM**, ASLCC Blood Drive, *Student Center 120 - STC Conference Room (A, B, C Combined)*
- **May 10th @ 9 AM**, Nurse and Teacher Appreciation Event, *Rose Center for the Arts 101/121/134 - RCA Lobby.*
- **May 23rd, 25th, 26th, 27th @ 10 AM**, NWAC Baseball Championships, *Baseball - David B. Story Field*
- **May 24th, 30th @ 7:30 PM & June 2nd @ 2 PM**, Spring LCC Theatre Performance, *Rose Center for the Arts 131 - Theatre, Rose Center for the Arts 101/121/134 - RCA Lobby, Rose Center for the Arts 139, Rose Center for the Arts 117 Box Office, Rose Center for the Arts 148 - Green Room*
- **May 27th**, Campus Closed Memorial Day Holiday
- **May 30th @ 10 AM**, WSU Instant Decision Day, *Alan Thompson Library 130 - University Center Classroom, Alan Thompson Building - Entry Lobby Area.*
- **May 30th @ 4:30 PM**, Gallery Reception - *Student Showcase, Rose Center for the Arts 110 - Gallery*
- **May 30th @ 4:30 PM**, Salal Launch Party, *Rose Center for the Arts 102 - Rose Center for the Arts 131 - Theatre, Rose Center for the Arts 101/121/134 - RCA Lobby, Rose Center for the Arts 139, Rose Center for the Arts 117 Box Office, Rose Center for the Arts 148 - Green Room*
- **May 31st @ 7:30 PM**, Spring LCC Symphonic Band Performance, *Rose Center for the Arts 102 - Ken & Pat Hanson Rehearsal Hall, Rose Center for the Arts 123 - Wollenberg Auditorium*
- **June 3rd, 4th, 5th, 6th @ 10 AM**, Gallery Exhibit - *Student Showcase, Rose Center for the Arts 110 - Gallery*
- **June 4th @ 7:30 PM**, Spring LCC Jazz Ensemble Performance, *Rose Center for the Arts 101/121/134m - RCA Lobby, Rose Center for the Arts 123 - Wollenberg Auditorium, Rose Center for the Arts 117 Box Office*
- **June 10th @ 10:30 AM** Spring Reception Awards and BBQ
- **June 12th @ 6:30 PM** Spring RN Pinning Ceremony, *Rose Center for the Arts 101/121/134 - RCA Lobby.*

## **Auxiliary Program**

### *Early Learning Center*

- The ELC was awarded \$21K through the Early Learning Facilities pre-design grant to work with an architect on design options for an expansion of the existing Home & Family Life Building (Head Start West & Early Learning Center).
- The ELC is currently fully enrolled, employs 14 LCC students, and hired 3 part-time hourly employees during winter quarter.
  - 75% of enrollment are LCC student families.

### *Head Start*

- 354 children and their families are being served at the end of the winter quarter at 10 locations in Castle Rock, Kelso, and Longview.
- The Barnes Center had a new playground structure installed in March.
- The program's community assessment was completed in February and can be viewed on the [webpage](#).
- Program Goals were developed with parents, staff, and community input, then adopted by the Policy Council and LCC Board of Trustees. The broad five-year goals focus on:
  - Workforce Stability
  - Full Enrollment
  - Safety
  - School Readiness/Child Development
  - Health & Nutrition
  - Family & Community Engagement



## **OPERATIONS COUNCIL REPORT – STUDENT SERVICES**

### **March 2024**

- Advising, Testing and One-Stop
- Counseling Services
- Disability and Access Services
- Financial Aid
- International Programs
- Outreach Services
- Registration
- Running Start
- Student Activities
- TRiO Programs
- Workforce & Career Services

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### **CORE THEME I: WORKFORCE AND ECONOMIC DEVELOPMENT**

- A new allocation formula for Worker Retraining (WRT) was approved in March 2024. The base allocation for WRT will continue to use the established formula for employment rates and two-year performance, but will also include a new factor of average enrolment for the previous five years. This new formula will be phased in over the next three years and will have a significant increase to LCC's allocation. By 2027, LCC's WRT allocation will increase overall by 77%.



