

Highline College Student Service Assessment

Advising & High School Programs

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Mission Statement

Advising & High School Programs advisors are committed to working with faculty and staff to

- Assist students in planning a realistic educational and career pathway
- Provide students with accurate information about academic programs, policies, resources and procedures
- Empower students to take responsibility for monitoring their progress and achieving their goals.

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Departmental Functions

Primary Advising Departmental Functions

- Explain educational and degree offerings at Highline
- Interpret COMPASS ESL and COMPASS results for class placement
- Refer students to campus resources
- Explain university transfer process and preparation for different majors
- Develop and publish planning sheets, Major Ready information, and others
- Maintain two websites (Advising and Transfer)
- Respond to phone and e-advising inquiries
- Assist students in developing a realistic educational/career plan
- Assign faculty and staff advisors to all students who request an advisor in person or online
- Notify students regarding their academic probation status and place registration blocks on Probation 1 and 2 status students
- Advise students on academic and financial aid probation/suspension
- Interpret course equivalencies for students with transcripts from other colleges and universities
- Advise students on course selection and application process for competitive community college programs i.e. Dental Hygiene, Radiology, Physical Therapy Assistant, LPN, etc.
- Assist university students who are enrolling for specific classes to apply to a degree or major at the university
- Program New Student Orientations

- Conduct class presentations and campus presentations on college success skills, transferring to a university, preparing for a major, writing a personal statement, etc.

Secondary Advising Departmental Functions

- Coordinate Transfer Fairs, university rep appointments and university transfer information programs
- Serve on campus-wide and Student Services committees – TAG, Assessment Task Force, Vets Committee, Tenure Review, etc.
- Offer faculty and staff advisor training
- Assign faculty/staff advisors to all students on academic probation as well as other student populations including Vets, international students, athletes, etc.
- Assist academic advising for Running Start Orientation programs
- Support instructors who have advising and Student Services questions
- Provide specialized advising support to veterans, opportunity grant recipients, worker retraining and High School Programs students
- Coordinate the HC Advisor Network list serve and quarterly training/information exchange sessions
- Check pre-requisites and provide entry codes to students
- Support and serve the Academic Divisions via advisors liaisons
- Consult with new and continuing faculty on academic advising issues and educational policies and procedures
- Conduct information sessions at area high schools and community agencies

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Primary HSP Departmental Functions

- Explain educational and degree offerings at Highline
- Interpret COMPASS ESL and COMPASS results for class placement
- Refer students to campus resources
- Explain university transfer process and preparation for different majors
- Develop and publish authorization forms, advising folders, planning sheets, Major Ready information, and others
- Review course equivalencies from high school and college transcripts
- Maintain three websites (High School Completion, High School Enhancement and Running Start) and respond to e-advising inquiries
- Assist students in developing a realistic educational/career plan
- Assign faculty and staff advisors
- Check pre-requisites and provide entry codes to students
- Inform students that they are on academic probation and place registration blocks on Running Start students who are on academic probation
- Educate students about campus policies and procedures
- Oversee Running Start reports and billings
- Conduct Orientation Programs for Running Start and High School Completion

Secondary HSP Departmental Functions

- Offer outreach to RS students who are struggling academically
- Provide entry codes for students who have met course pre-requisites
- Conduct individual advising and educational group meetings for RS students who are on academic probation
- Manage the “Textbook Assistance” and “Waiver for Course and Mandatory Fees” process
- Conduct parent/students Running Start Information Nights on campus, at local high school and within the community
- Conduct “Next Steps” for GED students to learn how to transition into college degree programs and certificates
- Communicate with high school counselors and administrators
- Serve on campus-wide committees and support campus initiatives
- Conduct High School transcript evaluation for High School Completion
- Assist students with financial aid petitions/suspensions
- Provide staff support for the Orientation sessions, Transfer Fairs and general advising to students not served by the High School Programs
- Assist academic advising for Running Start Orientation programs
- Conduct class presentations and campus programs on topics such as HC degree and program offerings, transferring to a university, writing a personal statement, success skills for college, etc.
- Support instructors who have advising and Student Services questions
- Consult with faculty teaching classes that are heavily enrolled with Running Start and High School Enhancement students
- Consult with ABE/ESL faculty and administrators

