



Student Services Council

January 23, 2018

Attendees: Shawnee Randolph, Carmilla Rollins, Lupe Rodriguez, Joe Madden, Ale Sanchez, Nikki Walker, Jodi Dahlke, Shain Wright, Stacey Sowders, Paz Clearwater, Dani Trimble, Chad Meadors, Matt Johnson, Nichole Seroshek, Sue Orchard, Rosemary Perkins, Jennifer Houge, Crystal Heitz, Mary Kate Morgan, Stefanee Bunn, Alyssa Mayclin, Cherene Crowson, Shannon Wachob, Justin Ford, Heather, Darren Schwegler, Angel Ruvalcaba, Esther Sexton, Maggie Kennedy, Brittany Deal, Michaela Jackson

Agenda:

- Introduction

- Friday - False Alarm: What worked, what can we learn from the experience?
 - Looking forward to more team meetings and a planned training/practice
 - Exterior doors and office doors do not lock from the inside in the WorkFirst/TRiO/DSS area
 - Exterior doors also need to be unhooked before shutting the door.
 - The conference room does lock from the inside, but there are windows.
 - More training about what to do - the progression does not apply to everyone
 - Training for students and work study
 - How to secure ELC:
 - Staff go through quarterly drills
 - Staff did not get to debrief
 - Staff did not get to go home bc/the daycare had to remain open
 - LPD or security - can they be stationed at ELC in addition to campus
 - The emergency bags have not been given back after being taken for updates
 - Staff need to be on the same page about what to do with students (in bathrooms, testing, lobby, etc.)
 - Exterior doors have to be locked from the outside
 - Knowing what our responsibility is to students/community on campus - what does that look like?
 - Understanding that all reactions are valid
 - There is a lockdown drill scheduled for this quarter - perhaps doing a more hands-on training would be beneficial
 - Individualized training and analysis of each department
 - Identifying roles and back-up
 - Know what to do in various scenarios

- LCC email out to let people know that their flash alerts expire unless you change it
- Multi-lingual announcements
- The Career Center does not have a speaker clock in the department
- People outside cannot hear the announcement
- Having department-specific codes when an emergency needs to be communicated
 - Can LPD trigger the alarm on LCC
- Registration/financial aid - there isn't a great place to hide.

Early intervention is very important - our reaction time was very good with the most recent student incident. Please fill out reports if you suspect something.

- Kudos:
 - Kristy and the advising team (and others involved): thank you for putting in the hard work for the Career Transfer Fair. There was a lot of great collaboration to serve 147 students
 - Food Pantry Task Force: thank you for the planning and coordinating the food pantry debut - a lot of students have been utilizing it
 - The Foundation will also offer a deduction of paychecks to go to support the food pantry - if staff would like to do that
 - Leszek, Esther, and Jennifer - thank you for filling in for the counseling session given to students on Friday after the alarm
 - Michaela Jackson and the ELC team - thank you for preparing the kids for emergency situations
- Guided Pathways: This implementation is all about equity and closing that gap. It's about making the college student-ready instead of students college-ready.
 - LCC received the College Spark Grant and the SBCTC matched the grant over the course of 5 years (over 1 million dollars to help us implement guided pathways)
 - With this, comes very strict guidelines
 - There will be some early indicators that we need to meet
 - 50% of students need to pass college-level math/English in their first year (both part time and full time)
 - Implementation Phase:
 - A lot of the work we will be doing will be data-driven
 - Program outcomes
 - Where are the gaps?
 - Student outcomes
 - Where are the gaps?
 - Clarifying the pathways/maps:
 - 8 pathways or clusters will be presented (instruction is currently working on them)
 - Arts/Communication
 - Business/Accounting

- Education
 - Health Sciences
 - Industrial Technology and Transportation
 - Information Technology
 - Public Services and Social Science
 - Science, Technology, Engineering, and Math
- This will help students focus in on a career path
 - Instruction will also be looking at scheduling
 - Helping students to stay on the path will be important with more career assessment
 - College Student Inventory will be implemented to help understand students' motivation, coping skills, openness to campus support
 - Early alert systems for students and we will need better tracking for students
 - Starfish or Hobsons
 - Texting platforms will be analyzed
 - Advising models will be changed to a mandatory advising model and they will have to meet with their advisor before being able to register for classes
 - Onboarding will be looked at more closely:
 - Where are creating barriers?
 - Where are we creating channels?
 - Student Services will be looking at how we serve students and asking, "How can we do this better?"
 - The coding for students in financial aid will not change but some schools have chosen to use UA

Equity Minded:

- Peer Mentors to help new students
- How do you figure out what a student needs w/limited time?
- Students who do not qualify for additional support could still use that support.
- Testing - how do we make this equitable?
 - How can we make them feel confident or prepared?
- Equity v. Equality
- Bridges out of Poverty:
 - Postponed

Meeting Adjourned