<div align="center">

Learning Support Center Coordination Committee (LSC3)
Meeting Notes
Location: Learning Center and via zoom
Tuesday, April 4, 2023
2:30pm—3:30pm

</div>

In attendance
Jill Haberlin, Teeka James, Sara Lawrence, Margaret Derek Vargas, Linda Ma, David Chin, Elinor Westfold, Dianne Fernandez, Joey Martinez, Tarana Chapple Elnora Kelly Tayag, Yaping Li, Margaret McGugan, Jackie Swann

Center Updates
- ESL Center: offers dual modality services, grammar editing on zoom, started a parent's group, feels like pre-pandemic with students on-campus
- Writing Center: Heavier in-person traffic, offer zoom conferences, more in-person ENGL classes, livelier place. Students/faculty like the zoom addition and will keep zoom moving forward. Traffic is up
- Math Resources Center: Derek Vargas began in September 2022. Increase each semester, CALC has been working with MRC. Regular students and drop ins.
- CIS Lab: Traffic and reservations for test taking, 37, 32, 34, large groups like Athletics testing. Not booking classes like before. CIS classes not scheduled in a lab (not regularly scheduled), zoom appointments, Drop-in hours for F2F occasional appointments
- Learning Center: Lots of traffic, zoom offerings, requesting online help/services for online classes, Financial Aid and Welcome Center to use space
- Library: Increase in student traffic, chat and zoom reference support, students and clubs using makerspace again

ITS Labs & Employee Technology (Annette Perot)
- Multimodal classrooms
- Supporting faculty and staff with technology and upgrading to new computers with Windows 11
- Installed 5 new Xerox machines on campus
- Microsoft software update to new 11 program expected in next academic year
- Trying to find funding for technology
- Questions for ITS:
  - Can we continue this practice and keep generic emails?
    - Centers want to be able to use generic email accounts for center communications with students.
    - It enables all staff to see and track communications on issues and services.

Business Office (Dianne Fernandez)
- More trainings and better communications needed for EPAFs processes for Student Assistants
- Students not getting paid on time
- International Student Assistants: PAF vs EPAF. Send Dianne the whole packet and she will forward to Jazz to enter in Banner
- Questions for Business Office:
  - Can there be an automated training for onboarding, such as how-to videos or modules?

- Dianne will bring to HR
  - Who do we contact for error messages?
    - Contact Business Office first, and then HR (in that order)

Accudemia
Issues and questions regarding Accudemia
- Refreshing the page constantly. Submitted a ticket to have push notification without having to refresh.
- Offer scheduling for the quarter hour
- Suggestions vs Ticket for Accudemia support
- Reconfigurations
- Social Wall – disable at local center level … can we disable the college level?
- Invite an Accudemia Rep to the next LSC3 Meeting

Website
Reminder to update center and lab websites for mid-Accreditation cycle review

WePa
- Technology Advisory Committee recommended Free printing for students to CTO and VPI
  - Will follow up at the next Technology Advisory Committee
- Cañada accesses a student fee $5 for printing
- Suggestion to load a set amount for the semester

For next meeting:
- Invite an Accudemia representative
- Discuss Resources Requests and set Prioritization dates