



Student Services

NEWSLETTER

Winter/Spring 2022

A MESSAGE FROM THE VICE PRESIDENT

In Time of Silver Rain (First Stanza)

In time of silver rain

The earth puts forth new life again,

Green grasses grow

And flowers lift their heads,

And over all the plain

The wonder spreads

-Langston Hughes

Hello Highline College Community,

I am sitting and looking out of my office window. The sky is gray and there is a persistent mist of rain falling. Winter is still very present. I shiver at the thought. I am eager to embrace the beauty and warmth of spring. Having lived in the Pacific Northwest for a while; however, I have learned to wait patiently for the warmth of spring, which typically arrives sometime in late May. Today, I look closely and listen intently to discern even subtle signs of the seasonal transition. I spy yellow daffodils, buds on trees, and a brighter evening sky, and I rejoice. My observations reveal that winter is slowly retreating and spring is anxiously peeking around the corner. As Langston Hughes asserts, *All over the plain; the wonder spreads*. As Highline College advances towards the start of Spring Quarter 2022, the Division of Student Services has renewed its commitment to providing the best services possible to meet the needs of the College's diverse student population. To this end, the Student Services Division is focused on three specific annual goals, which include the following:

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- Strategic Enrollment
 - Implement (SEM) plan
 - Use innovative software and best practices
 - Implement Guided Pathways
 - Increase student success

 - Service Delivery Excellence
 - Develop, assess and review business practice
 - Develop strategic communication plan
 - Reimagine service alignment

 - Development and Integration of (EDI) Framework
 - Integrate EDI framework departmentally
 - Secure grants that serve historically excluded populations
 - Deploy EDI training at every level of division

In this quarterly newsletter, there are examples of how Division of Student Services staff are implementing strategies that are aligned with the annual goals and relevant feedback or data revealing measurable outcomes of the strategies implemented. I encourage you to review the information and share any comments or questions you may have. You may reach me at jpenn@highline.edu.

Kind regards,
Jamilyn

STRATEGIC ENROLLMENT

Women's Program/WorkFirst, WES, TRiO, Running Start, ISP, and the CARES Retention and Referral Team conducted multiple retention and calling campaigns throughout Fall and Winter quarters to re-engage with students who had disconnected their enrollment. Over 460 students received an email, text message, phone call or met with staff directly to encourage and support the student's continued educational journey at Highline. These efforts have greatly impacted student retention. For example, there were 320 students identified in December 2021 who had completed the core Financial Aid processes but had not enrolled in Winter quarter. A phone campaign and 1:1 advising retention campaign was conducted for this population group, resulting in 198 of them enrolling. To restate, that effort resulted in a 62% retention/enrollment rate. Such retention and enrollment efforts will continue on a quarterly basis. In addition, Student Services is committed to explore, expand, and innovate to increase recruitment, enrollment, retention and completion.

The Director of Financial Aid, Corinne Soltis, recently conducted a Financial Aid 101 Staff and Faculty Training. Corinne discussed key components of the Financial Aid process to an audience of 65 Highline employees. The topics she covered included: how students apply for financial aid during the 2022-23 academic year; how financial aid eligibility is determined; diverse types of aid and awarding; requirements for continuing eligibility; and the top 10 FAFSA/WASFA mistakes student's make and how to avoid them. Corinne also reviewed how staff and faculty can be a Financial Aid partner to help get more of our students on financial assistance. By the end of the training everyone's brains were full, people were exhausted, and everyone wanted more of these types of presentations. Corinne promised to do one every quarter for the rest of this year, and then agreed to do one or two per year after that. When the events are scheduled, a campus wide email will go out to faculty and staff.

SERVICE DELIVERY EXCELLENCE

The Entry Advising Department opened in October and has been filling a critical need for students during their first steps of enrollment. In the last month, we began asking students to fill out a feedback survey of their experience. Here is what we are hearing: 92% of students complete what they come to the department for. 100% feel welcomed and supported during their Entry Advising appointment. 77% feel very prepared for their next steps, (22% feel somewhat prepared), after talking with an Entry Advisor, students rate a 4.9/5 on their overall experience with Entry Advising. When asked if there was anything else they wanted to share about their experience, students have overwhelmingly positive comments: "Best experience ever from the team. Kareen, I'm so impressed with your dedication, thank you so much for your help." "The staff was very helpful and super kind to me. I struggle with anxiety and with today's visit I didn't feel too overwhelmed by what I came here to do. I felt very welcomed by everyone." "I felt nervous coming in but everyone was so helpful and welcoming :)" "I felt like this was very informative and straightforward and many of my anxieties about becoming a non-traditional student have been eased." "I received tremendous support. Today I was able to successfully complete all of my requirements. I felt really good about the support from the staff."