These funds are used to help support dislocated workers enter and complete professional-technical programs.

- As a requirement for our Perkins grant, LCC is required to complete a Comprehensive Local Needs Assessment (CLNA) every two years. The CLNA was submitted to SBCTC in January 2024 and outlines areas for input and improvement related to equity and access, student performance, effectiveness of professional-technical programs, and the recruitment and retention of educators. Input from many stakeholders from a variety of interests including K12 education, regional employers and sectors, workforce and economic development, community-based organizations, as well as LCC students, staff, and faculty was used to develop action plans to address equity gaps and other areas of improvement.

## **CORE THEME II: TRANSFER AND ACADEMIC PREPARATION**

- TRIO
  - TRIO took 16 students on an overnight trip to visit the University of Oregon and Oregon State University, where they were able to speak with admissions, financial aid, and specific department advisors and tour both campuses.
  - TRIO took 10 students to visit WSU Vancouver for a campus tour.
  - TRIO took 15 students to visit Central Washington University, Washington State University, Gonzaga University, and Eastern Washington University on a three-day trip.

## **CORE THEME III: STUDENT ACCESS, SUPPORT AND COMPLETION**

- Financial Aid
  - The financial aid team has been working hard to find continued ways to streamline processes within ctcLink. This has allowed more students to receive their financial aid faster. In the first four weeks of winter 2024 quarter the financial aid team disbursed over \$4 million dollars of financial aid to 1,206 students. This was an increase of 17% more financial aid to 19% more students compared to the same time period in January 2023. Additionally, this is a 50% increase in financial aid to 46% more students compared to the same time period in January 2022. This does not reflect CARES funding that also was delivered in 2022 and 2023.
  - LCC has completed the first full year of sending refunds electronically through Bank Mobile. LCC is also now receiving VA funds electronically from the VA. This change, combined with students receiving refunds through Bank Mobile, has allowed our veteran students to receive their funds up to 2 weeks faster than they had previously.
  - A VA student support team has been identified and has developed ways to increase support for VA students. Financial Aid hired two new VA work-study, who will each spend time between the Veteran's Center and also assisting the campus VA SCO (School Certifying Officials) with file management (the positions have been vacant during the pandemic). LCC continues to see an increase in new VA students with a 15% increase this spring over last spring quarter.
- Counseling Services
  - The LCC Counseling department conducted a total of 213 counseling sessions, including:
    - 132 Mental Health Counseling sessions
    - 2 Career Counseling sessions
    - 67 Academic Counseling sessions
    - 11 student self-referrals for walk-in appointments
    - 1 staff referral for a walk-in appointment on behalf of a student
  - The LCC Counseling department received and fulfilled:
    - 40 student outreach requests from other staff and/or faculty
    - 32 student self-referrals for personal counseling or career counseling services
  - The LCC Counseling department conducted 5 Academic reinstatements and received 32 Navigate360 case assignments and one Maxient Report Outreach request.
- Disability and Access Services (DAS)
  - Disability and Access Services conducted 62 new student intakes winter quarter.
  - 113 students accessed disability-related accommodations winter quarter, which is a 5% increase over the previous year.
  - DAS provided pregnancy-related (Title IX) accommodations to 7 students.
  - DAS provided English Language Learner accommodations to 9 students.

