



Guided Pathways Intake

Entry and Pathway Advising

Land Acknowledgement

We acknowledge that King County and the spaces most of us are zooming-in from are on stolen Coast Salish land, specifically the ancestral land of the Duwamish, Suquamish, Stillaguamish, and Muckleshoot Tribes. We recognize the stewardship of these lands by the Coast Salish people since time immemorial, the disruption of this work by colonization, and that the Duwamish are still denied federal recognition as a tribe.

We make this acknowledgment to remind ourselves that, by being here today, we strive to remedy this injustice through our beliefs and actions. We want to take a moment to recognize that we are holding this communal space on the colonized lands of a sovereign People.

Further, we respectfully acknowledge the enslaved people, primarily of African descent who provided exploited labor on which this country was built, with little to no recognition. Today, we are indebted to their labor and the labor of many Black and Brown bodies that continue to work in the shadows for our collective benefit.

Find out whose land you're on here: <https://native-land.ca/>

Team members

Loyal Allen, Jr – Associate Dean of Funding Services

Marie Artap – Placement Advisor

Fawzi Belal – Associate Director of Outreach

Chantal Carrancho – Director of Advising, Transfer and Career Services

Patrick Fernandez – Program Manager, Career Services

Tammy Hauge – Program Manager, HUB Federal Way

Jeff Hsiao – Program Manager, Access Services

Eileen Jimenez – Director, TRIO

Rashmi Koushik – ELCAP Faculty/Jumpstart

Lilly Oh – Program Manager, Admissions

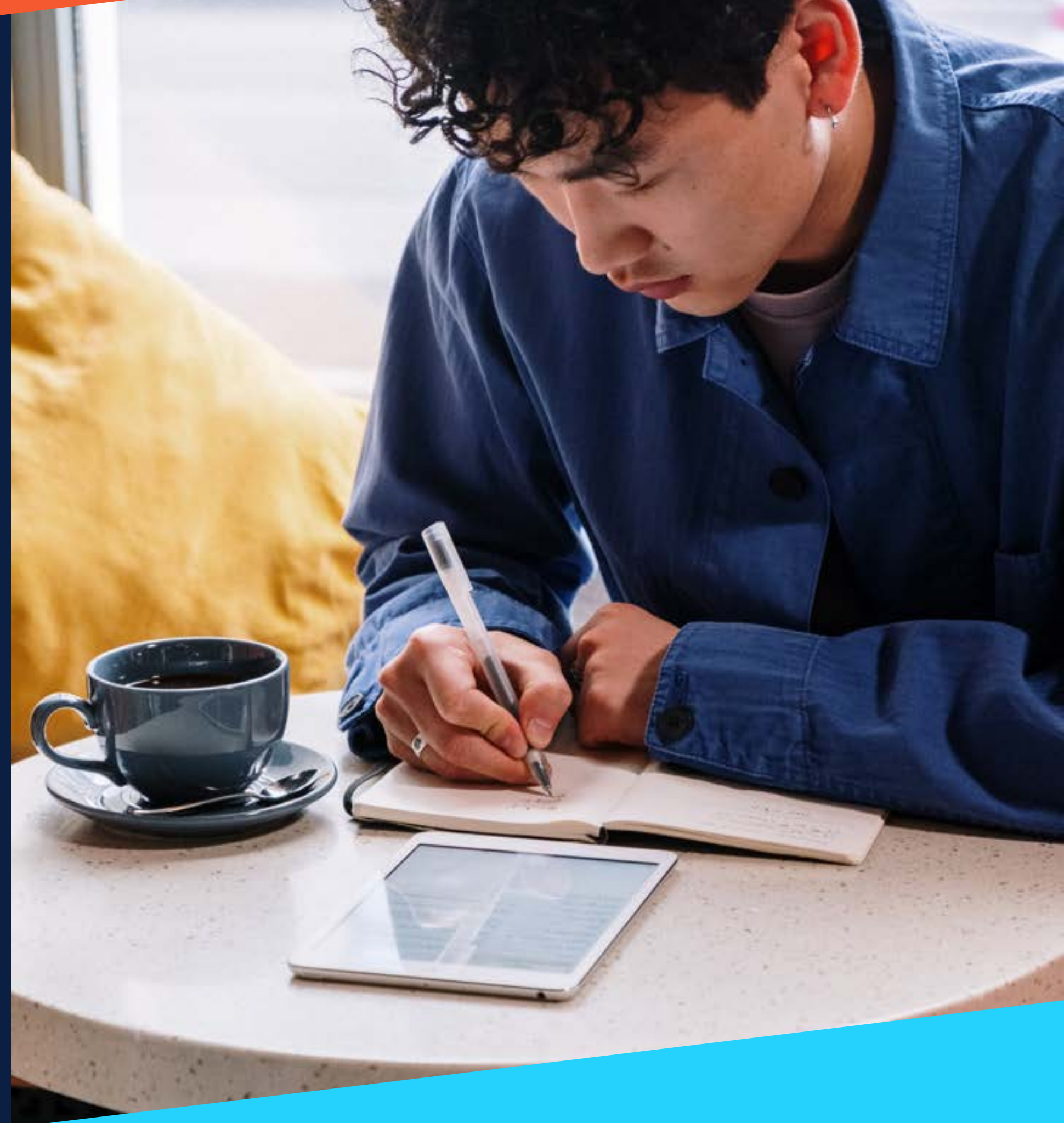
Jennifer Scanlon – Dean, Advising and Enrollment

