

# STUDENT SERVICES UPDATE

Dr. Melissa Stutz, Vice President of Student Services

Dr. James Miller, Dean of Students

Ms. Sarah Hannes, Director of Admissions & Academic Advising

Ms. Caitlin Cox, Coordinator of Academic Advising

Ms. Alli McCown, Student Hub Coordinator

Ms. Blake Paintner, Coordinator of Recruitment

Ms. Brandi Payne Cervera, Director of Financial Aid

Ms. Stacy Maestas, Registrar

May 12, 2021



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# CARE Team

- Multi-disciplinary team to assess and assist students who need help
- Students, staff, faculty, family members can file a report with CARE Team if concerned about a student
- Report online (can be done anonymously)



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# CARE Team

## CARE Team Composition (Cheyenne Campus)

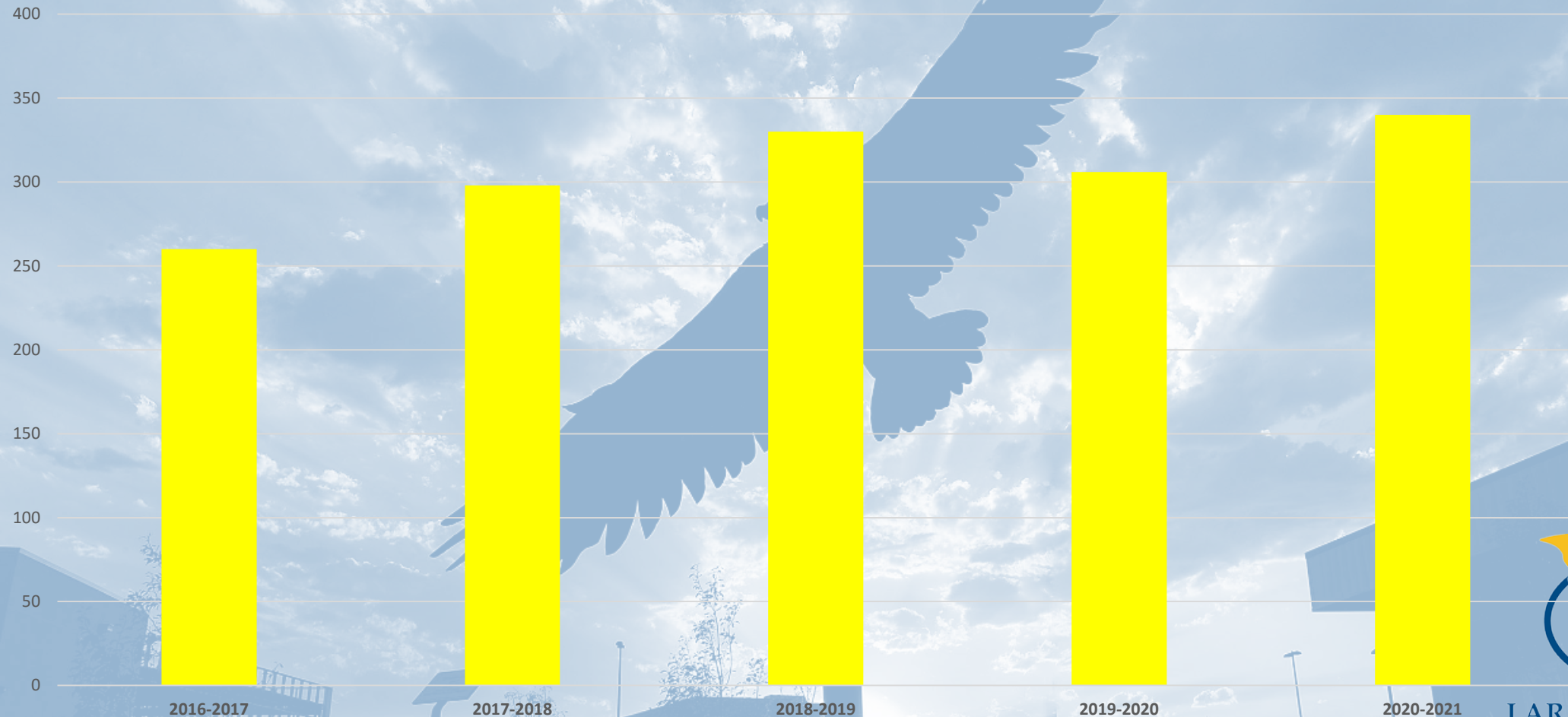
- Dean of Students
- Academic Representation (Assistant Dean, Faculty)
- Coordinator, Academic Advising
- Coordinator, Campus Counseling & Wellness
- Coordinator, Disability Support Services
- Director, Residential Living & Learning
- Director, Risk Management & Campus Safety
- Laramie County Sheriff's Office



