

Highline College Student Service Assessment

Admissions Department

Mission Statement

The Admissions Department facilitates the admission of and record creation for eligible applicants. We administer residency for tuition purposes and implement the selective admission processes for the HC Allied Health programs.

In carrying out our mission, we strive to provide high-quality service to prospective, current and returning students through accurate data management, comprehensive communication and a welcoming environment. We are committed to ensuring students a successful transition into, completion of and success beyond, Highline College.

Departmental Functions

Critical Functions

Create documents required for admission functions

- Review and process applications for admission
- Assist campus partners with customized processing procedure needs
- Create matriculated student records
- Create and distribute welcome materials
- Create and publish information about getting started at HC
- Manage and record receipt of application for admission fee
- Support the maintenance and accuracy of student records, primarily in the areas of contact information, taxpayer identification numbers, educational experience records and coding for citizenship status, programs, intents, residency and fee pay status.
- Provide on-demand services for application processing and record updates
- Ensure residency for tuition purposes determination are in compliance with state laws
- By appointment, advise students seeking to evidence residency for tuition purposes
- Working closely with instructional partners, coordinate the selective admission process for the HC Allied Health programs
- By appointment, advise candidates seeking to apply to a program that involves a selective admissions process that we coordinate
- Deliver high-quality customer service that models cultural competency and emphasizes customer education
- As a member of Enrollment Services, protect the confidentiality and promote the accuracy of student records
- Monitor and influence statewide discussions relevant to higher education with an emphasis on Student Affairs and specifically Enrollment Services
- Build strong relationships, communicate and actively engage with our campus community and initiatives related to our work
- Demonstrate a commitment to quality and continuous improvements in our work and the student experience

Secondary Functions

- Coordinate the staffing of the Building 6 Information Desk
- Support Instruction by monitoring and reporting on availability of program-related literature
- Satisfy the IRS requirement of requesting students provide taxpayer identification numbers
- Set Registration Access Times for former students returning after time away
- Provide guidance to other departments tasked with creating records

Service Populations

Primary Service Populations

- Students applying for general admission
- Students needing to update general information in their student records
- Candidates applying for admission to a program with a selective admission process
- Individuals seeking a change in residency status
- Prospective, new, current, returning, and former students
- PreCollege Studies students
- Those needing additional assistance with getting started
- Those needing general direction or information
- Those who are unsure of where to go or who are frustrated with everywhere they have been

Secondary Service Populations

- Instructional partners, primarily those in Allied Health
- Youth exploring the idea of higher education
- ISP students and transitioning ISP students

Service and Learning Outcomes

Outcome 1

Understanding Separation: To make inquiry as to why students who are enrolled one quarter do not enroll in the next and to determine if there separation is temporary or “permanent” as well as to inform about process for return.

Outcome 2

Unpacking the Yield Rate: To develop a more informed understanding of the reasons that individuals who apply do complete the enrollment process (i.e. registration) and what the lived experience is of these students.

Outcome 3

Improving the Accuracy of Initial Program Coding