



## Student Services Council July 28, 2015 Meeting Notes

### **Present:**

Brian Sharp, Brianne Novotny, Crystal Heitz, Eddie Smith, Heather Woodridge, Jennifer Houge, Jenny Smith, Kami Collette, Leszek Cromwell, Marcy Gilchrist, Margit Brumbaugh, Roxana Ahmadifard, Sandie St. Onge, Shalaina Joiner, Shannon Vantrease, Steven Chapman, Tara Starr, Traci Fuller, and Kendra Sprague, Chair

**Not Present:** Aaron McNabb, Alyssa Joyner, Angel Ruvalcaba, Ashley Bemm, ASLCC representative – TBD, Betty Sjoblom, Breanne Bok, Brian Isbell, Carmilla Rollins, Chad Meadors, Darren Schwegler, Harlan Crusier, Heidi Hamer, Ian Meskew, Jim Roffler, Justin Ford, Jodi Dahlke, John Killian, Kara McElroy, Karla Rivers, Katherine Sully, Kelly Johnsen, Kirc Roland, LaVerna Dubois, Leah Sanchez, Linda Wilson, Lupe Rodriguez, Maggie Stewart, Marisa Geier, Mary Kate Marthaller, Matt Johnson, Megan Wiggins, Micah McKee, Nichole Seroshek, Nicole Walker, Ronda Manick, Shannon Wachob, Shantelle Davidson, Stephanie Peerboom, Stephanie Ruvalcaba, Tamra Bell, and Traci Hilligoss

### ➤ **Updates**

- Introductions around the table
- Student Satisfaction Survey - handout
  - Reviewed and discussed results
  - Increased satisfaction is a testament to how hard we are all working
  - If there are questions you would like to have added or revised, let Kendra know
- Campus clarity - VAWA/ Clary Act handout on sexual violence prevention
  - *Required* training product for staff and students
  - Not an ideal course, as it is directed to four year institutions with campus housing, but still good overall information
  - Wendy has Kris Kibbee printing 1000 of the brochures, Roxana needs 300 for RS
- FA impact of August 13 fall application deadline
  - FA still using August 10 for priority application deadline
- Retention calling began yesterday
  - Mixed results, some bad or missing phone numbers, lots of voice messages left
  - Some emails sent for students with bad or missing phone numbers
  - Personal touch is very important with our current declining enrollment numbers
  - If you have other ideas to increase enrollment and retention, let Kendra know.
- Positive Academic Progress – Canvas course developed by Leszek - handout
  - Reviewed handout – show, tell, and questions followed
  - Follow up process for students on academic probation - students failing to complete at 2.0 GPA quarterly
  - Student follow up for steps to success was low so Leszek developed this “course”

SSC - 07-28-15

Distributed by e-mail on 07-30-15

Posted to website 08-20-15

- This Canvas course process has seen very good results for students following up to take steps towards success
- More likely to make and maintain contact
- More contacts lead to better academic success
- More manageable through Canvas than through face to face contacts
- Would like to use for students on Academic Warning or even as part of College 101
- Scrutinize and let Leszek know if you have questions or suggestions to make the course better
- Budget going to the Board August 27...potential shortfall has increased
  - Tuition cut not entirely back-filled by legislature
  - Send any and all efficiency ideas to Kendra
  - We will be looking at hours of operations to meet the needs of our students and will be evaluating the Friday morning closures and possible evening hours.
- Enrollment - waived \$30 admission fee through August 13
  - Proposal to delete permanently will be presented to the Board of Trustees
  - Add fifty cent per credit *matriculation* fee
  - 12 credits per quarter maximum

➤ **Around the Table:**

- **Crystal Heitz** - Making calls and awarding qualified students
- **Eddie Smith** – Program is moving forward, Grady is leaving
- **Heather Woodridge** – Moving into part-time position from current AmeriCorps position
- **Jennifer Houge** – \$14, 000 and \$14-15, 000 in student success funds have already been awarded during summer quarter. Pre-Nursing students should be directed to Leszek’s book exchange.
- **Kendra Sprague** – Check out the website pages for form access and content updates. Let your supervisor know of any issues. If you encounter search engine issues, let Marie Wise know the document you have trouble locating. Work study allocations and budgets won’t be out until after the next Cabinet workshop.
- **Leszek Cromwell** – The pre-nursing Canvas advising page includes a book exchange opportunity.
- **Marcy Gilchrist** – The next Running Start new student orientation is scheduled for August 13. Lupe Rodriguez will be joining the Running Start team soon. The Running Start staff will be moving into the work area currently being used by Megan Wiggins and Kami Collette.
- **Margit Brumbaugh** – 20 international students are expected to be attending LCC fall quarter. However, if three additional host families are not identified, three of the male students from China will have their enrollments deferred. Please send recruiting ideas and host family

SSC - 07-28-15

Distributed by e-mail on 07-30-15

Posted to website 08-20-15

referrals to Margit. Laura Abelarde has joined the international program as a program coordinator and she will share desk time with program assistant Anna Davis. Justin Ford (host family coordinator) and Sandie St. Onge (admissions coordinator) round out the current IP support staff. A five-year agreement has been signed to continue the successful short-term three-week *English & American Culture Program* every February.

- **Roxana Ahmadifard** – Staff are gearing up for the start of fall quarter. Staff will all be relocated upstairs after the initial fall quarter rush is completed. Megan Wiggins will be moving into a new office adjacent to Roxana’s office. Kami Collette will be moving in to Marcy Gilchrist’s current office. Justin Ford will be moving into a yet to be constructed Student Activities reception area near Roxana, Megan, and Kami. As stated earlier, Marcy and Lupe will move into Megan and Kami’s previous work area and April Vance will be moving into a yet to be constructed Running Start reception area. She will share duties with Shantelle Davis.
- **Sandie St. Onge** – The new *Code of Student Conduct* [WAC 132M-125](#) has necessitated the revision of several campus publications as well as hyperlink updates across the board. If you come across any old links, references to the *Student Code of Conduct*, or [WAC 132M-121](#) (Old LCC reference) or [WAC 132N-121](#) (CLARK College reference), please let Sandie know.
- **Shalaina Joiner** – If you assist any students who need their PIN to enroll, but their faculty advisor is on summer break, send them to an Entry Advisor.
- **Shannon Vantrease** – Enrollment calling is underway. Refer prospective disability support service students her way.
- **Steven Chapman** – Steven has become the unofficial consultant for information on how to deal with students who have a criminal background. If you have any information on how this may have happened, please let him know! Do you have any useful information or handouts he can share across the state? Check out the newest [Pathways 2020 Annual Report](#). LCC is looking good!

The next Student Services Council meeting is scheduled for August 25, 2015 at 9:00 in the ADMN Heritage Room.