

# MESA COLLEGE ▪ STUDENT SERVICES MONTHLY REPORT

January – February 2010

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## STUDENT SERVICES EXECUTIVE SUMMARY JANUARY-FEBRUARY, 2010



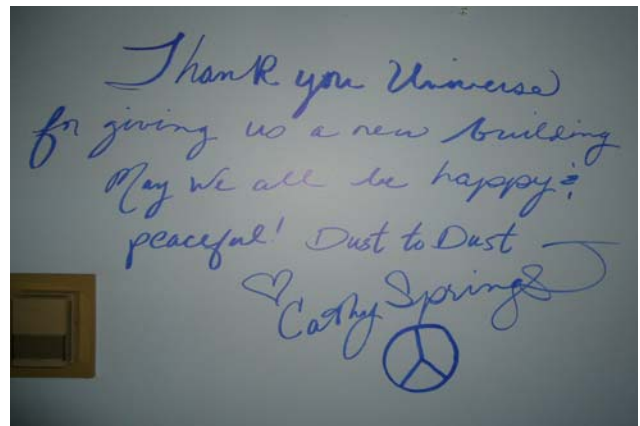
The ancient Egyptians created the first form of written language, known as hieroglyphs. These “words of the gods” were pictures that depicted both everyday life and religious symbols. As a rite of passage, communities throughout time have documented their traditions and cultures with pictures, art and stories which are then passed on to each new generation. It is in these remains that we gain a special glimpse into the past.

On February 23<sup>rd</sup>, the Student Services community at Mesa College documented their history by marking on

deserted

walls and in dismantled spaces, words and pictures that captured their stories of years spent within the Student Services building. The event was the farewell party to I-400 - that wonderful and not-so-well constructed building we both loved and hated.

As you can see from the following pictures, faculty and staff contributed their creative ideas and artwork as a way to say good-bye to one building and to celebrate the creation of another.



Hopefully every now and then, we will pull out the photos captured on February 23<sup>rd</sup> and share these with future employees so that our history and traditions will not be lost. And in doing so, we will think fondly of our time and experiences lived in I-400.

In addition to our *Farewell to I-400* celebration, there were many activities throughout Student Services during the first few weeks of the semester, some unanticipated. On Thursday, January 21, four days before the beginning of the spring semester, Jill Jansen, department chair of DSPS, arrived to work extra early in the morning. Anticipating additional water damage to the department as a result of uninterrupted days of rain, Jill could only imagine the current condition of the offices located in the H-200 building. Opening the door and stepping into the space, Jill encountered the evidence of the storm and was startled when a large gray rat accompanied a flood of water as both rushed out the doorway.

The 2010 flood of Mesa College proved to be a significant challenge – the waters damaged math classrooms, offices, workspace and, of course, the entire DSPS department. At Mesa College, our faculty, staff and administrators demonstrated great courage as they faced the remains of the storm. The DSPS faculty, who are always willing to find positive answers to unanticipated challenges, acted quickly and in less than one day, relocated the department to a new space on campus.

As a result of the flood and the transition of the VPSS office to the A-Building, some of the Student Services departments have a new home:

Vice President of Student Services	A -103
DPSP	I 3-101
EOPS	I 3-202
STAR	I 3-201

We wish to acknowledge and thank Ron Perez for his incredible support and assistance with the moves.

Once again, our Student Affairs department facilitated *Welcome Week*, a two-day event that brought Student Services and Instruction together to welcome students to our college. Critical information and help was provided to support our students as they navigated through the first few days of the semester.

As we welcome a new year, our faculty and staff continue to demonstrate innovation and creativity and continue to be recognized for their good work:

- The Career Center officially launched Job Connect, Mesa’s online student employment system. To date, 450 students and over 150 employers are using the system.
- Suzanne Khambata, Director of Student Health Services, continues her work to build world-class customer service. She will begin three-minute exit interviews with three students per day, at least two days per week. The questions will focus on customer service. The positive results will be shared with the team. The negative results will be compiled and shared anonymously (both for the student and employee).
- Professor Jill Jansen has been appointed to the Appeals Board for the Learning Disabilities Eligibility Model (LDEM) at the State Chancellor’s Office.