Justin Taillon – Faculty, HOST

Laura Yanez Alvarez – Program Manager, Transition Center

Kenton Westerfield – Placement Advisor

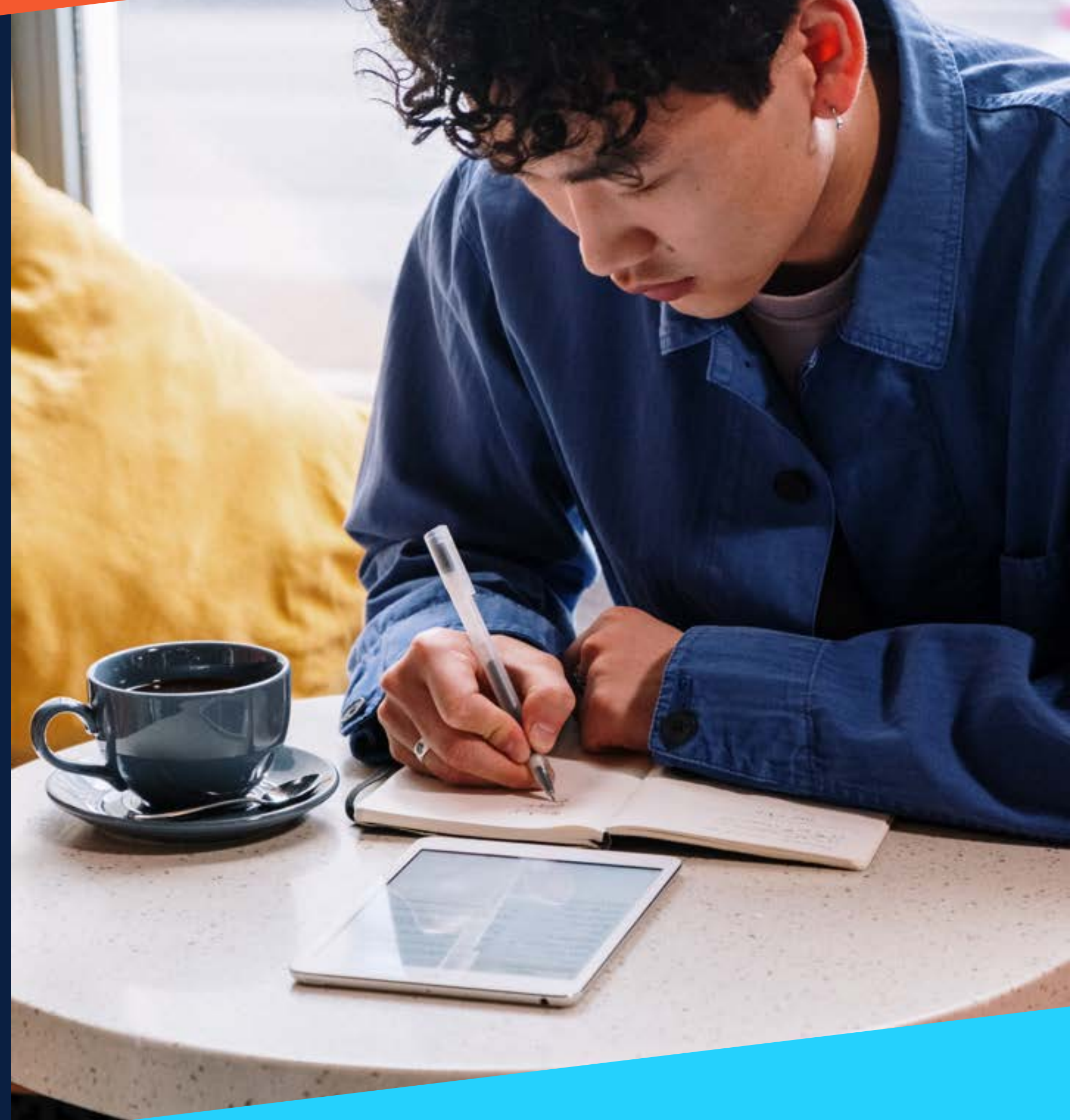
Tim Wrye – Executive Director, CIO



Goals of Presentation

Take aways:

- 1) Understand the goal of Guided Pathways "Intake"
- 2) Understand the student experience
- 3) Learn new elements of entry and pathway advising
- 4) Identify what your role is in Entry and Pathway advising



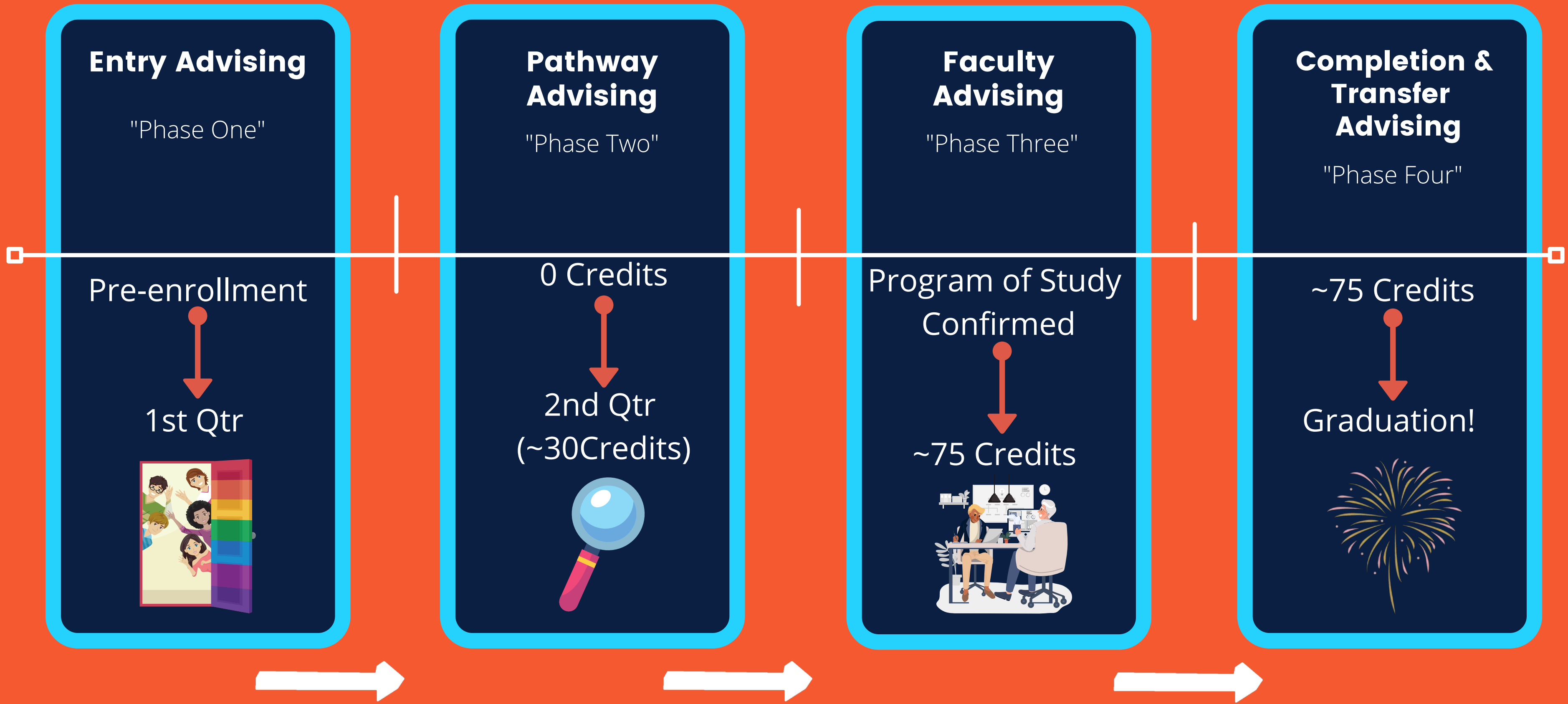
Every new credential-seeking student is:

