



Spring 2020

TO: Student Services Commission and Councils  
FROM: Washington State Board for Community and Technical Colleges, Student Services  
RE: 2020 Spring Student Services State Board Report

## Responding to COVID-19 in Student Services

SBCTC staff have worked with their counterparts at the colleges and through Student Services Councils to support college responses to the COVID-19 pandemic and the move to remote instruction and student services operations in spring term. A few of these efforts are highlighted below. We are deeply indebted to our student services colleagues and Councils for these collaborative efforts.

- The Student Success Center developed a web landing page for remote learning resources, with timely information on topics such as online instruction, advising, accessibility, dual credit, and financial aid: [COVID-19 REMOTE LEARNING RESOURCES – AVAILABLE HERE](#)
- Financial Aid Council: A Financial Aid FAQ was developed to respond to information needs of college leadership, providing guidance and clarification on CARES stimulus funding and federal and state aid to students
- Disability Student Services Council: a guide, *Creating Accessible Online Classes*, was developed as a guide for instructors
- Multicultural Student Services Council: hosted identity-based virtual lounges for students across our colleges. The lounges were open to all WA college students who identify with the respective identities, and included: Latinx Women; LGBTQIA+; Asian American/Pacific Islander; Black and African American; Jewish Identity.
- Council of Unions and Student Programs: continue to have weekly CUSP council zoom meetings to connect, discuss, compare notes, and strategize on student engagement efforts such as hosting virtual student lounges across the system and preparing for virtual graduation ceremonies.
- Guidance documents for both Running Start and College in the High School were developed and distributed across education sectors, including K-12, community and technical colleges, and 4-year institutions
- Student Services Commission: we continue to gather information from colleges on how they are adapting in such areas as placement testing and meeting student technology needs; as a community, we are learning from each other as we move through the crisis

### System resource links:

#### State Board for Community & Technical Colleges Resources

Washington's community and technical colleges continue to serve students, communities and employers across Washington state. We're just doing things differently.

Our colleges have moved services and instruction online to create social distancing and help slow the spread of COVID-19. This is both a directive of Governor Inslee and the right thing to do to keep students and our communities healthy.

We remain dedicated to serving and instructing students of all ages and backgrounds across Washington. When this crisis is over, you can count on us to help our entire state recover.

<https://www.sbctc.edu/coronavirus/default.aspx>

### **Washington Student Achievement Council**

Washington's colleges and universities are adapting as quickly as possible to accommodate students as conditions change. The links below can provide information on admissions and transfer, instructional delivery, and grading--among others. Connect with a campus Student Services office for resources to help with basic needs, childcare, health care, and more.

<https://wsac.wa.gov/covid-19>

### **Dual Credit COVID-19 Joint Statement**

In collaboration with Council of Presidents (COP), State Board for Community and Technical Colleges (SBCTC) and Independent Colleges of Washington (ICW), a joint statement regarding dual credit and COVID-19 implications was issued March 2020 (please see below link for statement).

<https://councilofpresidents.org/wp-content/uploads/2020/03/2020-Joint-Dual-Credit-Statement.pdf>

### **College in the High School COVID-19 Guidance**

In collaboration with COP, Office of Superintendent of Public Instruction (OSPI), and SBCTC, a College in the High School guidance document was issued April 2020 (please see below link for guidance).

<https://www.sbctc.edu/resources/documents/colleges-staff/programs-services/student-success-center/remote-learning-resources/4.20.20-cihs-guidance.pdf>

### **Running Start COVID-19 Guidance**

In collaboration with OSPI and SBCTC, Running Start guidance was issued March 2020 to provide direction in program implementation related to K-12 school facility closures (please see below link for guidance).

<https://www.sbctc.edu/resources/documents/colleges-staff/programs-services/student-success-center/remote-learning-resources/3.20.20-running-start-memo.pdf>

## **Meet Our New Student Services Policy Associates**



**Ha Nguyen**

Ha Nguyen (she|her|hers) is a Vietnamese refugee whose mother attended ESL classes at Wenatchee Valley College after resettling in the United States after the Fall of Saigon on April 30, 1975. As part of the first wave of Boat People, Ha and her family were one of the thousands of Vietnamese families who fled their home country by sea seeking refuge following the collapse of the South Vietnamese government. Her childhood memories include her mother's stories of their escape (praying for her children's survival and splitting rations of rice with other people on the boat) and talking enduringly about the importance of higher education.

