



Student Services Council

April 8, 2020

Attendees: Jennifer Houge, Sue Orchard, Mary Kate Morgan, Leszek Cromwell, Dani Trimble, Matt Johnson, Shannon Vantrease, Nicole Faber, Jad, Marie Boisvert, Julie Bohannon, Ian Triana, Jon Jacobs, Julie Curley, Jill Yates, Paz Clearwater, Ale Sanchez, Rosemary Perkins, Jessica Harris, Crystal Heitz, Guadalupe Rodriguez, Marisa Geier, Stefanee Bunn, Courtney Craft, Sarah Westlund

General Updates:

- Emergency Operations Council that meets daily and then updates Cabinet.
- Increased number of cases in Cowlitz County, there are no confirmed cases on campus right now. However, testing is still an issue.
- There are plans in place in case there are confirmed cases in how communication will be sent out as well as the locations locked down.
- Gov. Inslee has directed everyone to stay home until May 4th. For LCC, campus is closed to students and visitors. A few staff are going to campus on a limited basis as well as a limited number of people. All activities are cancelled.
- Spring Qtr. begins April 20th and run through June 18th
 - The first two weeks of spring quarter will be offered online only.
 - Any labs will be taught with social distancing in place once they are allowed to happen. Unless we get a directive that we cannot hold classes even with social distancing.
 - Faculty are now working to get their classes online.
 - Beginning April 6th, some faculty will open their Canvas shell to allow students to see the class (requirements, etc.) which instruction will call a “zero week”
 - Elearning will offer more online courses on how to help students navigate Canvas
 - Faculty who are not ready until the beginning of Spring will have a “under construction” sign.
- K12 schools will be closed for the remainder of the year which will impact both students and staff/faculty.
- We are working on providing the most up-to-date information (FAQ site) online via the COVID page.
 - Resources like how to pay online, register for classes, advising, etc.
 - The week prior to spring term is being focused on to help prep students
 - The bookstore is taking online orders and offer a pick-up option with an allotted time. Someone from the bookstore will walk-out and give the

books to students. They will also have a register, students will be allowed 2 at a time to pick up books and pay.

- Cashiering: students can pay online or call-in or mail-in their checks. Starting on the 20th, Jessica will be in the office and take calls for students. Beginning May 5th, the building will be open to allow students to come in and pay.
 - There is also discussion about how to make this easier for students.
 - Food Pantry: One of the local Grocery Outlets will be allowing a weekly pick-up to help stock the pantry. We will offer a delivery-type service during this time.
- Technology: they will begin taking requests, students are going to be working through the library and specifically through Maryanne Hirning beginning April 13th.
- Campus will be limited for students and may possibly be more open after May 4th. Most of what will be happening is working remotely and helping students.
- Some buildings may be open with plexiglass being installed especially at front counters, learning commons, in the career center, etc.
- Learning Commons will be open starting May 5th with limited hours and limiting the number of students in at a time (the top floor will be closed)
 - The purpose for students to come in would be to use the computers and check-out technology
 - Tutoring will only be online and their hours will be extended
- Math Achievement Center will be operated on an online basis
- Continuing Ed won't be continuing for now
- Phones are still being worked on

Overall, working remotely is going well. With the K12 closures, many affected will continue to work remotely.

Commencement 2020 is in process of being decided. Nothing formal has been decided but an in-person commencement will not be happening. The options being considered are to hold a virtual event, postpone it, or combine it with 2021. Student input is being gathered now to determine what we are going to be doing.

The gym will remain closed during spring quarter unless it is being used for a class after the stay at home order has been lifted.

NWAAC has been cancelled.

TRiO Showcase will also need to be either cancelled or a new way of approaching the event.

Instruction is looking at holding summer quarter online as well.

Virtual assistance rooms are working well right now as we continue to help and support students remotely. These are tools we will most likely use going forward.

If folks want to come to campus, please notify security so that they know who is on campus and when.

Stimulus Funding:

- Money has been allocated for higher education with about 1.6 million dollars. Half of that would go directly to students for financial help and the other half would go towards recouping costs the college took on during the pandemic.
 - We hope the funds come to students quickly and dept. of Ed is getting pressure to release funds quickly
 - WSAC waived their satisfactory academic progress rules (SAP rules) for all students for state aid.
 - Dept. of Ed has approval from congress to waive PACE only. Students must to prove or show that it was COVID-related to have their PACE waived. This does not cover GPA. They will also waive repayments but no guidance has been given yet.
 - Certification of enrollments for veterans - they were told to wait for the VA to give the approval. Veteran students are in a holding pattern right now.
 - There is emergency funding available for students who cannot receive financial aid. Those awards are being processed right now. There is an online request form.
 - Veterans are always held in classes until payment comes in.
 - Registration does not anticipate dropping students as aggressively.

ctcLink Updates:

- There is a 71% activation rates for students since ctcLink went live for students.
- Tuition calculations are still problematic and being worked out.
- Students are having a hard time understanding the hold features on the account
- For FA, the most common question is why students are not seeing their financial aid awards. They will not see them in ctcLink until summer. They can still see them in portal. Students also expect their FA to be applied but it will not be done until the week before the start of the quarter.
- There are a lot of issues that are still being troubleshooted right now.
- The registration feature is still being worked on, students just need to email registration to get it figured out.

Questions: