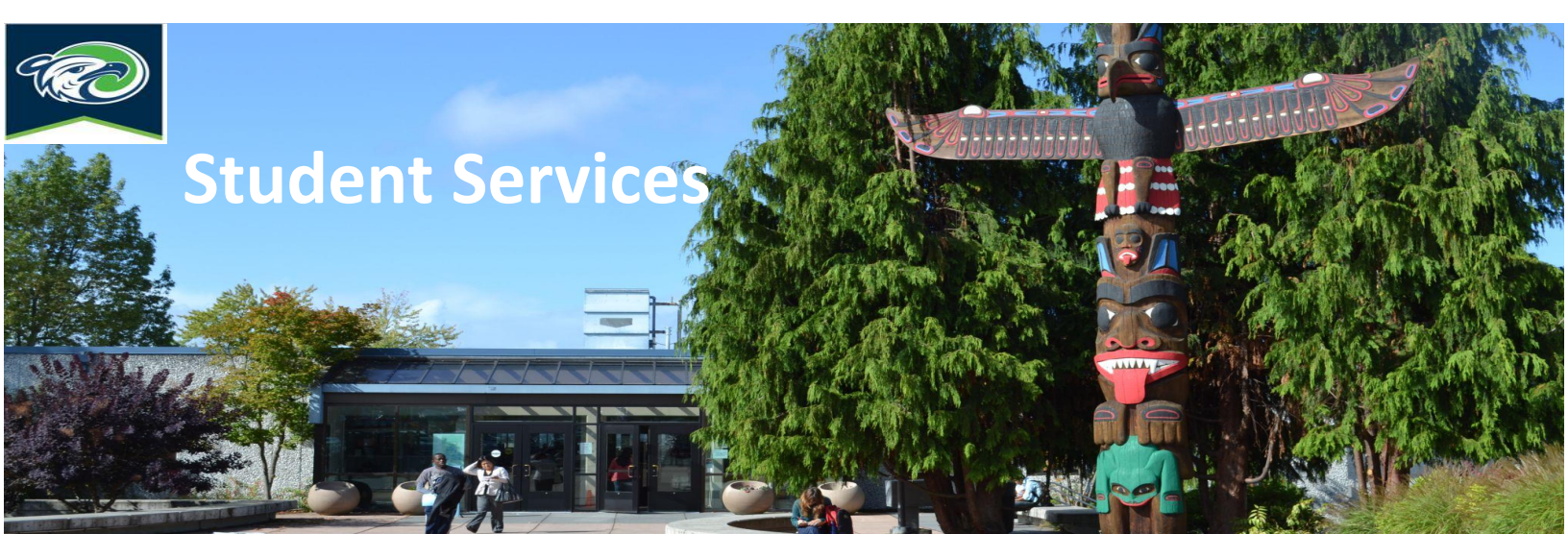




Student Services



NEWSLETTER

Summer 2022

A MESSAGE FROM THE INTERIM VICE PRESIDENT

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results. -Andrew Carnegie



Hello Highline College Community,

I find it hard to believe that we are at the midpoint of July, and Summer Quarter 2022 is well underway. How did that happen? Time seems to be moving at warp speed. Student Services Division staff have been doing great work to advance efforts of getting students settled into summer quarter and helping students with all-facets of enrolling for Fall Quarter. In this newsletter, you will learn about additional efforts that staff across the division have engaged in as it relates to Strategic Enrollment, Service Delivery Excellence, and Development & Integration of EDI Framework, all of which happen to be the identified strategic goals, or primary areas of focus, for the division this year. An additional bonus in this newsletter is a spotlight on Feney Perez, Associate Director of Enrollment and Credentials.

In addition to the information shared later in the newsletter, the division focus has been on two other key activities: Staffing and onboarding new personnel. Admittedly, there has been staff turnover in the division during my eight-month tenure in the VPSS role. In regard to staff turnover, I have found that most individuals that have left have set their sights on goals and aspirations that warrant transition from Highline. I have supported their decisions and wished them all the best with their endeavors.

As positions become vacant, I have been working closely and consistently with Summer Korst, Leslea Berg, Gretchen Erhart, and the division leadership team to fill positions as quickly as possible. To date, we have had wonderful success attracting great talent to the college. The new staff have strong expertise in their areas of focus, and they are extremely excited and proud to be at Highline College. That leads to the second key area of focus, onboarding.

I am collaborating with veteran leadership in the division to make sure that we onboard new staff to departments, to the division, and to the college community overall. Each lead in the division has been asked to develop a department-specific onboarding plan, and I am doing the same with development of a division-specific onboarding plan. Our goal is to bring on the new, talented, excited staff and to keep them engaged by making sure that they have access to tools and resources, including other staff and faculty across the college community. The collaborative nature of the onboarding will help both seasoned and new division staff to be more attentive to and supportive of students.

One of the key onboarding strategies is to build strong partnerships with faculty and staff across the college community. You should expect to see more familiar staff in the division introducing you to newer members of the division. You should also expect that Student Services Division staff will collaborate with you, where applicable, to provide the best service possible that positively impacts students.

