



Student Services Council August 23, 2016 Meeting Notes

Present:

April Vance, Ashley Bemm, Betty Hayes, Carmilla Rollins, Chad Meadors, Eddie Smith, Jennifer Houge, Justin Ford, Kami Collette, Karen Boyle, Leah Sanchez, Leszek Cromwell, Lisa Kay, Mary Kate Marthaller, Roxana Ahmadifard, Sandie St. Onge, Sarah Nichols, Traci Fuller, Sue Orchard, Chair, Brian Sharp, Crystal Heitz, Dani Trimble, Heather Woodridge, Jason Arrowsmith, Jenny Smith, Julie Lile, Katherine Sully, Marie Boisvert, Rosie Leno, Shannon Wachob, Stefanee Bunn, Steven Boyer, Steven Chapman, and Tara Starr

Updates

Sue started us off with around the table introductions and followed that with a creative team-building activity. She shared that she is doing lots of listening and learning. She has an open-door policy and she would appreciate being invited to your areas to learn more about how your staff work with students to assure academic success. She is also interested in learning all our acronyms, so please consider pulling together a list of acronyms for your area to share with her!

- Core Values and Priorities – Sue described her personal values and priorities for Student Services staff members to consider when dealing with students and each other. They are listed below:
 - Core Values:
 - Services to students (and staff) - How can we best serve them?
 - Communication – Active listening, clarification, and responding are necessary.
 - Conflict - Be proactive and try to solve issues one-on-one.
 - Focus on solutions and improvement - How to resolve situations, make things better, and commit to solutions.
 - Accountability - Clarify what you will do and follow through on what you have promised.
 - Mistakes are OK - Be committed to growing and learning from mistakes
 - Fun! Take work seriously, but not yourself. Reflect and bring fun and relationship building to work.
 - Be supportive of each other and be aware if assistance is needed. Team effort makes all situations better.
 - Priorities
 - Enrollment management is everyone's job.
 - Retention is everyone's job. A smile on your face is communicated over the telephone. Learn the names of your student contacts and greet them when you see them.
 - Collaboration work best when you can talk effectively with each other. Department lines can be blurred to provide service in a seamless process.
 - Quality service, including body language, communicates a huge message when interacting with students and staff.

- Equity & inclusion/diversity are enhanced when we break down barriers. What barriers are impacting the success of our students? We should all be at the forefront in our service model. Consider how you can implement intentional inclusion.
- [Fall In-Service Week](#) Activities – Check the schedule sent out by Kelly Hall as revisions are still being made. All staff are encouraged to participate as much as possible September 9 through 16. Try to arrange student coverage so staff may attend.
- Maxient – This new system will help us to manage student situations, concerns, and reports of conduct issues, sexual harassment, Title IX, behavior issues, and academic dishonesty, while providing one form for all reportable situations. We hope to go live in September.
- Welcome Back Booth – Wendy Hall and her team will be providing this table the first day of fall quarter, but Student Services staff are encouraged to volunteer and to participate in answering student questions and helping students to find their classrooms.
- Faculty Resource Fair – This event is scheduled from 3:30 to 4:30 on Thursday, September 15 in the Student Center Conference Rooms. If you still need to reserve a table, contact Wendy Hall. In years past, we provided a notebook and pre-punched handouts to new faculty. Starting this year we will provide the information electronically. A challenge was laid down by Eddie Smith who indicated that his table was going to have the best activities for visitors this year.

Around the Table:

- **April Vance** – The Associated Students of Lower Columbia College (ASLCC) *Back to School Bash* is scheduled for September 22. Call April if you want to reserve a table.
- **Ashley Bemm** – New Student Orientations (NSO) are on-going and advising appointments are still being scheduled.
- **Betty Hayes** – Welcome calls by LCC staff to 1,500 prospective students over the last two months have provided very successful results! Betty just learned that there are an addition 1,000 additional prospective students who need to be contacted by telephone because they are not yet aware of their assigned LCC student email addresses. A quick calculation by Chad indicated that if only 30 staff volunteered to each call 30 students the additional welcome calls could be completed in two days. Betty and a handful of staff are testing a mass texting program that has indications of being very beneficial for future outreach activities. Betty is your “go-to person” if you need a liaison in our local schools and she welcomes making positive changes by helping to break down perceived barriers to student success.
- **Brian Sharp** – Recent grads are being contacted to see if they are employed as workshops have been developed in the Career Center to assist them in building resumes and preparing for interviews.

