

## **Category Two Introduction: Meeting Student and Other Stakeholder Needs**

LCCC continues to focus on serving its students and community, continually examining its practices and the needs of the community as enrollment has declined little by little since 2012. This decline mirrors community college enrollment nationally but is nonetheless concerning. As enrollment has declined, the College has taken hard looks at the needs of its students and key community stakeholders to refocus on student completion and efficiency of its programs and services institution-wide. The College has been responsive to the needs of its students and other key stakeholders through its continuous review of its student services, annually examining how well high impact practices implemented over the past five years serve student needs and implementing practice improvements. Relationships with stakeholders such as the University of Wyoming (UW), the Department of Workforce Services (DWS), and local economic development organizations have enabled the College to lead such state-wide efforts as program articulations with UW, partnering to provide apprenticeship education, and developing plans to reinvigorate the work force through programming and funding for returning adult students.

Leadership at LCCC has been stable in key areas such as the president and the vice president of student services now for six years, in contrast to the prior years of upheaval. This stability has resulted in the design and building of the Clay Pathfinder Building around a new service model for Student Services that highlights a true one-stop for student and visitor assistance. The one-stop model leads to more efficient processing of student information, better use of technology, and streamlining of many of the systems students most often interact with as they move through their education. While the new building, new service model, and stable leadership have improved student lives markedly, the College has embarked upon Guided Pathways 2.0 with the AACC to more comprehensively examine and design all programs, services, and student experiences to remove barriers so that students can more predictably find careers of interest to them in the region.

Challenges have continued in areas of student advisement and student engagement. LCCC's Guided Pathways 2.0 addresses both challenges; one Guided Pathways team is focused on bringing the advising model to full maturity, while a second team is developing essential student experiences that purposely integrate student engagement elements. Stronger relationships with key stakeholders such as DWS, UW, and local employers will be imperative as LCCC helps fuel the economic diversification of its corner of the state of Wyoming.

The College views its process maturity in Category Two as aligned, and its reporting of results as more systematic.