



28 March 2022

Dear Selection Committee

I am writing to nominate and highly recommend **Michael Heim** for the Administrative Professional Contribution Award for 2022. Michael Heim serves as the Director for the College Assistance Migrant Program (CAMP). CAMP is a federally funded project to improve the educational opportunities and academic success of migrant and seasonal farm-working students, which often experience disrupted education from the migratory nature of agricultural work. Washington State University (WSU) offers a unique developmental experience for students of all backgrounds, but WSU CAMP is uniquely positioned within the university to offer specific services to a targeted group of students, with encouraging results. CAMP is often used as a model to successfully support students in higher education and for some time, WSU's CAMP program has been viewed as one of the top-performing CAMP programs in the nation. This recognition is in large part to Michael's contributions and leadership. Everything he executes on behalf of the CAMP program, he does so with professionalism, thoroughness, and a deep understanding of the student's population served in CAMP.

As I understand it this award seeks to recognize employees that have gone above and beyond job responsibilities including but not limited to productivity, innovative problem solving, positive working relationships, and exceptional university services. Over the last five years as CAMP Director, Michael has exemplified all these characteristics, and has made huge contributions not only to CAMP but to WSU by leading, developing, and impacting students and co-workers. He serves as a wealth of technical information, student support services experiences, academic coaching skills, and expertise, with keen insight and a collaborative approach.

Michael is energized by the deliberate journey of what the CAMP program offers students, the results the program demonstrates and the ability to share the ongoing success of the program. His commitment to hard work and upholding the success of CAMP has positioned the program to move forward in significant ways at WSU and across the HEP/CAMP community. The CAMP program is often measured by the ability to meet performance indicators such as persistence and graduation rates of CAMP students. Consistently each year, the CAMP programs meets and exceeds an 86% persistence rate of its program participants. Never completely satisfied, Michael always seek to make improvements. Michael makes sure not to just delivers high-quality student support services to participating students, but to also make improvements each year to better meet the on-going evolving student needs. For example, on top of responding to the need to transition work and services responsibilities to an on-line format due to the COVID 19 global pandemic, Michael rightfully, focused on his relationship with staff, colleagues, and students over the years as a way to mitigate disruptions.



Michael, as always, responds positively and calmly to unexpected challenges and can analyze situations, identify what is wrong, and find clear solutions to unique situations. While working remotely, he was an early adopter to incorporate the usage of tools such as Microsoft Teams and Zoom to continue to provide an engaged work environment with students, staff and help set work priorities. Despite the initial covid-19 disruption, CAMP participants continued to persist and be retained at high rates. As the Director he also took it upon himself to coordinate community building events and extra outreach efforts for current, continuing and incoming prospective WSU CAMP students.

Over the last couple of years, he gained valuable insights and made important implementations to continue growing the programs and maintain functionality. He has been keen to keep focus on opportunities to promote and develop the CAMP program and its students. Part of the work that was prioritized this past year was the improvement of the La Bienvenida (the Spanish orientation) and program materials. He was a heavy contributor and facilitator to make sure the materials were improved and best met the needs of Spanish speaking families participating in this orientation event.

Michael's constant needs to make sure tangible program goals are being met, go above and beyond the expectations and day-to-day management of the grant. Another big project, he has taken on is a comparison study that requires being engaged in an extensive process to update legacy information of the program, analyze and disseminate the data. The information is on former CAMP participants since the establishment of the program at WSU. Data gathering of program participants since 2005 was not an easy task, but as a result of his effort the CAMP program has been able to show impact. This study and data initiative has also helped position the WSU CAMP program for considerations of the *Excelencia in Education* ([www.edexcelencia.org/](http://www.edexcelencia.org/)) at a national level.

Besides his productive work in the day-to-day management of the grant and corollary projects, Michael develops positive working relationships with university partners across the system. Michael is able to bring people around into the conversation to help expand the campus community's understanding of migrant and seasonal farm-working students and help us engage more effectively in our work roles and spaces working with CAMP students.

I know there will be many fine candidates to consider for these awards. But for the reasons mentioned above I feel Michael Heim is a strong candidate and give my highest recommendation. Since he has joined WSU, he has made some amazing contributions.

Sincerely,

A handwritten signature in black ink that reads "Lucy Loera-Herrera".

