



Student Services Council

April 2, 2013

Meeting Notes

Present

Angel Ruvalcaba, Ashley Bemm, Betty Hayes, Betty Sjoblom, Breanne Tomalin, Brian Isbell, Bunpa Lim, Carmilla Rollins, Chad Meadors, Christina Jungers, Darren Schwegler, Donegal Fergus, Donna Walker, Jenny Smith, Karla Rivers, Leszek Cromwell, Lynn Lawrence, Marisa Greear, Marisa Garrison, Meghan DeGallier, Nichole Seroshek, Ronda Manick, Sandie St. Onge, Shalaina Joiner, Traci Fuller, Traci Hilligoss, and Lisa Matye Edwards, Chair

Not Present

Aaron McNabb, Anna Brodt, ASLCC representative, Bryan Bales, Crystal Heitz, Grady Tweit, Harlan Crusier, Heidi Hamer, Jamie Creech, Jennifer Houge, Jessi Hanna, Jim Roffler, Jodi Dahlke, Judith Chapar, Kami Bair, Kara McElroy, Kelly Johnsen, Kirc Roland, Leesa Johnson, Linda Wilson, Lupe Rodriguez, Marcy Gilchrist, Margit Brumbaugh, Megan Jasurda, Megan Peaker, Megan Wiggins, Pat Boerner, Roxana Ahmadifard, Shannon Wachob, Stephanie Peerboom, Steven Chapman, Tamra Bell, Wyler Beterbide, and Yvonne Martin

Guest: Sarah Griffith and Angela Dahlke

➤ **Lisa Matye Edwards welcomed our newest staff members and provided the following updates:**

- LCC is a “first wave” ctclink college. Watch for further announcements as new software is installed and a ctclink Director is hired. Their office will be located in the Registration Office. Follow the ctclink blog. Lisa will send out the link again.
- Until the new Fitness Center is completed sometime next summer, the Student Center Conference rooms are being used as the weight room.
- Summer schedules will be available on April 15.
- Fall schedules will be available May 14, priority registration June 3.
- EWU is a go! Students are already signing up. Prospective LCC/EWU students with questions may be directed to Chad. Further information will be available soon.
- May 10 is officially Eastern Eagles Day in Longview. There will be an EWU concert at LCC that day, which is also Lisa, Carmilla, and Judith’s birthday! Nice way to celebrate!
- The WSU nursing BA is close to being finalized, too.
- Everyone is very busy right now, so it is even more important than ever to model excellent customer service. Answer your telephones before the third ring, get back to students quickly with follow-up information; reach out and make a positive difference in the services being provided to our students, staff, and customers.
- The Admissions Center is open and providing services from 8:00 AM to 6:00 PM Monday through Thursday and from 8:00 AM to 5:00 PM on Friday for the next two weeks. Counters are to be staffed the first week of classes until 6:00 PM, Monday through Thursday.
- The Career Center Manager position is open. There is also an Ed Planner/Advisor position opening in Student Support Services.

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Also available at: <http://lowercolumbia.edu/internal/committees/student-services/>

- There will be no jump start classes spring quarter. The program has not demonstrated success in a review of data.
- Digital signage, which was funded by the student tech fee, is being installed in the Student Center (4) and the Admissions Center (2).

➤ **Around the Table**

- **Chad Meadors** – In a recent telephone calling push for enrollment management, staff increased enrollment from negative 16% compared to the same time last year to negative 11%; a five percent gain in enrollment. Thanks to everyone who participated in this successful effort!
- **Sandie St. Onge** – Debbie Karjola has put out a request for student assistance tomorrow to stuff checks for mailing. Lisa will provide lunch for those showing up to work in the ADMN Training Room from 9:30 to 4:00. Recent emails to students on academic warning, probation and suspension came back with over 80 bad e-mail addresses. As you work with students, please direct them to the Student Kiosk to update their contact information. ADP Pro entries now include notes for all students on academic warning, probation, or suspension based on their winter 2013 grades. The name of the Academic Probation Coach they should be working with to develop successful enrollment strategies is also listed.

The next Student Services Council meeting is scheduled for Tuesday, April 23 at 9:00 in the ADMN Heritage Room.