DEVELOPMENT & INTEGRATION OF EDI FRAMEWORK

Our Highline community has faced multiple pandemics of covid, racism, and oppression from the last 2+ years and an associated growing mental health crisis impacting college students around the country. In response, our department has significantly increased our outreach and collaboration efforts by assigning each counselor to both an academic division and multiple campus departments for intentional psychoeducational collaboration, classroom presentations, consultation, and support. A few highlights from winter and spring quarters include:

- Faculty counselor, Joshua Magallanes, facilitated a campus program called Covid and Shame on February 9th exploring issues of identity, oppression, disproportionate impacts, and feelings of guilt and shame by survivors of Covid.

- Faculty counselor, Daryllyn Harris, gave a campus presentation on black feminist and womanist approaches to therapy on February 22nd as part of the Highline Reads Program sponsored by the library.
- As part of an ongoing collaboration with the Inter-Cultural Center (ICC), counseling faculty partner with ICC student leaders for the quarterly Counseling Wisdom Series focused on the intersections of mental health and identity.
- In partnership with the ITC, psychology faculty Samora Covington, and faculty counselors Daryllyn Harris and Nicole Wilson are offering a weekly series of restorative healing circles for faculty and staff during spring quarter. Restorative Healing Circles are deeply rooted in the traditions and practices of indigenous communities and offer a ceremonial space to connect, heal and transform through storytelling.
- Faculty counselor, Gloria Rose Koepping, will present on LGBTQIA+ mental health as part of Highline's Q center group's first Wednesdays on April 6th at 1:30pm

WHO'S NEW, WHO HAS TRANSITIONED, VACANCIES

WHO'S NEW

Advising & Enrollment

- **Prairie Brown** will begin as Program Manager for Advisor Development on April 4th.
- **Kareen Maloney**, Manager, and **Angela Thao**, Advisor, joined the Entry Advising Team in January.
- **Laura Holt**, Credentials Evaluator and **Anh Phong**, Coordinator, joined Enrollment Services in March.

Athletics

- **Makoa Rosa** joins us as the Assistant Athletic Director of Compliance & Operations

Counseling Center

- **Tyswanekwa** (pronounced phonetically) **Crosby** is our new Counseling Center Program Coordinator. She is also a proud Highline alum.

Financial Aid

- **Corinne Soltis** joins us as the new Financial Aid Director

International Student Programs

- **Koda Hendrickson** joins us as an International Student Advisor
- **Marie Elguira** joins us as the Program Manager, Marketing & Recruitment

TRANSITIONS

- **Richard Durden** accepted a position as an Academic Counselor at the University of Washington
- **Vince Sanchez** has moved to Greenville Texas to reunite with his large immediate family. Words can't begin to capture the impact Vince has had on our community.
- **Aisha Davis** has accepted a position in private industry.

CCIE/CLS Student Life

- *Interim Associate Dean for Student Life: **Doris Martinez***
 - **Ilesha Valencia** accept a job as the Associate Vice President for Equity, Diversity and Inclusion at Clover Park Technical College
- *Interim Director for Center for Cultural and Inclusive Excellence – **Edwina Fui** (she/her)*
- *Interim Director for Center for Leadership and Service – **Amy Bergstrom***
 - **Thomas Bui** accepted a position as the Project Manager, Student Equity Center at Santa Monica College

TRiO Director

- *Interim TRiO Director: **Kathy Nguyen***
 - **Eileen Jimenez** accepted a position as the Dean of Arts, Humanities, and Social Sciences at South Seattle College

Women’s Programs and WorkFirst Services

- Workfirst Educational Advisor/Retention Coordinator - **Sean Kerr**

VACANCIES

- Athletics: Men’s Wrestling Head Coach
- CCIE: Inter-Cultural Center Leadership Advisor
- CLS: Programming & Marketing Leadership Advisor
- Counseling Center: Program Assistant
- Financial Aid: Student Funding Advisors (four positions open)
- Student Support: Re-entry Advisor & AmeriCorps
- International Student Programs: Program Coordinator, International Admissions
- TRiO: Director

