

Student Services Program Review 2017/18 UPDATE

AVANZA

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General Information (Student Services Program Review 2017/18 UPDATE)

2017/18 Student Services Program Review UPDATE

PROGRAM REVIEW DATA AND RESOURCES

Participants (REQUIRED)

Lead Writer: Agustin Rivera

Liason: Victoria Miller

Manager: Larry Maxey

Updates (REQUIRED)

Peer Navigator Team:

- Afroze, Maliha
- Avila, Bryan
- Bello, Natchel
- Burnley, Alyssa
- Ceniceros, Victor
- Gonzalez, Marlana
- Johnson, Philip
- Menjivar, Juan
- Rodriguez, Allison
- Roldan, Vanessa
- Trejo, Toviya
- Wortham, Quintin

Project Assistant:

- Balaguer, Alexi

Mission:

San Diego Mesa College Peer Navigator Program is designed to guide and mentor new students through their first year of college. Students will achieve academic success and personal development through peer support and empowerment while providing professional growth and learning opportunities for Peer Navigators.

Description:

Peer Navigators are second or third year full-time students who mentor and serve as role models to new, incoming first-year students. Participation in select CRUISE program leads to Peer Navigators connecting with their student caseload of 60 - 80 students individually each month. Interaction between Peer Navigator (mentor) and student (mentee) range from one-way contact (via social media, text, e-mail, or phone call) or two way contact (response from student). Ongoing support is for one semester or one academic year which is determined by selected CRUISE program.

Vision:

The Peer Navigator program guides, supports, and mentors new, incoming students to a successful transition to San Diego Mesa College. Created in 2015, the Peer Navigator program helped 150 students during the inaugural week long Summer

CRUISE program. In addition, Peer Navigators supported “CRUISERS” (participants) through their first academic year. Participation continues to grow every year with the goal of providing mentorship, increased on campus awareness and engagement, and academic preparation.

Strengths:

Collaboration between student services programs and campus wide support lead to CRUISERS being well prepared to connect to the campus. Peer Navigators develop leadership skills through on-going training and apply during monthly contacts, continuously improve mentoring practices with evidence base angle, design and present monthly workshops for students, and provide CRUISERS with a sense of belonging. Peer Navigators are liaisons between campus and students and lead by example in and out of the classroom.

Challenges:

Developing the Peer Navigator team is a rewarding challenge. Working from a strengths based model, the team, working together, creates a shared understanding of a mentor. This yields multiple responses that are funneled down to a common goal. Creating the team is continuous. However, after training, mentoring, and interactive exercises to support each Peer Navigator is presented, all efforts are documented to discuss with team.

Significant accomplishments:

Twelve Peer Navigators spearheaded seven Summer CRUISE sessions over five weeks. In addition, each member was given a larger caseload. Up from 25 last year, Peer Navigators have 60 – 80 students to mentor. As a result of our efforts, over 500 students were welcomed to the campus.

-----CRUISE

List of team:

See above

Mission:

Creating Rich Unique Intellectual Student Experiences (CRUISE) aims to prepare and engage new, incoming students through a three-day, on-campus experience. Participants will successfully identify resources necessary to excel academically, connect with other first-time students, and get to know faculty through informal meeting spaces leading to a sense of belonging.

Description:

CRUISE sessions offered throughout the year are designed with students in mind. Summer, Winter, and Saturday CRUISE aim to help new, incoming students transition from high school (including early graduates), Continuing Education, the Armed Forces, and adult learners who have yet to attend college. The program presents unique opportunities to introduce counselors, faculty, staff, and Peer Navigators through fun and engaging activities.

Vision:

The CRUISE program will successfully introduce students to San Diego Mesa College by helping ease the apprehension of attending, transitioning, or returning to college. CRUISE also aims to alleviate student reservation associated with meeting new students, lacking a sense of belonging, and creating support groups.

Strengths:

CRUISE welcomed 500 students through five morning and two evening CRUISE sessions over five weeks. The latter of the two sessions was developed for our adult students. Summer CRUISE also collaborated with the Promise program.

Challenges:

Scaling CRUISE. Summer CRUISE is presented with the unique challenge to increase participants each year. Areas for improvement: Create parent component in CRUISE (English and Spanish), focus on Student Veterans, and reaching out to existing programs on campus.

Significant accomplishments:

Collaboration between San Diego Promise and helping 500 new students to Mesa!

Outcomes and Assessment (REQUIRED)

Form: Outcomes and Assessment 2017/18 - Student Services Questions (See appendix)

IE Data Analysis (REQUIRED)

Form: IE Data Analysis - Program Review 2017/18 - Student Service/Administrative Unit Questions (See appendix)

Program Goals

Peer Navigators/CRUISE Outcome Set 2016/17

Outcome

Outcome	Mapping
Eight current CRUISE participants will be Peer Navigators for the following year Through the experience of the Peer Navigator program, students (mentees) will return the following year as a mentor. The program will develop PNs through training and the experience as a participants. 2016/17	Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior
600 new incoming students will	Institutional Learning Outcomes

participate in Summer CRUISE Summer CRUISE will offer multiple sessions during six-week program to best support students with the transition to Mesa. Each week will hold academic workshops, opportunity to connect with faculty, and guidance from peer mentors.

