

Student Services Council

February 23, 2021

Attendees: Cherene Crowson, Sue Orchard, Leszek Cromwell, Serena Lampkin, Crystal Heitz, Heidi Hamer, Dani Trimble, Darren Schwegler, Marci Stutsman, Steve Boyer, Magnus Altmayer, Rosemary Perkins, Courtney Craft, Jodi Rodgers, Jessica Harris, Jill Yates, Summer Comte, Julie Bohannon, Jennifer Houge, Matt Johnson, Jessica Wilks, Ale Sanchez, Brian Isbell, Britney Deal, Donovan Tate, Paz Clearwater, Ariano Muro, Shawnee Randolph, Daniel NunesELC op

Discussion Topics:

- Updates:
 - Spring and summer will look very similar to fall and winter quarter.
 - The state has moved to phase 2, though we have not been consistent with the 10-2pm opening but we will continue to focus on that to provide the best attention to students
- Fall Quarter:
 - What does re-opening look like:
 - We are at the mercy of K12 opening so LCC is waiting and watching that development
 - Our telework model will continue to shift - how do we effectively serve students and continue to be innovative?
 - How do we meet students where they are? (i.e. evening appointments, Zoom appointments, online documents, etc.)
 - Think about the student-first perspective and think about the model of teleworking being an option for folks.
 - We don't know how space will work with additional people being hired for more support
 - What resources do we need to provide the best resources for students?
 - What technology/resources do staff need to work better from home?
- With these questions, what are staff hearing/seeing?
 - Zoom meetings on-campus allows for better multi-tasking instead of walking across campus
 - Staff do not need to be sitting in an office in Longview to help students in different time zones - we can be flexible with our schedules
 - Having the bookstore open during different hours (in addition to the current hours) might be helpful for students
 - Flexible hours for staff to better serve students who do not live within the typical 8-5pm
 - Accessibility of online forms/applications
- Students who have needed to stop-out, we need to be ready to welcome them back on-campus and have the resources in place to serve them effectively

Roundtable Updates:

- Workforce/Career Services:
 - Reminder: we have CARES Act emergency funding available now - the link is still the same
 - Right now, the CARES Act cannot help students who are undocumented
 - There is other funding available
 - They are processing the first batch of students, they should see their first disbursement this week
 - Students have received communication of what to expect - any questions, connect with Dan or Ariana
 - Temporary provisions are in place to help students access public benefits, specifically food benefits
 - Communication is being worked on to share that out with students
 - This will help students who have a zero EFC and receive food benefits
 - For any questions, please contact Steve Boyer
 - BFET program can now serve all students except students in BAS program
 - Refer students to Start Next Quarter
 - Employment Navigator position is open
 - This is a full-time, exempt position
- Financial Aid:
 - 21-22' ISIRS will be uploaded soon and students will see checklists of documents needed to complete their files
 - They are working on getting all the 21-22' forms updated and on the websites
- Registration:
 - Please tell students to apply for graduation
 - If students are not receiving their acceptance letters, let Registration know and give the student's email address
 - ctLink is not requiring students to re-input their information so it is causing issues if they have applied to another college several years prior
 - The state is aware and working on a fix
 - Commencement is also virtual this year
- International Programs:
 - Study abroad options for students - there are two programs for fall, one is in the UK and one in Japan
 - Winter quarter will have programs in Australia
 - FTE is the highest for the international program as it has ever been
 - Work study is going to slowly come back and some students are looking - send Marie a message if interested
- TRiO:
 - A virtual event is coming up in April
 - They are still recruiting but it has been a challenge online
- Outreach:
 - Outreach started Preview Days this week and also have in-person support sessions on Tuesdays 10 to 2 and Thursdays 2 to 5, in the WiFi Hot Spot. If

students need in person assistance, please send them my way. Outreach Ambassadors are connecting with students via text through Navigate concerning onboarding.

- Advising/Testing/One-Stop:
 - Advising started this week
 - Before a student can get an advising appointment, advising wants students to complete VitaNavis and placement taken care of
 - You can refer them to the testing zoom room
 - Students are being asked to go through Navigate to set up their advising appointments
 - Navigate is now showing and messaging students to preferred email instead of only their student email
 - If there are any issues, let Angel know
 - Testing is doing WestB now (specific to BAS-TE)
- DSS:
 - NA
- Running Start:
 - Info sessions starting for fall outreach in the second week of March - dates are on social media and on the website
- Counseling:
 - There have been more students coming in for counseling as spring quarter nears.
 - If students are needing help, please refer them to the counseling department
- ASLCC/Housing:
 - Openings are available, if you know a student who is interested please send them my way
- Transitional Studies:
 - Open enrollment continues for students - this has helped lbest as their numbers have increased every quarter
 - Students only need to fill out a waiver form as they are not doing CASAS testing
 - There are Zoom rooms as well as drop-in appointments
 - Expansion of Ability to Benefit
 - If a student has not completed their high school diploma, they can come to LCC and enroll in remedial classes and also apply for financial aid

Meeting adjourned.