



Student Services Council  
January 15, 2009  
Meeting Notes

**Present:**

Arlene Lopes, ASLCC representative – Amber Rosewood, Barbara Schoeffler, Betty Hayes, Bunpa Lim, Butch Henderson, Chad Meadors, Christina Treviño, Dan Johnson, Elena Wilkins, Jason Hoseney, Jenny Smith, John Krause, Josie Swim, Laura Hammer, Lynn Lawrence, Marisa Greear, Mary Stone, Mary Jane Melink, Meghan DeGallier, Pat Boerner, Raeleene Akin, Sallie Parson, Sandie St. Onge, Selah Mitchell, Tamra Bell, Twylla Corrie, Wendy Hall, Wes McGee, and Mary Harding, Chair

**Not Present:** Betty Sjoblom, Buzz Gorman, Carol Carlson, Darcy Smith, Donna Walker, Jim Roffler, Karla Rivers, Kay Koski, Kirc Roland, Maxine Babb, Ronda Manick, Roxana Ahmadifard, Sheri Akesson, and Therese Montoya

➤ **Division Items**

- **What worked well/not so well during winter enrollment?** Lots of very enthusiastic and informative discussion followed this question posed by Mary Harding.

Things that seemed to work well included:

- The waitlist for classes with very few students (2-3) waiting to enroll.
- E-learning website and the information provided by Scott Dennis on the website.
- Students arriving for photo ID with copies of their student schedule in hand. Previously they often showed up with a sticky note showing their student ID number.
- The Financial Aid Reinstatement committee worked very late hearing the 22 students' appeals.

Things that did not seem to work so well included:

- Students who attempted to enroll on the same day they initially applied for financial aid.
- **A deadline for financial aid application submissions is being discussed and will need our support. Setting a deadline will help students to plan ahead and may reduce the lines caused by last minute applications/revisions.**
- The waitlist when:
  - Used for classes with 15+ students waiting to enroll.
    - **Waitlists were established as a student tool to get into a full class. There is a campus-wide limit of 15.**

Distributed by e-mail on **January 20, 2009**

Also available at: <http://www.lowercolumbia.edu/internal/committees/student-services>

- When the list is only two or three students, they can expect to get into the class. Because many students do change their schedules, even a list of 15 sometimes makes it possible for a student to get into the class.
  - Academic Deans will be using the waitlist to determine/project class demand and to consider how to set up the course offerings for future quarter.
- Used as a “placeholder” until a full schedule could be built to receive financial aid.
  - Students do not have to be full time to receive financial aid.
  - Students can be awarded for  $\frac{3}{4}$  and  $\frac{1}{2}$  time as well.
- Incorrect and non-current biographic information such as telephone number and address provided by students.
  - Students on the waitlist are notified by telephone when a section has been opened.
  - Students in cancelled classes are notified by telephone (first) or by post card (second).
  - Students who do not provide current information cannot be contacted by Registration, Financial Aid, or Human Resources (for those who work on campus).
  - All students should be encouraged to completely fill in their registration form every quarter with their current contact information and intent code.
- WorkSource changing the demand list after worker retraining students enrolled.
  - The demand list is updated quarterly. Occasionally individual programs are dropped between those updates.
  - Students are “locked” into their programs so even if the program is dropped they may continue their program of study.
  - Although our area may have a particular demand the region we belong to may not so the demand may not be reflected on the list.
  - See Tamra or John with questions.
- Minimal ANGEL orientation; affected hybrid and WAOL classes too.
  - A new service – Technology Tutor – has been added and will be located in the Learning Commons. This service is connected to Student Support Services.
  - This will be offered approximately 25 hours a week by two student employees.
  - Appointments can be made through Vicki Carter.
- On-line courses requiring that completed assignments be turned in on the first class day without any clear forewarning of that requirement.
  - There is normally a footnote listed in the class schedule indicating that students need to contact the instructor by a certain date prior to the start of classes in situations such as this.
- Classes being cancelled on the first night.