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# CARE Team

## Number of CARE Team Cases



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# CARE Team

## Types of outcomes of CARE Team intervention

- On-campus referrals
  - Counseling
  - DSS
  - Food Pantry
  - Library & Learning Commons
  - Financial Aid/Foundation
- Off-campus referrals
  - Housing
  - Counseling
  - Health Care



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# Admissions & Academic Advising

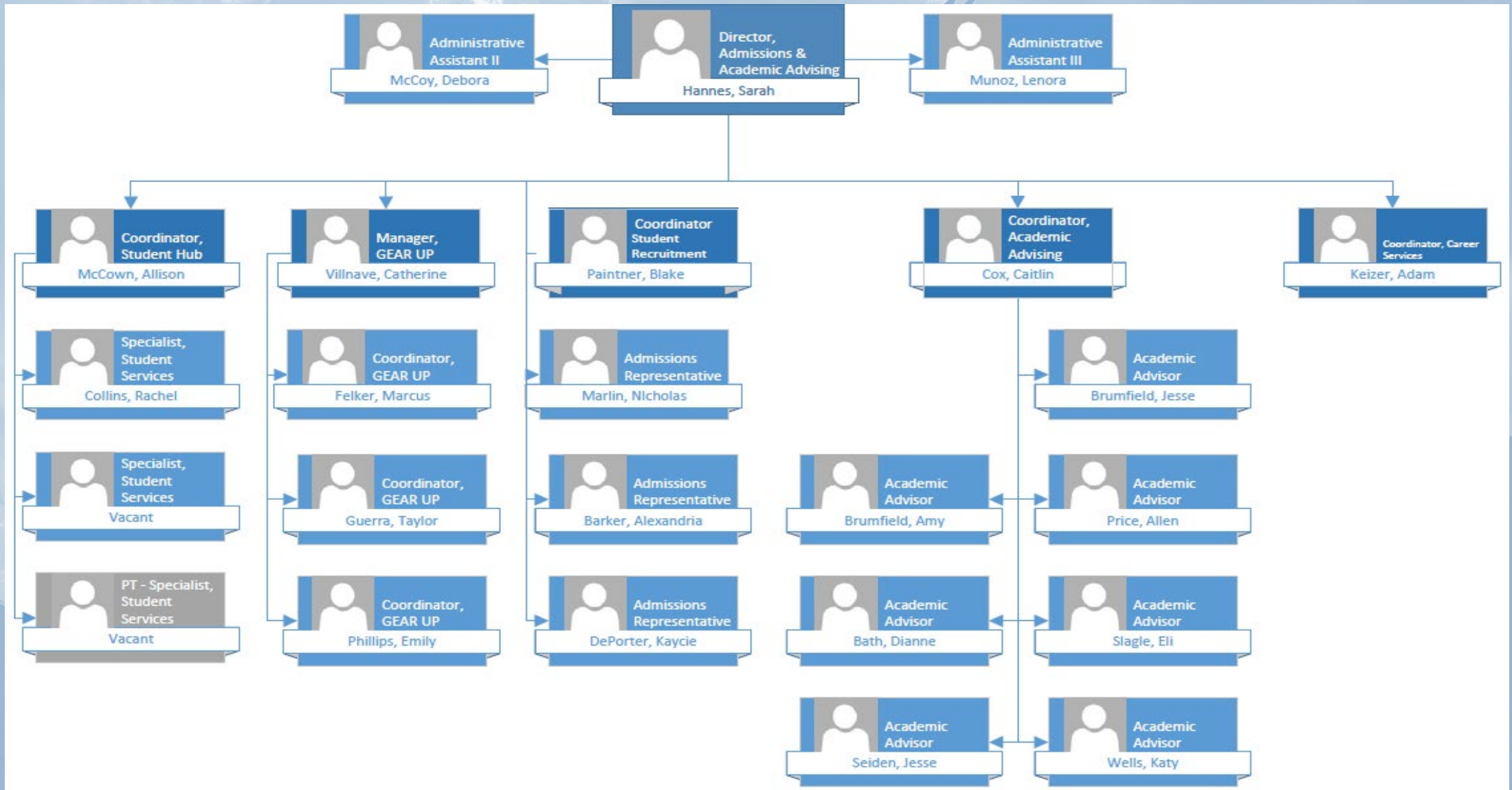
- Merging Admissions & Academic Advising
- Orientation Transition
- Recruitment & Enrollment Update



