

TO: Student Services Commission and Councils

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

RE: **Spring 2023 Student Services State Board Report**

## Update from the Director

## Welcome to the spring quarter! We hope you are enjoying the year so far, which seems to be flying by. At the state board, the winter term was a busy one. With the legislative session in full swing, the Student Service department has been working diligently to track, influence, and communicate the many bills and proposed budgets that affect student services. In addition, we were fortunate to have three student interns, one from Clover Park, Columbia Basin, and Everett, who provided invaluable perspective, professionalism, and influence to our work. We are pleased to share that all three student interns have grown tremendously and made significant contributions to the 2023 legislative session.

## In the field, this year we welcomed new Vice Presidents at Spokane, Bellingham, and Peninsula. Their backgrounds, areas of expertise, and voices have been deeply appreciated in WSSSC and in their committee and liaison work across the councils and workgroups. At the State Board, we welcome Sheila Acosta from Clover Park Technical College as the new Basic Food Employment & Training (BFET) program administrator. Sheila is a quick learner with a wicked sense of humor we know will be appreciated near and far.

## As part of our ongoing efforts to ensure the safety and security of our student community, the SBCTC is currently working to create a landing page and system guidance document to address fraudulent applications for admissions and financial aid. We understand the importance of protecting our students’ identities and finances, supporting staff through these challenges, and are committed to doing everything we can to prevent and respond to such incidents. We anticipate a system update to be communicated by mid-late April.

## Finally, we hope that our Student Service Bill Watch has been helpful in keeping you updated on the latest developments in the legislature and the progress of the Senate and House budgets. This session, we have seen heightened activity in Postsecondary Student Basic Needs, Dual Credit, Student Homelessness, Student Transfer Data, a proposed Tuition Date Establishment, Increasing Eligibility for the Washington College Grant, the Mental Health Counselor Compact, and more. As the biennium budget is nearing its final stages, we will continue to keep you informed on new developments that will impact our students and institutions. Thank you for staying dialed in with us throughout the session.

## On behalf of Student Services, we want to thank you for your continued support and dedication to our students, institutions, communities, and state. We wish you all a successful and productive spring quarter and look forward to hearing about your excitement for spring events and commencement. -Dr. Lauren Hibbs

## Photo of Student Services team: Laura Coghlan, Deana Rader, Jennifer Dellinger, Lauren Hibbs, Christine McMullian, Becky Wood, Nanette Angel, Yokiko Hayashi-Seguil, Andrea Schissler, and Sheila Acosta

##  Legislative Intern Update

Three students were selected as Legislative Interns for the 2023 Legislative Session. As the legislature transitioned to hybrid operations it allowed for the interns to represent both in-person and virtual student engagement. Our interns this year included Jacob Katz from Clover Park Technical College, Shannon Cosgrove from Columbia Basin College, and Baydaa Alshatee from Everett Community College. Each of these wonderful student leaders leapt into action in January providing legislative testimony, engaging in policy analysis, and fearlessly representing the student voice. We are truly going to miss them!

Read about their legislative journey in their own words – [Legislative News Intern Blog](https://www.sbctc.edu/blogs/legislative-news/?tags=intern)

## Staff Update - Meet our new Basic Food Employment & Training (BFET) Program Administrator

 **Sheila Acosta, BFET Program Administrator**

Sheila Acosta is our new Program Administrator for the Basic Food Employment and Training Program (BFET) at the State Board. Sheila’s role will help ensure colleges are able to connect students to resources that help to meet their basic needs. As the BFET Program Administrator, Sheila will provide assistance to college staff with technical assistance, program monitoring, and policy implementation to help the community and technical colleges run their programs and serve students. Sheila was previously employed at Clover Park Technical College as an Entry Services Coordinator, assisting students in the admissions process. Prior to her role as the Entry Services Coordinator, Sheila also worked at CPTC as the BFET and Opportunity Grant Program Specialist.

## Promising Practices Exchange Webinar Series

Our Promising Practices Exchange provides an opportunity to highlight areas of innovation within our system. We want to hear from colleges about their latest innovations and strategies to make a difference for students. Current winter/spring webinars included:

* Innovative Practices in Dual Credit
* Innovative Instructional Practices for Adult Reengagement

Please visit the [Promising Practices Exchange](https://www.sbctc.edu/about/task-forces-work-groups/strategic-enrollment/promising-practices.aspx) to view past webinars and to submit current practices for consideration.

## Career and Employment Services Council (CESC)

After much deliberation and discussion, the Washington State Student Services Commission (WSSSC) voted to sunset the CESC as a formal council under the WSSSC structure at their February meeting. Career exploration and decision making along with employment services are housed in a variety of campus structures within our community and technical college system. As such, a council under the WSSSC was determined to no longer be the best place to represent the very important links of career and employment being done in the CTC system and within Guided Pathways. Next steps for the functional areas of career and employment include a relaunch of the listserv to appeal to the many different roles that support career and employment services, highlighting promising practices in career and employment from around the state, forging strong links with the Student Success Center and Guided Pathways, and discussions around quarterly convenings to advance the work in this functional area. Details about the new look of Career and Employment support and networking will be widely shared on Student Services Commission and Instruction Commission related listservs.