- DAS and Counseling participated in faculty discussion groups March 28th focused on strategies and solutions for challenges in the classroom.
- Running Start
  - Received and responded to 202 academic alerts for 88 unique students for Winter 2024
  - 67% of Running Start students with academic standing concerns finished the quarter successfully and moved back to good academic standing.
  - Running Start has begun sharing its Running Start Senior Spotlights (feature) on their social media pages, which will run through graduation.
  - Running Start continues to collaborate with local school districts to share information about the program, including
    - Mark Morris HS informational lunch to answer questions from prospective students
    - Woodland HS Dual Credit Panel to inform students and families about dual enrollment programs, including Running Start, CTE dual credit, and College in the HS
  - Running Start has developed an MOU with Clatskanie School district to offer Running Start services to their students, and is developing a similar MOU with the Rainier School District.
  - Running Start information sessions are underway, with two sessions remaining in April and May with both in person and zoom options.
- Registration
  - Fraudulent applications continue to be a significant workload for Registration, impacting the department's ability to provide quick service to legitimate students. New procedures have been implemented in response, including analyzing and blocking fraudulent applications and flagging suspicious records for identity verification. Approximately 100 fraudulent applications are blocked each week. Between Jan 1 and Mar 31, 844 applicants were flagged for identity verification, a 621% increase from the 117 applications flagged during the previous three-month period. Two instances of successful financial aid fraud have been confirmed, both utilizing legitimate stolen identities. Fraudsters' tactics have evolved to include submitting realistic fake IDs, participating in Zoom video advising meetings, and submitting AI-generated classwork to avoid being removed from classes. Registration is providing training and documentation to faculty and other departments to ensure procedures are followed consistently and suspicious behavior is reported before fraudulent applicants are able to receive financial aid funds.
  - Improvements to the drop for nonpayment process continue to result in fewer students dropped from classes in the early weeks of the term. For winter 2024, a total of 198 students and 513 classes were dropped for nonpayment, down from 265 students and 1,345 classes in winter 2023.
- Student Activities and Student Housing (SASH)
  - Housing held multiple successful programs
    - Ice Skating and Campus Visit to WSU-V with 20 students
    - Bowling with 18 students
  - Housing staff attended the Northwest Association of College and University Housing Officers (NWACUHO) in Eugene, OR
    - Met with many vendors and successfully purchases couches for Olympic Court
  - Housing had a 97.66% collection rate with 51/68 beds filled for Winter 2024.
  - ASLCC installed physical comment boxes across campus, in addition to online submissions, to collect more student feedback. Feedback collected thus far has led to approval of funding for a new water bottle filling station in RCA and expanded partnership promoting the food pantry.
  - Completed search process for Assistant Director for Diversity Equity and Belonging.
  - Hosted a winter quarter all club advisor meeting discussing the streamlining of student programs processes for finance and club requests.
  - ASLCC hosted 18 programs with 665 total attendees (224 unduplicated attendees)
  - ASLCC Budget Committee launched their 24-25 S&A Budget Application, completed interviews with all applicants, developed the preliminary budget, and is currently awaiting appeal requests. A final budget will be developed and sent for final vote by BOT in May.