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Service Populations

Primary Service Populations Educational Planning and Advising Center

- New students seeking a Highline Degree or Certificate
- New students seeking pre-requisite classes for a university major or program at another community college
- Continuing students who do not have a faculty advisor or who cannot make a contact with their faculty advisor (primarily Associate of Arts)
- Students who are on academic probation and need to talk to an advisor to have a block removed
- Students on financial aid, employment agency, or Work Force funding sources that need to complete petitions, extensions or degree planning forms.
- Returning students who attended Highline previously or some other college previously
- Students pursuing a Registered Nursing degree at Highline or another college/university
- Students seeking entry code for a class registration
- Students who are enrolled in Online classes, evening classes or Weekend College and who cannot get to campus for advising
- Exploratory students looking for resources to help them decide on an area of study.
- Students looking for a change of study or advice on a goal that fits their skills, abilities and interests.
- Students unfamiliar with navigating higher education seeking information about AAS & Certificates vs. transfer degrees.

- Students applying for admission to pursue competitive programs at another community college or university.

Secondary Service Populations for Advising

- Prospective students who are seeking information about Highline or other college university educational offerings
- Parents and family members of prospective and current students
- ESL/ABE students who are exploring degree, certificates or short term certificates
- Highline instructors and staff who are seeking academic advising information to share with their students/advisees
- Program department advisors who work with students who participate in specific program such as ISP, Athletes, Opportunity Grant, Worker Retraining, etc.
- Students seeking information regarding scholarships
- Students needing references or verification of enrollment status
- Running Start students through advising and RS Orientations

Primary Service Populations for High School Programs

- Prospective Running Start students and their parents/guardians
- Prospective and current High School Completion
- Current Running Start students and their parents/guardians
- Prospective and current GED students

Secondary Service Populations for High School Programs

- Prospective and current High School Enhancement students
- Local high school counselors and principals
- Highline instructors who have questions regarding Running Start students or the program
- High school district registrars, data specialists, billing accountants
- Students needing references or assistance in completing university applications or applying for jobs
- General students (non-High School Programs) needing advising and orientation to the college (support EPAC advising initiatives)
- Middle school students and their parents to introduce the value and preparation needed to postsecondary education
- Counseling Center staff referrals for HSP students needing career exploration and personal counseling support
- Highline faculty to plan class offerings needed by HSP students
- ABE/ESL faculty regarding High School Completion

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Service and Learning Outcomes 2010-11

2010-11 Learning Outcomes

1. A student is able to develop and implement a clear academic career pathway.
 - a. A student understands the general purpose of the different degrees and certificates offered at Highline.
 - b. A student is able to identify the degree, certificate or coursework that will meet his or her educational and career goal
 - c. A student can explain what classes, GPA, internships, skills, etc. are needed to complete his or her intended degree or certificate. A student understands how to use and interpret the online degree audit program.
 - d. A student requests his or her official graduation evaluation at 45 college level credits completed.
2. A student is knowledgeable about academic/registration policies and procedures so he or she can effectively navigate through college.
 - a. A student knows how to register online and can use the online registration tools such as locating his or her Registration Appointment time, dropping classes, entry codes, etc.
 - b. A student understands how to read the quarterly schedule.
3. A student takes responsibility to monitor and achieve their educational/career goals
 - a. A student understands how his/her GPA is calculated and he or she knows his or her current GPA at Highline.
 - b. A student comes to advising session prepared with work materials and questions i.e. SID number, advising folder, transcripts, COMPASS scores, etc.
 - c. A transfer student understands the concept of "Major Ready" and can identify classes, GPA requirements, internships, etc. needed for his or her degree.
 - d. A Running Start student or High School Completion student knows the classes he/she needs to complete his/her High School diploma

2010-11 Service Outcomes

1. Increase New Student Orientation attendance by 10% for 2009-10 and another 10% by 2010-11. This attendance number is based on a participation attendance calculated for 2008-09 Orientation programs.
2. Increase faculty or staff advisor assignments to 70% of all students who have completed three quarters at Highline during the 2010-11 academic year,.
3. Monitor student satisfaction with in person, email and phone advising services provided by Advising/HSP advisors.
4. Monitor student satisfaction with Orientation programs including the general CORE, CORE Express, Specialized CORE programs and the Running Start Orientation.
5. Track student usage of the Advising Center to ascertain whether students seeking advising parallel the diversity of our degree/certificate seeking students.
6. Identify students who are not using the advising services offered by Advising and/or their faculty advisors and explore issues that may contribute to students not seeking advising assistance.

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