



Student Services Council
Tuesday, September 23, 2004
Meeting Notes

Present:

Barbara Adams, Diane Armstead, Eileen Bergeson, Pat Boerner, Margit Brumbaugh, Ernie Cadman, Carol Carlson, Twylla Corrie, Julie Dasso, Tiahna Davis, Buzz Gorman, Marisa Greear, Wendy Hall, Mary Harding, Jason Hoseney, Betty Johnson, Dan Johnson, Kay Koski, John Krause, Lynn Lawrence, Bunpa Lim, Wes McGee, Carol McNair, Therese Montoya, Sallie Parson, Barbara Schoeffler, Jenny Smith, Mary Stone, Sandie St. Onge, Kathy Wheeler and ASLCC representative.

Not Present: Roxana Ahmadifard, Scott Dennis, Terrence Green, George Henderson, Jennifer Knapp, Marjorie Kundiger, Nadine Lemmons, Ronda Manick, Marleen Musso, Faye Olason, Karla Rivers, Jim Roffler, Kirc Roland, Betty Sjoblom and Darcy Smith

Guests: Merlene York, Janelle Runyon, Kathy Demarest

➤ **Division Items**

- **Welcome to New Staff** – Mary Harding introduced our new staff members to resounding applause from all those present. New to Student Services this academic year are: Roxanna Ahmadifard, Tiahna Davis, Marisa Greear, Terrence Green, Kay Koski, Nadine Lemmons, and Kathy Wheeler. We also have an employee with a new last name - Jennifer (West) Knapp. Congratulations everyone on a good start to fall quarter 2004!
- **Service Pins** – Mary Harding presented service pins to the following staff members: Diane Armstead (25), Kay Koski (15), Margit Brumbaugh (5) and Dan Johnson (5). We are so lucky to have new and “lingering” employees!
- **Student Orientation** – Mary Harding shared a special “Thanks!” she received at the last Board of Trustees meeting. A board member reported that his niece who had been in Running Start developed overwhelming enthusiasm after her New Student Orientation. She was knowledgeable and excited about beginning classes at LCC. The list of Student Services staff members who are to be thanked for their portion of this success story is lengthy and would be incomplete if I even tried to start naming them all. Thank you!
- **“Speak First” Policy** – Lynn Lawrence reported from her many years of experience in customer service in the banking industry and Mary Harding shared her own experience of first day jitters upon returning to college. Many students are scared to death when they step foot on a college campus. Please put yourself into their shoes. Make them feel welcomed. Help them get to the right person by their second staff contact. Always wear your nametag and be the first to speak. A very simple phrase can break the tension and put them at ease. Try one of these: “How are you?” “How may I help you?” “Who are you here to see?” “May I help you locate a particular office or

person?” This is not an innate skill. Practice and develop the ability to look up, smile and greet people. You will find the practice of “speak first” very helpful in many future situations in your life.

