



College Success Programs

Office of Academic Engagement
WASHINGTON STATE UNIVERSITY

March 24, 2021

Administrative Professional Advisory Council Administrative Professional (AP) Contribution Awards

Selection Committee Members;

It is my great honor to write this letter supporting nomination of Josefina Galvan for the Administrative Professional Contribution Awards. Josefina is an ideal candidate for this award, and I give her my utmost support. Throughout her tenure as Student Services Coordinator/Advisor 2 for the Teacher Preparation Student Support Services program, Josefina has consistently demonstrated qualities and practices of excellence and exceptional contribution.

Josefina's role is to provide direct advising to students from low-income, first-generation backgrounds and those with disabilities pursuing careers in teaching. She provides an empathetic and understanding space for her students to learn, develop, and receive information, options, and referrals. Josefina's strategy is to guide students through their options, scaffolding services and support in a manner which develops self-advocacy and self-efficacy among marginalized postsecondary students.

As her supervisor, I've observed a remarkable ability to support students holistically (providing academic, financial, and career guidance and referrals) while enhancing students' non-cognitive and social/emotional development. She has outstanding documented success rates in serving students. This is demonstrated in exceptionally high persistence (92%) academic standing (93%), and graduation rates (75%) of students assigned to her.

Josefina's students provide consistent and effusive feedback for her performance. Ninety-seven (97) percent of her students have rated her support as "Outstanding".

When invited to provide input on Josefina's support, some comments included:

"Being a first-generation student from a low-income family, I didn't know the resources here on campus. It's been really great to have someone I can count on, and to get to know all the opportunities that I have."

"Josefina is always so caring and willing to go above and beyond to help me help myself in any way possible."



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“I didn’t know what I wanted from college. I just knew I was the first (in my family to attend) and had to succeed. She helped me find out what success is to me and walked me through how to be a student and teacher, then took that path with me.”

“I think that she has definitely prepared me for the future in ways that I didn’t know about and helped me look into new avenues with personal and academic opportunities I never would have thought possible.”

She has carefully crafted her professional methods and strategies from customer service and development, promising practices, and student feedback. She reviews current higher education advising and instructional strategies, identifies promising practices, and plans and facilitates implementation. An example of her professional practices and commitment to professional development is the program’s annual student feedback survey. Josefina voluntarily accepts anonymous student feedback, in addition to student performance rates, as supplement to her self-review of performance. She utilizes information received to identify and participate in continuing development opportunities and enact changes in her services to ensure student development and performance.

As an administrative professional, Josefina is committed to equity and inclusion. She is an active member of Chicanx/Latinx Faculty Staff Allies, Advisor for Sigma Lambda Gamma multicultural sorority, and an active mentor and advocate for staff across institutional intersections. Further, she has been instrumental in implementing inclusive pedagogy and trauma-informed education into College Success Program curriculum and student development workshops in the Office of Academic Engagement. Her courses and programming include opportunities for students to engage critically with a lens of equity, understanding of cultural and historical issues, and collaboration.

While her performance and support is organic and comes from a place of passion, she has honed her professional skills to unearth needs and opportunities and prepare underrepresented students for success and degree completion. Her methods are compassionate, empowering, and incredibly effective. Josefina is dedicated to success of students as individuals and emerging professionals at Washington State University. Her performance and contributions, specifically over the past year, have made direct, exceptional contribution to WSU.

While her performance has been consistent, Josefina stood out as exceptional over the past year. She was primarily responsible for supporting students and staff in the program transitioning to remote learning, as were many in her position. However, she stood out for the exceptional success she enabled during this transition. Student



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support techniques were amplified and adjusted to meet the needs of hundreds of high-risk, under-resourced WSU students, students for whom immediate access was an academic and individual necessity. I can't overstate the impact of her performance on the academic, financial, and emotional wellness of students without a lifeline and the result that will have on their continued success.

Josefina Galvan is one of the most exceptional employees I've had the pleasure to work with. She undertakes her position whole-heartedly and delivers significant results going above and beyond every time. She coordinates a mission-critical program with aplomb and inspires greatness in those around her. I can think of no one more deserving of the Administrative Professional Contribution Award, and I ask that you give Josefina full consideration. If you have questions or would like additional information, I'm available at 509.335.0232 or a.bretthauer@wsu.edu.

Ali Bretthauer, Director
College Success Programs
Washington State University

Keyla Palominos-Hernandez
WSU Alumni, 2019

AP Contribution Award Committee Members:

It is with much pleasure to write this letter of support for my former advisor and supervisor who has gone above and beyond to make sure her students are well taken care of. Josefina Galvan is not just an advisor but a superhero with an immense vocation to help her students succeed in their personal and professional road to higher education.

I still remember the time when I got Josefina's email, as an undergrad buried deep within my problems, and Josefina, being the amazing advisor she is, kept reaching out to me when I needed her most. Her interpersonal skills combined with her persona of empathetic will, invites her students to come in and share their personal and professional journey process with her. I have seen how Josefina takes the time to understand the student's perspective and guide them in the direction they need, while at the same time, providing the necessary community resources of extra support to bridge the needs and concerns of her mentees.

Recently, one of her student's passed away and Josefina went out of her way to safely attend the funeral and offer support to the student's family and loved ones. She did this with grace, knowing that she did the best she could while maintaining a resilient posture through it all.

Josefina's unwavering support and willingness to help her students goes beyond her role as a staff member. That is why Josefina Galvan, deserves this award and many more, for being a fantastic professional with an immense heart for helping others persevere.

Please, feel free to contact me at (509) 435-6676, if you have any questions, as I am happy to provide them to you all.

Take care & Stay safe,

Keyla Palominos-Hernandez