Dear Mrs. Wilson,  
  
I am an Assistant Professor in the College of Education.  Earlier this semester my student told me that she did not think she could complete the service-learning hours and the course because her roommate had left and she was stuck with the rent, was falling behind on the payments, and had had a hold placed on her account by the university.  Her family was not in a position to help her and she would likely have to drop out of WSU.  My colleague Andréanne Gélinas-Proulx, a visiting scholar to the COE, had heard you speak at the Poverty Conference and mention the HIGH program.  We offered to help the student contact you and gave her your contact information.  She did contact you and HIGH was able to help her and the hold has been removed from her account.  She was beaming when she came to class the next week.  I would like to thank you and to say how grateful I am for the fast and effective help you are giving to our students who need it.