Voting Members Present:

Joe Holliday  
Cathy Shaffer  
Shelly Hoffman  
Sue Orchard  
Earl Martin  
Rebekah Woods  
Nicole Wilson  
Marko Liias  
Matthew Campbell  
Bill Ramos  
Heidi Matlock

Attendees:  
Scott Copeland  
Sarah Myers  
Ha Nguyen  
Lexi Swanson  
Arlen Harris  
Katelyn Sheldon  
Zakariah Swanson  
Courtney Glenn  
Elijah O’Brien  
May Tran  
Eli Tovar  
Alicia Kinney-Clawson

1. Introductions  
2. Public Comment  
3. Student Engagement from our community and technical colleges  
   a. Introductions  
      i. Katelyn Sheldon- student at Peninsula College, Student Body President  
      ii. Zakariah Swanson- student at Pierce College, Vice President of Clubs and Organizations  
      iii. Courtney Glenn- [previously] Grays Harbor, Executive Officer of Communications  
      iv. Elijah O’Brien- Pierce College, Legislative Senator  
      v. May Tran- Pierce College, Student Advocacy Senator  
      vi. Eli Tovar- Lower Columbia College, Executive Director ASLCC  
   b. Do you know what counseling services are available at your college and how easy they are to access?  
      i. Peninsula College  
         1. Mental health and scheduling counselors  
         2. Information available on the website
ii. Pierce College
   1. 3 counselors for both campuses
   2. Contact information on the website, but not easy to find
   3. Unaware of diverse opportunities at school
   4. Process of contact is incredibly smooth

iii. Grays Harbor
   1. Wasn’t aware of mental health counselors aside from academic counselors prior to position
   2. Easy to access but unaware prior to being active in the school

iv. LCC
   1. One mental health and one non-mental health counselor
   2. Easy to access non-mental health counselor
   3. Unaware how to contact mental health counselor

c. What could improve
   i. Pen
      1. Make it easier to access on website
      2. “Mental health” search brings many links, refine
      3. Time difference for international students
         a. More opportunities for connection
         b. Text messaging for appointments maybe

   ii. Pierce
      1. Awkward to check in if you have an appointment
         a. In student success office
         b. Normally many students around
         c. Students may be encouraged to use services if it was more discrete
      2. Spreading awareness of services through promotion of website page
      3. Contact anonymously
      4. Push services for international students
         a. Common in Asian cultures to reject mental health services
         b. International students may not prioritize mental well being

   iii. Grays Harbor
      1. Previously had one male and one female counselor, lost female counselor
         a. This had a large impact for student’s willingness to visit
         b. Impact of gender and gender spectrum in representation

iv. Lower Columbia
   1. How can the college make counseling more inclusive?
      a. Hiring more diverse background of students
      b. More diversity growing in students

d. What else should we consider as we strive to meet counseling needs
   i. Pen
      1. Mental health month for increased advertisement

   ii. Pierce College
1. Students are very unaware
2. Addresses cost barrier for students interested
3. Spread knowledge that what happens in counseling stays anonymous
4. Establish awareness that counseling is not a weakness
   a. If students aren’t receptive than no amount of promotion will change that
   b. Work to reduce stigma of counseling

iii. Grays Harbor
1. First step into college- may be forced into decision that doesn’t fit
   a. Important to be allowed to learn more before or while committing to pathway
   b. Academic counselors need to allow students some flexibility

iv. LCC
1. Mostly about breaking the stigma
2. It is there for anything, not just crisis

e. How are students accessing services during the pandemic?

i. Everett- students have choice between phone and video sessions, formats are reviewed for confidentiality (and shared with the system and nation)

ii. Pierce
1. Idealistically it should be easier to reach out
2. Online can guarantee anonymity
3. Hard to engage students at all in any social engagement while online, work to encourage students that online doesn’t have to dilute the quality

iii. PC
1. Counseling services through email and canvas
2. Increase in services being advertised and methods

iv. Grays Harbor
1. Connected to constant battle of getting people engaged

f. How is everything right now impacting students’ mental health

i. PC
1. Online seems straightforward, but can be overwhelming
2. Things are very up and down

ii. Pierce
1. Almost feels like you are not doing anything
   a. Don’t know what my professor or fellow students looks like
   b. Lack of feeling of accomplishment at the end of the day
2. Responsibility to take-action in political climate
   a. Hard to take-action when you are just sitting behind a computer
   b. Feeling of failure when you feel as though you aren’t doing enough
3. Struggle between feeling like there is so much work while feeling as though you’ve done nothing

iii. Grays Harbor
1. Feels like you aren’t really a student like you used to be
2. Easy to feel like you need to be doing more than what you are already
3. Feel like being pulled in every direction
4. Feeling of failure if you aren’t responding to every issue

iv. LCC
1. No connections or network of support like there would be in a classroom
2. Work is inherently social, but with move online that doesn’t exist
3. Students are distancing themselves from friends and classmates which will take a toll

g. Did you know of long waits to see counselors on your campus?
   i. LCC
      1. Appointment was so far out that it didn’t feel worth it, dropped the appointment
         a. Pursued outside counseling because the assistance was so far out
         b. 2-3 week wait for urgent need

   ii. Peninsula
      1. If you don’t get in quick enough you won’t get immediate assistance
      2. Sometimes you want someone that you can return to so you don’t have to constantly re-explain what you are dealing with

   iii. Grays Harbor
      1. Can we offer office hours for counselors? For someone who needs a 5-minute chat and can drop in
      2. Not as professional and strict as an appointment time

   iv. Pierce
      1. Didn’t feel long- appointment was about one week out
         a. After going twice student was directed to outside resources
         b. Was told they couldn’t receive the help needed from the college counselor

4. Survey results
   a. 33 colleges have responded
      i. Minor changes to take place in this data, it is considered preliminary
      b. Question about skip logic and FTE question- will be resolved with review
      c. Could we review cross-tabulation comparing college’s responses on certain questions
         i. Specifically comparing colleges that believe they have counselors reflective of their student populations and their subsequent responses

5. Minimum Standards report
   a. Listing recommended courses- require career counseling within the one year of hire or not
      i. Graduate level coursework not required
      ii. What is commensurate training within the first year? Asterisk contains more information
   b. Agreed on final draft
6. **Best Practices**
   a. Will re-do format to match Minimum Standards report
   b. Literature review of what was learned through national sources
   c. Ethical Guidelines and/or supervisor credentialing requirements missing? Potential problems such as friction between job requests and national requirements for ethical work
      i. Different models and definitions of supervision
      ii. Process for complaint- what if an investigator wants to review notes from a session? In that moment is it clear what is and isn’t allowed for a counselor
         1. This situation has occurred
      iii. Pierce commits to creating working relationships between counselors at nearby schools
   d. California experience portion will be expanded
   e. Should we recommend that the survey take place again at a certain interval
   f. Track student to counselor ratio in a systemic fashion

7. **Staffing Ratio**
   a. Consider methodology and literature
   b. Consider where the colleges currently are- waiting for survey results
   c. Intentional to not be an unfunded mandate
      i. Cost understanding of what it takes to get to 1:900 and other suggested ratios
      ii. Need to know what the average faculty counselor cost is
   d. Important to consider breaks from instruction and summer and costs to require a counselor on campus at all times
   e. Opportunity to create literature specific to our ctc system which is lacking

8. **Final Report**
   a. Survey results will be included as an appendix to final report