

Natalie Sanchez, LMSW

EDUCATION

University of Chicago,
School of Social Service Administration
Chicago, IL

M.A. Social Service Administration (Social Work)
Administrative Track with Family Support Specialization

Dominican University, River Forest, IL

B.A. Sociology

PROFESSIONAL EXPERIENCE

University of Maryland Baltimore County (UMBC)

8/2020 – present

Field Coordinator and Clinical Instructor II

- Coordinate generalist social work field placements for BSW students at Shady Grove Campus - providing proactive guidance and problem-solving support while adhering to accreditation standards
- Facilitate social work field seminar courses with focus on creating a safe space for peer consultation and support
- Advise caseload of social work students using a developmental advising approach to encourage students' self-awareness and growth
- Serve actively in faculty/staff First Generation Workgroup, which connects first generation faculty to act as informational and support resources for first generation students
- Participate in social work faculty meetings and Shady Grove campus team meetings with a focus on understanding and contributing to the department goals
- Volunteer to create faculty blog posts for Shady Grove campus in order to bring the BSW program at USG to the attention of the regional community
- Assist in coordinating social work field advisory committee in order to stay up-to-date on changes and trends in the field and responsive and relevant to the local social work community
- Assist in planning and facilitating social work CEU trainings for active field instructors

Community College of Baltimore County (CCBC)

7/2017 – present

Assistant Director of Health & Human Services (HHS) – 7/2017 – 11/2020

Faculty HHS – 12/2020 - present

- Created, coordinate, and instruct in Community Health Worker Program
- Develop clinical relationships and coordinate placement for Community Health Worker, Pharmacy Technician, Sterile Processing, and Nursing Assistant students
- Provided oversight for 19 short-term, health and human service training programs, which generate over 6,000 enrollments and \$3 million in revenue
- Trained and supervised advisors and outreach specialists assisting prospective and current students with admission and transfer to credit programs
- Cross trained advising staff in financial aid, registration, and admissions to create one-stop for students
- Supervised 6 academic program directors and 4 student services staff
- Collaborated with CCBC schools, functional areas, and divisions, including School of Health Professions, Financial Aid, Enrollment Services, School of Math and Science, and Center for Adult and Family Literacy, in large college serving 60,000 students in order to standardize communication and proactively assist students navigating from one area to another
- Using Microsoft SharePoint and Ellucian's DegreeWorks, created and implemented brand new processes to insure quality, consistency, and tracking ability in communication with prospective and current students -- two year after implementation, total enrollment in division rose by over 21% and completion rates improved by 15%
- Worked with faculty and students to fairly and consistently handle student concerns/complaints, student disciplinary issues, and faculty disciplinary issues
- Worked with Baltimore healthcare community to respond quickly and effectively to incumbent training needs

Montgomery College (MC)

7/2013 – 7/2017

ACES (Achieving Collegiate Excellence & Success) Counselor

ACES is a partnership between Montgomery County Public Schools, Montgomery College, and the Universities at Shady Grove to provide comprehensive, proactive, and specialized enrollment, advising, financial aid, and academic support services to students from 11th grade of high school through completion of bachelor's degree.

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- Collaborated with MC Academic Departments, MC Foundation, High School Counseling Offices, Community Social Service Agencies, MC Financial Aid Office, MC Counseling Office, MC Student Life Office, MC Career Services Office, MC Welcome Center, MC Scholarship Office, and colleagues at Universities at Shady Grove to develop the academic advising, enrollment, counseling, financial aid, tutoring, test preparation, and summer program components of the ACES program
- Ran program operations at Rockville High School and Montgomery College Rockville Campus – growing the program from serving 1,200 students the first year (2013) to over 6,000 by 2017
- Trained 13 academic coaches working at 10 high schools and three MC campuses in admissions, financial aid, and enrollment processes
- Worked closely with MC IT staff to develop a homegrown database to track interactions and results
- After 3-year in operation, ACES MC graduation rate was nearly 40% -- well above the 15% rate of the general MC population

Howard Community College (HCC)

