



Student Services Council
Thursday, August 24, 2006
Meeting Notes

Present:

Margit Brumbaugh, Carol Carlson, Kathy Carty, Twylla Corrie, Tiahna Davis, Buzz Gorman, Marisa Greear, Wendy Hall, Joe Hobson, Lynn Lawrence, Nadine Lemmons, Bunpa Lim, Ronda Manick, Marleen Musso, Barbara Schoeffler, Bill Stahley, Sandie St. Onge, and Mary Harding, Chair

Not Present: Roxana Ahmadifard, Diane Armstead, Eileen Bergeson, Pat Boerner, Ernie Cadman, DeJannel Davis, Scott Dennis, Terrence Green, George Henderson, Jason Hoseney, Betty Johnson, Dan Johnson, Jennifer Knapp, John Krause, Wes McGee, Therese Montoya, Faye Olason, Sallie Parson, Karla Rivers, Jim Roffler, Kirc Roland, Betty Sjoblom, Darcy Smith, Jenny Smith, Mary Stone, Kathy Wheeler, and ASLCC representative

➤ **Division Items**

- Scholarship Application Success - Marisa reported that 73% of students who applied for scholarship this past year were awarded a scholarship, compared to 59% a year ago. Remind students to apply for scholarships. New off campus scholarships, endowed scholarships and old departmental scholarships that were rolled over into several LCC/Wertheimer scholarships accounted for an additional 285 scholarships that were awarded this past year.
- Refund Requests based on Medical Conditions – Mary reported that Lynn is now the person students should contact when they are making requests for tuition refunds based on documented medical situations. Refunds are only be considered for the current quarter, with documentation from the doctor indicating the time period that the student was medically unable to attend, and will be pro-rated if eligibility can be verified.
- Orientation Week - Mary indicated that the bulk of Orientation week activities are for faculty workshops and training. General staff activities include the Monday morning welcome back session and the Friday afternoon reception. Be sure to check with your supervisor about office coverage before attending.
- New Application for Admission – Lynn reported on a new item that is found on our printed and on-line applications regarding veteran/veteran dependant status. When marked, Betty Sjoblom will make contact with the student to determine if they meet any educational benefit requirements for veterans.
- Common Course Numbering – Lynn reported that this statewide re-labeling of courses with common content is moving forward. Fifty-five courses have been identified to date.

- Enrollment Report – Mary reported that our reimbursable summer enrollment numbers were up 52 from last year, mostly due to increased ABE and ESL enrollments. Fall numbers are currently down just one percent compared to last year.
- Retention/Persistence Calls – Several Student Services staff members have been busy making “cold calls” to students who have ‘stopped out’, have not re-enrolled since spring quarter into Professional/Technical program classes, or who recently graduated from high school and are not yet showing on our fall enrollment reports.
- Pulp & Paper Program – This program is getting lots of attention and enrollment, and will be great for our community.
- New Directions Music Program – The response to this new program has been great. It is bringing in an important new group of students who might have otherwise overlooked what is offered at LCC.
- Azorus – This Customer Relationship Management system was reviewed by several staff members yesterday. The system looks like a website, but actually creates individual portals for prospective students. The prospective students provide information about their interests and then data that matches their interests is sent back to their portal at predetermined times to encourage their interest in the college to increase student/prospective student engagement. They may receive individualized e-mails, event/class listings, calendars and more.

➤ **Committee Reports** - internal webpage - <http://lcc.ctc.edu/info/minutes>

- Academic Standards Committee – Mary Harding reported that this committee has not met during summer quarter.
- Assessment Committee – Wendy Hall reported that this committee has not met during summer quarter.
- Curriculum Committee – Mary Harding reported that this committee has not met during summer quarter.
- Diversity Committee – Dan Johnson has announced that this committee will be meeting on Wednesday, September 13 in the Executive Council Chambers from noon to 2. Lunch will be provided.
- Financial Aid Committee – Marissa Greear reported that this committee will be meeting twice during Orientation Week. Students who have been placed on financial aid suspension should contact the Financial Aid Office to learn how to apply for reinstatement of their financial aid.

- Instructional Council – Mary Harding announced that this committee does not meet during summer quarter.
- Student Services ad hoc Social Committee – Twylla Corrie announced that this committee will be meeting later today.

➤ **Around the Table**

- **Margit Brumbaugh** – Fall advising and the recent Running Start Orientation have kept her busy lately.
- **Carol Carlson** – Practice has begun for volleyball and soccer. There will be a Labor Day weekend volleyball tournament at LCC and Mark Morris. Come out and root for our team!
- **Kathy Carty** – Kathy thanked us for welcoming her back. Her schedule has been full since her return in early August.
- **Twylla Corrie** – Twylla shared a copy of her new Non-traditional Program booklet.
- **Buzz Gorman** – Work Study allocations will be announced soon. If you haven't already done so, let Mary Harding know your hourly request for 2006-07 and how the allocation will be used. Buzz provided information on a new grant, the Academic Competitiveness Grant, which will be available for qualified students. Among the qualification requirements: approval for a PELL grant, US citizen, 2005 or 2006 high school graduate, fulltime student pursuing a degree, and specific high school classes including: 4 years of English, 3 years of MATH, 3 years of a lab science, 3 years of a social science and 2 years of a foreign language. Contact the Financial Aid Office if you have questions.
- **Mary Harding** – Mary received two positive calls this week from very satisfied customers. Keep up the great work!
- **Joe Hobson** – Cold calls will start soon. Joe reported that a student who had been out of school for 22 years and was not a very strong student at that time recently was overwhelmed with joy when he learned that he earned a B+ summer quarter.
- **Lynn Lawrence** – Registration staff have been busy.
- **Nadine Lemmons** – The initial phase of staff and faculty website training was completed yesterday. The professional development schedule for fall is complete. The guest speaker for faculty orientation on September 13 is Dr. Lawrence Aleamoni. There will be a fall open house to highlight the Title III Math Progression Program. Orientation for part time faculty on September 7 will include a session on active learning and a video on diversity featuring our own Dan Johnson.
- **Bunpa Lim** – Student Support Services advising and recruiting have kept him busy this summer. There were 55 student enrolled for their summer math program.

- **Ronda Manick** – Having Kathy Carty available is great and has done much to alleviate the Financial Aid Office staff stress level.
- **Marleen Musso** – Summer grads and updating the catalog on our web have kept Marleen busy this summer.
- **Barbara Schoeffler** – We have eight new Radiology Tech students.
- **Bill Stahley** – Fall advising appointment have been very steady.
- **Sandie St. Onge** – We have three students from Holland interested in coming to LCC to play baseball on a Kelly Smith team. Joyce Niemi has put out the call for program data that you would like included in the part time faculty orientation notebook (9/7) or the full time faculty orientation notebook (9/11). The name tag order we placed in early July has been misplaced. Please contact Sandie if your supervisor has approved a new name tag. She will need:
 - Name
 - Title
 - Department
 - Budget to cover the expense
 - Your choice of
 - Magnet back - \$9.50
 - Pin or Tie Tack back - \$7.50
 - Pocket style - \$10

The next Student Services Council meeting is scheduled for September 28, 2006.