Lucy Loera-Herrera



March 28, 2022

Administrative Professional Advisory Council  
Washington State University  
P.O Box 1038  
Pullman, WA 99164-103

Dear Awards Committee:

It is my esteemed honor to write a recommendation on behalf of Michael Heim, current College Assistance Migrant Program (CAMP) Director at WSU Pullman. I have known Michael for four years, and in that time, I have watched his passion for providing accessibility to an underserved community of students. Working within higher education for the past 10 years has allowed me to realize that Michael really stands out as an exceptional supervisor, colleague, mentor, and ally for the migrant and seasonal farm working community and its students. I have been witness to many of Michael's talents, but have been most impressed by his diligence, work ethic, and servant leadership skills.

My personal experience with Michael has been as his supervisee. Michael has provided me with one of the most outstanding relationships I've had in my 10+ years of professional working experience within higher education. Back in 2018, when I started working for Michael as the Recruiter and Outreach Specialist, I was coming in with the excitement to work with CAMP. Michael had also recently been hired on as the WSU CAMP Director, and I was feeling worried that I might not be a good fit with the program or that I might not succeed. However, as a young professional and woman of color, Michael has been someone who has advocated for me, where I was encouraged and celebrated to grow professionally, and challenged. All of these are qualities that any employee would appreciate from their supervisor and Michael goes above and beyond to make his employees feel supported.

Watching Michael work with a full staff of four professionals and 12 student employees back in 2018, I realized we were a powerhouse and had one of the most successful CAMP cohorts even while we were all fresh and new on our first year working with CAMP. However, in 2019 the CAMP program lost two professional staff members, leaving CAMP at 50% team capacity. Even during those transitions, Michael continued to extend his support to those two team members, one of them being me, by coaching and mentoring us for the next big step in our careers. I was left in awe as Michael continued to check in with his previous supervisees on how they are doing and if there is any way he can continue supporting us professionally. I quickly realized he was someone who truly wanted to build lasting relationships and a true advocate for his team members.

For those that don't know, Michael has been a certified Coach since 2012, and has utilized his skillset to strengthen his team members and CAMP students. He's presented for numerous conferences and events to speak about developing students as well as the personal and professional development of working professionals. By working with Michael, you can expect to be coached if you are supervised by him and he is so delicate with his words and form of speaking to you that it allows you to truly listen and grow and challenge yourself. It is an astonishment to see such a selfless individual provide further recommendations, support, and advice to his team members and students. This trait speaks volumes about Michael and his role as a supervisor and advisor.



Currently, Michael has mentored four Human Development interns over the past year, and one Ronald E. McNair intern. Additionally, while being understaffed, Michael has now taken on the Academic Advisor role and teaches the UNIV 101 and 104 class for CAMP. Michael also had to take on the advising caseloads and schedule his advising sessions with all 50 CAMP students. While there was no CAMP recruiter for the program for about a year, Michael also would attend recruitment activities such as high school visits and college fairs all while still fulfilling his director role. It was him and Elise Zeigler, CAMP program coordinator, that would handle all the logistics for events and programming. All in all, Michael is never one to leave an empty spot. He is always wearing all sorts of hats to be able to complete the goals for the program.

Over the past two years, Michael has been working with a 50% staff crew for CAMP, and still he was able to lead his team towards success by outperforming the performance indicators set by the US Department of Education over the past five years and despite COVID-19 happening withing the past two years. Another huge accomplishment to highlight is the fact that five-year graduation rates for CAMP students are at 70% which is much higher than the WSU general graduation rate at five years.

It is shocking to see that while CAMP has not been fully staffed for the last couple of years, Michael has not stopped with the services and events that are normally carried out with a full-time professional staff. I know he does this all for the students that are served by CAMP because he wholeheartedly cares about the student's success. He carries 100% of the advising load for CAMP now and is still fulfilling his director roles and responsibilities. He continues to do his 1-on-1's with his team members and student employees. Highly well-known speakers that relate to the CAMP students are invited by Michael to continue motivating them that it is possible to graduate and accomplish greatness, and still celebrates the successes of others and makes nominations on their behalf. Michael will work effortlessly to complete all tasks that need to be completed because he sees the importance in helping his students and team.

The level of attention and care Michael has demonstrated in his work has put him a step ahead of other CAMP programs nationally. Whether the project is to create reunions for previous CAMP students to gather to continue networking for the new CAMP students, brainstorm on new recruitment strategies, or create an innovative marketing plan to elevate the look for the program, Michael puts forth an earnestness that exemplifies what a diligent supervisor he is. This diligence aligns with his incredible work ethic.