- Unfortunately, this does happen occasionally. In the case discussed, an instructor could not be located to fill the contract for this class.
  - Students being advised into classes above their tested level before they had completed ability to benefit placement testing.
    - Entry advisors are aware; this is usually faculty advisors.
  - Running out of pre-college level courses.
  - The on-line schedule not being updated in a timely fashion.
    - IT has been notified and a solution is being discussed.
- **Budget** – Mary Harding provided the basic “line of progression” our State budget follows. Governor Gregoire has issued a favorable budget plan. We are already at a 4.6% budget reduction with a 20% reduction possible. A new budget forecast is expected mid-March. Information will be shared as it becomes available.
  - **Community Voice Mail** – Mary Harding provided handouts and explained that this great service helps homeless who might otherwise be discriminated against.
  - **Phone Skills Training** – Please read the information which was provided by Mary Harding and was enthusiastically demonstrated/role-played by several SSC members. If you would like to have the document on your computer for viewing, let Sandie know and she will send it to you. Use your temporary voice mail and your out of office assistant on Outlook when you will be away for full days of work. Be sure you have a very brief greeting on your phone – limit to five seconds.
  - **CPR Training Reminder** – Sandie St. Onge provided information on the January 26 First Aid and CPR training for Student Services staff members. To date, seventeen staff members have signed up. There is still room for six more. The four hour class will be available from 8:00 to noon or from 1:00 to 5:00.
  - **College Credit Card Usage** – A short version of campus do’s and don’ts when using college credit cards was provided and discussed by Sandie St. Onge. Always get prior approval for expenditures (or plan to pay out of your own pocket!), always get a receipt, and always route your receipt immediately after returning to campus. Direct any questions to Sandie or the Finance Office.
  - **Keeping Student Information Private** – Lynn Lawrence circulated a release form that students may complete at the Registration Office if they wish to share any portion of their student record. A student’s record belongs to the student. No one may have access to that record without the student’s release. PERIOD. Be sure when calling students and leaving messages that you are not in any way releasing confidential information to a second party. Direct any questions to Lynn.
  - **Evening Deposit** – Lynn Lawrence reported on the drop box that has been installed so students may drop off payments, enrollments, and other paperwork when our offices are closed.

- **New Carpets in ADC** – Mary Harding passed around a schematic showing where new carpeting will be installed in the Admissions Center during the last week of June.

➤ **Committee Reports** – (details at - <http://lowercolumbia.edu/internal/committees/>)

- **Academic Standards Committee** – Mary Harding reported that this committee is not currently scheduled to meet again until February, but a Student Academic Grievance may require the committee to convene prior to that scheduled meeting.
- **Assessment Committee** – Wendy Hall reported that this committee is in the process of sending recommendations to the Instructional Council.
- **Curriculum Committee** – Lynn Lawrence reported that this committee met yesterday and she provided some brief information on the items discussed. She recommended that you check the website in the next few days for the complete details.
- **Financial Aid Committee** – Marisa Greear reported seventeen of the twenty-two students requesting reinstatement of their financial aid were approved at the lengthy January 6 meeting. Scholarship applications will be coming out next week for 2009-10. Be sure to have students print out the instructions before they begin their application process. Scholarships are always subject to funding and the market hasn't been kind in recent months.
- **Instructional Council** – Butch Henderson reported that a curriculum review process is being implemented.

➤ **Around the Table**

- **Arlene Lopes** – Student ID photos are available on Monday and Tuesday evenings until 7:00 p.m.
- **Amber Rosewood**, ASLCC Representative – Several ASLCC events are just around the corner including “Recycle Mania” and Winterfest activities which will include a chili feed and entertainment. Watch for further announcements and information!
- **Barbara Schoeffler** – Letters and telephone calls are going out to recruit participants for the Career Fair, as business responses have been rather light this year.
- **Bunpa Lim** – Multicultural Club is sponsoring inauguration coverage in the Student Center on January 20 and a student discussion and video presentation on January 22 in honor of Dr. Martin Luther King, Jr. and his “I have a dream” speech and its impact on all of us.

- **Elena Wilkins** – Preparations are underway for the Sophomore Fair and the Counseling and Career-Technical Education: Partnering to Prepare A 21<sup>st</sup> Century Workforce presentation for February 4.
- **Jason Hoseney** – A Technology Tutor is now available in the Learning Center.
- **John Krause** – At the WorkForce Education Committee meeting yesterday, it was decided to recommend that no additional participants/funding be requested.
- **Mary Harding** – We had our largest fall enrollment in college history fall 2008. Winter 2009 is also the biggest ever. Mary suggested that we reinstitute the “Brown Bag” lunch discussions to provide information sessions for students on various topics. It would provide questions and answer time and would require staff participation.
- **Mary Jane Melink** – Work is underway on the Transfer and Tech surveys.
- **Meghan DeGallier** – Graduation applications and web plans are keeping Meghan busy.
- **Raeleene Akin** – Audits of registrations and applications are keeping Raeleene busy.
- **Selah Mitchell** – Nursing applications for the 2009-10 academic year are now available. Students may download the application from our LCC Nursing website or they may pick them up in the nursing department. The enrollment level is increasing from 40 students this past year to 60 students. Informational sessions with Helen Kuebel and Selah will be available to review the application procedures and to answer any questions on Tuesday, February 10 in the Student Center from 12:15 to 1:00 and again from 5:00 to 5:45.
- **Twylla Corrie** – Twylla needs a success story to highlight in the Career Fair flyer.

The next Student Services Council meeting is scheduled for February 26.