Date of Meeting
February 20, 2020

Committee Participants
• Teresa Aguinaldo
• Karen Hlavin
• Tanya Woltmann
• Christine Lewis
• Erin Fowles
• Laura Gabel
• Bryan Hadley
• Scott Hardy

Original Goals for Meeting:
• Review trends at CLC.
• Discuss goals for student engagement, at various levels (initial impressions, involvement in SGA & clubs, activities/ events, educational courses/ programs, etc.)
• How can we create spaces that serve and support all student types?
• How can we create spaces that encourage students to stay longer on campus and be more involved in campus life / student experience?

Notes from Discussion:
• Notes on current processes and goals:
  o Goal to redesign with the Lancer Success Team.
  o Student Development will grow by 8 new positions over the next year; and can expect to add more in the following years.
  o Student Development is integral to college onboarding and meet with students and their families to help them to make choices regarding college enrollment.
  o Student Development Structure:
    ▪ 2 directors
    ▪ Approximately 27 clerical navigators (and growing)
      • 7 are onsite.
      • 20 are offsite
  o Student Development operates 2 cubicles on campus and a call center.
  o Offices are used for meeting space, but flex areas may be beneficial for higher volumes (when students are accompanied by parents, children, etc.)
  o Financial Aid and Records are also within the purview of Student Development.
  o Peak visitation / service times tend to be at the start of each semester.
  o Goal to see Academic Division offices become more student-facing.

• Evaluation of current spaces and space needs:
  o Student Development have outgrown the One-Stop and Welcome at Grayslake and need more space to continue to expand.
STUDENT DEVELOPMENT LEADERS

- There is a need to create a more subtle and dedicated queue area for the One-stops. Currently students and prospective students are queueing in the corridors.
- One-Stops at Grayslake and Lakeshore predate the Lancer Success Framework and there is a need to update these spaces to align with the new set of objectives set forth in that framework.
- At Lakeshore the only representation is a single advisor, operating out of a cubicle in a corridor that is not acoustically private.

- Some potential opportunities:
  - Utilize a computer lab for course registration. One possibility is the CJBC lab. This would be quieter and more productive than the current waiting area.
  - Navigators should be distributed across all three campuses.
  - Ideally, Financial Aid officers would also be available at all three campuses.
  - There is potential to develop a virtual advising space with a remote Navigator. This could be especially beneficial as a stop-gap for students at Lakeshore and Southlake.

- Some notes on other Student Amenities, existing and proposed:
  - Develop a space for families.
    - In the past there was an attempt to create this space in the library, but it has seen limited success due to needs of childcare.
  - Student Resource Center
    - Created to bring together the Multicultural Lounge, LGTBQ, Women’s Center, and space for Veterans. Mixed success.
  - Student Street.
    - This is a work in progress. Central location is good, but programs can be disruptive to nearby academics.
  - There is a need for a share pantry at Southlake Campus.
  - Students need access to computers outside of normal operating hours of libraries and computer labs. Additional computers could be located in public spaces at all campuses. These could be in atriums, courts, corridor alcoves, etc.
  - There is room to improve existing tutoring spaces.
    - Athletes are required to use the space (Student Zone)
    - Main tutoring does not have to be adjacent to this athlete-dedicated area; non-athlete students can see tutors anywhere.
  - CAPS need space at Lakeshore and Southlake as well as additional offices at Grayslake.
  - If Information Technology could be relocated at Grayslake Campus the space currently occupied by IT would be a very good location to implement new / relocated student-facing amenities.