## Mental Health Counseling & Services Pilot Program

## Our four pilot colleges (Grays Harbor College, Lake Washington Institute of Technology, North Seattle College, and Wenatchee Valley College) continue to expand access to mental health services during their second year of funding. While new legislation to expand the pilot did not make it through the legislative process this year, we continue to collect data and best practices to build a case for additional mental health resources in our system. For more information, contact Christine McMullin at SBCTC.

**Multicultural Student Services Directors Council (MSSDC)**

The 2023 Students of Color Conference (SOCC) was cancelled earlier this academic year. The Conference Planning Committee is currently working in collaboration with the MSSDC Leadership and the SBCTC staff to ensure the success and sustainability of the conference for 2024 and beyond. At the winter MSSDC meeting the new SOCC chairs were selected, and the group is already in deep preparations for the upcoming year.

## Washington Community and Technical College Student Association (WACTCSA)

Preparation for this 68th legislative session began last spring with the construction of an [agenda of legislative priorities](https://blog.cptc.edu/wp-content/uploads/2023/02/WACTCSA-Legislative-Agenda-2023.pdf) that guided the work of the group. Throughout the fall quarter, group members met with content experts, faculty advisors, and SBCTC staff to gain insight into the issues through a policy lens and learn the ins-and-outs of providing testimony in legislative committee. As bills began to be filed, the group compiled a list of legislation that related to the identified issues and started tracking them through the legislative process.

On Thursday, February 2, 2023 the group convened on the capitol campus for their annual Advocacy Day and met with Representatives and Senators to vocalize the needs of students in the CTC system. Governor Jay Inslee joined the group on the capitol steps for an inspiring rally to close out the day after which group members gathered at South Puget Sound Community College’s Lacey campus for a debriefing.

After a pause to accommodate student finals schedules and spring break, meetings will resume for the spring quarter Friday, April 14,2023. Group members and advisors will review the progress from this 68th Legislative Session and begin assembling the guiding agenda for the 69th Legislative Session.

**Student Support Programs Updates**

The Student Support Programs (SSP) Team continues its efforts to integrate across programs, within Student Services, and across the SBCTC Education Division. SSP staff recently attended the Guided Pathway Technical College Convening on March 24th at Renton Technical College. It was wonderful to hear some of the innovative things technical colleges are doing in their new student orientations and college success courses, which also included integrated elements of identifying and addressing student basic needs.

Upcoming Releases, Deadlines, Meetings, Trainings and Forums:

* April 4, 2023 - SSEH Grant Application Webinar
* April 13, 2023 - SEAG Grant Application Release
* April 20, 2023 - SEAG Grant Application Webinar
* June 6, 2023 - DSHS BFET Provider Quarterly Meeting
* June 15, 2023 - BFET Program Application Release (tentative and subject to change)

**Canvas Community Reminder**The Student Support Programs Canvas Community is your resource hub for WorkFirst, BFET, SSEH, SEAG and WRT. Important program information, updates, and reminders are communicated solely via this Canvas Community. Take care to enable course notifications in your Canvas account to ensure you are getting the most up-to-date information for your programs.

Utilize the Student Supports Canvas Community for:

* Grant Announcements
* Quarterly Reports
* Funding Surveys
* System Notifications
* Meeting Invitations
* Notifications from DSHS
* Recorded Trainings
* Helpful Forms and Links

Jennifer Dellinger at SBCTC can provide technical assistance.

**Supporting Students Experiencing Homelessness (SSEH) Pilot**
As of the end of fall quarter 2023, the 28 colleges participating in the SSEH Pilot had supported 2,227 students experiencing homelessness, at risk of homelessness, and/or former foster care students this fiscal year. Nearly all 19 new colleges that joined the pilot this year are now supporting students through the program.

A significantly streamlined grant application for FY24 opened March 30, 2023. All current programs will be able to apply to continue their programs for the final pilot year. A Grant Release Webinar will be offered April 4, 2023 to support successful applications, which are due May 4, 2023.

The 2023 legislative session has had considerable activity related to student basic needs, student subsidized housing initiatives, and the SSEH program specifically. Engrossed Senate bill 5702, which would make the SSEH a permanent program and includes funds for housing voucher planning grants is still in play, but the final outcome will not be known until the end of the legislative session.

**Student Emergency Assistance (SEAG) Program**The SEAG Program colleges are processing a volume of emergency assistance requests that outpace available funds as federal relief dollars run low. As of the end of fall quarter 2022, the SEAG Program colleges received over $10,000,000 in student emergency funds requests from 6,000 students.

Colleges processed $1,400,000 in emergency assistance and awarded 1786 students. The SBCTC received nearly $240,000 in requests for additional funding from the system at the end of fall quarter; however, with no funding being returned, the SBCTC was unable to meet this need. The Student Support Programs team is working to provide additional support to the colleges to help identify opportunities for triaging emergency assistance requests to other funding opportunities available through other programs.

The FY24 SEAG grant announcement will be released April 13, 2023, with a due date of May 11, 2023. We are pleased to announce that the application process will be significantly streamlined.