- **helped to explore career/college options**
- **choose a Pathway upon enrollment**
- **enter a Program of study within no more than two quarters**

If not already the case, orientation and intake activities become mandatory so that students can be helped to clarify their goals for college and careers and to create an academic plan in conjunction with their advisor based on transparent and clear program/degree maps.

Goals of GP

**Highline Priority Area 2:
All students have the support they need to explore career options, become part of a community, and complete program efficiently.**



Student Life Cycle

Key: Student Journey

Staff and Faculty Role

Values

Praxis + Values + Inclusive + Trauma Informed + Authentic + Anti-Racist + Multilingual + Accessible

Welcome + Guide + Show + Listen + Assess + Belong + Funded

Apply + Connect + Explore + Engage + Care + Connect

Enter Pathway 

Enter Pathway 

Leave students with...

- All the information they need to get started
- Clear paths to different programs we offer that align with their career and education goals
- Idea of a program of interest
- When to come back for Orientation to Highline
- Clear and concrete steps for what is next
- When class starts
- A clear educational plan
- Enrollment in the "right" Pathway for student goals
- Information about people they can reach out to
- Clarity and accuracy, and they are not set up to fail

Support student self actualization?

- Feel like they are doing something they want to be doing
- The "aha" moment that comes with knowing you're moving in the right direction
- Students learn something new about themselves that hasn't been unlocked, tended to, or cultivated
- Empowered to seek out resources and ask for assistance, knowing that their questions will be answered
- Connect and value of students

What do we want this to feel like?

Warmed, cared for, mattering

Welcoming

Specific Information Provided

Comfortable

Valued/Belonging

Not Bounced Around

Like a Second Home

Easy Processes

Able to get questions answered

Don't feel embarrassed to ask questions

Students feel important

Students feel like they mastered this and don't leave feeling dumb

What do we want this to look like?

Images of students culture and exciting imagery everywhere (Click for Audio)

Not institutional or sterile

Student Art Work

Colorful and Representative of Student Culture and Interests

Relaxing and Calming Colors

Engaging Graphics

Open Space/Less Offices

Modern and Updated Technology

No JARGON

People looking in your eyes

Relaxing and calming colors

Materials in multiple languages

What do we want this to sound like?

Clear Directions

Joy!

Active Listening

A Welcoming Area Humming with Activity

Many Languages

Busy

Light Music

No: No's or You have to talk to someone else

Sound proof areas for sensitive conversations

Staff knowledgeable of resources to connect with

Valuing Student Voice

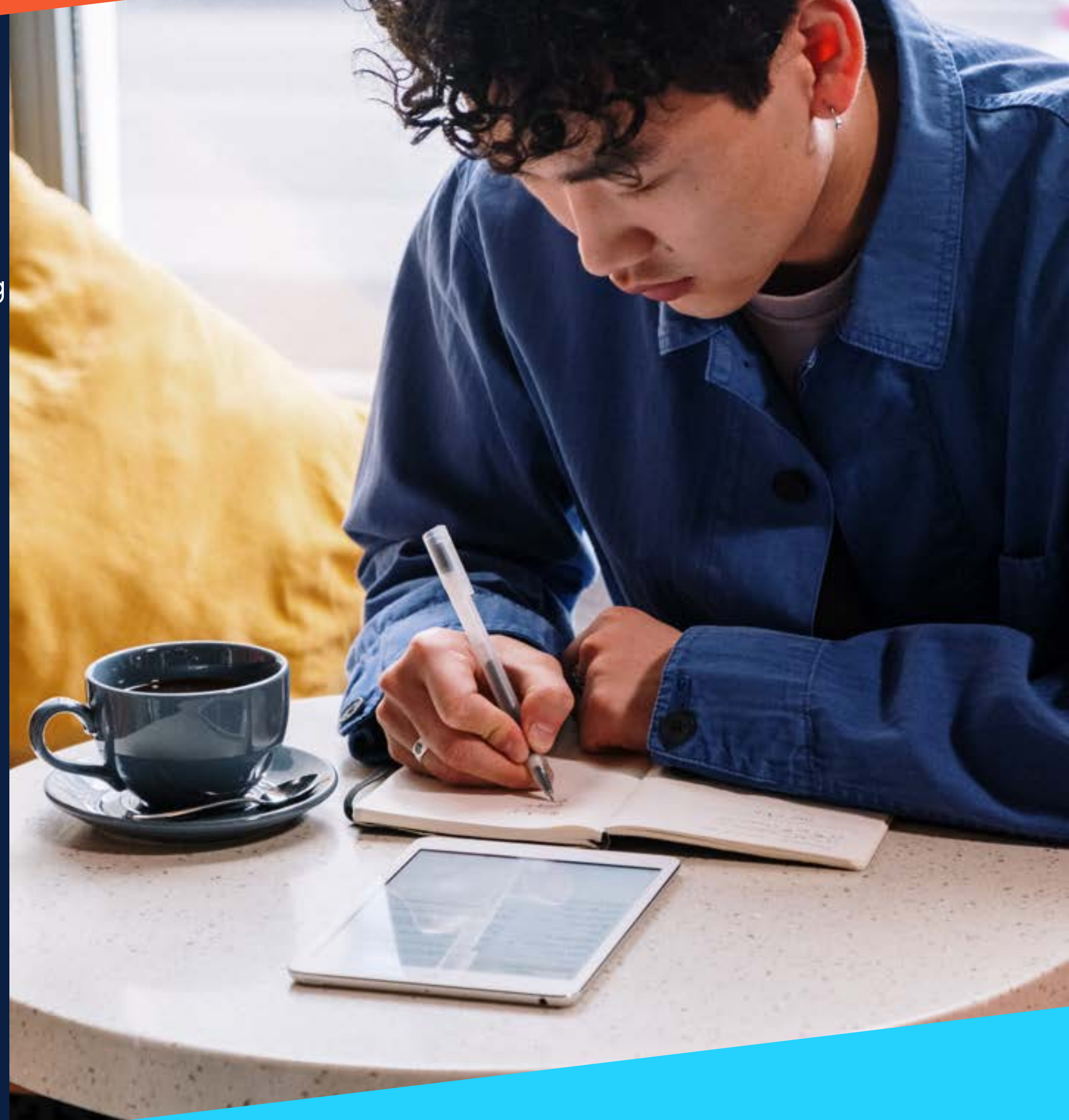
Intake Survey collected from 245 students--Students Paid for Responding