- Workforce & Career Services
  - Student employment job postings (i.e. work study and student help jobs) will migrate from using the current system in Career Connections to posting through NEOED. The reason for this change is to streamline the student hiring process and collect more data to help assess equity and effectiveness in student employment. Workforce and Career Services staff will continue to manage the process in NEOED by helping staff and faculty develop position descriptions and post available opportunities.
  - As a part of legislative requirements for 2SHB 1559 the Basic Needs Act, LCC has developed a Basic Needs & Hunger Free Campus strategic plan to address basic needs insecurity on campus. This strategic plan was informed by significant input and feedback from a student Basic Needs Advisory group that was formed in the Winter quarter. A total of nine students participated in weekly sessions to provide their perspectives, experiences, and recommendations on the elements of the plan.
  - Student usage of the food pantry continues to increase. The number of student check-ins to the food pantry for weekly groceries and meals increased over 35% in Winter quarter compared to Fall quarter.
- Testing:
  - During winter quarter, the Testing team proctored approximately 3,065 exams (in-person & remote) including 1852 students for LCC classes and 162 Math placement exams. Testing provided over 631 community-based exams including 287 PearsonVUE exams and 235 employment exams. The team also evaluated 99 Multiple Measures for Math placement and received 178 proctor request form submissions from 30 faculty members.
  - The Testing Team officially implemented Kryterion testing, which will allow the college to serve communities as far away as Tacoma, WA to Gresham, OR. Testing also began the process of implementing Metro Institute testing.
  - The Winter Math Boot Camp was attended by 12 students over 2 days. Student testimonials about the experience can be found here: [Winter 2024 MBC Testimonials](#)
- Advising:
  - As of 12/18/2023, the Advising team met with 239 unduplicated new incoming students for a New Student Advising (NSA) session for Spring quarter; of those, 28 students attended a group NSA. The team plans to further expand group NSA options Spring quarter.
  - The Advising team met with 836 unduplicated students either in-person or via Zoom. In-person appointments accounted for 48% of all appointments, while Zoom appointments added up to 52% of the total.
  - Retention efforts during Winter quarter included College 101 classroom visits, targeted Navigate Enrollment Campaigns, a continuation of the “Rush to Register” efforts, and multiple individualized advisor outreach efforts to the students in their caseloads.
- One-Stop:
  - The One-Stop Center held 2,661 student drop-in appointments, 1,337 unduplicated student headcount, between 12/18/2023 and 03/31/2024, where approximately 60% of appointments were in person and 40% over Zoom.
    - 45% of the services provided were Financial Aid related.
- Outreach:
  - Outreach held its second annual Men of Color Conference on February 29, and hosted over 30 current and prospective students at this year’s event.
- International Programs
  - The 11th cohort of Atomi students participated in its winter program for over 2 weeks of learning and social activities for 9 Atomi students
  - International Programs will welcome its new Director, Andie Ingram, on April 10.

#### **CORE THEME IV: INSTITUTIONAL EXCELLENCE**

- LCC received a three year Gates Foundation grant in partnership with ESD 112, Clark College and WSU-Vancouver to serve rural students in supporting their transition to post-secondary education

# Operations Council Report for Effectiveness & College Relations

## Workforce and Economic Development

### Professional/Technical Marketing

- LCC's spring quarter general enrollment marketing campaign ran from January 15th through March 1st featuring the trades, healthcare, business, and IT, with platforms and overall performance as follows:
  - Facebook/Instagram: 1.41% CTR (click through rate) compared to .95% industry average
  - Google: 45.55% CTR compared to 2% industry average
  - YouTube: 70.87% view rate compared to 27% industry average
- In addition to the general enrollment campaign, a focused dual enrollment campaign featuring Career and Technical Education (CTE) ran from January 15th through March 1st, with platforms and performance as follows:
  - Snapchat: 1.8% CTR compared to .75% industry average
  - TikTok: .60% CTR compared to .75% industry average (note: this was LCC's first campaign on TikTok)
- Advertising with all local radio stations, The Daily News, and the Wahkiakum County Eagle is ongoing.

### Employer Feedback Survey

- An Employer Survey Feedback was launched in March and will run through late April.

## Academic Transfer

### Academic Transfer Marketing

- LCC's spring quarter general enrollment marketing campaign ran from January 15th through March 1st featuring STEM, education and Running Start, with platforms and overall performance as follows:
  - Spotify: .13% CTR compared to .15% industry average
  - Facebook/Instagram: 1.41% CTR compared to .95% industry average
  - Google: 45.55% CTR compared to 2% industry average
  - YouTube: 70.87% view rate compared to 27% industry average
- In addition to the general enrollment campaign, a focused dual enrollment campaign featuring Running Start ran on the same dates with platforms and performance as follows:
  - Snapchat: 1.98% CTR (click through rate) compared to .75% industry average
  - Geofence: .10% compared to .13% industry average
- Advertising with all local radio stations, The Daily News, and the Wahkiakum County Eagle is ongoing.