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# Merging Admissions & Academic Advising





[illegible]



# Merging Admissions & Academic Advising

- Seamless entry process
- More collaboration
- Advisor assignment and relationship sooner
- Less barriers/focused on success



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# Orientation Transition

- **Previous model:** frontload information (sometimes 4+ months before semester began)
- **New success model:** reorganize Orientation information; deliver when it is relevant
  - **GEM:** Golden Eagle Monthly email series
  - Combined with other timely communications & important date reminders
- **Benefits:**
  - Gentle transition to our expectations
  - Streamline entry process
  - Involvement & transparency for students' families and supporters
  - Campus-wide involvement & awareness



**GEM**  
GOLDEN EAGLE MONTHLY

APRIL 2021

Welcome to the Golden Eagle Monthly!



Below are some "gems" of wisdom to help you as you take the first steps to become a Golden Eagle!

- Upcoming Dates & Deadlines
- Financial Aid Feature: How & Why to Apply for Financial Aid!
- All About Registration
- Technology Tips
- Resource Spotlight: Eagle Village

## Upcoming Dates & Deadlines

Ongoing: Summer & Fall Registration

May 7: Summer tuition payments due

May 14: End of Spring 2021 Semester

May 31: Memorial Day - LCCC Closed

## Financial Aid Feature



### What is Financial Aid?

Financial aid is money that can help you pay for your education -- including tuition, fees, room, board, books, and supplies!

There are several steps to apply for financial aid, and it's a good idea to start the process as early as possible to avoid delays.

See the videos below for some tips about getting started.

**The first step to apply for financial aid is to file a FAFSA (Free Application for Federal Student Aid).**

[Complete your FAFSA here!](#)

LCCC's FAFSA School Code:  
**009259**

What Is Financial Aid?



4 Tips to Apply for Financial Aid



[Check out our Financial Aid Video Library!](#)



# THE KICKOFF



LARAMIE COUNTY COMMUNITY COLLEGE

- The Kickoff (beginning of each semester) is our welcome celebration to acclimate students to our campus and foster relationships between students, faculty, and staff!



August 20<sup>th</sup>!



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# Recruitment & Enrollment Update

Laramie County Community College was mentioned in a post



Meredith Kopsa

1d · 🌐

Radiography school here I come 🗑️ ☢️

#GoldenOpportunity

Laramie County Community College



You and 108 others

43 Comments 1 Share



Like



Comment



Share



## #GoldenOpportunity Campaign



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# Recruitment & Enrollment Update

## Spring 2021 Marketing Push Goals for Fall 2021:

1. Fill the Residence Halls
2. Double the Number of Applicants
3. Increase Applicant Conversion by 25%
4. Increase the number of re-enrolled students by 15%

MAY							#2 Double Apps
							#4 - Re-Enrolled
							#1 Res Hall
							#3 Conversion
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	30-Apr	1-May	#1 Res Hall - digital ads
							#4 - Re-Enrolled - Digital ads w/double apps
							#2 Double Apps - 23-46 - digital ads
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
2-May	3-May	4-May	5-May	6-May	7-May	8-May	
#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	
			Conversion: Email - incentive/register for classes soon				
	Res Hall Postcard - All - fold over piece - incentive						
#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps
#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
9-May	10-May	11-May	12-May	13-May	14-May	15-May	
#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	
	Conversion: Postcard - All - Pathway specific						
#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps	#4 - Re-Enrolled - Digital ads w/double apps
#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads	#2 Double Apps - 23-46 - digital ads
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
16-May	17-May	18-May	19-May	20-May	21-May	22-May	
#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	#1 Res Hall - digital ads	
		Res Hall Email					
	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads	#2 Double Apps - 18-22 - digital ads
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
23-May	24-May	25-May	26-May	27-May	28-May	29-May	



# Fill the Residence Hall

- Digital ads
  - Targeted
  - Geofencing
- Postcards
- Emails
- Incentives/Giveaways

## RESIDENTIAL LIVING AT LCCC INCLUDES:

-  Cable, Wifi, Laundry and all utilities included
-  Community living spaces along with private sleeping rooms
-  Opportunities for suite style living, double rooms and single rooms
-  Student study spaces available
-  Access to Merrell Student Activity Lounge and E-gaming consoles
-  LCCC has three residence halls to offer a variety of price points for students
-  Students can request a roommate or have the opportunity to be assigned and meet someone new
-  COVID-19 vaccinations available to all residential students through the Cheyenne-Laramie County Health Department

Apply by June 1, for a chance to **WIN FREE ROOM AND BOARD** in LCCC's new residence hall – Gold Hall.