**Basic Food Employment and Training (BFET)**A combined WF and BFET Monitoring Support and Clarifications meeting with the CTC’s was held on March 23, 2023, to cover changes in the monitoring process for FFY23. Colleges that had no corrective actions items (CAIs) and no recommendations from FFY22, will not have a program monitoring visit, however, a full fiscal monitoring is still required. Colleges with recommendations and no CAIs from FFY22 will have a scaled program review and a full fiscal monitoring. A program assessment will be provided to the colleges in their 4-week notices. As it stands, colleges who received CAIs in FFY22 will have a full program and fiscal monitoring visit.

The Winter/Spring 2023 Funding survey deadline for CTC’s was March 22, 2023. Results of the survey are underway.

We anticipate receiving FFY24 DSHS BFET Budget Workbooks in the month of May. We encourage colleges to begin reviewing their expenditure and enrollment trends to prepare for projected budget needs for the upcoming program year.

**WorkFirst Program**The SBCTC approvals are underway for the recent WorkFirst Funding Survey. System announcement will go out via Canvas Community with budget revision information shortly. We thank you for your continued patience. We anticipate a final funding survey to go out mid to late April for any final funding changes needed before FY23 end of year.

FY24 WorkFirst Delivery Agreement Grant application deadline was March 16, 2023. Prior to the application deadline colleges had an opportunity to notify the SBCTC to accept a lower grant award. Applications are currently under review and the SBCTC will provide grant application feedback in OGMS.

**Student Success and Strategic Initiatives**

# Staffing Updates:Guava Jordan has joined the Student Success Center as the Policy Associate for Faculty Development and Ensured Learning. Guava is a dynamic leader and has spent the last nine years at Whatcom as a tenured faculty member in the Basic Education for Adults department, the Equity Project Developer and Project Manager, and Faculty Equity and Inclusion Coordinator. We are thrilled to welcome Guava to the Student Success Center Team!

**Guided Pathways Events:**
The Spring Student Success Institute will be held on Wednesday, April 12, 2023. In addition to a morning workshop led by the National Equity Project, the event will host facilitated conversations and presentations in the afternoon that provide college faculty and staff the opportunity to learn with and from one another.

The multi-state Guided Pathways Lunch and Learn series will offer three more sessions this academic year. Descriptions and links to register are below:

* April 10,2023—Inclusive Access: [A Success Rate Analysis at Waukesha County Technical College](https://education-first.zoom.us/meeting/register/tZMtdOGqrToiHdOnOZZq0SZjivlKR6NbdMTA) In this presentation, researchers will share the results of their study on the impact Inclusive Access had on student success rates at Waukesha County Technical College(WCTC). They will share the reason behind WCTC’s move to Inclusive Access and how the use of Inclusive Access course materials models can impact student retention and campus revenue.
	+ Guest speakers: Brad Piazza and Michael Moore (Waukesha County Technical College, Wisconsin)
* May 4, 2023—[Shared Responsibility: How Faculty Advisors and Success Coaches Can Work Together to Support Student Success](https://education-first.zoom.us/meeting/register/tZ0vd-uhpjgrHd0RHNQcvs-1TRr7rPu4zUUt) In Fall 2021, Greenfield Community College began using a dual advising model in which students are assigned both a faculty advisor in their program of study and a professional staff success coach to help them navigate college skills, policies and systems. Early results show an increase in persistence and retention, higher rates of credit completion and on-time registration, and an improved sense of belonging among students. This presentation will provide an overview of how we implemented this new model—including defining roles, navigating challenges, and creating clarity for students—as well as what we have learned from the collaborative experience.
	+ Guest speaker: Tonya Blundon (Greenfield Community College)
* May 22, 2023—To Be Determined

# Reporting and Accountability

The Washington State Institute of Public Policy (WSIPP) is working closely with the Student Success Center and Policy Research team to gather the data needed to support their reporting on Guided Pathways Implementation to the legislature. Their preliminary evaluation, due December 2023, will draw from quantitative Data from the SBCTC First Time Enrolled in College dashboard and qualitative data from a survey sent to the colleges in December. WSIPP will release drafts of the evaluation prior to submission to the legislature so that there will be opportunity for system feedback.

The State Board will release the Workforce Education and Innovation Act Survey on May 1, 2023. This annual survey collects, among other data, information on how the colleges have expended the Guided Pathways legislative allocation. The survey will be due in September.

A Guided Pathways Implementation Work Plan will not be required for 2023-2024. A draft version of an updated work plan will be released in Summer of 2023 with opportunities for feedback, with a final version being released early fall quarter. This updated work plan will be a two-year planning document that is aligned with the biennial Equity Strategic Plans required by [Senate Bill 5194.](https://www.sbctc.edu/about/edi/sb-5194-and-5227)

**Commission & Council Spring Calendar**

* ARC – April 19-21, Walla Walla Community College
* FAC – April 19-21, Spokane Falls Community College
* CUSP – April 26-28, Wenatchee Valley College
* MSSDC – May 10-12, Virtual
* ACC – May 12, Virtual
* WSSSC – May 18-19, Skagit Valley College
* VMSC – Pending