Outreach and Recruitment Efforts

Winter 2022 Quarter Completed Events:

Thursday, February 10 – 6 pm to 7 pm
Running Start Informational Webinar

Tuesday, March 1 – 6 pm to 7 pm
Running Start Dual Enrollment Informational Night (TJHS)

Thursday, March 3 – 6 pm to 7 pm
Running Start Informational Webinar

Winter 2022 Quarter upcoming events:

Wednesday, March 23 – 6 pm to 7 pm
Running Start Informational Webinar

Tuesday, March 29 – 8:30 am to 9:30 am and 6 pm to 7 pm
FWPA Running Start Info Session (2 sessions)

Spring Quarter events:

Tuesday, April 12 – 6 pm to 7 pm
Running Start Informational Webinar

Wednesday, April 13 – 5 pm to 6 pm
Todd Beamer Dual Credit Webinar

SPOTLIGHT



Hello everyone! :) My name is Kenton Westerfield, my pronouns are they/them, and I am one of our Entry Advisors here at Highline!

I got my Bachelors degree in Theater Arts from the University of Northern Colorado in 2017. Our mascot is the Bears! After that, I came out here to Seattle and got my Masters of Education in Student Development Administration from Seattle University in 2020. Our mascot is the Redhawks!

I've been working at Highline for about 2 and a half years, starting just a few months prior to the pandemic in October 2019. I was originally an Academic Advisor with Running Start, then transitioned over to advising with the Placement & Testing Center, which then became my current role with Entry Advising! I originally decided to apply to and work at Highline because I heard nothing but good things about the school from friends and peers who were current or former employees. In particular, I was attracted to Highline for its dedication to equity and community, and all the beautiful social justice work I saw happening on campus.

Working in and being part of creating our Entry Advising department has been such a wonderful and unique experience. I've truly enjoyed having the opportunity to support so many students in navigating Highline's system in the time we've existed. Seeing a student's journey from coming in confused and unsure about their next steps, to leaving confident and assured that they're going in the right direction, is such a heartwarming thing to be able to do every day. Beyond that, the other thing

I've appreciated the most is how our department has prioritized equity and access in every single decision and action we've made. It has been central to what we've envisioned for Entry Advising from the start, and that means a lot to me as one of my core values.

My graduate degree was specifically focused around student services work in higher education, so I could say a lot about how that has prepared me for my job, but I think just as important is how my lived experience as a queer and nonbinary first-gen college student, coming from a low-income background, and living with chronic illnesses, has really shaped me into the resilient person I am today. I know from my own experiences that college can be a scary and confusing thing to navigate, and it is not built with the needs of marginalized students in mind. I didn't even know that I was a first-gen student until I had nearly graduated with my bachelors degree, and missed out on so many opportunities for support as a result. I want to show up for all the students that walk through our doors and give them the support that I didn't always have when I was in school.

Personally, I think one of the most challenging parts about working in Entry Advising for me is balancing my workload. As Entry Advisors, we are working with students in a wide variety of capacities, helping them get set up with their ctCLink and myHighline accounts, navigating funding options, determining English and math placement, and any number of other topics or questions they ask for support around or would be helpful for them. We're also doing this through several mediums -- in person drop-ins, scheduled appointments, emails, phone calls, Zoom Lobbies, etc. Balancing the in-person services with the virtual services, quickly and accurately responding to student emails, and following up with students when necessary, it gets to be a lot to keep track of! I'm incredibly thankful for all of my amazing teammates in the Entry Advising department, Marie, Angela, Kareen, and Shannon, who help keep me sane with all of the things we have going on every day!

All of our strategic goals as a division are pretty intimately tied into the work we do in Entry Advising every day, although I'd love to highlight our work around Service Delivery Excellence. We pride ourselves on the care and relational service we give to students. This has been especially true with our presence right in the front of Building 6, being the first people that most students talk to when they walk onto campus. We want our service to start building relationships with students right as they begin, so they know that Highline is a place where they can find support and encouragement, and know that they can get their questions answered. This means not being transactional, and it means not bouncing students around to multiple offices to get a problem solved. We sit down with students and ask questions to make sure we understand their needs and do the most that we can before referring them to another office. This not only helps make sure students are getting the steps done that they need, but it shows them that we genuinely care about them as people and want to see them succeed. We've been told by countless students since we've started working in Building 6 that this is the most support they've ever gotten from an office at Highline, and we are so happy that we have been able to provide this.