## Preparation for College Level Studies

### College and Career Preparation Marketing

- In addition to the inclusion of CCP programs in the spring quarter general enrollment campaigns noted above, a focused adult reengagement campaign ran from January 15th through March 1st, with platforms and performance as follows:

- Facebook/Instagram: 1.67% CTR (click through rate) compared to .95% industry average
- Google: 42.29% CTR compared to 2% industry average
- Geofence: .104% CTR compared to .13% industry average

## **Student Access, Support and Completion**

### **Enrollment**

As of the close of business on March 25th, state FTE for winter quarter was up 8.8% over the previous year, and total FTE was up 6.5%. State FTE for spring quarter was up 9.7% year over year, and total FTE was up 7.7%. Annual state FTE was up 4.5% and total annual FTE was up 2.9%. Looking at pre-pandemic enrollment levels, winter quarter 2024 is down over 20% compared to winter 2019.

### **Listening and Feedback Sessions**

Thirty-two students participated in Listening and Feedback sessions held on February 22nd and 27th in the Student Center, Library, and Gym. One of the sessions was available in Spanish as well as English. Institutional Research staff conducted the interviews, based on a protocol designed by a third-party researcher. Each participant received a \$10 Amazon gift card as compensation for their time. Recruitment for the sessions occurred through the following platforms: LCC website, digital reader boards, direct email campaign to students, social media, paper flyers distributed around campus, direct email campaign to faculty and staff to encourage students to attend, and on-the-ground recruiting on the days of the sessions. Per Washington state DEI legislation, colleges are required to conduct listening sessions in years that climate surveys are not administered.

### **Student Satisfaction Survey**

LCC's annual Student Satisfaction Survey launched on March 14 and will run until late April.

### **All Washington Academic Team Members Named**

Sarah Snow, Lillian Williams-Chambers, and Micah Boursaw were named to the 2024 All Washington Academic Team. They will be recognized at a ceremony in Olympia on April 25 and at the May 15 LCC Board of Trustees meeting.

## **Institutional Excellence and Community Enrichment**

### **Accreditation**

- Regional and national peer analysis is now required by the Northwest Commission on Colleges and Universities (Standard 1.D.2). Although Commission staff previously stated that regional peers must be from a different state, that is no longer the case. The Executive Leadership Team approved the following regional peer institutions in March 2024: Big Bend, Centralia, Grays Harbor, Peninsula, Skagit Valley, Walla Walla, Wenatchee Valley, and Whatcom. Regional peer analysis for Guided Pathways metrics using the SBCTC FTEC (First Time Entering Cohort) dashboards will be presented to the Student Success Task Force in April. A national peer cohort model still needs to be developed but will be limited to the IPEDS (Integrated Postsecondary Education System) data, eliminating the possibility of integrating with the college's Key Performance Indicator (KPI) or Guided Pathways monitoring processes.

### **ctcLink**

- The ctcLink team lead the implementation of Multi-Factor Authentication for student accounts in ctcLink. New reference guides and how-to videos were created to support students with using and maintaining MFA settings. The ctcLink team partnered with the Web Team to create a new webpage to post all of the associated reference materials. The LCC eLearning team provided technical support to students.
- The ctcLink team configured a new service indicator to align with RCW 28B.10.293. New legislation was introduced that limits what kinds of debt can be leveraged to prevent

enrollment. The new service indicator was established to block refunds for students who owe fines, but still allow enrollment.

- The ctLink team built a PS Query for the International Program to meet their needs with identifying international student enrollment, select demographic and student group data for current and prior terms.
- The ctLink team modified an existing PS query to help streamline advisor assignment for the Office of Instruction.
- The ctLink team completed a system clean-up project to remove all fees from College in the High School (CIHS) classes in the student financials module. This was part of SB 5048 implementation.
- The ctLink team and area subject matter experts participating in User Acceptance Testing (UAT) for the following system improvements:
  - Second Journal Set Updates (Student Financials/Finance)
  - Legacy Transcript improvements (Records and Enrollment/Registration)
  - OAAP Search/Match enhancement (Admissions)
  - Term GPA rounding correction (Records and Enrollment/Registration)
- Nichole Seroshek was added to the state ctLink College Collaboration Group Leadership team.
- **ctcLink PeopleSoft Image/Update:** PeopleTools 8.59.21 is scheduled for April 27, 2024.