Michael is a tremendous leader, and it is exemplified through the many recognitions provided to him and his efforts. One initiative that has recognized WSU CAMP's efforts under Michael's leadership is the Examples of Excelencia. It is the only national, data-driven initiative to recognize programs with evidence of effectiveness in accelerating Latino student success. WSU CAMP was represented by Michael during that time, as a 2019 Excelencia Finalist for an award that recognizes programs for their increasing academic opportunities and improving achievement for Latinx students in higher education. This year in 2022, WSU CAMP has once again been nominated in supporting student success.

In 2018, Michael has also been recognized for Best of Region Presentation for NACADA (National Academic Advisors Association) which was published in the Journal of Migrant Education in 2019. He was also elected as the National HEP/CAMP Association Historian, Treasurer, and Chair Marketing and Communications representative. He has established new partnerships with United Farm Workers (UFW) and the United Farm Workers Foundation (UFWF) helping to reach migratory and seasonal farm working communities and resources to support our WSU community. Michael is also involved in the Chicanx/Latinx Student Center through Semana de la Raza, supports Undocumented Initiatives, National Farmworker Awareness Week, and La Bienvenida - a summer orientation dedicated to Spanish speaking families. Ultimately, I acknowledge that



Michael has been putting forth so much effort, and it's not that I'm celebrating him for putting in so much overtime into his work because that is not what it's about, but the fact that you can see it in his efforts. He does this from the bottom of his heart. He is currently also compiling data to showcase the strengths the CAMP students have as well as their accomplishments.

Michael is reliable, dedicated, productive, cooperative, and produces quality work. His colleagues and outside programs often look to him for support, and his work on numerous occasions has been used as the example of an exemplary product. On top of being an outstanding supervisor, Michael has also been a leader in his community. He has been a member of the National HEP/CAMP Association, a member of the Chicano, Latinx, Faculty, Staff, & Allies Association (CLFSA), La Bienvenida, and continuously supporting Undocumented Initiatives as well as other academic programs; however, his leadership skills are best exemplified through his work with CAMP. Michael's passion and ability to work with students and parents in the university community has created a system of success that has allowed students with migrant and seasonal farm work backgrounds to participate in extracurricular activities and academics with their peers, eliminating as many possible barriers as well as help them find their strengths through professional development and coaching. His leadership in both WSU involvements and CAMP has created a culture of inclusivity throughout our university and greater Washington communities. His passion to educate does not end simply withing WSU, but it extends further to the point where he has also partnered with the outside programs and agencies to provide further educate our communities. I cannot say enough as to what an amazing leader and person Michael is. He consistently demonstrates the ability to rise to any challenge and shows a constant willingness to work hard and do his best in every task he is presented with. CAMP and the WSU community would not be as successful if it weren't for his ability to lead and encourage students to get involved and give back to their community. I strongly recommend Michael Heim for the AP Contribution Award.

Sincerely,

**Yesenia Lázar**

Recruiter & Outreach Specialist  
College Assistance Migrant Program  
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March 28, 2022

Dear AP Contribution Award Committee Members:

It is my great pleasure to submit this letter of recommendation for Michael Heim for the Administrative Professional Contribution Award. Michael Heim currently serves as the director for the College Assistant Migrant Program (CAMP), a federally funded program that serves migrant and agricultural background students at Washington State University.

I have had the opportunity to work with Michael since my freshmen year at WSU. In the three years I have known Michael, he is one of the most selfless and hard-working individuals I have met. He is always putting everyone's needs before his own and dropping everything he is doing to serve students at that moment. It has been a pleasure learning from someone so dedicated to their craft and the commitment to our underrepresented students.

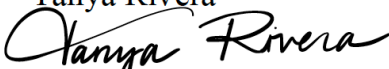
Michael Heim pushes students through their academic careers and enhances their lives through education. It always seems that Michael's office is full of students wanting to talk with him or get assistance in their personal lives. Michael is always looking for areas to improve the program and the community within students. Besides taking the role of director, Michael holds several conferences throughout the year for his students to work on leadership and interpersonal skills. He also contributes to the work of the National Farm Workers Awareness Week here on campus, which is held every year to bring awareness to WSU student's background of migrant or seasonal farm work. Michael knows the importance of collaboration, that is why you can always catch him working with various student groups like MEChA, our Chicax Latinx Student Center, TRIO, and the McNair Scholars Program to bring a positive and uplifting environment at WSU.

I know without hesitation that Michael Heim is deserving of this award due to his outstanding service and commitment to his work for the College Assistant Migrant Program. Without hesitation, I know Michael Heim will continue his activism and leadership at Washington State University while serving current and future students.

Please do not hesitate to contact me should you have further questions about Michael Heim.

With gratitude,

Tanya Rivera



**Tanya Rivera**

Student, Washington State University

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