



TO: Student Services Commission and Councils

FROM: Washington State Board for Community and Technical Colleges, Student Services

RE: 2020 Fall Student Services State Board Report

Promising Practices Exchange Launches at SBCTC Webpage

A new feature – the Promising Practices Exchange – can now be found at the [SBCTC Strategic Enrollment webpage](#). Some of you will remember our annual Best Practices Exchange, where colleges shared innovative and effective student success efforts in connection with our system’s foundational Achieving the Dream work. Now we have its virtual equivalent, inspired by the work of the WACTC Strategic Enrollment Taskforce (2017-2019). The Exchange is organized around the four main sections of the Strategic Enrollment Taskforce report: K-12 alignment, adult re-engagement, getting students on the path, and keeping students on the path. A fifth area – Pandemic Response – has been added. A webinar series is being planned on each of these themes during winter term. Please submit by November 30 for best consideration for inclusion in the first webinar. *The Promising Practices Exchange will only be successful with your active participation.* Please visit the site soon and share what you are doing that is achieving positive results for students!

Poverty Reduction Programs and Student Services Integration at SBCTC

A suite of poverty reduction programs previously housed in our Workforce Education Department has now been integrated into Student Services. Policy Associate Erin Frasier (see Bio below) leads a talented staff that manages programs such as WorkFirst, Basic Food Employment & Training (BFET), Able-Bodied Adults Without Dependents (ABAWD) Navigation, and others. Erin’s team also manages grant programs created by the Legislature, for example Student Emergency Assistance Grants (SEAG) Program and Supporting Students Experiencing Homelessness (SSEH) Pilots. We are excited about integrating this work with Student Services in supporting colleges addressing student basic needs, Financial Aid, Opportunity Grant, and other opportunities to create synergy.

Basic Food Employment & Training Expansion

We are excited to announce that our proposal to expand allowable training activities for BFET in our state’s Supplemental Nutrition Assistance Program plan has been approved, effective immediately! In addition to Basic Education (BE) and our current professional-technical certificate and 2-year degree programs, we can now expand Vocational Education (VE) offerings at our CTCs to the following training options: Two-Year Non-Vocational Degree Programs, Apprenticeship and Pre-apprenticeship, Entrepreneurship Preparation, Customized and Contract Training, and Work-Based Learning/ Internship. This change allows us to further our efforts to ensure all students experiencing food insecurity can access SNAP assistance AND pursue a career pathway of their choosing. Kudos to the BFET staff for all the work they do to support students!

Legislative Internship 2021 Launches

SBCTC invites applications from interested students enrolled in Washington state community and technical colleges for the 2021 virtual Legislative Session Internship. The intern will work virtually with the State Board’s Legislative Director and other staff in support of our system’s legislative priorities and goals. Applications will be distributed through the Council of Unions and Student Programs (CUSP). One student will be selected and will begin the internship in early January 2021. For more information contact Jamie Traugott at jtraugott@sbctc.edu.



Meet Our New Student Services Policy Associate Dr. Erin Frasier

Erin's policy work is focused on equitable access to postsecondary education and support services for low-income populations, and advancing racial, social and economic justice for our state's current and future workforce through our community and technical colleges in Washington. She has over 14 years of experience in the community college system, including roles as basic education and BAS adjunct faculty, WorkFirst and BFET administrator, oversight of satellite campuses and Associate Dean for Workforce and Continuing Education. She represents our colleges and advocates for our students on the Governor's Poverty

Reduction Work Group, Washington's Interagency Council on Homelessness, the National Council for Workforce Education's Government Relations Committee, the National Skills Coalition's Safety Net and Skills Policy National Advisory Panel, the Legislative-Executive WorkFirst Poverty Reduction Oversight Task Force and the state's Human Centered Design Team. Erin earned a Bachelor's and Master's degree from Portland State University and a Doctorate of Education in Organizational Leadership at Brandman University.

Student Support Programs Canvas Community

The purpose of the Student Support Programs Canvas Community is to help community and technical college (CTC) and community-based organization (CBO) staff, as well as SBCTC staff, obtain onboarding training in Student Support programs, including:

- Able-Bodied Adults Without Dependents (ABAWD)
- Basic Food Employment and Training (BFET)
- Opportunity Grant
- Student Emergency Assistance Grant Program (SEAG)
- WorkFirst
- Worker Retraining (WRT)

Each module provides introductory and advanced information on these programs. Intended to be living courses, these modules are updated with training recordings and policy updates for the programs throughout the year. Additionally, the Canvas Community includes a COVID-19 Resources module that provides college staff with Student Support's guidance in response to navigating the pandemic.