2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

Objectives and Plans

Actions

Peer Navigators/CRUISE Outcome Set 2016/17

Outcome

Goal: Eight current participants will be Peer Navigators for the following year
Through the experience of the Peer Navigator program, students (mentees) will return the following year as a mentor. The program will develop PNs through training and the experience as a participants. 2016/17

▼ **Action:** Peer Navigator Recruiting and Hiring

Describe the actions needed to achieve this objective :	Establish timeline for recruiting and hiring and implement.
Who will be responsible for overseeing the completion of this objective:	Agustin Rivera Jr.
Provide a timeline for the actions:	Feb 2017
Describe the assessment plan you will use to know if the objective was achieved and effective:	Successful completion of hiring paperwork.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

None.

Goal: 600 new incoming students will participate in Summer CRUISE

Summer CRUISE will offer multiple sessions during six-week program to best support students with the transition to Mesa. Each week will hold academic workshops, opportunity to connect with faculty, and guidance from peer mentors.

▼ **Action:** Summer CRUISE Planning, Marketing and Outreach

Describe the actions needed to achieve this objective :

Determine the dates / times of Summer CRUISE.
Develop marketing materials.
Identify the avenues to outreach (ie. High Schools, CE, Veterans) and methods of outreach (ie Social Media, Print, Presentation, Word of Mouth, Counselors, Jumpstart).

Who will be responsible for overseeing the completion of this objective:

Agustin Rivera Jr.

Provide a timeline for the actions:

Feb - May 2017

Describe the assessment plan you

Number of participants at the end of the last Summer CRUISE 2017.

will use to know if the objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

We have all resources needed to accomplish this task.

Goals Status Report (REQUIRED)

Action Statuses

Peer Navigators/CRUISE Outcome Set 2016/17

Outcome

Goal: Eight current participants will be Peer Navigators for the following year
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List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): None.

Status for Peer Navigator Recruiting and Hiring

Current Status: Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program: Seven of eight current CRUISE (2016-17) participants became Peer Navigators for the following year. Impact is positive as mentee to Peer Navigator promotion has set the bar for interested students to aspire.

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: 600 new incoming students will participate in Summer CRUISE

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Who will be responsible for overseeing the completion of this objective:

Agustin Rivera Jr.

Provide a timeline for the actions:

Feb - May 2017

Describe the assessment plan you will use to know if the objective was achieved and effective:

Number of participants at the end of the last Summer CRUISE 2017.

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

We have all resources needed to accomplish this task.

Status for Summer CRUISE Planning, Marketing and Outreach

Current Status:

Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

Over 500 new, incoming students participated in Summer CRUISE. The impact of CRUISE is evident as each Peer Navigator is responsible for a larger caseload and has increased weekly hours for PNs to work.

If the Current Status was not marked Completed, what are the implications and next steps:

Closing the loop on prior year resource allocations (REQUIRED)

Peer Navigator/CRUISE program received funds from ASG to pilot Game Night, and Student Art Wall. Various boardgames, like Connect 4 and Jenga, were purchased to host a game night or day for CRUISERS. Supplies purchased are reusable and have allowed for the program to hold multiple events throughout the semester. Inaugural event welcomed 15 students and has seen it grow to 40 students (last event held in September). As midterms and finals approach, boardgames are available to "take a break" from the stress of tests, and present a unique way for CRUISERS to connect with their PNs and fellow students. Associated Student Government funding also allowed purchasing snacks for event. Game Night continues to gain popularity, more importantly, serves as the catalyst necessary for students to feel and stay connected to the campus. Another project funded by ASG and held in the AVANZA Engagement Center (formerly the Peer Navigator/CRUISE center) is the Student Art Wall. Whiteboards left over from the Academic Skills Center, coupled with campus familiarity, motivated students to draw or leave inspirational quotes. However, supplies, like different color dry erase markers, were limited. In addition, space on the whiteboard would fill up quickly. To encourage students to express creativity, request for notebooks, color pencils and markers was placed. Similar to game night, wall connects student to the center and promotes artistic creativity. Evident by work displayed, Student Art Wall has been a success and will continue expand to bigger wall.

Request Forms

 **BARC & Facilities Requests**

 **Classified Staff Requests**

File Attachments:

1. CHP_17-18.xlsx (See appendix)
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 **Faculty Position Request 1**

 **Faculty Position Request 2**

 **Faculty Position Request 3**