- **ABE/ESL Fee Implementation** – Lynn Lawrence reported that a Legislative mandate has ABE and ESL students now paying \$25 per quarter. She indicated that Merilee Hertig and staff were very proactive with information regarding this new fee. Route any questions to Lynn.
- **Voter Registration Activities** – Mary Harding, Lynn Lawrence, Betty Johnson and Dan Johnson provided information about voter registration. The college is obligated by Federal Law to provide voter registration information and continues to meet that obligation. As citizens of the United States, voting is our right and responsibility. As employees of the college, we may not campaign for candidates during our work hours or infer college support of candidates or measures. Barbara Schoeffler has campaign activity opportunities available through ICP. Voter registration forms are available in the Registration Office, the Student Center and the Disability Services Office. We have a voter registration link on our website. To go directly to the state page, here is the address <http://www.secstate.wa.gov/elections/register.aspx>. Voter information and registration tables will be set up in the Student center from 11:30 to 1:00 on Monday, Tuesday and Wednesday next week. Some tables may be staffed by candidates. Voting is easy! Please encourage students to register and vote. It is not too late to develop the voting habit! Voter registrations must be mailed in by the end of next week.
- **Student Progress Guidelines Implementation Activities** – Mary Harding, Lynn Lawrence & Wendy Hall provided information on Senate Bill 5135, the so called “Lingering Student” legislation. The legislation is intended to encourage completion of two year degrees in two years with 90 earned credits. Intervention points are identified for action when students have completed 60%, 85%, 125% and 150% of their required program credits. There was a lot of discussion involving our initial reaction to this legislation, the many changes that have occurred since the legislation was first proposed, and how we are currently dealing with and documenting our activities in compliance with the legislation. Several counselors and advisors were present to receive their copies of letters that were recently sent to students at the defined intervention points. If you have alternate language suggestions, please forward them to Wendy. If you have any success stories of students going from developmental education classes to degree completion, please forward them to Wendy or Lynn.
- **GED Testing Fee Increase** – Wes McGee explained the reason for the increase in the GED Testing fee from \$50 to \$75. This test is no longer given in pencil & paper format. The test has changed and is now given by computer. Another increase is expected in two years.
- **Student Success and Transfer to UW** - Mary Harding provided two handouts that she asked employees to read. The first handout was the complete article regarding the University of Washington with a misleading headline regarding transfer student acceptance. She explained that students should apply early for acceptance and that students may need to be flexible in their start date as fall quarter is already full. This is true for Central Washington University and Washington State University. The second handout provides information regarding student success based on “one-stop shopping”, predictable and streamlined curricula, and low counselor-student ratios.

- **Committee Reports** - internal webpage - <http://lcc.ctc.edu/info/minutes>
- **Academic Standards Committee** – Mary Harding reported that this committee will be meeting October 7 at 3:45 in ADC 141.
 - **Assessment Committee**- Wendy Hall reported that this committee will be meeting today at 3:00 p.m.
 - **Curriculum Committee** – Therese Montoya reported that this committee has not had a meeting to date.
 - **Diversity Committee** – Dan Johnson reported that this committee has not had a meeting to date.
 - **Financial Aid Committee** – Buzz Gorman reported that his committee has met twice and has reinstated eight students.
 - **Instructional Council** – Mary Stone reported that this committee has not had a meeting to date.
 - **Student Services ad hoc Social Committee** –John Krause reported that this committee needs new members. Bunpa Lim is the most recent recruit. Bookstore and Cashiering staff members have been added to the Student Services Social circle.
- **Around the Table**
- **Barbara Adams** – Darcy Smith, Roxana Ahmadifard and Barbara have made Tech Prep and Institute presentations to four high schools already. The new ninth grade group at Kelso High School is very interested.
 - **Diane Armstead** – Diane is very excited to be working with Jason Hosenev on a very worthwhile and exciting two year Student Support Service project. Publicity will be coming out soon.
 - **Eileen Bergeson** – The Title III open house was very successful. If you missed it, please come by and check out all their neat technology. September 30 ends Year One for Title III. Eileen provided highlights for Year Two; including staff and faculty training, continued development of on-line classes through ANGEL, improved student success through learning communities, document imaging, and three more smart classrooms.
 - **Margit Brumbaugh** – Retention calling has begun for new fall quarter students.
 - **Ernie Cadman** – Ernie provided information on Discover U (our learning community with INDV 75 and MATH 91), which includes a diverse group of students. Students are excited, showing up early and seem to be fully involved in class discussions. Fifty percent of the WBLTA allotment was spent fall quarter. It is hoped that this will provide a better chance to retain the students winter and spring quarter and assist them with federal aid.
 - **Carol Carlson** – Athletics is up and running as of September 1. Check the Athletics website for a complete listing of scheduled games and tournaments. There are also team schedules available

at the Information Counter in the Student Center. All Star games will be hosted by LCC and will bring in many scouts. Staff may attend for a small fee of only five dollars.