1/2009 - 7/2013

Assistant Director of Admissions and Advising, Transfer Area/Academic Advisor

- Ran transfer center operations, and, with management team of 2 other assistant directors, managed fast-paced, admissions and advising office of 22 professionals serving a student body of approximately 10,000 credit students
- Worked with management team to develop advising policies and procedures manual and insure uniformity in student services
- Used student survey data and National Student Clearinghouse data to prepare transfer and completion reports for Maryland Higher Education Commission reporting and for student services leadership team
- Represented Howard Community College on multi-institution team that applied for, received, and implemented \$2.6 million Gates Foundation STEM Transfer Grant (University of Maryland Baltimore County, Community College of Baltimore County, Montgomery College, and Anne Arundel Community College are other partner institutions)
- Wrote, submitted, and was awarded Maryland Higher Education Commission (MHEC) “Completion Agenda” grant for implementation of reverse-transfer project
- Led advising office in developing strategies to impact completion; initiatives included outreach to and planning with students at important “touch points” in their academic career, collaboration with faculty to create and present academic planning seminars to large groups of first-year students, advising outreach to students unsuccessful in the college’s nursing program in order to discuss alternate degree completion, identification of and outreach to previous students to plan degree completion by means of “reverse-transfer”; efforts contributed to 28% increase in the number of graduates over 2 years
- Created plan to provide more relevant and accessible transfer information for students and community; re-designed website, promotional materials, and dissemination tactics to achieve goals; resulted in significantly higher satisfaction rates on annual transfer center survey
- Provided academic advising for the general student population on issues including transfer and graduation planning, special concerns related to academic warning and probation, smart course selection for undecided students, navigation of college services, transfer-in and unofficial transcript evaluation concerns, and admissions options for nursing and allied health programs
- During advising sessions, worked to help students enhance self-awareness and develop effective problem-solving and decision-making skills
- Provided specialized advising to STEM Scholars, an honors cohort with STEM majors
- Served as advising liaison to the college’s Science, Engineering, Technology Division; used Canvas to create online “training modules” for STEM faculty advisors
- Collaborated with faculty and other student services staff to provide continuity of service to students; received frequent positive feedback from students and colleagues related to high level of student service provided
- Created new, streamlined process for advisors working with the Excelsior College partnership; new process decreased time and increased effectiveness of advising sessions for this program which required highly detailed advising

Montgomery College

9/2007 - 6/2008

Community Outreach Advisor

- Established brand-new Community Outreach Office to provide specialized outreach to adult immigrants

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- Provided group and individual advising regarding admissions, placement testing, enrollment, and financial aid
- Created and presented English and Spanish-language information sessions to community groups on topics ranging from the U.S. education system to financial aid to Montgomery College programs
- Established partnerships with public schools, advocacy groups, and non-profit organizations to set-up effective and dynamic avenues to distribute information regarding educational opportunities for adult immigrants

Schoolcraft College**7/2001 - 7/2002**

Part-time Financial Aid Advisor

- Processed federal, state, and institutional financial aid awards
- Advised students regarding application procedures, verification requirements, and academic standards
- Gave financial aid presentations to prospective students and families

Morton College**1/1999 - 9/2000**

Director of Financial Aid

- Adhering to all federal, state, and institutional guidelines, oversaw administration of over \$15 million in federal, state, and institutional aid for approximately 2,500 financial aid eligible students
- Fulfilled all reporting obligations to US Department of Education and Illinois Student Aid Commission
- Worked with auditors to provide information needed to complete yearly audit
- Managed financial aid office budget
- Provided twice yearly reports to Dean of Students regarding financial aid statistics
- Created and implemented new policies and provided leadership to change the culture of the office from “process-focused” to “student- and process-focused”
- Supervised 2 full-time advisors and 2 part-time support staff
- Expanded use of college’s automated processing system to include state as well as federal aid
- Collaborated with counseling and admissions offices to create an outreach program to large immigrant community in the area
- Gave English and Spanish-language financial aid presentations at area high schools and community centers

George M. Pullman Educational Foundation**10/1995 - 12/1998**

Program Officer

- Provided case management and career and college admission counseling to students attending Fenger High School (located in an under-served, low-income area of Chicago) as part of the Foundation’s “Building Your Future” program
- Administered need- and merit-based scholarship program including managing the awarding budget of approximately \$500,000 each year
- Served as acting Executive Director with budgetary and supervisory responsibilities (staff of 4) when Executive Director was on extended disability leave for 1 year
- Monitored endowment performance and worked with Executive Director and Board of Directors to determine awarding budget for each year
- Presented scholarship program data including student success rates to Board of Directors twice yearly
- Gave financial aid presentations to scholarship applicants and families

PROFESSIONAL TRAININGS & MEMBERSHIPS

Training completed in:

- * Motivational Interviewing – University of Maryland Baltimore, School of Social Work, 2016
- * Cognitive Behavior Therapy Certification – Beck Institute, 2017

National Association of Social Workers – member

Maryland Association of Social Workers – member

MD Community College Affinity Group for Health Education Programs (AGHEP) – member

MD Community College Advising Affinity Group –Chairperson for the 2012-13 academic year

PRESENTATIONS

“The Mysteries of Workforce Training Revealed” – presented at Community College of Baltimore County Fall Focus for Faculty, 2019

“Meeting the Challenge: Advising & the American Graduation Initiative” – presented at NACADA regional, 2012

“Implementing an Advising Model to Impact Completion Rates” – presented at MACC Completion Summit, 2011