**WSSSC Call Notes**

3.19.20

Update from Carli Schiffner, SBCTC Deputy Director for Education

Don’t hesitate to reach out to State Board staff with questions and for assistance. Regular updates are going out from Deputy Director John Boesenberg, sent to all system groups (WACTC, Commissions and Councils). Some instructional guidance is going out today regarding clinical hours. Each college’s Spring term start- and end-dates have been shared, a document will be sent out. Running Start guidance will be sent out after WSSSC input today. The goal is to send it out today by end of business. A bill passed the Senate to accommodate student veterans during the conversion to remote instruction. (The House passed it after our call ended, it is going to the President for signature.) DOH sent two memos regarding health care providers and meeting state’s health care needs; the updates will be incorporated into the daily updates. Carli suggests you connect with your VPIs to review. A survey will be sent to IC, BAC, and WSSSC today, asking how are we dealing with specific things on campuses, e.g. commencement, core functions (how physically continuing financial aid ,library, etc.) Carli was asked if we are anticipating anything from Governor’s Office. It is possible some form of “shelter in place” Executive Order will come out, but not yet.

Update on WSSSC Student Services Conference

Robert Cox provided the update. The Hotel Murano contract rolled forward to May 3-6, 2021, refunds are being processed. Nothing needs to be done by college staff unless hotel rooms were reserved outside of the Hotel Murano “block” of rooms.

Student Services and Social Distancing

Jess asked Ruby to share what LWIT is doing. Ruby reported that they have been closed since February 29. The entire student services team is working from home with a few exceptions. They looked at square footage of office space to determine who could be where, for social distancing purposes. Financial Aid office for example, some staff are in the office. Enrollment Services is open to process transcripts. Materials are being scanned and put into shared drives so people can access from them from home. Testing is available on a limited basis for those who don’t have computers, webcams or don’t have internet access. The most important thing Ruby stressed is the value of regular Zoom meetings with staff—they need to see each other, there is a psychological feeling of connection, especially true for Student Services. Weekly Zoom staff meetings are being held, with team-building activities (such as a Wordle exercise). The Student Services leadership team meets via Zoom daily. Directors meet with their teams daily as well.

There was a question about testing, SVC is trying to move test proctoring online. Ruby replied it is limited, online, using instructional support technicians who now have bandwidth to do this. LWIT is using Zoom to avoid having to purchase specialized software. On campus, testers are 8 feet apart, can accommodate 8 people at a time, testing spaces are being sanitized before and after use.

Placement Testing: In response to a question about college placement exams. Ruby replied they don’t use Accuplacer, they use an online, webcam, low stakes placement test. Students continue to have a guided self-placement option. Edmonds is closed to the public so no there are no open services on campus. They are moving everything online as of 3/18. Contracted with a vendor to move Accuplacer testing online. They are charging Edmonds directly, not the students. (Erin just sent info on this to the listserv.)

Computer/Internet Access: What about access for students who don’t have computers or internet access at home? Clark is keeping labs open for this purpose. LWIT purchased tablets with hotspots and distributed them to students who need them, webcams are built in. LWIT is paying for the hotspots. A drive-through was set up, students check them out and need to return them. LWIT got computer donations from the community as well. At SFCC, tutoring center and labs are kept open, practicing social distancing. Their Foundation is providing funds to add to student accounts so they can purchase hotspots as needed. The financial aid office has emergency funding that can be used. They created an online form students can submit, goes directly to FA office to determine eligibility, if eligible can push funds out. SPSCC is keeping some labs open, removing every other keyboard to maintain social distancing. They are using Foundation funds as well but there is a local shortage of laptops for purchase. SVC is setting up laptop distribution through their library; they are asking local school districts if some of theirs can be used.

Phone Systems: CBC and WVC are having issues with their phone queue system—has anyone figured out how to use the phone queue remotely? Records, counseling, etc. are all tied to one phone line. Although the phone system may have capability to forward calls, you can’t forward from the main number. There are systems to convert phone messages to emails. SVC has a central intake line and their operator is triaging calls, ordering burner phones for staff. Highline is using a software app, Avaya, the number can be bridged with one line that will be linked. Clark College messaging says students will get a response within 2 business days.

NWAC/Athletics: What does recruitment look like? AD and coaches are asking for guidance, for example can students use the weightroom, with social distancing? At Clark College, all facilities are closed, honoring all scholarships and coaches are being paid. Ditto at SVC. Centralia buildings also closed, no workout facilities available. Erin shared that youth sports have virtual activities, mental health, DEI themes. They are sending instructions to student athletes about things to do at home.

Councils: ACC sent out a survey to members. Should we ask all Councils to do this? Responses could be incorporated into SBCTC updates in the Instruction/Student Services section.

Cash: are the colleges handling cash, accepting it or not? SPSCC is accepting cash, staff wear gloves. One cashier on campus. WVC is exploring use of drop-boxes, in preliminary stages. Would like to hear how others are doing it.

Running Start Guidance

How will using February enrollment figures for Spring term work? There is interest being expressed by students not being served by their high schools due to school closure. February figures don’t account for some of these students, who are new to Running Start. We would like to send enrollment information to school districts directly. SPSCC, for example, will pull 10th day student count and send lists to high schools, assuming some reconciliation will take place during the quarter. TCC has concerns about new students, they want to make sure students meet with advisors, are concerned about their ability to be successful in an online environment. They don’t want to set students up for failure. Agreement that it is a concern for all students, not just RS. Access/DSS support is critical at this time. There is a desire for OSPI to share contact information for their seniors, and there is some urgency to this request. Clearly identified points of contact in the School District offices are vital, but we also need high school building contacts we can work with, beyond the single point of contact. SPSCC is ramping up classes they anticipate high school seniors will need. OSPI should push out an electronic EV form—they have resisted this, but now is the time to implement it. Can school districts send out a message to juniors and seniors about RS options? A question about SBAC how will it be made up? If the school year is cancelled, districts need to notify colleges which students will have junior status in the fall and thus eligible for RS. There are equity issues if school districts don’t do messaging about RS options to underrepresented students. Is there an opportunity to ask for more cooperation in reaching out to students about RS? Carli will speak with OSPI today to encourage that language.

**[Follow-up Note: Running Start guidance was sent out this past Friday to the WSSSC List]**

Internship Hours/Credits

Some colleges want to remove credits in current term, this is not advisable (FA implications, e.g.), most common response is I grades. Be mindful, work with Instruction on how to code classes, fee structures are tied to coding, changes billing. There are fiscal and equity issues here.

Scott reported that most colleges are removing fees for online classes. If we do this longterm, we will probably need a “remote” code to distinguish from online classes. Darby and Carmen are looking at this at SBCTC.

Submitted by Joe Holliday, SBCTC