Focus groups delivered in Spring--Students paid

Four students are part of New Student Orientation committee--Paid

Emerging Themes:

- Difficult to get in touch with Highline staff, increased difficulty with remote operations
- Financial Aid processes are difficult and its hard to get in touch with people
- Access to student email after admissions is frustrating
- Students feel cared for when someone at Highline talks to them, asks questions, has correct information



Do you feel like you were supported to be successful at Highline College? Please explain.

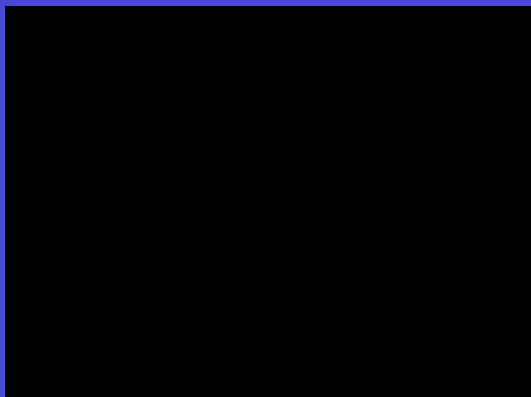
"No, because I have done what I was told to do for my application before the quarter start, but getting a response back from Highline took multiple calls back-n-forth. I did everything that I was told to do, but when it came close to starting date I was told that I was missing more forms and documents. When I specifically asked many times with Highline staff they mentioned to me I'm good to go."

"Yes! I had helpful professors that were always willing to lend me a hand and were personable and kind, and almost every single class I have taken has taught me different things, often things even unrelated to the class."

**Do you feel like you are important to the college?
Do you feel cared for?**

"Yes, I had a job on campus and made friends with classmates and coworkers. I learned so many things from all the events I attended and brought myself and my questions and energy to each one. I was recognized by professors, staff and administrators, and they showed how much they wanted me to succeed at Highline and beyond."

**"NO, I FEEL THAT THERE ARE MANY ENROLLMENT ISSUES THAT IF THEY
CARED WOULD BE FIXED"**

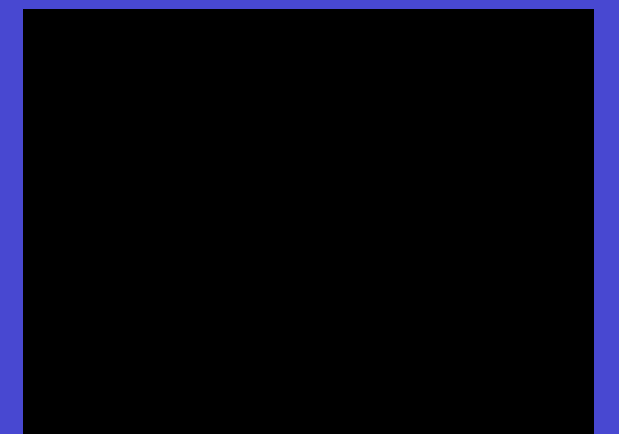


Do you feel that your unique skills and knowledge were valued?

"No because I was never really asked about my unique skills or knowledge"

"No, I dont really think I have any skills that would be useful anyways."

"NOT REALLY, I WAS JUST A REGULAR STUDENT TAKING COURSES"





Pre-enrollment & Entry Advising Features

- Clear steps & Guidance
- Connection to Resources & Community
- Assessment and academic preparation
- Smooth hand-off... "We're never letting go!" --Aaron Reader-VPSS