- **Twylla Corrie** – Upcoming presentations, meetings and surveys include:
 - 9/30-10/1 – College Women’s Program Conference
 - 10/1 – Survey to Professional/Technical Faculty regarding Career Center Services
 - 10/8 – Career Fair at the Armory
 - 3/3/05 - LCC Job Fair
- **Tiahna Davis** – Tiahna is excited to be here in a new position. She is busy with Financial Aid and is quickly learning her Research responsibilities.
- **Buzz Gorman** – Please contact Betty Sjoblom at 2393 if you have any Student Work Study needs. We are long on students and short on job opportunities.
- **Marisa Greear** – Marisa thanked everyone for her welcome to Financial Aid and indicated that she has been very busy.
- **Terrence Green** – Terrence said he is learning lots! There will be Transfer Fair on campus November 3, with several four-year institution representatives available for our students.
- **Wendy Hall** – The last WSUV survey notification was sent out this morning. Please take the time to respond. Class surveys will be happening next week and two focus groups will be held on October 4 and 5. The CCSEQ (Community College Student Experience Questionnaire) will be bumped up a little this year to gather better information.
- **Jason Hosenev** – The Student Support Services newsletter will be coming out soon. Look for special articles on Starbucks and Speak First.
- **Betty Johnson** – There will be a drive-in movie tonight in the 20th Avenue parking lot. Bring your family out for *Shrek II*. Voter registration tables will be set up in the Student Center September 27 – 29. There will be an “Effective Elections” speaker on campus October 20.
- **Dan Johnson** – If you are mailing in your voter registration, they must be in the mail by the end of next week. Thank you for the recent cards, calls, flowers, support and well wishes.
- **Kay Koski** – Thank you for the welcome to Student Services. Career Employment Services has been busy.
- **John Krause** – Diane Armstead will be working on a special Student Support Service project.
- **Lynn Lawrence** – Registration staff are busy. If you have any ABE/ESL fee questions, please feel free to contact Lynn.

- **Bunpa Lim** – The Multicultural Club sponsored the band yesterday. Their first meeting is coming soon.

- **Carol McNair** – A “Counselor on the Spot” will be available until 6:00 p.m. on Tuesday evening.

- **Therese Montoya** – Fifty students are expected at the final New Student Orientation tonight.

- **Sallie Parson** – The Student Support Services cultural enrichment activity calendar will be out soon. It will include two theatre presentations and a trip to the Portland Art Museum.

- **Barbara Schoeffler** – Bonneville Power Administration representatives will be on campus October 5 from 9:00 to 11:00 in the Student Center Conference rooms B and C. A new ICP experience has just been approved at Target for pharmacy technology. The Chemical Dependency Study group enjoyed a chuckle over our new tagline.

- **Mary Stone** – The next college degree program to be highlighted will be Earth Sciences on October 22 with David Cordero.

- **Sandie St. Onge** – The Office for Student Success has been busy this past week with students requesting reinstatement from academic suspension. Next week will bring a new surge of activity as students begin requesting permission for late enrollment. Students approved for late enrollment will be coded and tracked for end of quarter completion rates.

- **Kathy Wheeler** – Kathy reported that she is learning lots and practicing patience.

- **Guest Reports :**
 - **Merlene York** – The Foundation Office is busy and has a Student Work Study opening. Please send referrals her way. The Internal Campaign kicked off with Karen Kearcher, Don Correll, Darcy Smith and Steve Jones leading the way. Packages will be coming to all staff soon. A new opportunity will be offered this year to purchase a seat in the new Fine Arts auditorium. For only a \$1,000 donation, your name can be permanently affixed to a seat.

 - **Janelle Runyon** – The preliminary staff directory will not have photos and should be out next week. It will include any staff member with an LCC telephone number and a few staff members who are located off campus. Remember to contact Janelle and her staff to assure consistency in all our printed materials going to students and off-campus. They will verify the new look, tagline, logo, required EEO statements, etc. are included.

The next Student Services Council meeting is scheduled for Thursday, October 28.