#### **Laserfiche**

- Kara McElroy collaborated with IT to get Financial Aid, Registration and HR users into Laserfiche to access the document repository and begin auditing records converted from the Hershey system.

#### **Media Coverage**

[New Presidents and Provosts: Jackson State, Lower Columbia, Nevada State, Northshore Technical CC, Upper Iowa, Yavapai.](#) Inside Higher Ed | Mar 24, 2024

[Lower Columbia College hosts Cathlamet poet.](#) The Daily News | Mar 22, 2024

[NWAC Volleyball: Lower Columbia hires Troy Shorey to lead volleyball program.](#) The Daily News | Mar 21, 2024

[Battle Ground woman finds fulfillment with help of LCC Foundation scholarship.](#) The Daily News | Mar 15, 2024

[Lower Columbia College vocational center receives federal funds.](#) The Daily News | Mar 15, 2024

[State lawmakers secure \\$1.5 million for Raymond Manor.](#) Flannery Publications | Mar 13, 2024

[Lower Columbia College prof loses job after investigation on student affair.](#) The Daily News | Mar 12, 2024

[LCC dramas The Book Club Play Photos.](#) The Daily News | Mar 04, 2024

[NWAC News: Lower Columbia adds four Red Devils to its Hall of Fame.](#) The Daily News | Feb 23, 2024

[Hometown Hall of Famer: Mark Hulings keeps showing up, showing out for Longview.](#) The Daily News | Feb 22, 2024

[LCC Nursing Student to temporarily replace stepfather in 19th District as he reports for military duty.](#) The (Centralia) Chronicle | Feb 19, 2024

[Lower Columbia College hosts debate tournament in Longview.](#) The Daily News | Feb 16, 2024

[Lower Columbia College's Northwest Voices to host pop culture critic.](#) The Daily News | Feb 08, 2024

[Kelso High School hosts regional welding competition for students.](#) KGW8 | Feb 05, 2024

[Lower Columbia College debate team named conference champions.](#) The Daily News | Jan 31, 2024

[Nadine and David Coburn are Lower Columbia College Foundation's Benefactors of the Year.](#) The Daily News | Jan 19, 2024

[Lower Columbia College President Chris Bailey leaves legacy of giving, growth after 12 years.](#) The Daily News | Jan 06, 2024

## HUMAN RESOURCE SERVICES – January, February, & March 2024

### New Hires/Position Changes in January:

01/01/2024	Sadahji Williams	Program Coordinator (Non-perm) (Reallocation)
01/02/2024	Jacob Aguiar	Employment Navigator
01/03/2024	Matt Seimears	President
01/08/2024	Adriana Johnson	Accounts Payable Specialist (Fiscal Spec 2)
01/22/2024	Heather Strong	Early Childhood Coach (Program Specialist 2)

### New Hires/Position Changes in February:

02/01/2024	Alexis Coble	Center Aide/Classroom Floater (Non-perm, Head Start)
02/01/2024	Angel Ruvalcaba	Interim Director of Advising & One-Stop
02/01/2024	Kaitlin Sexton	Program Manager A (Temp Reassignment)
02/01/2024	Samantha Berglund	Teacher Assistant (Non-perm, Head Start)
02/02/2024	Laynara De Fatima Ferreira	Program Coordinator (Non-perm)
02/05/2024	Brittany Caulfield	Student Financial Specialist
02/16/2024	Jason Arrowsmith	Director of Safety & Security
02/16/2024	Breoni Coalman	Program Specialist 2 (Reallocation)
02/16/2024	Jonna Mallery	Program Specialist 2 (Reallocation)
02/16/2024	Jenna Burnell	Program Specialist 2 (Reallocation)