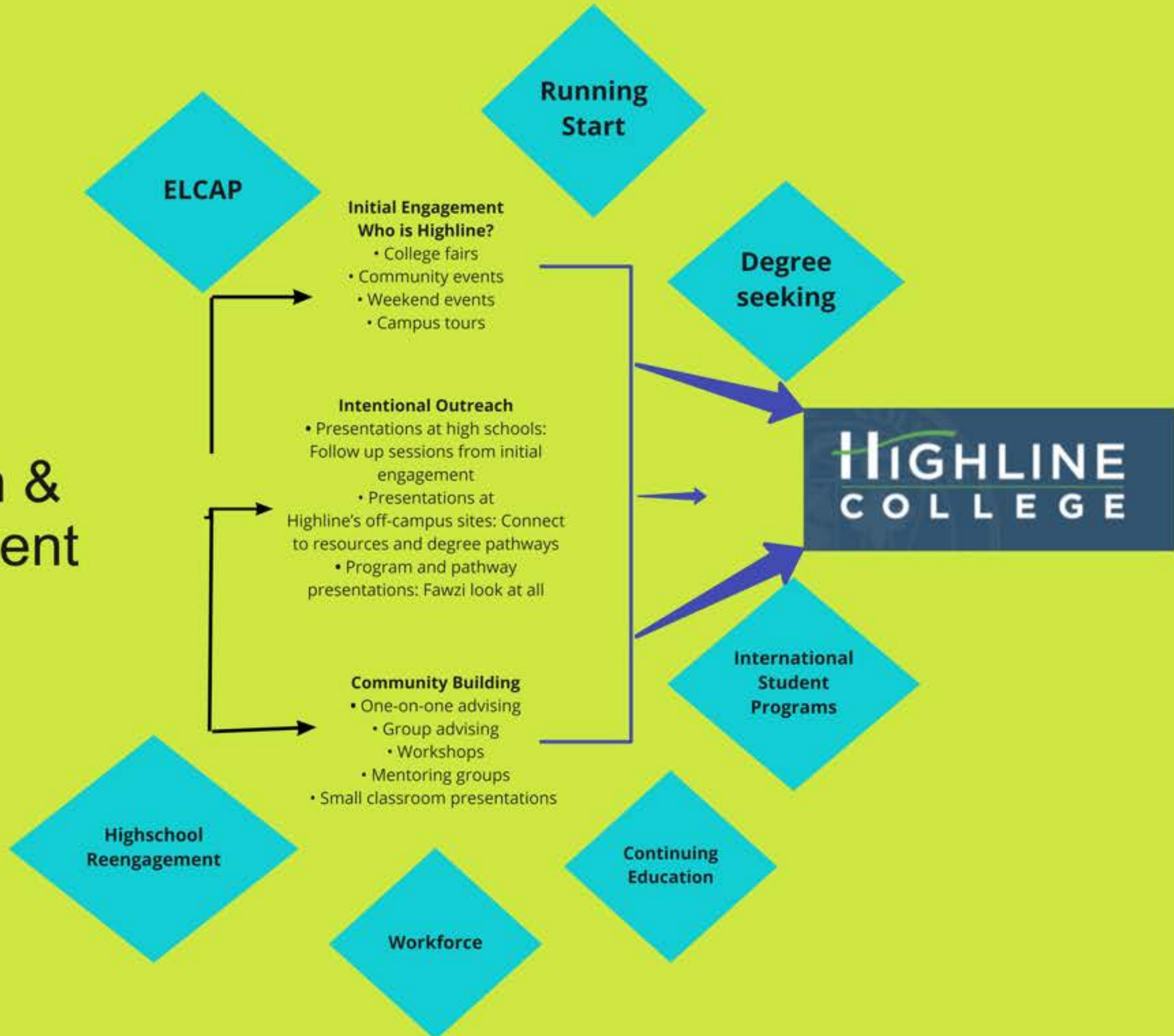


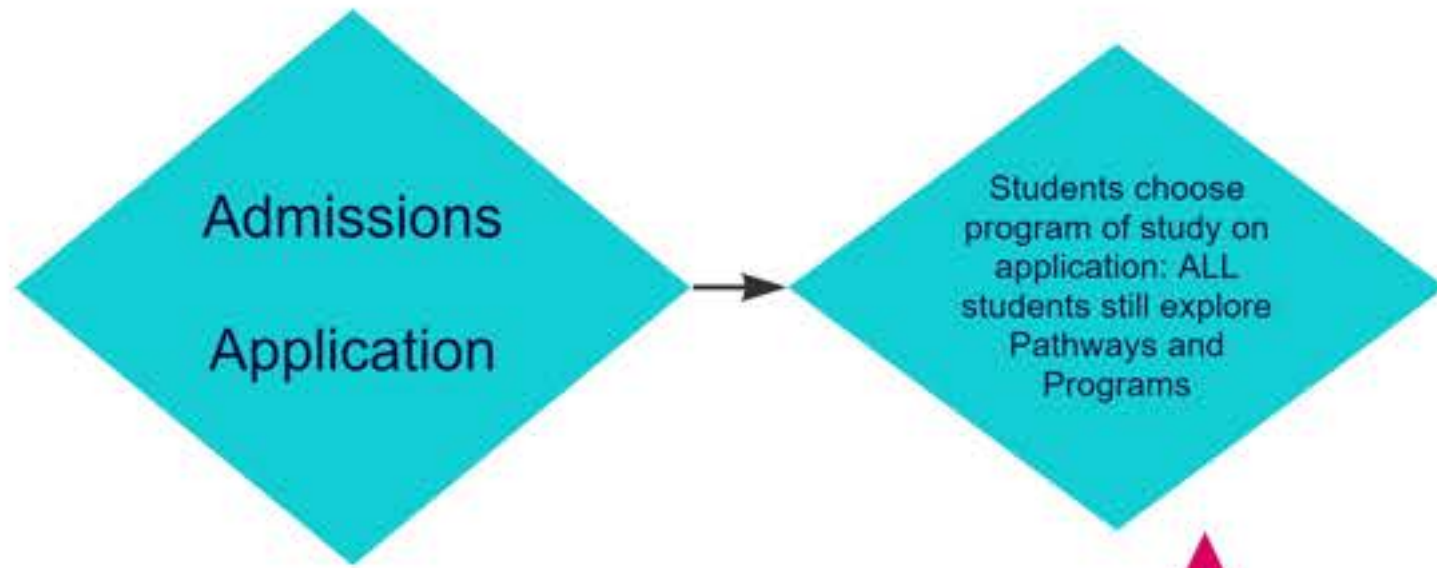
Symbol Key





Outreach & Engagement





Process Admissions Application



Admissions letter Email

- *Welcome to Highline!
- *What to expect and TODO list
- *Get Connected Questionnaire
- *Pathway choice before enrolling and give link to: <http://pathways.highline.edu/>

Student groups assigned important activity milestones(for student success):