These modules are open to all CTC staff who interact with our programs. If you would like to be enrolled in one or more of these communities, please email Nanette Angel at nangel@sbctc.edu. More information about these programs is available in the Canvas Community.

Legislative Update

Below is a status report on student services related bills that are being implemented this year.

House Bill 2513 (2020) prohibits withholding of student transcripts for student debts. In order to meet the requirement, a workgroup composed of Business Affairs, Registrars, and SBCTC staff developed a global approach to changing internal processes in both Legacy and ctcLink, communicating with students, and meeting reporting requirements in the bill. Guidance for implementation went out in June to the Admissions and Registration Council (ARC) and Business Affairs Commission (BAC).

House Bill 2864 (2020) created a pilot summer Running Start program that will include up to three of our colleges. The Office of the Superintendent of Public Instruction (OSPI) is administering the grant program. Applications were distributed to colleges in September. Letters of Interest/Applications are due October 27th. Let Jamie Traugott know if you have any questions, jtraugott@sbctc.edu.

House Bill 1355 (2019) created a taskforce to study counselor to student ratios, counselor credentials and best practices. The taskforce has met monthly in 2020. LCC Student Services Vice President Sue Orchard represents the Student Services Commission on the group. Other taskforce members include Joe Holliday (SBCTC) and student member Shelly Hoffman from Grays Harbor College. A survey of college counseling services was conducted in September and results are being analyzed now. A final report to the Legislature will be submitted on November 30th with recommendations about minimum standards for counselors, elements of best practices, and target student to counselor ratios.

SHB 2543: In-state Residency/Veterans

Provides in-state residency to students on certain leave from active duty from the uniformed services who have veteran education benefits. 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.

SB 5197 (Companion HB 1201): National Guard Education Grants

The Washington National Guard Conditional Scholarship program is renamed the Washington National Guard Postsecondary Education Grant Program. Administration of the program is transferred to WSAC's Office of Student Financial Assistance, coordinating with the Washington Military Department in selecting eligible participants, and developing rules related to repayment obligations.

2SHB 1303: Subsidized Child Care for CTC Students

As of August 1, 2020, the Department of Children Youth and Families, which administers the Working Connections Child Care (WCCC) subsidies program, may not require a full-time student of a community, technical, or tribal college to meet work requirements as a condition of receiving WCCC benefits when they are pursuing a certificate in nursing, early childhood education, a mental health profession, or para-education. The student must be attending school full-time (based on the college's definition) and must be maintaining passing grades and be in good standing pursuant to the college attendance requirements. Colleges can direct potentially eligible students to contact the Child Care Subsidy Contact Center at 1-844-626-8687, or apply online at [Washington Connection](#).

2SHB 1893: Student Food Security and Emergency Assistance

Student Emergency Assistance Grant (SEAG) Program

2SHB 1893 created the SEAG Program and other basic needs support initiatives for college students. SBCTC led a rigorous application review process for the FY20-21 funding cycle. The following 16 colleges out of 28 colleges that applied were awarded a total of \$1,422,000: Centralia College, Clark College, Edmonds College, Grays Harbor College, Green River College, Lake Washington Institute of Technology, Lower Columbia College, North Seattle College, Peninsula College, Pierce College District, Seattle Central College, Shoreline Community College, Skagit Valley College, Tacoma Community College, Walla Walla Community College and Whatcom Community College. Erin Frasier, Policy Associate and Jessica Porter, Program Coordinator are working with SBCTC's Data Services and Research Departments to prepare a year-one report to the WA State Legislature by December 1st, 2020.

Efforts to Increase Postsecondary Food Security

On December 13, 2019, Washington submitted a request to the US Department of Agriculture's Food and Nutrition Service (FNS) for a demonstration project related to allowing retail businesses, including hot meal providers, on college and university campuses to accept EBT benefits for food purchases. On July 31, 2020, FNS denied the demonstration waiver request attributing lack of persuasive explanation as to why retailer stocking requirements should be waived, with concerns about quality food options and program integrity.

At this point, DSHS does not believe continued efforts to obtain waivers or demonstration project approval from FNS for on-campus EBT will result in a productive outcome.

DSHS continues to work in collaboration with WSAC and SBCTC to explore options to encourage retail stores on college campuses to apply for and receive approval from FNS to accept SNAP benefits by meeting criteria outlined in federal rules and regulations. Towards this end, DSHS, SBCTC and WSAC are planning a webinar to provide technical assistance to colleges in the application process.