I welcome any comments or questions that you may have. You may reach me at jpenn@highline.edu.

Kind regards,

Jamilyn Penn, EdD

STRATEGIC ENROLLMENT

TRiO

TRiO is proud to report meeting program enrollment outcomes of 145+ students. Funding through the US Department of Education, our TRiO program is required to serve at least 145 students annually. Back in late March, TRiO had around 85 students enrolled. Since then and with the vacancy of a TRiO Director, Dean Saechao took on the additional leadership role as “Acting TRiO Director”, unifying the TRiO team towards a common goal, while collaborating with numerous campus departments, local high schools and organizations such as the College Success Foundation to bolster TRiO enrollment. This has resulted in an enrollment of 149 TRiO students as of June 28th 2022, which is a dramatic increase of 64 students within the short time frame of three months. Many thanks to the TRiO team and the on and off campus partners for the collaborative support. Such a TRiO enrollment feat has not occurred since the creation of the program back in January 2011, when the program recruited and enrolled 140 TRiO students within 7 months.

International Student Programs

The International Student Programs department saw 116 total students enrolled for this summer quarter. This number is up by 7 from last summer. This past spring quarter, 2022 enrollment was up to 191, the highest it has been since spring of 2021. There is a slight upward trend in international student enrollment in recent quarters marking a potential positive outlook for the upcoming year.

ISP is also working with several marketing software platforms. Our current digital recruitment platforms provide Highline College with a digital presence and student reach globally. They increase Highline's visibility to students who may not have otherwise discovered us. They increase the number of international students and share accurate, updated, and appropriate information pertaining to admissions requirements, tuition, scholarship opportunities and housing. More importantly, they have the potential to streamline the admissions process, improve interactions between students and staff members, and assist our college manage the fiscal operations. Some of the current software we are working with include ApplyBoard which is a Canadian owned technology company that offers an artificial intelligence recruitment platform that helps international students apply for post-secondary studies abroad.

Apply Wave is a digital marketplace that provides international students the ability to freely search and apply to schools around the world in a smart and simple way. Keystone is easy to use and drives our student recruitment, engagement, and enrollment effortlessly. It features specific information for every single degree program which entices prospective students to apply and commit to our college.



SERVICE DELIVERY EXCELLENCE

Continuous improvement has been at the core focus regarding service delivery excellence in Student Services operations. The division is currently working on a plan to develop a "Student Services Data Dashboard" to measure and track data pertinent to the health and operational effectiveness of the division. We plan to have the dashboard ready sometime in Fall or Winter Quarter. Data dashboard

indicators may include metrics to evaluate customer service, responsiveness and other measurement of student success and Student Services operational health. More information will be available in the near future.

In addition, Student Services now has over two years of data from the Student Feedback Survey, which is administered on a quarterly basis. Students via the survey reported an increased level of satisfaction regarding services and resources received by Students Services this academic year when compared to the previous academic year. The greatest area of improvement was regarding the prompt “The department responded to me in a timely manner.” In the 2020-2021 academic year, the rating for the “responsiveness” criteria was 3.91, which is below our standard benchmark of 4.0. We are glad to announce that students reported this academic year a rating of 4.31, which indicates a positive level of satisfaction with the timeliness of a departmental response to a student’s inquiry. Though this is a good indicator of Student Services growth and level of student satisfaction and customer service, the division is committed to further examination, assessment and growth to promote student success and service excellence.

	Timely Response	Customer Service Rating	Received Helpful & Accurate Information	Questions Addressed	Felt Respected	Overall Experience
21-22 (n=180)	4.31	4.31	4.25	4.32	4.47	4.35
20-21 (n=221)	3.91	4.03	4.13	4.09	4.23	4.13

DEVELOPMENT & INTEGRATION OF EDI FRAMEWORK

Career and Transfer

The Career and Transfer department is integrating an EDI framework, which includes updating the language embedded in hiring forms to be more inclusive. Doing so is one step of the process to help department managers attract more diverse student employees across the College community. The Career and Transfer department seeks to secure grants that serve historically excluded populations and to develop a pipeline project to fund and train low-income BAS students seeking higher education, transfer, and career advising experience. The department is also revisiting partnership with Seattle University, to establish opportunities for internships.

Department staff throughout the division have been reflecting upon the Institutional Effectiveness (IE) reports and considering next steps towards implementing EDI strategies into day-to-day practices.

Department managers and the VPSS are preparing to engage in conversation with staff about their annual evaluations and goals for the new year. Managers and the VPSS will encourage staff to set an EDI goal and strategy.