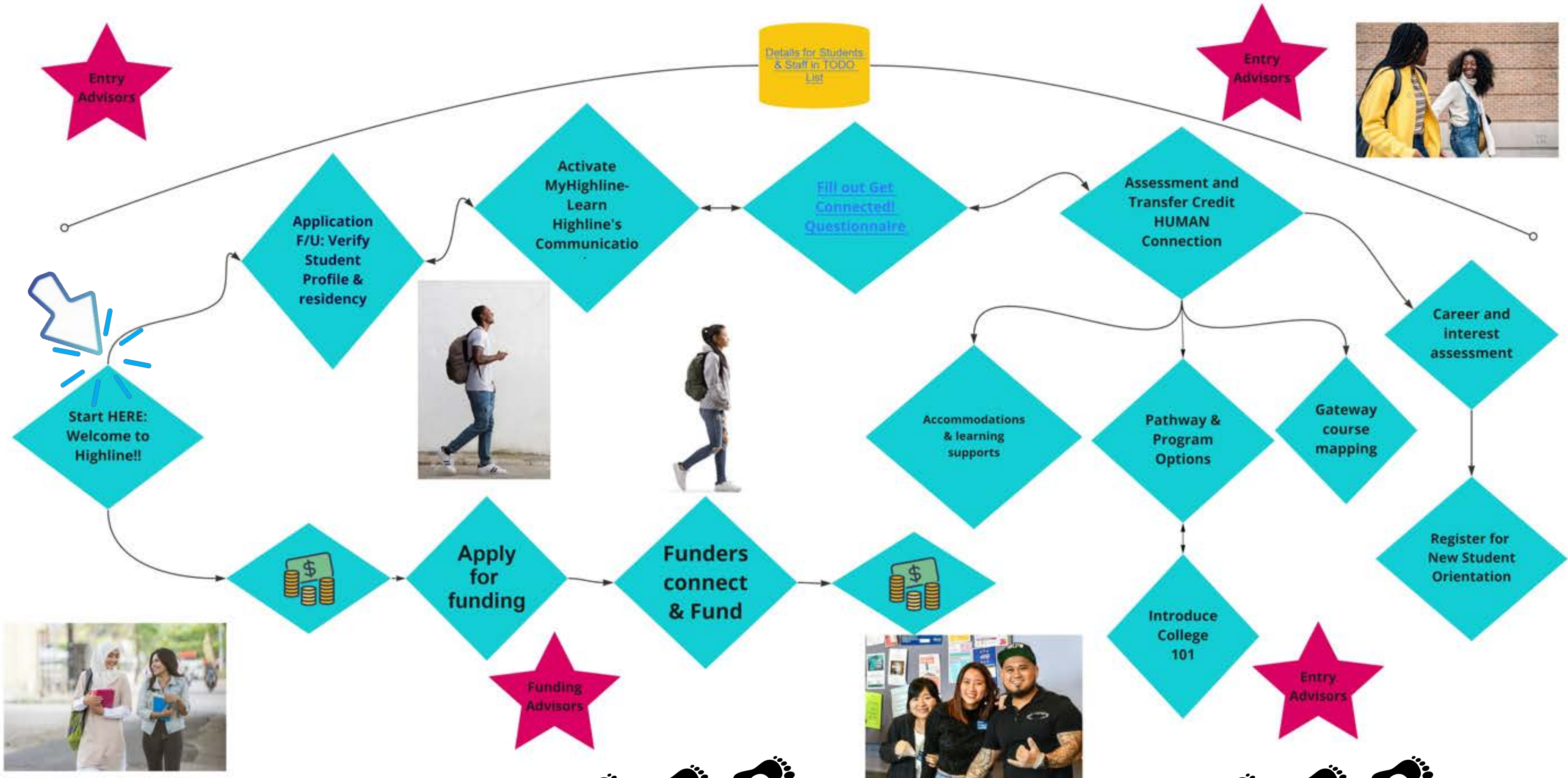
- Choosing a Pathway(before registration)
- Attending New Student Orientation(before reg)
 - College 101 (within 1st 30cr)
- Choosing program of study (within 1st 30cr)
 - Meeting with Faculty Advisor
- Other advising milestones towards completion (i.e, 60 credits, 75, transfer)

Assign TODO list to all degree seeking students:

- General
- Running Start
- International Students


WELCOME

Student Journey




ctcLink Student Homepage

Tasks




10 To Do's 1 Holds

Academic Progress




Financial Account



Payment Due

Academic Records



TODO List Student View

Task Details

Choose your Pathway!

Institution Highline College

There are many educational opportunities at Highline, including certificates, 2-year and 4-year degrees. Before you begin taking classes, it will be important to select a degree pathway that fits your personal academic or career goals.

At the New Student Orientation you will complete a career assessment to help match your interests to one of the Pathways that Highline offers.

Additional Career and degree exploration assistance is available through the Career and Student Employment (CASE) and Counseling Center.

[Highline Pathways](#)

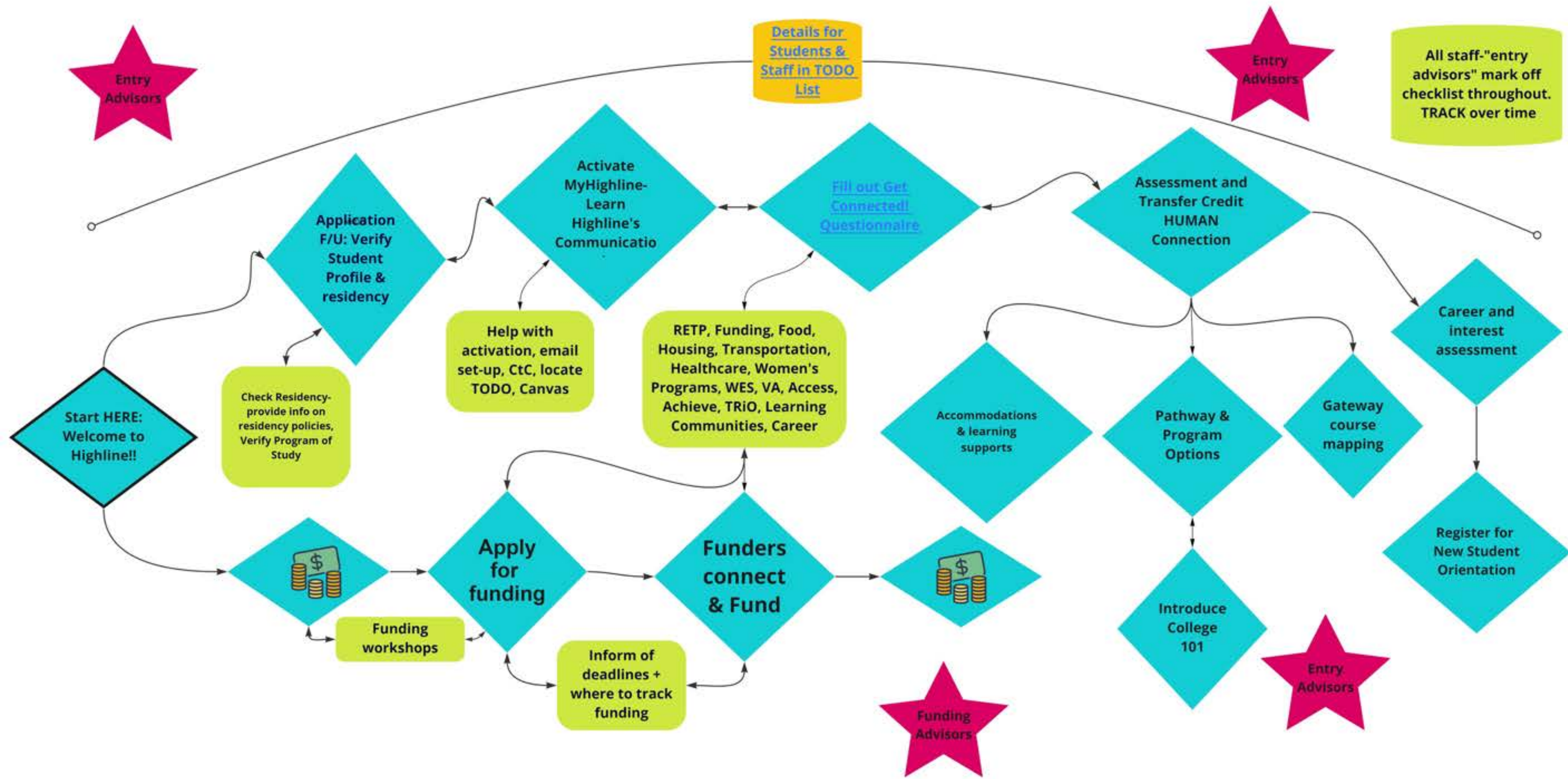
[Choose a Program](#)

