

Program Review 2021-2022

Outreach

Created on: 11/15/2021 01:41:00 PM PST
Last Modified: 12/06/2021 09:10:08 PM PST

Table of Contents

General Information	1
2021/22 Program Review	2
2021/22 Program Review Form	2
Reference Section	3
Mesa2030 Comprehensive Master Plan	3
Roadmap to Mesa2030: Strategic Plan 2021-2026	3
Mesa Data Dashboards	3
Requests Forms	4
Request Portal	4
Appendix	5

General Information (Program Review 2021-2022)

2021/22 Program Review

2021/22 PROGRAM REVIEW FORM

Form: 2021/2022 Program Review (See appendix)

Reference Section

MESA2030 COMPREHENSIVE MASTER PLAN

ROADMAP TO MESA2030: STRATEGIC PLAN 2021-2026

MESA DATA DASHBOARDS

Requests Forms

REQUEST PORTAL

Appendix

A. 2021/2022 Program Review (Form)

Form: "2021/2022 Program Review"

Created with : Taskstream

Participating Area: Outreach

2021/2022 Program Review

(REQUIRED) Name of Lead Writer and Manager/Service Area Supervisor

- Name of Lead Writer: Karla Trutna, Vanndaro Chhum
- Department Chair: Victoria Miller
- Name of Manager/Service Area Supervisor: Karla Trutna

(REQUIRED) In what ways (if any) did changes to an online/remote modality due to COVID-19 impact student success and equity in your area/program? Please provide evidence.

- During the 2020 academic year, we had to revamp our entire onboarding process for students and the high schools within our feeder area due to the pandemic. We had to create numerous digital processes from scratch for the remainder of the 2020 academic year and most of 2021. All of the workshops, processes, and procedures that are normally held during an in-person session were transitioned to virtual setting(s).
- The transition from offering services physically to a fully virtual environment proved many difficulties and challenges. For one, student engagement was minimal. Students in a virtual environment were less involved in the material being presented. Students in session had the option to have their camera off which made involvement very difficult. We had to be very invasive in terms of connecting with the student via email, social media, text, and daily reminders. Students were very appreciative of the numerous services we've offered to accommodate them during the virtual environment.
- The events listed below are the events hosted digitally via zoom for the 2020 academic year with some events in the 2021 academic year.

Events

April 28th, 2020: Promise Counseling Virtual Workshop Series Registration

May 8th, 2020: Counseling Pre-Registration Super Tuesday

May 19th, 2020: Promise Pre-Registration workshop

June 1st, 2020: Promise Zoom Info Session

June 30th, 2020: Mesa Regfest

November 6th, 2020: Mission Bay High School pre-registration

January 21st, 2021: CTE & Counselor conversation

April 13th, 2021: Jumpstart Your Success

May 2021: Mesa College Roundabout

June 2nd, 2021: Umoja @ Mesa College

July 14th, 2021: Mesa Regfest

July 27th, 2021: Mesa Virtual Pep Rally

August 4th, 2021: Mesa Financial Aid + Promise

August 10th, 2021: Mesa Reorientation

August 13th, 2021: Promise to Career Conference

August 16th, 2021: Mesa Financial Aid + Promise

2020 - 21: Outreach Virtual Desk

2020 - 21: Mesa Olympia Chat

(REQUIRED) What practices has your area/program implemented since the last program review cycle that you would like to improve/continue? Identify impacts on student success and equity.

- Our Department has implemented various ways to better accommodate students virtually during the pandemic. One, we created a series of digital platforms to assist students virtually. We created “Olympian Chat”, this chat is designed to assist students in the virtual environment. Students were able to pick and choose a date/time through calendly (appointment setting platform), email, or google voice that best worked for their schedule. Students who requested an appointment were paired with an outreach staff via zoom or over the phone. Ambassadors provided students with a variety of different services ranging from Portal navigation, class registration, application support, Financial Aid, Promise, Virtual Tours, and recommendations for support services and programs. We understood the barriers that students experienced. Nonetheless, The outreach team was committed to eliminate any barriers the pandemic posed. Our goal was and is still to continue to provide students and prospective students a smooth and successful transition into Mesa College.
- Olympian Chat (Continued effort)
- Ivy Chat (continuous)
- Outreach Virtual Desk (discontinued, back on campus)
- Virtual Pre-Enrollment Workshops (Available option)
- Promise Info Sessions (Available option)
- Virtual Tour (Available option)
- Google Voice (discontinued, back on campus)
- As we continue to navigate through this pandemic, we will continue to provide our services virtually to students and prospective students if they are unable to physically attend Mesa College. This is very impactful and accommodating for the student(s) due to the fact that students are not required to physically be on campus unless notified. We understand the severity of the pandemic and will continue to provide virtual services as this will be an on-going option for current and prospective students.

(REQUIRED) What practices has your area/program implemented since the last program review cycle that you would like to change/discontinue? Identify impacts on student success and equity.

- Olympian Chat (Continued effort)
- Ivy Chat (continuous)
- Outreach Virtual Desk (discontinued, back on campus)
- Virtual Pre-Enrollment Workshops (Available option)
- Promise Info Sessions
- Virtual Tour (Available option)
- Google Voice (discontinued, back on campus)
- We would love to continue to offer students services virtually. The health and safety of our community is our #1 priority and if students do not feel comfortable being on campus, we can provide those services virtually. This will be an on-going equitable effort to provide these services to students and prospective students if requested. We are hoping to bolster and improve some of our current virtual practices for the new academic year. We hope to continue to offer virtual services as an ongoing effort.

(REQUIRED) What college-wide practices implemented since the last program review cycle have affected your area/program positively or negatively? Identify impacts on student success and equity.

- Our virtual offerings positively impacted the way we serviced our students during the pandemic. For one, we continued to provide students face-to-face service virtually. We provided students with a staff member which they can virtually connect with and have their issues addressed through various avenues such as Olympian Chat, Virtual Desk, info sessions. However, addressing the concerns that our students experienced virtually differ drastically from an in-person setting. Outreach staff were able to physically build rapport with students and have a better understanding of their wants, needs, and educational goals. One of the biggest challenges was referring students to various departments for specific services, every department had their own process on how they serviced students which delayed them getting assistance.
- Olympian Chat
- Outreach Virtual Desk
- Virtual Pre-Enrollment Workshops
- Virtual Pre-Registration Workshops
- Promise Info Sessions
- Virtual Tour
- Google Voice