- Mesa EOPS was selected as one of ten community colleges statewide for their work with foster youth. The FAST Scholars Program will be receiving an unsolicited grant through the California Community College Foundation Career Ladders Project.
- In the 30<sup>th</sup> Annual Martin Luther King, Jr. Parade, Mesa College won first-place honors in the division of floats. Thanks to Dean Ashanti Hands, the Student Affairs office, Associated Student Government, PSI Beta, Veterans Student Union, Women's Union, faculty, staff, and students for their coordination and enthusiasm.

Finally, we continue to collect data each month and the following demonstrates the effectiveness of all that we do and how we impact the students at Mesa College.

- Student Services departments made 44,623 student contacts in January and February, an increase of 8,210 contacts from last year.
- Financial Aid disbursed \$3,214,775.00 and made 5,120 contacts with students and/or student records.
- Admissions prepared and delivered 1,925 rosters and made 335 contacts with students to determine their residency status.
- The Records office received and processed 978 student transcripts.
- The Assessment and Orientation office made 4,232 contacts with students requiring testing and orientations.
- In January and February 2010, more DSPS applications were received than in any other two-month period historically. This is especially remarkable since last year DSPS applications increased 100% from the prior year.
- 862 Students received health and counseling services through Mesa's Student Health Services office.

Department:	<b>ADMISSIONS, VETERANS AND RECORDS</b>	
Date:	January-February 2010	

**I. Employee Update**

No update

**II. Policies/Procedures**

No update

**III. Innovations/Best Practices/Research**

- Ivonne Alvarez has implemented a new procedure for enrolling Fast Track students at six different high schools. This has been done with the help of the new Fast Track coordinator, counselor Guadalupe Gonzalez.
- Cheri Sawyer has been working with Genevieve Esguerra and Christina Pirtle to streamline the enrollment process for Freshman Year Experience (FYE) students. Students now do not need to see a counselor. They can meet with Genevieve and then meet with Cheri (or Alma Godinez, if Cheri is absent) to be manually enrolled in their classes. The elimination of the counselor step has enabled students to enroll faster and be less confused during the process.

**IV. Departmental Data**

Students Seen - Allied Health/ Residency/International Students	January	February	Totals
Allied Health	29	11	
Allied Health – Special Program Apps Submitted: --	37	59	
Residency	200	135	
International Students	66	35	
<b>Subtotal</b>	<b>332</b>	<b>240</b>	

Paperwork Received & Processed	January	February	Totals	
Late Add Petitions/Schedule Adjust.	210	--		
Worksheets	10	86		
Petition to Certify Units	452	150		
Cross Enrollment Forms Certified	56	27		
Faculty Initiated Challenges	136	23		
Petitions to Challenge	69	30		
Dept. Chair Exceptions	33	9		
Updated Test Scores	--	3		
Petitions for Late Withdrawal	3	19		
<b>Subtotal</b>	<b>969</b>	<b>347</b>		<b>1,316</b>

Applications Received	January	February	Totals
Online Apps	1,860	2,389	
Paper Apps	12	42	
<b>Subtotal</b>	<b>1,872</b>	<b>2,431</b>	<b>4,303</b>

Rosters Requested, Prepared & Delivered	January	February	Totals
<b>Subtotal</b>	<b>1,884</b>	<b>41</b>	<b>1,925</b>

Phone Calls Handled	January	February	Totals
Admissions	4,786	3,648	
Allied Health	431	378	
Allied Health – Voicemail Contacts	107	154	
Residency/International	316	96	
<b>Subtotal</b>	<b>5,640</b>	<b>4,276</b>	<b>9,916</b>