To Do List 10

Holds 1

To Do List

| Task | Institution | Due Date | Status |
|--------------------------------|------------------|----------|-----------|
| Activate MyHighline Account | Highline College | | Initiated |
| Attend New Student Orientation | Highline College | | Initiated |
| Choose your Pathway! | Highline College | | Initiated |
| Disability-related accommodati | Highline College | | Initiated |
| English & Math Placement | Highline College | | Initiated |
| How will you pay for college? | Highline College | | Initiated |
| Meet with Pathway Advisor | Highline College | | Initiated |
| Resource & connection survey | Highline College | | Initiated |
| Take a Career Assessment | Highline College | | Initiated |
| Transfer credits from colleges | Highline College | | Initiated |



Entry Advisor Support

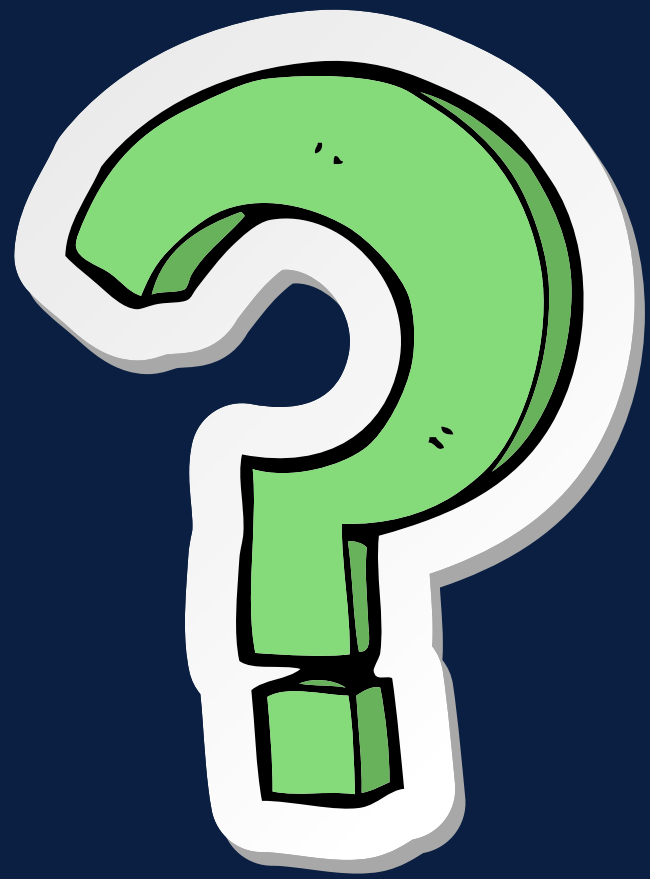
Who provides Entry Advising?



Entry Advising Outcomes:

- 1.** Students are aware connected to academic and community support services and resources
- 2.** Students are aware of or have completed Career Assessment
- 3.** Students are registered for NSO
- 4.** Students have funding secured or in process
- 5.** Students' interests are identified and connection is initiated
- 6.** Students begin to develop a sense of belonging at Highline College
- 7.** Students have placement into college courses, with adequate support
- 8.** Students accounts are activated and they are aware of all Highline communication channels
- 9.** Student feels WELCOMED, CARED FOR, AND SUPPORTED

Before moving to Pathway Advising...



Pathway Advising (Phase 2) Overview



Explore Pathway 1st & 2nd Quarter

College 101+ In-class Advising + Pathway Advising Days + More!



New Student Orientations

Committee

- Lilly Oh – Admissions
- Chantal Carrancho – Advising
- Patrick Fernandez – Career Services
- Eileen Jimenez – TRIO
- Rashmi Koushik – Faculty/Jumpstart
- Justin Taillon – Faculty, HOST
- Eva Engelhard – ISP
- Elisa Tran – Running Start
- Shannon Waits – Placement
- Linda Brethorst – Advising
- Marie Artap – Placement
- Krystal Welch – Learning Communities
- Tina Ngo – WES
- Afrah Mohamed – WES
- Jean Munro – WFWS
- Ta'Yanna Davis – Financial Aid
- Hayat Mohamed – ELCAP/Transition

Student Representatives

- Melat Akeza
- Nancy Aguilar Ramirez
- Duncan Dao
- Mirian Mencias



New Student Orientations Outcomes

NSO Outcomes:

- 1) Career Assessments – Explore Pathways in Career Coach
- 2) Identify a Pathway
- 3) Enrollment Demo
- 4) Share To-Do lists
- 5) Inform of and Enroll in College 101 (if applicable)
- 6) Introduce Program Maps
- 7) When to Meet with a Pathway Advisor

What are we working on?

Syllabus with learning outcomes used with all versions of New Student Orientations.

New Student Orientations all-around campus:

- 1) General NSOs
- 2) Running Start
- 3) WES/Women's Programs
- 4) International Student Programs

When will we start?

Winter 2022

Student Feedback



Quote #1

"Orientation was missing the importance of involving an advisor, the special programs offered and student assistance."