Ha is also one of two new Policy Associates for Student Services at SBCTC after recently serving as the Policy Associate for Diversity, Equity, and Inclusion (DEI) for Basic Education for Adults. Her current areas of responsibility include DEI, Financial Aid, and oversight of the Opportunity Grant. She is also the liaison for the Multicultural Student Services Directors Council, the Financial Aid Council, and the Council of Unions and Student Programs. While at SBCTC, she has helped to guide internal and external equity efforts by facilitating statewide trainings in the areas of DEI, and serving as co-chair of SBCTC's inaugural DEI Committee; staffer/member of the Faculty and Staff of Color Conference committee; and co-lead of the statewide AAPI-WA affinity group. She also represents the agency on Equity in Education's Racial Equity Team (legislative advocacy group in support of communities of color) and the WA State DEI

Council (multi-agency DEI advisory group). She is a newly appointed member of the WA Student Engagement Network Advisory Committee and a member of the WA State Human Centered Poverty Reduction higher education workgroup. She has also been actively involved with the Guided Pathways initiative as a change facilitator and coach working to center equity within the statewide enterprise. Ha has over 17+ years in our CTC system - previous roles include tenured faculty counselor; College Success instructor; WorkFirst coordinator; and educational counselor for Apprenticeship and Non-traditional Employment for Women (ANEW).

Ha is a Head Start alumna and proud graduate of WVC where she juggled full-time college studies with working at her family's small Vietnamese restaurant. She also earned a Bachelor of Arts in Psychology from Central Washington University, a Master of Arts in Counseling Psychology from Saint Martin's University, and completed doctoral studies at Seattle University in Higher Educational Leadership with an emphasis on Student Development.



**Jamie Traugott**

Jamie Traugott joined the Education Division at SBCTC on March 16, 2020 as a Policy Associate for Student Services. Jamie has over 10 years of Student Services experience in Washington's community college system, working on both the east and west sides of the state and in both rural (Wenatchee Valley College) and urban environments (Tacoma Community College and Pierce College). Jamie also worked as a career counselor and advisor for the University of Michigan-Flint and served as a Program Officer for the College Bound Scholarship program. Jamie's most recent experience comes from Pierce College-Fort Steilacoom where she served as Director of Advising and Entry Services. During her time at Pierce College, she was actively involved in guided pathways work with a focus on redesigning the student onboarding and advising experience. Jamie also has experience leading career counseling, testing and placement, Running Start and College in the High School.

Jamie is a Returned Peace Corps Volunteer who served as a Health Educator in Albania. She received her B.A. in Psychology from Western Washington University in Bellingham, WA and her M.Ed. in Higher Education Administration from George Fox University in Newberg, OR.

Her areas of responsibility as Policy Associate for Student Services include: Advising and Counseling Council (ACC), Admissions and Registration Council (ARC), Career and Employment Services Council (CESC), Running Start, and College in the High School.

## Legislative Update

There were several bills in the 2020 Legislative Session relevant to student services that became law. Here is a sampling:

House Bill 2513 prohibits withholding of student transcripts for student debts in certain cases, for example a job application, transfer to another institution, or in connection with a financial aid application. Also allows registration for subsequent quarters for students who owe debt.

SHB 2543 expands in-state residency to students who are eligible for, rather than entitled to, transferred Post-9/11 GI Bill benefits. Expands in-state residency to eligible students accepted into an institution before the individual in the uniformed services is reassigned out of state. Expands in-state residency to students that have separated from the uniformed services who were discharged due to their sexual orientation or gender identity.

House Bill 2864 creates a pilot summer Running Start program that will include up to three of our colleges. It will be developed by OSPI and SBCTC for initial launch in 2021.

Senate Bill 6141 mandates creation of a standardized financial aid award letter template for use beginning in 2021. The bill also tasks WSAC with developing a financial aid calculator/tool, and institutes a statewide financial aid advising day at all high schools in fall terms.

Senate 6561 creates a low-interest loan program for undocumented students with financial need, beginning in 2021.

An update on bills from 2019 Legislature:

House Bill 1355 created a taskforce to study counselor to student ratios, counselor credentials and best practices. The taskforce has met twice and will continue to meet through October. A report to the Legislature is due November 1. LCC Student Services Vice President Sue Orchard represents the Student Services Commission on the group, and Joe Holliday represents SBCTC.

SBCTC's Workforce Education Department is administering two pilot programs developed to meet student basic needs: the Student Emergency Assistance Grant (SEAG) and the Services for Students Experiencing Homelessness (SSEH) pilot program. Sixteen colleges participate in SEAG, while four colleges participate in SSEH.

A dual credit scholarship program for students with financial need is being piloted by the Washington Student Achievement Council (WSAC) to assist students in Running Start and College in the High School programs. Two of our colleges participate in that pilot effort.

## Financial Aid Train-the-Trainer Initiative

SBCTC Executive Director Jan Yoshiwara asked several student services leaders in our sector to join a workgroup in collaboration with WSAC and the 4-year institutions (public and independent) on a financial aid initiative with the goal of expanding the number of people who could conduct FAFSA/WASFA workshops in community settings. Student Services VPs Christina Castorena (Edmonds) and Chio Flores (Wenatchee Valley) represented WSSSC, and Financial Aid Directors Teresa Buchmann (Green River), Brianna Sanchez (North Seattle) and Rahel Weldu (Renton Tech) represented the Financial Aid Council. They were joined by several SBCTC staff in this effort. WSAC conducted seven regional workshops and one webinar version of the initial training. A total of 350 professionals from all higher education sectors and community-based organizations were trained by WSAC in collaboration with financial aid staff from host colleges. More than half of the volunteers came from our community and technical colleges, an amazing show of support. Colleges were asked to identify their own next steps subsequently. The effort was hampered by the COVID-19 pandemic, but the effort is expected to resume in the fall.

