

**Name** Cyndy Hill

**Institution** Penn State

**Job Title** Director

**Please write a statement describing why you will be a good member of the AHEPPP Board of Directors. Please include particular skills that will suit this role and the ways in which the candidate's leadership will contribute to AHEPPP's mission, programs and initiatives. Limit to 500 words.**

Welcoming families to the Penn State community, providing quality customer service, and creating effective communication plans are the cornerstones of my work. I am committed to providing families with quality programs and resources to assist them in supporting their students.

I am enthusiastically applying to the AHEPPP Board of Directors. As a member of AHEPPP for more than eight years, I bring a wealth of experience in parent and family programming and support.

#### Strategic

Strategic planning is key to managing a small office with big plans and a small staff. From developing communications plans and office processes, I have developed ways that our office can make the biggest impact in the most efficient way possible. I am especially proud of how we can be strategic in how we are communicating with different populations of parents including families of first-generation students and those whose first language may not be English.

#### Relationship Focused

Penn State is a large place, but making personal connections with families is a priority for me. From the time a student accepts their offer to Penn State to arrival, Penn State families are welcomed to the community. The relationships continue with Parents and Families Weekend and other special events, sometimes even after the student graduates.

I have strong relationships with our 75+ parent and student volunteers. Our volunteers are key to the success of our program. Keeping volunteers connected and trained to support other families takes a significant investment of time. The investment is worth it when you see your volunteers welcoming families and assisting them at events.

#### Driven Leadership

In AHEPPP, I have served on the Conference Committee, the Mentor Program, and the Awards Committee. I was an active member of Region 2. I have also enjoyed regularly presenting at the AHEPPP National Conference.

At Penn State, I lead the efforts of a 50-member advisory council and 25 student and family volunteers. I have also served as the chair of search committees, special task groups, and more.

#### Fiscally Responsible

In today's higher education environment, fiscal responsibility is more important than ever. Parent and family offices are often understaffed and underfunded but continue to do the good work of helping families. Penn State is no different. We are doing more with less each year and continue to maintain the quality of programs and services all while staying within our budget.

#### Equity Focused

At a PWI, diversity, equity, inclusion, and belonging takes an even more important role. Early on, one of my

goals was to diversify our council and volunteers. This has been an intentional process that continues every year. We now cover hotel expenses for members of the Parents Council who have a Pell-eligible student. This removes a barrier for families who wish to be engaged but are hesitant because of the financial commitment of being a member.

We have created publications in Mandarin and Spanish and worked intentionally with our office for international students, Penn State Global, and the diversity offices throughout campus.

Thank you for your consideration.  
Cindy Hill