### New Hires/Position Changes in March:

03/01/2024	April Vitzthum	Fiscal Specialist 2 (Reallocation)
03/01/2024	Esmeralda Rodriguez-Flores	Program Assistant (Non-perm)
03/05/2024	Nicole Baker	HR Generalist
03/18/2024	Sadahji Williams	Program Specialist 2 (Non-perm, Reallocation)

### What's Going on in HR

- The HR Team welcomed a new HR Generalist, Nicole Baker in early March! Nicole will be the go-to for all part-time onboarding. Becca Noce, HR Generalist has moved into a new role to support recruitment, Head Start, and other administrative tasks for our HR department!
- On April 1, LCC went live with Onboard, an onboarding platform through NEOED that will be used for all new hires (new to LCC), promotions/position changes, and rehires! This Onboard platform helps streamline and modernize the HR processes, creates a warm welcome for new hires, moves all new hire forms to electronic, and provides tailored resources, links, and information to each new hire based on their position at LCC!
- HR collaborated with Workforce & Career Services to make changes to student hiring, to have all student employees apply through NEOED, and seamlessly transition to Onboard when they are hired. This change was also effective April 1!
- Recruitment has ramped up again and HR will be filling a number of full-time faculty roles, Director positions, and a variety of other full-time roles over the next few months. Please spread the word by posting to your social media!
- Human Resources welcomed and oriented all new full-time and part-time employees.

- The Extra Mile award goes to the individual who: makes a difference, goes above and beyond what is necessary, and exhibits outstanding dedication to their job. The exempt winner was Tamra Gilchrist and the classified winner was Karissa Vickaryous!
- For winter quarter, HR encouraged faculty and staff to engage in a variety of pre-recorded and self-paced professional development opportunities. HR also shared out mental health resources and webinars and opportunities from the Employee Assistance Program. HR offered the SAD Workshop with Emme McCarthy, Gut Health & Intuitive Eating with Jessica Kooiman, and Supervisor Workshops: Onboard & Student Hiring and Deeper Dive into Onboard. There was good attendance and engagement in these offerings. Employees were assigned Identities & Inclusion (Get Inclusive) and HR Policies (Canvas).

### Search Advocate Program

- HR (Jennifer Lucas as the lead) continues to advance the Search Advocate (SA) Program at LCC. The SA Program enhances the validity and equity of our search process, and will have a positive impact on the diversity of our applicant pools and hires. It is one-year post launch and we are seeing bias be mitigated in the recruitment process. HR is holding quarterly debriefs with our SAs and Jen led her first quarterly SA Connection this quarter. HR had great attendance and talked through challenges SAs are facing, feedback, and how HR can support them moving forward. HR has a wealth of resources and support for our SAs as they serve on committees in this new capacity and are eager to modify/strengthen our recruitment process along the way. HR had about 7 employees complete the SA training in February and have a few more scheduled to get trained in the coming months. HR continues to seek new SAs.

### Red Devil Wellness (RDW)

- RDW partnered with the Fitness Center on a variety of physical activity offerings.
- Winter quarter RDW events included:
  - Mental Health Counselor Emme McCarthy partnered with RDW to put on a SAD (Seasonal Affective Disorder) Workshop.
  - The “Heart-Healthy Cookoff” in February where participants picked one item from a list of heart-healthy ingredients and prepared a dish to share with our staff! The winners were:
    - Best Dessert – Mary Herbert
    - 2<sup>ND</sup> Best Dessert – Larissa Arnold
    - Best Side Dish – Leslie Scarborough
    - For March, Health and Nutrition Faculty member, Jessica Kooiman, taught LCC employees about Gut Health and Intuitive Eating.
- HR looks forward to offering more in-person opportunities and providing a variety of ways for our campus to engage in wellness at LCC.



## FOUNDATION –October, November, December 2023

LCC's Alumni Association's growth continues with membership reaching 984 alumni.

