



Student Services Council  
December 23, 2010  
Meeting Notes

**Present:**

Bunpa Lim, Christina Jungers, Donna Walker, Jodi Dahlke, Judith Chapar, Linda Wilson, Lynn Lawrence, Marisa Greear, Marisa Zylstra, Meghan DeGallier, Megan Jasurda, Nichole Seroshek, Sandie St. Onge, and Lisa Matye Edwards, Chair

**Not Present:** Arlene Lopes, Ashley Bemm, ASLCC representative, Betty Hayes, Betty Sjoblom, Carmilla Rollins, Carol Carlson, Chad Meadors, Janay Schutz, Jenny Smith, Jim Roffler, Karla Rivers, Kirc Roland, Micah McKee, Pat Boerner, Ronda Manick, Roxana Ahmadifard, Selah Mitchell, Stacey Yuman, Tamra Bell, and Wyler Beterbide

**Guest:** Casey Tilton, Ray Lindsey, and Renee Carney

➤ **Agenda Items**

- Student Portal Demonstration – Renee Carney took us through a quick tour of the new student portal and it was reported that 217 students had already logged in and set up their access! This wonderful new tool will allow local LCC students and those attending via the internet from remote sites to manage their information and their access to campus computers, e-mail, and ANGEL with one log-in and one network/user ID. It will have access to all the information currently on our Student Kiosk, and more! Watch for further announcements. We will repeat the tour at our next meeting for all those staff members who were not present.
- Appreciation Exercise – Lisa provided small “thank you” cards so we could acknowledge our appreciation for the services, time, a simple positive word, or other personal or public gift provided by some else on campus during the past quarter.
- Building Hours – Lisa will have our building OPEN hours, rather than the hours we are not available for service, posted at all ADC entrances before the end of day today. A copy of the flier was sent out to all Student Services Council members. It includes website link addresses for the services available on-line.
- Cashier Hours – The cashiering staff need time at the beginning and end of each day to count and balance their tills. To accommodate that task and avoid overtime, their hours will be reduced slightly. Check out the ADC hours flier for

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full information.

- Drop Box Usage/Responsibility – We will be expanding the use of the ADC drop-box as building and service hours become limited. Someone will be assigned to check the contents daily and to distribute the contents to the appropriate offices for follow up.
- Verbal Judo/Crisis Intervention Training – Casey Tilton reported that a day-long professional development opportunity is being scheduled for all staff on Friday, April 29. It is tentatively scheduled for the Rose Center’s Center Stage. He would appreciate receiving information on past incidents or scenarios that you would like discussed. Always remember to call Security if you are in a hostile situation or you are dealing with difficult people. Here is a link to the speaker for a little background information.  
<http://www.learningconnections.org/clc/trainers/ellis.asp>

➤ **Committee Reports** – (details at - <http://lowercolumbia.edu/internal/committees/>)

- **Academic Standards Committee – Lisa Matye Edwards**

The Academic Standards Committee met on November 29 and will meet again January 24. The Operational Guidelines are being updated and there is lots of on-going discussion about changing forms and procedures.

- **Curriculum Committee** – No report.

- **Financial Aid Committee – Marisa Zylstra**

This committee met three times in December and heard 35-40 petitions for reinstatement. Some scholarships are still available! Be sure to request telephone and address updates from students as electronic communication and application usage is definitely on the rise.

- **Instructional Council** – No report.

➤ **Around the Table**

- **Bunpa Lim** – Intake is on-going for Student Support Services. Upcoming events include plans for a Martin Luther King, Jr. speaker and acknowledgement of Women’s History month.
- **Casey Tilton** – We will have a speaker, [Ellis Amdur](#), on campus April 29 from 9:00 to 4:00 in the Rose Center for a full day of crisis intervention training. He will demonstrate how to deal with difficult people and general “verbal judo” techniques. Keep your schedules open and make arrangements in advance for

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office coverage, as needed. It would be helpful if you could provide Casey with examples of past scenarios and incidents that made you uncomfortable. Remember to always call Security 2270 (or 2911 emergencies) when issues arise.

- **Jodi Dahlke** – Walk-in appointments for winter quarter began today.
- **Judith Chapar** – Student Support Services and the Transfer Club will be taking a van trip to The Evergreen State College on Saturday, January 15. There will be a *Lunch & Learn* on January 4 for students interested in learning more about SSS and the TRIO program. A headcount is needed so adequate food may be ordered.
- **Lisa Matye Edwards** – The efficiency closure December 27-30 is hoping to save the college monies from heating and energy costs. An e-mail regarding the closure was sent out today by Lisa and Sue Groth has provided closure information to the local paper and other media. We will be hosting a visit from the Governor's Office in January and Bunpa Lim is coordinating the hosting activities for this visit. Jodi Dahlke is the successful candidate for the Student Support Services Ed Planner position. Nichole Seroshek will be moving into full-time status as an Ed Planner for the Advising & Testing department. Jennifer Hogue has been hired as a part-time Counselor and will begin training with Mary Stone on January 3. Betty Hayes is also picking up some counseling hours and will begin intercession work with academically suspended students on Fridays during winter quarter. Security will be providing a presence in the ADC lobby during the first week of winter quarter, as we seem to have plenty of stressed and agitated students on the verge of acting out during that time period. Managers should be rotating their presence in the lobby as well to provide some triage coverage.
- **Marisa Greear** – The Financial Aid office has already run 2,000 checks for winter quarter!
- **Sandie St. Onge** – Sandie is trying to keep up to all the deadlines and update the Academic Standards Committee *Operational Guidelines*, while working with the 100 or so students who were placed on academic suspension for their fall or previous quarter classes who want to enroll for winter quarter classes. The deadline for managers to turn in their Operations Council/Board of Trustees meeting report for January is TODAY, December 23!!

The next Student Services Council meeting is scheduled for the fourth Thursday in January - **January 27, 2010.**

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