

Student Services Council

October 25, 2022

Via Zoom

Agenda:

1. Welcome & Check-in
2. Introductions
3. Student Lifecycle Coordination Discussion
4. Brief roundtable

Discussion:

- New staff- Taryn Williams (CTE Outreach Dual Credit Coordinator)
- Student Lifecycle Coordination

Purpose

- Coordinate strategic and tactical planning of outreach/recruitment → onboarding → retention/completion using a [Holistic Student Support framework](#) and SSIPP principles (Strategic, Sustained, Integrated, Proactive, Personalized)
- Design equity-driven, collaborative, data-informed, and tech supported systems, practices, strategies and policies that reduce institutional and systemic barriers for students
- Collaborate and coordinate on strategic communication to students for support and retention and to campus regarding updates, outcomes, and kudos

Guiding principle

1. Students feel that they belong at LCC;
2. Students know they have support and are cared for;
3. Students know what to do next/how to move forward at each step/milestone of their student career; and
4. Students have access to the resources they need to complete their goals

Zoom Breakout Rooms

1. What does a “sense of belonging” look like for students?
2. What does “support” and feeling “cared for” look like for students?
3. What can we do better/more coordinated to help students move forward and access the resources they need to complete their goals?

Responses:

1. What does a “sense of belonging” look like for students?
Room 1- Students engage in what’s going on on campus, step outside of comfort zone

Room 2- Groups/clubs, people with similar interests/looks, group activities, sense of comfort on campus (sweatpants, dress), conversational atmosphere (asking anyone they see for help)

Room 3- Relationships with staff and faculty; staff and faculty knowing who they are, helping them when needed.

Room 4- "Let me help you" regardless of what students are going through, no matter what, they have a connection and will get help no matter who they talk to.

Room 5- Feeling seen, heard, noticed. Participating in activities. Students seeing themselves represented. Students identifying goals and how to reach them, and why they matter.

Room 6- Warm handoffs to other areas, creating a personal connection.

Room 7- ESL students may have language barrier- need more accessibility for them with bilingual staff. Warm handoffs with peer mentorship/buddy program with someone who is bilingual that they may feel more comfortable with. ABE students may also feel the same way and peer mentorship may help.

2. What does "support" and feeling "cared for" look like for students?

Room 1- Students stepping out of their comfort zones, engagement in what's going on on campus, having a peer mentor, stay on campus- pass classes- graduate

Room 2- Faculty facilitating sense of belonging- "Do you feel like you've been taken care of today?", we're here for you and want to help, how can we do better? Texting students who prefer to text. Being more conversational. Welcoming people. Noticing if/when students look lost. Humanize the college experience.

Room 3- Building relationships

Room 4- Being more present at events/activities/meetings to humanize the experience and show support for students

Room 5- Outreach and action employees are taking to get involved in student's lives. Students understand we're here to support them in more than just academics. Counselors are available for them.

Room 6- Utilizing Student Activities to bring people together. Providing food at events that can support students. Preventing food insecurities and allowing them to support their families.

3. What can we do better/more coordinated to help students move forward and access the resources they need to complete their goals?

Room 1- Breaking down silos, putting more energy/efforts into One-Stop as triage center for all things with more staff and more training, more cultural events

Room 3- Building relationships within Student Services and across the campus to provide warm handoffs; knowing what others do and how they can help

Room 4- Be comfortable with being uncomfortable- I may not know the answer, but I will find out. Closing the loop.

Room 6- More food at more events.

Room 7- Peer mentorship program for ABE/ESL students. Relationship building.

Meeting Adjourned.