Apply Today | [lccc.wy.edu/livingoncampus](https://lccc.wy.edu/livingoncampus)  
307.637.2498



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1400 E College Dr,  
Cheyenne, WY 82007

Nonprofit Org.  
U.S. Postage  
PAID  
**LCCC**



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## YOUR NEW HOME AT LCCC

OPEN FOR FALL 2021




**WIN FREE ROOM AND BOARD FOR GOLD HALL**  
Student Housing Applications  
Available Now!




Apply Today at [lccc.wy.edu/livingoncampus](https://lccc.wy.edu/livingoncampus)

## WIN FREE ROOM AND BOARD FOR GOLD HALL



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## YOUR HOME AT LCCC

Student Housing  
Applications  
Available Now!



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# Double the Number of Applicants

- Traditional and Adult Learner Campaigns
- Digital Ads
  - Geofencing
  - Targeted
- TV ads
- Billboard ads
- Movie Theater ads
- High School Counselor Thanks You
- Refer a Friend
- Incentives/Giveaways



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# Double the Number of Applicants



YOUR FUTURE,  
**YOUR PATHWAY**  
TO GET THERE

**AGRICULTURE  
& EQUINE**


FIND OUT MORE 



YOUR FUTURE,  
**YOUR PATHWAY**  
TO GET THERE

**SCIENCE, TECHNOLOGY,  
ENGINEERING & MATH**

FIND OUT MORE 




“  
I started out as an art major and then took beginning acting and that's how I found out I enjoyed theater. That freedom to explore and not spend a lot of money has been great.  
”

*Jessica Cresswell, Communication & Creative Arts Pathway student*

If you have a passion for creating, performing or sharing your ideas, the Communication & Creative Arts Pathway may be a great choice for you. These programs study human creativity and communication, while providing hands-on methods of expression.

Find out more about this Pathway and others at [lccc.wy.edu/pathways](http://lccc.wy.edu/pathways)

LCCC does not discriminate based upon any protected status. Please see [lccc.wy.edu/NDS](http://lccc.wy.edu/NDS).  
MCJ-210428-1293



Laramie County Community College  
1400 E. College Drive  
Cheyenne, Wyoming 82007  
[lccc.wy.edu](http://lccc.wy.edu)

#### Programs in this Pathway

- Communication & Creative Arts Program
- Art Program
- Music Program
- Theatre Program



“  
For students who are coming here it is very nice, especially if you know generally what you want to do, but not specifics yet. You get to explore some of your options if you are unsure exactly what you want to do.  
”

*Cassidie Jones, Health Sciences & Wellness Pathway student*

Ready to learn skills to improve people's lives, keep them healthy, and assist in emergencies? Explore the Health Sciences & Wellness Pathway. To meet the expanding demand for qualified health professionals, these programs combine classroom instruction, laboratory experience and clinical practice.

Find out more about this Pathway and others at [lccc.wy.edu/pathways](http://lccc.wy.edu/pathways)

LCCC does not discriminate based upon any protected status. Please see [lccc.wy.edu/NDS](http://lccc.wy.edu/NDS).  
MCJ-210428-1293

#### Programs in this Pathway

- Health Sciences & Wellness Program
- Dental Hygiene Program
- Emergency Medical Services Program
- Exercise Science Program
- Health Information Technology and Management Program
- Healthcare Administration Program - Bachelors
- Nursing Program
- Physical Therapist Assistant Program
- Radiography Program
- Sonography Program
- Speech Language Pathology Assistant Program
- Surgical Technology Program



# Increase Re-Enrolled Students by 15%

- Faculty Survey
- Phone-a-thon
- Incentives/Scholarships




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# Increase Applicant Conversion by 25%

- Advisor Postcards
- T-Shirts
- Phone-a-thons
- Navigate Campaigns

## MEET YOUR ACADEMIC ADVISOR



**HELLO  
MY NAME IS**  
*Dianne Bath*


Hello,  
I will help you choose  
your fall classes, create  
your academic plan and  
officially register.

Schedule your  
appointment with me  
through the Navigate app  
in myLCCC or by calling  
Academic Advising at  
307.778.1214.

I will give you a **FREE**  
t-shirt if we meet in  
person before July 31!

