



Washington State Student Services Commission & Councils

COUNCIL & LIAISON QUARTERLY REPORT

Council/WSSSC (please select from list)

WSSSC ACC ARC CESC CUSP DSSC
 FAC MSSDC VMSC Other: _____

Meeting Date & Quarter *Date(s) of Meeting:* _October 22, 2020_____

Quarter/Year:

Fall Winter Spring Summer Other: _____

2020

Primary Focus Areas & Hot Topics

Bulleted list or brief description of top focus areas and scope of impact

Hot Topic: Workload and Morale

- Struggling to keep up with changing federal/state aid regulations, legislative changes (waivers, compliance), funding sources (VA, CARES act, etc.), ctcLink (pre implementation and post stabilization), and meeting students' needs in a timely manner.
- Layoff's and/or furlough's causing increased workload and undermining campus enrollment and equity goals (less staff to answer questions, process files, award aid, etc.).
- ctcLink: 1) Preparation and stabilization making it impossible to provide the level of customer services expected. More students going to VP or President. 2) Technical knowledge needed, which they don't have. Takes longer to process files, harder to get information from students. 3) Staff leaving due to stress and burnout and impact on personal health. Hard to train new people in a remote working environment.

Decisions and Recommendations

For any issues focusing on member voting, please include vote counts/results

Thoughts for Consideration:

- More support from the administration
 - FA the last area where personnel are cut and vacant positions in FA be prioritized to fill.
 - FA be exempt from furlough (especially if they have to do overtime to keep up).
 - Hire a technical support position so staff can focus on FA job duties (Glen shared a job description from Spokane Community).



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Questions or concerns to forward (please select from list)

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Description of question or concern. Please be specific, and state any desired outcomes or suggestions if applicable.

Other information to share

Compiled/Submitted by (liaison name, college): Christina Castorena, Edmonds College

Submitted to WSSSC (date): November 18, 2020