## State Board Legislative Interns



Deanna George



Matthew Rounsley

State Board legislative interns Deanna George and Matthew Rounsley completed their internship March 12, the last day of the 2020 session. Over the course of their 10 weeks at the State Board, Deanna and Matthew learned the legislative process from the inside out. They followed bills from when they were dropped to the finish line at the governor's desk. This included understanding each step of the legislative process, tracking bills and their amendments, writing and giving testimony, meeting with policy associates and, with the legislative director, members of the Legislature, and attending

committee hearings and floor debates. They also learned about the community and technical college system. They met with State Board department directors to understand how each piece, whether it be budget and finance or instruction and student services, work together to deliver students the best education possible.

Throughout the internship, Deanna and Matthew demonstrated a curiosity to learn about the legislative process and about how the State Board works with the college system, government, and other partners. Deanna, a student at Tacoma Community College, is transferring to the University of Washington Tacoma to complete her bachelor's degree on her path to becoming a lawyer. Matthew, a student at Centralia College, will transfer this fall to Washington State University Vancouver to finish his bachelor's degree as he looks to a career in public service.

We plan to offer internship opportunities for the 2021 legislative session. More information and the application will be sent to CUSP advisors by the start of fall quarter.

## Guided Pathways Update

**Guided Pathways implementation work plans** were reviewed last month, and College feedback reports will be returned to colleges April 30, 2020. Resubmissions and College Spark Guided Pathways reports will be due to the State Board June 15, 2020. **Legislative funding** has been a hot topic across the system, and will likely continue to be fluid over the coming months as the revenue forecast and legislative context evolves. A revenue forecast report will be released April 30, 2020 at which time additional legislative planning information will be determined. Great news about **Guided Pathways Technology**- Sub Plans are slated to integrate with current ctcLink colleges in the next two weeks, and planning is underway with the project team to identify an integration plan with the next set of deployment groups. The **Guided Pathways technical assistance** model continues to emerge, with plans to respond to the COVID context with ongoing development of a virtual learning agenda series and professional development offerings (See the [SSC website](#) for the most current information). Below are a sampling of offerings under development:

- *Guided Pathways - Washington state – Scale of Adoption themes & opportunities - CCRC*
- *Communication- Faculty, Staff, Students & Community*
  - *Return on Investment Tool – Guided Pathways - NCII*
  - *Disruption & Possibilities-Reframing w Dr Bryan Brayboy, ASU*
  - *Student Communication Strategies*
- *Onboarding*
  - *Looking Forward – Math Placement w Laura Schueller – May 1, 2020 @ 10:30 am <https://zoom.us/j/940641413>*
  - *Multiple Measures w Nikki Edgecomb, Community College Research Center*
  - *Meta Major selection & Program Entry Process Mapping*
- *Educational Planning/ Advising*
  - *Technology integrated advising*
  - *Advising case management model*
- *Financial Supports - Student Funding & Partnerships*
  - *Seamless Integrated funding for students – workforce, federal, state,*
  - *Community Based Organization Partnerships*
- *Math Re-Design*
  - *Rethinking Assessment – A Guided Discussion About What is Working (facilitated by Laura Schueller) – Friday, April 24th, 10:30 am <https://zoom.us/j/753698813>*

## WA-SEN

The WA Student Engagement Network (WA-SEN) held another highly successful Student Engagement Day event with over 100 visits to legislators during the 2020 legislative session with 40% of students from our community and technical college system. In light of the current COVID-19 crisis, WA-SEN's planned activities during Spring quarter included alternatives such as creating digital campaigns,

holding virtual town halls, making calls with legislators, online regional trainings, keeping connected with students, and creating opportunities to continue elevating student voices. WA-SEN also led the “College Students Count!” digital campaign to energize students and increase student participation in the 2020 Census.

## College in the High School Review Cycle

College in the High School (CiHS) 2020 Review cycle is fast approaching. The CiHS Standards Report Review Committee will be reaching out in advance to identify programs for the upcoming 2020 state review cycle and share information regarding future reviews. All content and documentation for the review of institutions in the 2020 cycle must be submitted no later than July 1, 2020. The Committee will send to institutions materials and information for the 2020 College in the High School (CiHS) Standards Review Report and Process in mid-May, 2020.

## Upcoming Commission and Council Meetings

- April 28      FAC – Zoom Meeting
- May 1        ACC, ARC, CUSP – Zoom Meetings
- May 5        MSSDC – Zoom Meeting
- May 7        DSSC – Zoom Meeting

TBD CESC and WSSSC

Postponed until Summer 2020 - VMSC