



**Strategic Enrollment Management Minutes**  
**Tuesday, February 7, 2023 from 3:30 – 5:00 pm**

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**Tri-Chairs:** Natalie Hannum (Vice President of Instruction), Tanisha Maxwell (Vice President of Student Services) and Carlos Montoya (Vice President of Business and Administrative Services)

**Voting Members:** Dave Belman (Dean of Student Success), Rikki Hall (Admissions & Records Director), Syed Hussain (Adjunct Political Science Faculty), Libby Oye (LMCAS Senator), Ryan Pedersen (Sr. Dean of PIE), Lawrence Punsalang (DSPS Assistant), Ginny Richards (DSPS Manager), Michael Simpson (Lead Admissions & Records Assistant), Beth Ann Stone (Administrative Assistant, Sr.), Sara Toruno-Conley (English Faculty), Nicole Trager (MESA Director) and Grace Villegas (Curriculum Management Specialist)

**Participatory Non-Voting Members:** Nicole Almassey (Interim Academic Manager – Outreach), Rachel Anicetti (Academic Manager Transfer Center), Jeffrey Benford (Dean of Counseling and Student Support), Juliet Casey (Marketing & Media Design Director), Eloine Chapman (Sr. Web Administrator), Dennis Franco (Interim Dean of Instruction: CTE and Workforce Development), Louie Giambattista (Curriculum Chair), Michelle Mack (Counselor), Aprill Nogarr (Dean of Instruction: Liberal Arts), Janith Norman (DE Coordinator), Rudolf Ryan Rose (Counselor), Eileen Valenzuela (Office of Instruction, Supervisor) and Julie Von Bergen (Math Faculty)

**Meeting Logistics & Support** – Leetha Robertson & Irene Sukhu

Topic/Activity	Notes
Welcome, Announcements, Public Comments	N. Hannum opened the meeting at 3:35pm. T. Maxwell asked the group for announcements. The next SEM meeting will be in-person in L109 for Pittsburg and will determine a room for Brentwood. J. Norman reminded the group about the Distance Education survey she sent this morning regarding best methods to message students. R. Amendariz introduced herself as the interim Dean for Equity & Inclusion and is looking forward to working with the group. T. Maxwell also re-welcomed Lisa Gwynn as a member of the SEM 2.0 team.
<b>Constituent Representatives:</b> Verify voting members & Roll Call <ul style="list-style-type: none"><li>• <b>Managers:</b> Dave Belman, Rikki Hall, Ryan Pedersen &amp; Ginny Richards</li><li>• <b>Classified:</b> Lawrence Punsalang, Michael Simpson, Beth Ann Stone, and Grace Villegas</li><li>• <b>Faculty:</b> Syed Hussain, Sara Toruno-Conley, Nicole Trager and 1 vacancy</li><li>• <b>Students:</b> Libby Oye and 3 vacancies</li></ul>	<b>Managers:</b> 3 of 4 are present. R. Pedersen is absent. <b>Classified:</b> All are present <b>Faculty:</b> All are present with 1 vacancy. <b>Students:</b> L. Oye is present with 3 vacancies. She mentioned that there was one student named Mary who was appointed at LMCAS for SEM student representation.  Quorum was met.

**Strategic Enrollment Management Minutes  
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<p><b>Approve Agenda</b>– February 7, 2023 <b>Approve Minutes</b>– November 15, 2022</p>	<p><b>02/07/23 Agenda approved:</b> M/S: G. Villegas/L. Punsalang, motion carried (11-0-0) <b>11/15/22 Minutes approved:</b> M/S:) G. Richards/S. Hussain, motion carried (11-0-0)- N. Hannum advised the group to review the minutes as a reminder in the breakout groups since the last meeting was in November.</p>
<p><b>SEM 2.0 Update</b></p> <ul style="list-style-type: none"> <li>• Mid-Point Convening</li> <li>• Straw Proposal for Student Success Team Model and Success Coach Job Description</li> </ul>	<p><b><u>SEM 2.0 Update: Mid-Point Convening</u></b> T. Maxwell stated that she, D. Franco, and L. Punsalang attended the Mid-Point Convening on January 20 in San Francisco, which conflicted with Opening Day. The final convening will be held virtually (there were conflicts with the date being on the same day as LMC Graduation.) T. Maxwell shared her appreciation for the group and all of their work for supporting students through the Guided Pathways framework. There were also some sub-groups that have completed work.</p> <p><b><u>SEM 2.0 Update Straw Proposal for Student Success Team Model and Success Coach Job Description</u></b> L. Punsalang shared the SEM 2.0 goals which are to confirm the SEM 2.0 team membership (need to increase faculty participation), finalize core student success team model composition, finalize role and function of each student success team members, identify milestone interventions of student success teams across pathways for 1<sup>st</sup> and 2<sup>nd</sup> semesters, and identify professional development needs of student success teams. He also shared SEM 2.0 key activities: bi-monthly SEM 2.0 ISSR working group meetings to continue making progress on established goals, study session (mini-retreat) to review student success team model drafts and best practices, gallery walk to provide feedback on roles and role functions, define role and function of each student success team member (in progress), and develop a comprehensive training model for student success teams (spring 2023.)</p> <p>Dr. Maxwell shared the initial model considered; there were 7 members (inner circle of diagram) that were part of the original core success team which also includes additional groups (outer circle of diagram) such as Tutoring, Learning Communities, Transfer and Career Services, Library, and Student Life. The group engaged in conversation regarding how they would communicate to students who their designated success coach is. The final recommendation for SSTs for SEM Committee is to narrow down the model to a 5-person success team model that would include an instructional dean, student success coach, counselor, student ambassadors, and faculty mentor. The sub-working group came to a census on these roles. Furthermore, the two roles that were removed are to become part of the second circle. The plan is to have one student success coach per pathway aligned with the classification of program coordinator, which doesn't change the responsibilities of a program coordinator but the group defined desirable qualifications.</p> <p>D. Franco shared the recommendations for the Student Success Coach responsibilities. These include proactive</p>