(T-shirts will be given to appointments on-campus and in-person only. Zoom and phone appointments are not eligible)

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Please see [lccc.wy.edu/NDS](http://lccc.wy.edu/NDS).  
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TAKE **YOUR FUTURE** TO THE NEXT LEVEL

**Don't miss out**

SCHEDULE AN APPOINTMENT WITH YOUR ADVISOR AND REGISTER FOR FALL CLASSES!

**FREE T-SHIRT!**  
If you meet on campus with your advisor by July 31



# TRIO

- **Student Support Services**
  - Disadvantaged Low-Income Students
  - First Generation Students
  - Students with Disabilities
- **Advising**
  - Navigate
  - Pathway Leadership Team
  - Transfer
- **Financial Literacy**
  - FAFSA
  - Pell Grants
  - Scholarships
- **Policies and Procedures**
- **Next Grant Cycle 2025**



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# Financial Aid

## COVID-19 Relief

### Student Emergency Aid Grants



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# LCCC Emergency CARES Grant Spring/Summer 2020

- Coronavirus Aid, Relief, and Economic Security (CARES) Act
  - Higher Education Emergency Relief Fund (HEERF I)
- For financial hardships related to disruption of campus operations including eligible expenses under a student's cost of attendance
- \$751,327 CARES Grants were distributed to 564 students
  - Average grant award of \$1,332



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# CARES Wyoming Grants - Fall 2020

- Coronavirus Aid, Relief, and Economic Security (CARES) Act
  - Governor's Emergency Education Relief Fund (GEERF)

## CARES Wyoming Adult Grant

- Adults age 25 – 64 who are unemployed or underemployed due to COVID-19
- \$269,044 grants distributed to 142 students
  - Average grant award of \$1,895

## CARES Wyoming College Grant


- Housing and meals
- \$2,264,737 grants distributed to 732 students
  - Average grant award of \$3,094

***TOTAL WYOMING CARES GRANTS = \$2,533,781 to 874 students***



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# LCCC COVID-19 Emergency Grant Spring 2021

- Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA)
  - Higher Education Emergency Relief Fund (HEERF II)
- For any component of the student's cost-of-attendance or for emergency costs related to Coronavirus
- Priority given to students with exceptional need
- \$751,327 CRRSAA Grants were distributed to 1,081 students
  - Average grant award of \$695



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# Student Emergency Aid Grants

- Total amount allocated from Spring 2020 to Spring 2021

**\$4,036,435**

- More on the way...



# American Rescue Plan Act (ARPA) of 2021

- Higher Education Emergency Relief Fund III (HEERF III)
- LCCC's student grant allocation will be \$3,058,454
- Waiting on funding and additional guidance from the US Department of Education



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# Student Quotes

“I want to say thank you so very much from the bottom of my heart! It is going to be immensely helpful while we get our lives back together!”

“This is so helpful and I’m grateful for this grant. LCCC really does care about their students. Thank you!”

“Thank you so much LCCC for granting me the fund. I really appreciate it. The class I am taking this summer is my pre-requirement for my fall classes. I will be able to take my class in summer just because of this fund. So, I really want to thank you for supporting students like me.”

“I appreciate this so much! I am so beyond thankful! This grant is a huge relief for many of us.”

“Thank you so much, this helps a lot and will allow me to finish the semester.”

“I am so appreciative of this assistance. I was in a complete panic before this, but now I feel like I can make it.”



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# LCCC Summer Award

- Funded by LCCC Bookstore Account
- \$100,337 available for Summer 2021 scholarships
- Funds up to 6 credits of tuition, fees, and books less any gift aid the student is receiving
- Maximum award value
  - Wyoming resident students = \$1,190
  - Non-resident students = \$2,375
  - WUE students = \$1,480



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# Financial Aid

- Total Aid Volume

- 20/21 = \$14,294,510 - to date

- 19/20 = \$14,016,256

- 18/19 = \$13,245,998



# Commencement

Provisionally approved graduation applications as of May 10:

- 20/FA
  - 223 students earned 232 credentials
- 21/SP1 – Dental Hygiene
  - 11 students earned 11 credentials\*
- 21/SP
  - 355 students earning 380 credentials
- 21/SU
  - 14 students earning 14 credentials

\*DHYG – 4 w/incompletes



Graduates participating in Commencement as of May 10:

- 9:00 am ~ A&H and M&S
  - 65 graduates
- Noon ~ BATS
  - 52 graduates
- 3:00 pm ~ HSW
  - 73 graduates



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# STUDENT SERVICES UPDATE

THANK YOU!

Much more to come!



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