<b>Admissions Total</b>	<b>18,032</b>
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Veterans	January	February	Totals
VA Certifications & Adjustments	959	337	
VA Orientation	70	38	
Posting VA Grades	189	--	
<b>Veterans Total</b>	<b>1,218</b>	<b>375</b>	<b>1,593</b>

Records	January	February	Totals
Grade Changes/Incompletes	308	470	
Student Folders Made	304	80	
Incomplete Letters	--	--	
Transcripts Received and Processed	628	350	
<b>Records Total</b>	<b>1,240</b>	<b>900</b>	<b>2,140</b>

Department:	<b>ASSESSMENT/ORIENTATION</b>
Date:	January-February 2010

### I. Employee Update

- Lou Carver has officially retired as of December 31, 2009. There is currently a vacant Senior Student Services Assistant position in the Testing Office.
- Amanda Zwickl and Adrian Tanjuaquio have been assisting with office coverage in the Testing Office.

### II. Policies/Procedures

No update

### III. Innovations/Best Practices/Research

No update

### IV. Departmental Data

Scheduling/Attendance	January	February	Totals
Attended	515	263	778
Cancelled	52	30	82
No-Show	328	271	599
Total Scheduled	895	264	1,159

SARS Headcount <i>by Reason Code</i>	January	February	Totals
English	292	165	457
Math	345	145	490
ESOL	47	1	48
Online Orientation	140	37	177
First Semester Planning Workshop	140	37	177
DSPS Referral	--	2	2
Total Contacts	964	387	1,351

Test Usage/Computer	January	February	Totals
Reading Comprehension	290	165	455
Sentence Skills	290	165	455
Elementary Algebra	247	81	328
Arithmetic	250	113	363
Companion: Reading Comprehension	26	--	26
Companion: Sentence Skills	26	--	26
MDTP Algebra Readiness	9	--	9
MDTP Intermediate Algebra	18	--	18
CELSA	41	1	42
Total Test Usage (Computer)	1,197	525	1,722

Grand Totals	3,056	1,176	4,232
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Department:	<b>CAREER CENTER</b>
Date:	January-February 2010

### I. Employee Update

- Monica Romero:
  - Career options presentation for CE Workability Class
  - Career resources presentation for Psych 201
  - MLDA participation and program graduation
  - Region X Career Center Directors Committee
- Des Short:
  - Welcome Week Booth
  - Relief for Haiti Program

### II. Policies/Procedures

- Discontinued employer option for mini-job fairs. Decision based on number of requests, types of requests, staffing limitations, facilities limitations, and free speech policies.

### III. Innovations/Best Practices/Research

- Official launch of Job Connect, online student employment system. To date 450 students and over 150 employers are using the system.

### IV. Department Data

Reason Code	Jan	Feb	Totals
Career Advising	4	9	13
Career Exploration	4	6	10
Career Assessment Interpretation	7	15	22
Career Center Orientation	18	2	20
Taking Eureka Assessment	12	16	28
Eureka – Career Exploration	1	--	1
Interviews	1	--	1
Job Searching	32	17	49
Myers Briggs Type Personality Assessment	12	18	30
Resume Review	9	13	22
Classroom Presentations	55	40	95
<b>Total</b>	<b>148</b>	<b>136</b>	<b>284</b>

*Date range: Jan 1- Feb 19.*

Unduplicated Student Count for Career and Transfer Center - January	426*
Unduplicated Student Count for Career and Transfer Center - February	234*
<b>Total Unduplicated Student Count – January - February</b>	<b>660*</b>

*\* Data for the Career and Transfer Center are comingled and unable to be separated within the SARS reporting system. Date range: Jan 1- Feb 19.*