CAMPUS VIEW



Campus View has had a great year with a quicker than expected bounce back in occupancy since the onset of the pandemic. Even more exciting, Campus View has moved into Summer Quarter with several brand new opportunities. Tom Parks, Director of Housing and Student Life at Campus View, has established Summer Conference Housing operations with three exciting groups: the Clarion West Writer's Workshop will take up residence for a six-week Summer Workshop; the Jungian Society for Scholarly Studies will be staying on campus for the 17th Conference of Research in Jung and Analytical Psychology; and the Driveline Baseball sports complex has two separate groups staying at Campus View as well. In addition to these Summer Conference groups, Campus View also welcomed

students attending other colleges/universities from across the country who are engaged in internship positions in the Seattle metro area related to their academic pursuits. Some of the companies these interns are employed at include: Alaska Airlines, Boeing, Amazon, Microsoft, and Membrion. There are also over 60 Highline College enrolled students staying at Campus View during the summer. This is the most heavily occupied summer in Campus View's short history. There is great excitement for all of the activity in the building this summer, and the goal is to increase the level of activity and occupancy in the future.

WHO IS NEW, WHO HAS TRANSITIONED, VACANCIES

Who is new:

Advising Center

- **Sarah De Witt** (She/Her) began as Academic Pathway Advisor on June 16, 2022.
- **Jan Patrick Campanano** (He/Him) began as Academic Pathway Advisor on June 30, 2022.
- **Rachel Brown** (She/Her) began as Academic Pathway Advisor on July 5, 2022.
- **Yamamah Abdulhameed** (She/Her) began as Program Assistant on July 5, 2022.

TRiO

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- **Tolu Taiwo** (She/They) began as TRiO Director on July 5, 2022.

VPSS

- **Kylie Mellott** (She/Her) began as Executive Assistant on June 7, 2022.

Who has transitioned:

- **Jen Scanlon** (She/Her) has resigned from her position as Dean for Advising and Enrollment Services. This position is vacant.
- **Linda Brethorst** (She/Her) has resigned from her position as Academic Pathway Advisor.
- **Doris Martinez** (She/Her/Ella) has resigned from her position as Interim Associate Dean for Student Life.
- **Betty Vera** (She/Her) has resigned from her position as Program Assistant. This position is vacant.
- **Marta Reeves** (She/Her) is retiring from her position as CLS Program Manager on August 15, 2022.

SPOTLIGHT

Hello Highline Community,



My name is Feney Perez, *Associate Director of Enrollment and Credentials* at Highline College. It is such an honor to share more about myself, the work we do here in Registration and Records, and how it is centered around our annual goals. My pathway to higher education was through the community college system where I obtained my Associates and transferred to the University of Washington to earn my Bachelors degree. I received my Masters of Education in Student Development Administration from Seattle University and have the privilege of working at Highline for almost 3 years. I am the first in my family to graduate from college and this would not have been possible without the navigational support from my family, friends, and community.

The [Registration and Records](#) office is housed in Building 6 on the lower level adjacent to the Cashiers office. Our office creates and maintains student records while helping students navigate college's policies and procedures. We assist faculty, students, and staff with grading, enrollment, graduation functions, transfer credit evaluations and we are responsible for recording accurate data to the state and federal government. The best way to describe the work we do is like a Venn diagram with students at the center and relational overlap on either side with faculty and staff. In order for us to accomplish our goals of Service Delivery Excellence, it is paramount that we bring everyone into the circle. As a result, I truly believe that our staff provide comprehensive information because of the nature of our work in maintaining students' records and intimate knowledge of our institutional policy. In addition, our staff members are bi or tri-lingual and we assist students in Arabic, Spanish, Vietnamese, and Cantonese. This further strengthens our goal of increasing student success and expands our multicultural competence.

When asked to write about how our office meets the day-to-day business needs with regards to our Development and Integration of Equity Diversity Inclusion (EDI) framework, I thought it would also be important to highlight a different perspective. I invited Tara Woods, our *Credentials Evaluator* to weigh in on how our office meets this goal and here is what she had to say:

“Feney has gone above and beyond to integrate EDI Framework departmentally for us and to really deploy the EDI training at every level of our division. Two examples that come to mind, first during [Unity Week](#). We all divided up to attend different workshops. I teamed up with another co-worker and attended [Better together: Affirming our Authentic Identities as a Vehicle for Inclusion and Equity](#) with Dr. Derek Greenfield. Once the week was over we all came together to report out on our thoughts, what we learned, and really took away from the training. We also discussed how we could implement what we learned from the week and really use that in our daily work with students.

*The second example was during the [4th Annual Equity Development day](#). We split up in different groups so we could listen and discuss the various sessions and report out on what we learned. I attended the *Ally or Co Conspirator: How to shift from Performance to Partnership* with Caitlin D. Hoover, MPA. I really learned how to put myself on the line. It's not enough to be supportive, you really need to follow through and take risks in the name of equity. Then we all came together to dig into how to implement changes based on what we had learned and to hear about the other sessions and it was great to get so many perspectives on EDI”*

As an emerging leader in my position as *Associate Director of Enrollment and Credentials*, I'm always striving to learn and grow. It is with great hope that this Spotlight provides more insight into the work we do here in Registration and Records and how it is centered in our annual goals of Development and Integration of Equity Diversity Inclusion (EDI) and Service Delivery Excellence. I invite you to stop by and say *Hello!* We look forward to hearing from you and thank you for choosing Highline College!

For more information about our services visit: <https://registration.highline.edu/>