To increase awareness and share campus strategies, WSAC and SBCTC collaborated with DSHS to provide a July webinar on postsecondary food security policy changes and effective practices that was attended by over 320 campuses and community partners, including representatives from every public two- and four-year institution. The link to the recording of the [July webinar](#).

SBCTC also is supporting WSAC's efforts in developing a 'Food Messaging Toolkit' that will be available this fall to all colleges to increase students' awareness of food security resources, lower stigma, and help students connect to on-campus staff for assistance.

Anticipated Work Study Allowance

As of March 15, 2020, anticipated work study will meet the work requirement for postsecondary students to be eligible for the Supplemental Nutrition Assistance Program (SNAP) program. Students will need to provide DSHS with a copy of their financial aid award letter identifying they are eligible for work study and are intending to secure and participate in a work study position. This will meet the work requirement regardless of their ability to secure a work study position. Please direct students to apply for SNAP through Washington Connection and/or connect with an ABAWD Navigator for assistance.

2SSB 5800: Supporting Students Experiencing Homelessness (SSEH) Pilots

2SSB 5800 created a pilot program to address the needs of homeless students. SBCTC held a competitive application process and the following four colleges were selected to participate in the SSEH Pilots: Edmonds College, South Puget Sound College, Walla Walla Community College and Yakima Valley College. Over the course of a two-year funding cycle from December 1, 2019 through June 30, 2021, the SSEH Pilots will provide accommodations to students that include: access to laundry, storage, and shower facilities; reduced-price meals or meal plans, and access to food banks; access to technology; access to short-term housing or housing assistance, especially during seasonal breaks; and case management services connecting students with existing community resources for individuals experiencing homelessness, including nonprofit organizations, the local housing authority, and the Department of Commerce's Office of Homeless Youth. Additionally, SSEH Pilot Colleges will participate in information sessions with the legislature and provide testimony during legislative hearings, as appropriate. SBCTC and WSAC are currently preparing a mid-term update to share preliminary SSEH Pilot data for the first partial year of FY20 with the WA State Legislature.

Non-pilot colleges are invited to participate in these efforts and encouraged to submit the data required of the pilot program participants. SBCTC and WSAC have partnered to facilitate a virtual Statewide SSEH Learning Community where postsecondary institutions can share policies and practices being developed to address homelessness and housing insecurity experienced by students.

Senate Bill 6374: Dual Enrollment Scholarship

The 2020 Legislature passed Senate Bill 6374, expanding the Dual Enrollment Scholarship pilot program (HB 1973) to cover apprenticeship materials for eligible students. Due to this expansion, the Running Start portion of the pilot program opened a competitive application process and selected 6 additional colleges to serve as pilot sites, information found on [WSAC site](#).

Student Services Council Leaders Focus on Equity

In September, leadership from all eight Student Services Councils had an opportunity to meet with WSSSC to discuss how to better incorporate equity, diversity, and inclusion work into meaningful and actionable steps. Members discussed how racial inequity/systemic racism show up within their scope of work, and the important role councils can play in dismantling systemic racism, such as reviewing/revising existing policies with a racial equity lens, mitigating bias in hiring practices, and implementing culturally-relevant student engagement efforts. Members also agreed on the importance of continued collaboration and transparency, and committed to ongoing meetings to further establish and maintain anti-racist work within and across the councils, and to reflect this focus in Council Workplans. A Council Leadership listserv is being created this fall to further the work.

Guided Pathways Update

Your efforts in moving college Guided Pathways transformative efforts during an unparalleled sea of challenges is nothing short of amazing- and we should CELEBRATE your incredible work, the positive impacts resulting from those efforts, and what that means to our state, students, and communities. We are starting to see the impacts of your efforts in accountability data, and are excited to begin to pair the early outcomes with additional learning about changes you are making to generate these improved outcomes. Way to go!

Guided Pathways Legislative Funding

Revenue forecasts are improving, as some of you may be aware, based heavily on consumer spending reliant on the federal unemployment funds that ended late July. Coupled with a deep commitment by our legislature, there have been strong signals that the full allocation will be intact for 2020-2021. This is great news, and we hope that colleges are able to spend their 2020-2021 funds as allocated. We know many college leaders have been conservative this year in anticipation of mid-year cuts, and that has potential to result in mixed messaging about the colleges funding needs to the legislature. We realize this is tough at any time, and particularly during this complex forecasting season, but would encourage you to consider spending on *short term investments* in anticipation of potential revenue shortfalls in the next biennium to the WEIA fund. Thank you for your continued stewardship of these funds in an incredibly complex context. Ideas for expenditures can be found in the [Investment Guidelines](#) document on the [Student Success Center web page](#).

