

## **Focused Flex 8-23-18**

### **Support Services & Student Panel Feedback**

#### **Current Supports:**

- ACS for some programs
- Rolling out mobile counseling (ipads)
- Learning Communities
- FAM for part-timers
- Mental Health counseling (but need more!)
- Food pantry
- Wide variety of programs
- Library
- Willingness to innovate
- Faculty & staff CARE about student success
- LMC known in community
- CORE
- Student Services: counseling, Transfer, Fin. Aid
- Office Hours
- Emotional Support from Faculty/Staff
- Net Tutor – certain courses in English 100s (dodgy), Embedded Tutors in 95 and 100S
- Counseling – EOPS, MESA, Athletics, CTE, DSPS, Honors
- Learning Communities – Umoja, Puente, Transfer Academy
- Transfer Center

#### **Current Challenges:**

- Can't see the same counselor or last minute counselor
- Students respond better to peers sometimes
- Faculty don't know where to send students
- Some supports are embarrassing to access
- Takes a while for students to get comfortable here
- So many good ideas...don't know how to make them happen yet
- Difficult to take part in many programs
- Website is confusing
- Support system in comp w/one another
- Struggle to scale support services
- Brentwood Center students accessing services @the Pittsburg campus
- Learning communities needed @ both campuses
- "Resource Overload" – Which one is right for me?
- Conflicting/Confusing information
- Coordinating personal/school lives ("baggage" issues & challenges)
- Confusion on Degree checklists
- Accessing sustained quality - experience is 1-2 counselors max and consistency of seeing them

- A whole huge population no accessing services
- Smaller groups are only using the services – not widespread use
- Fear factor with setting up appointments with students

### **Supports to Expand – Support Services Ideas to Start**

- Get students invested loving their majors
- ACS for EVERY program
- Crisis counselor
- Dedicated counselors
- Deeper relationships w/ students
- Support faculty in their counseling role
- Physical/Mental Health
- More full-time faculty (including counselors)
- Z.T.C. courses
- Central “clearinghouse” of info
- Support system that binds students together – relationship building
- Reflect on what is not working and revise
- Access to counselor not during the academic term
- Big Signs around campus w/maps:
  - Need help with money? Come to EOPS & Financial Aid over here...
  - Need help choosing classes? Come see a counselor over here....
  - Need a calculator? Come to the library or Math Lab
  - Want Friends? Come to UMOJA Village, Puente, Student Clubs
  - Need help printing? Pay for Print, Free 1 Page Printing, Join a L.C.!
- Additional requirement for Admissions:
  - What is your support systems?
    - Ask questions. Parents? Friends? Work? Then ask, “We have lots of support services. Please click which one you want more information about.”
- Text, emails, on every first-day handout, mandatory 2 min video every professor shows on, say, 2<sup>nd</sup> Monday & Tuesday of the semester.
- Stronger, wider social media presence
- What if 1000 LMC students were trained “intrusive students” who would share/advise every day
- Are there certain majors that predict future major changes? Seems like lots of students choose nursing, then change. These majors should have more activities that showcase other majors.
- Learning Communities
- Network of Support
- See the same counselor, longer counseling, more information for staff to send students certain places; hand off between support places
- Reasons support issues:
  - Institutional trackers – kinds of resources may or may not be utilizing
  - Student issues
  - Success

- Where are non-full time students
- Equitable outcomes – what can be do better?
- Mandatory Staff/Faculty Orientation to ALL student services
- Peer-to-Peer Outreach
- Outreach via text messaging or Canvas apps alerts
- Radio Station!
- Student Run App w/ announcements
- Short videos by students
- Online Peer Advising – like Yahoo! Answers
- Conference Times before/After class
- Updated information on Websites – esp. degree requirements
- Faculty to go over support services on 1<sup>st</sup> of school
- Faculty to put support services on syllabus with counseling info
- Place counselors for specific areas/departments, majors; counselor for each meta-major
- Consistent, effective counseling even if students aren't enrolled in a certain program
- Professors bring in counselors and transfer counselors into classroom
- Take English & Math requirements second semester/second year – and allow first year/first semester for EXPLORATION of major
- Look at models of colleges who tried major classes first
- Career & Life planning course – when to take it
- Multiple avenues to support
- Online Orientation vs. In Person (w/ reps from Support Services and Learning Communities)
- Central area to showcase Student Support Services & Programs:
  - Indoor/outdoor Quad
  - Students' voices/presentations/announcements
- Online Community for Students
- Students are able to set/schedule on a Follow-Up Appt w/ Counselor in Appt.
- Expansion of FAM to all faculty
- Addressing the stigma related to DSPTS that students face
- Child Care Resources/Partnership

### **Student Panel:**

- Challenges – making relationships
- Observations – no men on panel, students on panel are already connected
- We need an LMC Support APP – find stuff on your phone
- Choosing a major – no student on panel seem to have gotten help
- Idea: Each meta-major gives you a tour of different majors.
- 1 Unit Class: Make education plan? Learn about majors & career paths?
- Use technology to facilitate student exploration (way beyond the college website)
- Counseling – eliminate skills classes; expand major and career learning classes
- Expanding daycare times & hours