Quote #2

"I think everything was there but more introduction with current students can be more helpful."



Quote #3

"I was required to attend in person I do think an online option or self-paced would have been a choice I'd like to have had."



Quote #4

"What worked: information on recommended classes, the process on how to enroll in a class, drop a class, and how to reach out to advisors when you need support. What didn't work: I felt confused on understanding the different roles that advisors and counselors had."

Browse Programs

Art, Design & Communication

Communication that inspires, entertains and informs is a key skill that employers want in this competitive economy and increasingly diversified society. Our courses guide you to articulate your voice and worldview through cultural competency, advocacy, and critical thinking across a variety of mediums: speaking, writing, languages, music, art and design.



Business, Hospitality & Tourism

A focus in business opens possibilities in all areas of global operations and administration, from finance and technology to sustainable management in areas such as tourism, the environment, and agriculture.



Education & Human Services

If you want to increase opportunity and work for equity in our community, then check out a career in Education, Human Services, or Law and Justice.



ELCAP

The English Language, Career and Academic Prep Department at Highline College offers courses in English language skills in reading, writing, listening, speaking, study skills, math, and technology.



Exploratory

Where can college take you? What career is best suited to your abilities and passions? In this pathway, you will explore your options, identify your own strengths and needs, and learn about potential careers and funding options for college.



Health, Wellness & Fitness

If you would enjoy helping people achieve and maintain a healthy lifestyle, you may be interested in the health

Career Assessments Explore Pathways

- updated for new Degree Pathways
- updated to require more comprehensive assessment
- will include link to new Degree Pathways site when published
- working on further opportunities for enhancement
- <https://careercoach.highline.edu>

Highline College Pathways

Choose your Degree Pathway! There are six educational and career pathways to choose from at Highline, and an Exploratory pathway if you need more time to explore the programs available. There are more than 100 degrees and certificates to choose from, Pathways are groups of related degrees and certificates. Choosing a Pathway is an important, and required step to having a clear path to achieve your academic goals. Need more information about Pathways? Check out at pathways.highline.edu.

Please fill out the information below to Choose your Pathway.

...

* Required

1. The Degree Pathways to choose from are below, with a brief description of each Pathway. At this point we hope you have had the opportunity to learn about a Pathway that matches your interests and your career assessment. You can learn more about each Pathway here: pathways.highline.edu. Select one Degree Pathway. This will be updated in your student record and used in future advising and educational planning sessions. *

- Art, Design & Communication: Our courses guide you to articulate your voice and worldview through cultural competency, advocacy, and critical thinking across a variety of mediums: speaking, writing, languages, music, art and design.
- Business, Hospitality & Tourism: Successful learners in this pathway gain transferable skills through coursework and experience in accounting and finance, economics, entrepreneurship, hospitality, nonprofit organizations, sales and marketing, emerging technology, social media management, sustainability, international tourism destination management, and more!
- Education & Human Services: Discover pathways for work in early childhood or elementary education, substance use counseling, criminal justice, legal studies and more. If you have a passion for working with people, explore your career and degree options with us.
- Health, Wellness & Fitness: If you would enjoy helping people achieve and maintain a healthy lifestyle, you may be interested in the health and wellness field.
- STEM: Do you want to make a difference in the world by investigating mysteries, inventing devices, or creating solutions? Then the Science Technology Engineering & Mathematics Pathway may be for you.
- Humanities & Social Sciences: This pathway studies the connections between people in diverse societies; how people interact and influence each other; and how the past connects to the present. This is your pathway if you want to influence your community and make the world a better place.
- Exploratory: Where can college take you? What career is best suited to your abilities and passions? In this pathway, you will explore your options, identify your own strengths and needs, and learn about potential careers and funding options for college.

**Choose
Pathway
before
registering**

After Pathway is Chosen...

Student receives
Welcome to Pathway!
Next Steps Message

Includes:

- Info about Pathway and Program Maps
- Introduction to Pathway Advisor
- New TODO List



Student info added to
Pathway Advisor's
Student Advising List



Pathway entered as
MILESTONE
in student record

Milestone List

| Milestone | Milestone Level |
|-----------------------------|-----------------|
| Eligible for English 101 | TOEFL 79+ |
| Humanities & Social Science | PATHWAY |

Phase 2: Pathway Advising

Pathway Advising Outcomes:

Choose or confirm current program of study before registering past two quarters and fill out Program of Study for faculty assignment.

Explore Programs in Pathway by attending either College 101, In-Class Advising, Pathway Advising Days, Pathway Advisor

Enrolled in 1st quarter & have program map for a couple programs of study within the pathway

Connect students to activities and resources

Ensure Funding: Talk with students about what to do if dropped for non-payment

Show degree audit (AAR) and how to use what-ifs



LINDA BRETHORST
HEALTH, WELLNESS AND FITNESS,
BUSINESS/HOSPITAL AND
TOURISM



MARLENA AFERETI
ARTS AND COMMUNICATION
STEM



RICHARD DURDEN
HUMANITIES AND SOCIAL
SCIENCES
STEM



WENDY BARAJAS CADENAS
EDUCATION/HUMAN SERVICES
HEALTH, WELLNESS AND FITNESS

Who are pathway advisors?



SARAH TRIMM
ACADEMIC
STANDARDS



RENATA CUMMINGS
TRANSFER



Pathway Advisors are also...

Timeline for implementation

July-August



Begin adding TODO list to all new students' account

New Pathways explored with students

- NSO outcome: Career Assessment + Pathway Choice
- Form to choose Pathway launched
- Pathways as milestones launched

TODO Phase 2 launched

Train campus on new approach and processes

- Job aids created and feedback incorporated

Fall 2021



Explore interest and career assessments

Evaluate pilot NSO

- Create V2 & V3 NSO

Queries and CtC link functions evaluated

Focus group results incorporated into continuous improvement plan

Train campus:

- Faculty department and division meetings
- Opening Week

Explore and finalize faculty assignment + Program of study choice form and process

Winter 2022



Updated NSO implemented

- Pilot V2 & V3 NSO

Pilot Career Assessment

Finalize Annual Evaluation Plan

Spring 2022



All versions of NSO launched for Fall enrollees & mandatory

College 101 mandatory for all Fall enrollees

New Career Assessment for Fall enrollees

Add and communicate 30/45 credit block to Fall cohort

Thank you!!!