Strategic Enrollment Management Minutes  
Tuesday, February 7, 2023 from 3:30 – 5:00 pm

student case management from registration to completion, link students with referrals and connection to campus resources and programs (warm hand-offs because the coach can link to these groups), help students navigate obstacles, respond to flags raised in LMC Connect, support students toward educational goal, and position may involve staffing/coordinating dedicated space, provide just-in-time, population focused, targeted/personal communications via email/text within pathways, hire/train/supervise student ambassadors, maintain pathway webpage and/or Canvas shell, use college systems and tools to manage student caseloads within pathways, plan and coordinate co-curricular activities for the pathway including community building, and data informed proactive outreach/in-reach to promote success of the student journey. The next steps for the SEM 2.0 group includes bi-monthly SEM 2.0 ISSR working group meetings to continue making progress on established goals, defining the role and function of each student success team member, and developing the comprehensive training model for the student success teams.

The SEM 2.0 group is seeking approval of the two recommendations: the success team model and the success coach responsibilities.

R. Rose recommended to change “respond to flags raised in LMC Connect” to “coordinate response to raised flags” and D. Franco agreed. N. Hannum commended the SEM 2.0 group for rolling up their sleeves and digging into the work. There was robust discussion about the success team model and success coach responsibilities. R. Armendariz suggested adding a layer to the model as a triage approach, specifically related to students that need more interventions to break up the support in a manageable way and avoid cobbling a position. D. Franco has shared that Guided Pathways is tailoring the right services to each student by developing a risk model. T. Maxwell shared that counseling has also completed work in terms of a survey of how much assistance each student will need. This is a good start and foundation.

L. Gwynn shared that campuses are doing things differently depending on their staffing, etc. but the overarching goal is all the same. American River College has a similar structure “home base” and the working team. Bakersfield is another college that has good examples; every employee there is considered a retention specialist. Everyone’s work is considered Guided Pathways. Some smaller colleges that do not have enough personnel are utilizing technology such as StarFish. Keep in mind the idea of Guided Pathways is continuous improvement. Each iteration is a reflection and improvement of the past work/model.

**D. Belman made a motion to approve the recommendations of the success team model and the success coach responsibilities. Motion: M/S: D. Belman/N. Trager, motion carried**

**Strategic Enrollment Management Minutes  
Tuesday, February 7, 2023 from 3:30 – 5:00 pm**

<b>Marketing</b> – Webpage template and design	E. Chapman reviewed the discussion around the wire frames that she shared at the last SEM meeting in November. She took the wire frames to the LMCAS student senate. Feedback from the students was that some students didn't need the testimonial because they were sure about their major but needed help with determining which classes to take. She shared her concern about knowing what information should be placed on the websites. She reminded the group that PDFs need to be accessible if they want to be uploaded. There are discrepancies with the PDFs provided by departments and course catalog. She wanted to ensure that the websites are clear and not confusing with pathways. N. Hannum shared that Bakersfield, Sierra, and Tahoe Community Colleges are examples to follow pertaining to their Guided Pathways website models/templates. Program map is specific and lists program courses to take by semester to completion. Program flyer lists program courses not in a specific order. N. Hannum will work with the instructional deans to obtain program sequences (program map). E. Chapman will need access to the program map with the sequences to post on the websites. B. Stone shared that there are some programs that haven't completed sequencing that N. Hannum is aware of. She can share the housing location of the current approved program sequencing documents; these documents include the program courses not general education courses.
<b>SEA Budget Update</b>	With time running out, T. Maxwell shared that she met with R. Armendariz and are collaborating in getting up to speed in the transition plan. There will be more of an update next month to determine this group's role and identify a sub-committee.
<b>Workgroup Breakouts</b>  1. Strategic Scheduling 2. ISSR- SEM 2.0 Success Team Design & Implementation 3. Curriculum Analysis 4. Marketing	Not enough time for this agenda item.
<b>Adjourn</b>	Adjourned at 5:01pm M/S: S. Hussain/G. Richards (11-0-0), unanimous