



Student Services Council  
September 27, 2011  
Meeting Notes

**Present:**

Aaron McNabb, Amber Lemiere, Betty Hayes, Betty Sjoblom, Chad Meadors, Donna Walker, Jenny Smith, Lynn Lawrence, Marcy Gilchrist, Marisa Greear, Marisa Zylstra, Mary Ellen Pietz, Megan Jasurda, Meghan Averette, Nichole Seroshek, Pat Boerner, Ronda Manick, Roxana Ahmadifard, Sandie St. Onge, Selah Mitchell, Traci Fuller, Traci Hilligoss, and Lisa Matye Edwards, Chair

**Not Present:** Anna Brodt, Ashley Bemm, ASLCC representative, Brian Isbell, Bunpa Lim, Carmilla Rollins, Carrie Thompson, Christina Jungers, Geonna Joy, Harlan Crusier, Heidi Hamer, Jennifer Houge, Jim Roffler, Jodi Dahlke, Judith Chapar, Kanna Hudson, Kara McElroy, Karla Rivers, Kelly Smith, Kirc Roland, Linda Wilson, Micah McKee, Stephanie Peerboom, Steven Chapman, Tamra Bell, Trista Mobbs, and Wyler Beterbide

**Guests:** Dani Trimble and Nolan Wheeler

- **Division Items** – To assist all the new faces attending our meeting, we had a brief introduction around the table. Nolan Wheeler visited us briefly to honor Betty Sjoblom with her service pin for 25 years of employment with LCC.
- **Campus Updates** – Lisa provided updates on several very important items that are currently being discussed and affect the Student Services division.
  - Budgets –
    - Administrators are preparing for a possible 23% budget cut. Although they anticipate the final cuts may be less than that, nothing will be definite until after the November 28 Legislative session convenes. If you have ideas to reduce costs, check out the [link](#) provided at the bottom of Chris Bailey's update message (dated September 26).
    - Help us save money. When possible, avoid printing and make use the electronic messaging options available to you.
    - Communications - Informational nuggets of any sort should be routed through our communications office (Sue Groth, Marie Wise, and JoAnne Booth) who may choose to place your message in our campus newsletter, upload it to our website, or even place it on Facebook or Twitter, rather than printing and mailing letters.

- Remodels
  - A visualization and draft blue print of the ADC remodel were shared. In part to address accreditation issues, this project will go forward at some point during winter quarter. Cashiering will be moved to the RCA ticketing booth temporarily. Registration and Financial Aid will move to the Student Center conference rooms temporarily. Lynn and Marisa will put together a spreadsheet for Lisa listing needs for phone lines, computer/data ports, work stations, counter space, keys, and possible security issues.
  - The Student Center remodel upstairs will also go on as planned. This project is covered by student fee funds. The cybercafé will become the ASLCC offices and clubs room, the quiet room will become the multicultural center, and the current ASLCC offices will be remodeled to accommodate a bank of computers and a possible ticket area/space for book exchanges.
  - The Fitness Center project may be scaled back from our initial plans to accommodate our reduced budget, but will go forward as these funds are dedicated for this particular project.
  - The Maple Terrace complex rubble will be removed and the area made “pretty” by the end of December, but the Health Center (which is funded by Capital funds) is now #2 for the possible funding in the supplemental budget. As it could create jobs and help put people back to work, we are hopeful.
  - The CEO building upgrade is under review.
- Running Start Changes – As of July 1, Running Start students need to pay for any credits in excess of the allowed 1.2 shared high school/college FTEs. New codes are in place and students who need to pay will be billed. Questions should be directed to Roxana, Marcy, and the [Running Start website](#).
- Financial Aid Rules – New federal regulations also hit Financial Aid on July 1. There is much to understand and it is best to let Financial Aid staff handle any questions, particularly on PACE of progression. The [Financial Aid website](#) is wonderfully informational.
- Student Identification Numbers and Social Security Numbers – Although LCC and SBCTC prefer to use only student identification numbers, financial aid is federally required to use social security numbers. There is no longer a cross-over screen available, so areas including Cashiering can’t look up a student identification number by their social security number. Students may always use the student portal/kiosk to access their own student identification number.
- Customer Service Training – President Chris Bailey will be providing customer service training to **all** Student Services division employees on Friday, October 14. This professional development opportunity is for full-time, work study, student help, part-time and temporary staff members in the Student Services division. The training starts promptly at 8:00 and will last for a full two hours. The room is scheduled immediately after our training session for a faculty workshop, so your

timeliness is vital. Coffee and snacks will be available to those who are on time.

