

Budget and Enrollment Summit

Prompt Discussion Feedback

March 19, 2021

Responses to Prompt 1: *What can we do as an institution and leadership team to continue to innovate while being sensitive to the limited resources we have available?*

- We need to share our stories
- What will we be known for? STEM College? Workforce Development? Health Care? Etc.?
 - Continue to define the college's identity
- We need to be creative and think outside of the box. Create safe spaces for innovation and risk-taking
 - Empower the silent majority
- As we address our budget deficits, this will allow us to be more free to pursue creativity
- We need to be kind and improve our customer service inside and outside of the classroom
- We need to refine our inner dialogue about the college and ensure individuals are receiving great customer service and that people are hearing about it
- All employees are college ambassadors and we need to approach all of our campus work as ambassadors to the college
 - There should be professional development around being an ambassador
 - Trauma-informed care
 - *Leadership and Self-Deception* application
- We need to have more student tours and explain resources in-person
- We need intrusive, required academic and student support services
- We need to engage the community more
- We should be busing students in from a young age to LASC (beginning 3rd grade) similar to Allan Hancock College's Bulldog Bound Promise Program
- There may be ways for us to connect with the community more through an arts perspective using the gallery, our Art Program, and Theater Program
- More professional development around soft skills, cultural competency for all employees
- Continue to focus on efficiency with assessment and continuous quality improvement
- Incentivize continued transformation
- Continued phone banking
- Implementation of early alert and early interventions
- Retention focus
- Bring in best practices from other colleges and the private sector
- Be brave to be innovative...Our students are humans. Let us remember that first.
- Rise to the occasion to meet our student needs.
- Explore options with the human capital we have. Repurpose funding to support students in our classroom. Provide digital badges to our students to recognize and share these gains to support and motivate our students.
- Increase efficiency by having documented processes that are shared. Collaborating in regards to surveys so no student survey overload-- timeline and coordination, incentivize

students to complete them. Student ambassadors. Faculty checking in with their students about how they are doing and what they need.

- Think about multi-generational professional dev.
- PD's for student leaders, more peer mentors as students feel more comfortable with their peers, in person tours, our orientation have more introduction to our staff so they feel comfortable going to counselors, streamline SIS processes
- Hybrid classrooms to offer classes to incarcerated youth and adults, corporate/industry partners and concurrent/dual enrolled students...survey students now to find out their preference for returning to campus
- Checkout Kinder-Caminata which is a cradle to career approach. Creates a college going culture in k-12
- Competency Based Education
- Partner with local chapters of sororities and fraternities for transfer opportunities, mentorships, internships
- "Umoja Rising" for our high school students. A way to start attracting students to our Umoja program. Especially since we know there is much work to do in regards to recruiting and retaining our African American students.

Responses to Prompt 2: How can we shift our college culture to focus on a solutions-based approach to student success, retention, and outcomes? What venues/committees should be hosting these conversations?

- Meet and greet with Middle College, Bright Star, and LASC Faculty to begin building relationships
- Be aware that cutting hours can have an impact on K-12, but we need to keep them as a priority due to the SCFF funding
- We need to be intentional in every decision and action taken
- We need to address the tutoring fears of students and help the overcome to engage, again intrusive and required on the syllabi, etc.
- Have support services information campaigns in-person, maybe monthly, similar to the open house events in SSC
- Fiscally Recovery Taskforce should continue to do their work
- More discussions and implementation and embedding of the *Leadership and Self-Deception* text, more humanity needed
 - Weave these principles into all meetings including campus committees
- Provide a list of students by major to all department chairs to create a cohort communication model and more connections and follow-up
 - Consistent messaging by major and cohort
- Administrative assistants by division can support consistent communication efforts and in-reach interventions
 - Create a retention timeline and have the administrative assistances support those retention efforts

- Shift to a solutions-based approach – create process flow charts and identify gaps in our processes and the student experience
- “We are not performing functions, we are adding value” this is the approach we need to embody
- We need joint instruction/student services meetings on a consistent basis
- We need to create a communications timeline with identified parties across the campus
 - Tie this to an onboarding flow chart and again, identify gaps and improvements for service interventions
- We need to create venues for healing and to address the mistrust of the past
 - There is PTSD from the past and trauma we need to unpack
 - We also have to be willing to heal
- Shift focus from transactional to transformational activities
- Approach all work with consistency with the voice and messaging
- Continue a strengths-based, solutions-oriented approach and redirect conversations to focus energy on this
 - Stop attacking the data, accept this as our reality, and focus on solutions to improve the student success outcomes as this is public information
- Create a community of respect and dialogue that is embedded in all committees and meeting structures
- We also need to share the “wins” – we are equals and all of us impact student success
 - Engagement of all stakeholders and external partners
- Embed a holistic approach with personal accountability and humanity into the work that we do
- Continue to promote our professional competency and hire individuals who support the college’s mission and vision
- Continue to focus on a student-centered approach that focuses on the students, not us
- A shift in the culture needs to happen across campus. There are employees who are holding on to old issues/trauma. We have had more Presidents in the past 15+ years. I hate to use this term, but some folks have PTSD. Getting over it is easier said than done. If it was an easy thing the world wouldn't have therapists. Past issues need to at least be addressed in order for us to move forward. Otherwise you have people on campus dealing with co-workers and students based on their past trauma/issues/hurts at LASC.