HB2158 Reporting & Accountability

We know in this season more than ever, colleges likely must focus on key high impact priority areas in order to make progress. We want to thank everyone who completed the Guided Pathways Priorities survey already- we are looking ahead to see how we can support your work in those areas. Thanks to everyone who partnered with their Vice Presidents of Instruction to coordinate the response. *It will inform what your college reports for the 2020-2021 HB2158 GP State report next summer.*

Guided Pathways Technology - Sub Plans have been integrated with several ctcLink colleges in response to their request, 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 evolve in the COVID context with ongoing development of a virtual learning agenda series and professional development offerings (See the [SSC website](#)). In addition, three primary technical assistance areas are making progress:

Coaching for All Colleges The leadership team has been working to build coaching capacity throughout the spring and summer months, including recruiting, selecting, and training a new cohort of 30 coaches from across our Washington system, Oregon, California, and Colorado.

We have expanded the coach leadership team who are supporting the onboarding of the new coaching cohort, through mentorship and thought partnership regarding effective mentorship and training. Coach assignments are in progress, and will be completed in consultation with each college. We aim to complete those assignments by November 15, 2020.

Student Advisory Council Over the summer, the leadership team has been working to develop a Student Advisory Council model that supports engagement across our state from historically underserved students. Please keep an eye out for more information to come, and consider how you may engage students from your campus in this council! The students will be compensated for their work, and will receive professional development opportunities as part of the council.

Mathematics The final report from the [math landscape analysis](#) conducted by Dr. Laura Schueller has been published and shared with instructional leadership across the state. Of particular interest for Student Services, lessons regarding placement may be particularly relevant. Additional professional development has emerged in support of placement reform efforts, and will continue as a thread within the onboarding and access learning agenda thread. In addition, With the support of College Spark Washington, Dr. Schueller launched a co-requisite math community of practice. Nearly half of the colleges have elected to engage, and learnings that emerge based on initial implementation will be shared in future gatherings.

OSPI Dual Credit and Post-Secondary Guidance

OSPI issued guidance in August to assist school districts in planning and responding to the challenges of the 2020–21 school year, specific to closing equity gaps in dual credit access and success and postsecondary transitions. This was a collaborative effort and involved many agencies, including SBCTC, Washington Student Achievement Council (WSAC), Council of Presidents (COP), Independent Colleges of Washington (ICW) and numerous community-based organizations. (see [OSPI website](#))

DAI and Outreach Workgroup

SBCTC recently formed and outreach and recruitment group to combine efforts aimed at connecting those who have outreach and recruitment responsibilities throughout Washington’s CTC system. This group, and subsequent structure and goals, is an outcome of the partnerships developed from the Direct Admissions Initiative (DAI) task force. The group met October 6 to discuss systemwide efforts in financial aid completion. The group will be surveyed on hot topics to shape the work. Meetings are every first Wednesday of the month from 1pm-3pm via zoom. SBCTC’s Jamie Traugott and Kristi Wellington Baker serve in a coordinating role with this group. (see [SBCTC website](#))

Washington Dual Credit Summit: Strengthening Programs and Addressing Equity

FREE Virtual Series Every Wednesday, September 30-November 18, 2020 12:00-1:00pm Across the categories of Systemic Change and Policy; Data, Measurement and Research; and Partnerships; this virtual series is designed to:

- Provide a framework to plan dual credit strategies with and for local communities.
- Address emerging issues and lessons learned from the COVID-19 educational response and impact to inform current and future dual credit/enrollment redesign.
- Create a shared learning community as a foundation for Washington education stakeholders to influence current and future engagement in dual credit/enrollment. ([Virtual Series](#) link)

Update on 2020 Legislative Interns

2020 legislative intern, Deanna George, was appointed to the Workforce Education Investment Accountability and Oversight Board by Governor Jay Inslee on June 26, 2020. This new Board was established by the Legislature in 2019 to make recommendations on workforce education priorities to fund as part of the Workforce Education Investment Act. Deanna is pursuing her Associate of Arts direct transfer degree with a focus on U.S. History. She intends to attend law school after she completes her Bachelor of Arts degree. Our other talented intern, Matthew Rounsley, was named Centralia College's Student of the Year and graduated with his Associate of Arts degree with high honors in June. He was awarded the Community College Presidents Award (full tuition scholarship) and is now pursuing his Bachelor of Arts in Public Affairs and a minor in sociology at WSU-Vancouver. He states, "I loved my internship at SBCTC and got to meet so many awesome people and learn about the system from the inside and outside of it."