- Youth Suicide Prevention – Aaron McNabb is coordinating a suicide prevention grant we recently received which will allow coordination and integration of referrals and services for students at risk. Assessment and counseling can be funded through the grant.

➤ **Around the Table**

- **Aaron McNabb** – Depression screening is scheduled for October 6.
- **Amber Lemiere** – MyMath practice tests are available.
- **Betty Hayes** – Betty is the Talent Search Grant Director as of September 1. Her new office is in the Admissions Center wing that also houses Student Support Services. She is hoping to be joined by two coordinators very soon.
- **Betty Sjoblom** – Veterans with issues should be directed to Betty. They do not need to “take a number”, the door is open. A greater effort is being made state-wide to serve our veterans. Look for the veteran supply drive barrels in your buildings.
- **Chad Meadors** – The New Student Orientation has been revised and is now a full first quarter seminar. Students and team leaders meet throughout the quarter and professional technical/transfer orientations with groups of 30 students are being provided. An on-line version is also being made available. Participation in the NACADA advising conference by several LCC staff members is going to enable LCC to initiate new advising procedures, including a new advising syllabus, a new advising handbook, and a new process for assigning student advisors.
- **Jenny Smith** – The career showcase on October 19 from 11:30 to 1:00 will highlight healthcare professions. Free career assessment is available in the Career Center and includes a meeting with a Career Specialist. Financial Aid workshops on how to fill in a FAFSA are available in the Career Center on Thursdays from 3:00 to 4:00.
- **Lisa Matye Edwards** –
  - Our current headcount is down 500 from the same time last fall quarter. Professional/technical enrollments are down and running start enrollments are up.
  - The dates for our winter closure are Thursday, December 22 through Wednesday, December 28. We will be open December 29 and 30. We will be closed Monday, January 2, 2012. Everyone reports back to work Tuesday, January 3 and winter quarter classes start Wednesday, January 4.
  - Meetings are underway with our local school district superintendants to put Talent Search into place.
  - NavPoint, an institute for financial literacy, will be up and running at LCC by next week. Completion of this financial literacy program will be a requirement for all student loan applicants by 2012-13 or sooner. Those who complete the

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course will be able to print off a certificate signed by Lisa to verify their completion.

- **Lynn Lawrence** – Students wanting to enroll for fall quarter now must meet with Lynn. Lynn is compiling numbers for those students who were allowed by her to apply after the fall quarter application deadline. Lynn will provide the winter quarter application deadline date soon.
- **Marcy Gilchrist** – Running Start/high school counselor visits are underway. The Scholarship Social is scheduled for October 11 at 7:00 in the Student Center. This great annual program allows scholarship sponsors to meet scholarship recipients.
- **Marisa Zylstra** – Twenty-six of the fifty-five student who recently went through the financial aid appeal process were approved.
- **Nichole Seroshek** – A Transfer Center van trip is planned for October 18 to the University of Portland. The annual Washington Council High School/College Fair is scheduled for November 8 from 5:30 to 7:30 p.m. The Washington Council Fall Transfer Fair is scheduled for November 9 from 9:00 am to 12:30.
- **Pat Boerner** – Judith and Jodi are in Washington DC attending a SSS conference. Federal reductions have already cut the SSS budget by 3% and additional cuts are possible. SSS is recruiting more students; they can accommodate about 50 more. Send prospective students to a SSS staff member for evaluation of their eligibility. Bunpa is organizing participation in the Students of Color conference which will be held October 26-28 in Vancouver, Washington this year. Multicultural Club meetings have been moved to the ADC Conference Room until the Student Center meeting rooms are available again. They meet on Wednesdays at 3:00.
- **Ronda Manick** – Financial Aid is busy closing the books on 2010-11.
- **Sandie St. Onge** – If you joined in the most recent Land's End order for Student Services logo wear, please bring your "paid" receipt to Sandie. The order should be here in 7-10 days. Provide any activity and event dates to Sandie and Sue Groth.
- **Traci Fuller** – Softball had a great opening competition recently. Several staff members will be participating in Trades Day at the Expo Center this Thursday.
- **Traci Hilligoss** – All our athletic teams are busy in competitions or preparations for competitions. There were LOTS of scouts and four-year coaches attending the Sophomore Showcase last weekend

The next Student Services Council meeting is scheduled for the fourth Tuesday in October, which is October 25.

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