- **Carmilla Rollins** – Registration staff will be out Wednesday and Thursday to participate in ctLink training. Summer diplomas will be available for students to pick up on September 30.
- **Chad Meadors** – The assessment tool known as COMPASS will be gone as of October 31. Directed Self Placement (DSP) and other multiple measures for assessment will be going into effect to determine college readiness. It is anticipated that DSP will be up and running by the end of September. College 101 and 102 are being restructured and will both be mandatory soon. The NSO team has consistently provided amazing service to our incoming students. 12 NSO sessions are still scheduled for fall quarter of the 44 initially scheduled. More sessions will be added if needed. At this point, if students are not fully prepared to start and be successful fall quarter they will be encouraged to start winter.
- **Crystal Heitz** – A universal application is being used for all prospective Workforce, WorkFirst, BFET, and Opportunity Grant program students to determine eligibility and to allocate funds. Staff will be doing classroom presentations and marketing during the first week of classes.
- **Eddie Smith** – Academic Early Warning (AEW) follow-ups are still underway.
- **Heather Woodridge** – Heather is developing a partnership with the local television network, KLTV, to film workshops that will be provided on YouTube. She will be providing additional exposure to career center services by making classroom visits and setting up information tables.
- **Jennifer Houge** – Students pursuing medical withdrawal should be directed to Jennifer for assistance through the process.
- **Kami Collette** – Running Start (RS) orientations are running August through early September, including campus tours. To date, 411 students have applied. The additional RS staff have made working one-on-one with this large group of students more effective and the recruiting & retention numbers are both increasing.
- **Karen Boyle** – In preparation for ctLink conversion, Karen has been busy compiling and providing information that may be requested.
- **Katherine Sully** – A back to school event is planned for current Basic Food Employment & Training (BFET) students and there are openings for new 2016-17 BFET applicants. Katie is now the contact person for information and eligibility determination for prospective *Passport to College* students who have aged out of the foster care system.
- **Leah Sanchez** – As is true throughout the Registration and Financial Aid offices, ctLink training and preparations are affecting regular day-to-day duties.
- **Leszek Cromwell** – Twelve New Student Orientations remain on the schedule through September 19 and more will be added if necessary. A new process developed by Leszek for the

Academic Warning process seems to be moving ahead with good results.

- **Lisa Kay** – Financial Aid staff are busy with ctcLink procedures and training. One or two WorkStudy positions are available for Veterans in the financial aid office. Veteran service packets and steps for services are being revamped.
- **Marie Boisvert** – Ten new international students are currently expected to arrive for fall quarter orientation and enrollment in addition to the fifteen returning students. International Program (IP) staff will be providing welcome, orientation, and group activities September 14 through 24. Please consider joining the group on September 15 for lunch in the Student Center from noon to 1:00 to say hello and offer a welcome from your department.
- **Mary Kate Marthaller** – The fall quarter *Veterans Briefing* will be held September 28 at noon in the Clubs and Orgs room of the Student Center. Mental health speaker, Dave Romano, will be discussing mental health and depression October 5 in the Wollenberg Auditorium from noon to 1:00 for the fall quarter Disability Support Services event.
- **Rosie Leno** – Rosie is now the contact person for fire science majors who are completing their programs. She is also working with students who want to apply non-traditional, life and past work experience credits through the Credit for Prior Learning Alternative (CPLA).
- **Roxana Ahmadifard** – “Kudos” to Kami Collette and Lupe Rodriguez for their hands-on service to the growing running start population and to April Vance and Justin Ford for their additional workload during Megan Wiggins absence. The Assistant Student Program Director position will be posted soon. Roxana and ASLCC student government folks will be attending a Council of Unions and Student Programs (CUSP) conference in early September. The annual *Back to School Bash* is scheduled for September 22 in the Quad, weather permitting.
- **Sandie St. Onge** – Summer grades will be posted August 29 and will be available to students on-line August 30. Academic Warning Process Team members will be meeting on August 31 to assign academic status to all students who have either quarterly or cumulative grade point averages (GPA) below 2.00. Every student on *the list* will receive an email from Sandie acknowledging their academic standing, which will provide them with information on resources available to improve their academic status and steps to follow to achieve their academic goals. Each student’s ADP Pro file will also be posted with their academic status and the name of their academic probation coach, if assigned.
- **Shannon Wachob** – Several off-campus WorkStudy positions are available. Contact Shannon for further details if you believe you have a suitable student.
- **Stefanee Bunn** – Temporary Assistance for Needy Families (TANF) funds have been increased and are now available for a student’s entire educational timeframe, rather than only four quarters. If you have any activity or project ideas, contact Stefanee. There will be *Bridges out of Poverty* and *Understanding & Engaging Under-Resourced Students* presentations during in-

service week. Check the schedule for updates on dates, times, and locations.

- **Steven Chapman** – A partnership has been developed with the Longview Public Library to provide mentors through the national SCORE program that connects entrepreneurs with small business owners/mentors to help build businesses. A short series of workshops will be provided in the Career Center on October 31 and November 7 from 1-2.
- **Tara Starr** – A possible prisoner-release partnership is being explored.

The next Student Services Council meeting is scheduled for September 27. Watch for announcements regarding meeting time and agenda.