The second scholarship cycle for this academic year commenced on October 2<sup>nd</sup> and closed October 31<sup>st</sup> offering over \$176,000 in scholarship opportunities available to applicants. single online scholarship application can be used to apply for multiple opportunities. Scholarship workshops were held on campus, and a video detailing the scholarship process was uploaded to the website. We had 305 applicants. First round awards have been sent and are in the process of being accepted. Second round of awarding for unaccepted scholarships, will begin in January.

Scholarship award information from the spring application cycle including student biographies and thank you's were prepped and ready to be mailed to donors on December 1<sup>st</sup>. The annual scholarship booklet which contains a full list of scholarship awards and student quotes will be prepared and mailed to scholarship donors and student recipients after the fall scholarship award cycle is complete. The booklet will include both cycles with all scholarship awards for 2023-24 academic year. The publication will also be made available online.

The next Scholarship application cycle for the 24-25 academic year will open March 1st and end April 30th. Nearly \$600,000 in scholarship opportunities will be available to applicants. There is one online scholarship application that qualifies applicants for multiple opportunities. Scholarship workshops will be offered on campus and in local high schools to assist students with the application process. Full details about LCC scholarships can be found on the LCC scholarship webpage.

Capital Campaign Update: The campaign Steering Committee and Foundation Board have approved a \$15 million capital campaign goal to meet the growing needs of the projects. We continue to focus on Athletics and major donors. We have reached 74% of our total campaign goal having raised \$11,074,963 as of the end of December.

The Foundation launched the annual year-end appeal with a letter, email and social media campaign to raise funds for the College Success Fund. The appeal ran through the end of December and raised \$ 71,976.09 so far.

The Foundation Executive Committee selected Nadine Coburn as the 2023-24 Benefactor of the Year.

We hosted our lifetime donor wall reception on Tuesday, Nov. 14<sup>th</sup> from 5:30 – 7 PM in the Rose Center for the Arts – Forsberg Art Gallery. We had nearly 125 people in attendance for this thank you event for our donors who have reached \$10,000 in lifetime giving (or more). We added 27 new plaques to the wall and 8 new upgraded plaques (meaning the donor moved to a higher giving level). We also honored our LCC Alumnus of the year, Jeane Moksness, and Benefactor of the Year, the Wollenberg Foundation.

Holiday Cards were sent from the Foundation to Wertheimer and Heritage Society members, current and former trustees, current and former board members, top donors, and VIP constituents.

The 2023 Retiree Holiday Luncheon was held December 12th at the Longview Country Club providing stewardship opportunities to keep LCC retirees connected to the college and mission. Nearly 50 retirees gathered for lunch including LCC Foundation board member, Jane Rosi-Pattison. A festive New Year's card with a photo taken of those in attendance will be sent out the first week of January.

The Foundation's Holiday Thank-a-thon was held in the second week of December. LCC Scholarship recipients and student athletes made a combined 143 phone calls thanking donors for their support. Phone calls were made to scholarship sponsors, LCC Booster Club members, and supporters of Athletic Excellence, Student Success and College Success.

The Audit team conducted the 2022-2023 audit on-campus during the week of October 9 – 13, 2023. The 2022-23 financial audit is in the final stages of completion. No major errors or discrepancies were found. The audited financial statements are scheduled to be presented to the Foundation Executive and Finance Committees in January 2024.

October, November, & December gifts and pledge payments totaled \$2,080,910 which included:

- \$1,000,000 Emerald Sky Foundation
- \$60,000 Cowlitz County
- \$25,000 Coordinated Care
- \$50,000 The Kirchner's
- \$20,000 Vernon Pickett
- \$12,000 The Gene Haas Foundation
- \$11,000 The Biella Foundation
- \$1,000,000 Cowlitz Indian Tribe
- \$286,202.08 Estate of Charles Klawitter
- \$42,032.74 Estate of Ronald Lundeen
- \$40,577.35 Fern Kelly
- \$56,166.88 Robert Fox
- \$90,000 Sharon Bergman
- \$27,000 Rightline Equipment
- \$10,000 Donald Correll