Department:	<b>COUNSELING</b>	
Date:	January-February 2010	

## I. Employee Update

### • Conferences Attended:

Counselor	Dates	Conference
Naomi Grisham	January 14, 2010	San Diego Education Consortium, National University
Guillermo Marrujo	January 20 - 22, 2010	PD Course Training for Puente
Naomi Grisham	January 27, 2010	Regional Admissions Counselors of California
Naomi Grisham	February 10, 2010	SD Education Consortium Mtg.
Naomi Grisham	February 11, 2010	SD Education Consortium Mtg.
Ailene Crakes Chris Kalck Cynthia Rico-Bravo Gabriel Adona Guadalupe Gonzalez Guillermo Marrujo Judy Sundayo Jim Wales Leroy Johnson Laura Mathis Michael Temple Shirley Flor	February 26, 2010	District Counselors' Retreat

- Cathy Bruce will be on sabbatical during Spring 2010 for professional development.
- Virginia Arellano will be working in the counseling office backfilling for Cathy Bruce while she is out on professional leave.
- Student Hourly Workers from the Transfer/Career Center have been assisting General Counseling with drop-in intake.
- Lou Carver has officially retired as of December 31, 2009. There is currently a vacant Senior Student Services Assistant position in the Testing Office.

## II. Policies/Procedures

No update

## III. Innovations/Best Practices/Research

No update

## IV. Departmental Data

Student Contacts	January	February	Totals
Appointments	434	518	952
Drop-ins	2,905	1,110	4,015
<b>Total</b>	<b>3,339</b>	<b>1,628</b>	<b>4,967</b>

Department:	<b>DSPS</b>	
Date:	January-February 2010	

**I. Employee Update**

- Senior Clerical Assistant Janet Harris has announced her retirement effective on 6/30/10. She will be greatly missed.
- Professor Jill Jansen has been appointed to The Appeals Board for the Learning Disabilities Eligibility Model (LDEM) at the State Chancellor's Office

**II. Policies/Procedures**

- DSPS is utilizing new districtwide forms developed to improve efficiency and ease of transition for students with disabilities in the various colleges of SDCCD.

**III. Innovations/Best Practices/Research**

- DSPS has received a report regarding campus access that was completed by an outside company hired by SDCCD. Results of the report and future planning will be discussed in the coming months.

**V. Department Data**

- Number of applications initiated in January and February represent an all-time high for any two month period.

Student Contacts	January	February	Totals
New applications	55	61	116
Scheduled Appointments	85	69	154
Walk-in Appointments	148	133	281
Learning Disability Assessments	6	January's In-progress	6
Exams Proctored	6	106	0
Textbook Conversion to Alternate Media	76	96	112
<b>Total Student Contacts</b>	<b>82</b>	<b>202</b>	<b>284</b>

DSPS 21	January	February	Totals
Enrollment	70	113	183
Contact Hours	255	1,636	1,891

*DSPS 21 is a computer class for students taught in the High Tech Center. The class teaches DSPS students how to use the center, computer programs, and supports students who use the center to study and prepare assignments.*

Department:	<b>EOPS, CARE, AND FAST PROGRAMS</b>
Date:	January-February 2010

### I. Employee Update

- Anthony Reuss: Selected to participate in the Management Leadership Development Academy • Participated in Career Ladder Project webinar • Met with Teresa Rowland, Director of Community College Pathways • Attended District Counselors Retreat
- Karen Geida is on sabbatical spring 2010.
- Myra Gonzales: Hosted San Pasqual Academy visit to Mesa with 15 foster youth, and 3 staff members • Attended College and Career Fair at San Diego County Board of Education for foster youth; 150 students attended. • Submitted Letter of Intent and grant proposal for Community College Pathways for Foster Youth through Foundation for Community Colleges and Career Ladders.
- Nellie Dougherty: Presented at the Life Skills Conference • Attended District Wide Counselor Retreat, Facilitated EOPS Workshops (Healthy Me, Financial Aid) • Conducted new Intake Sessions for FAST & CARE students only • Wrote recommendation letters for Mesa College scholarships.

### II. Policies/Procedures

- Developed a new procedure for maintaining security due to the EOPS/STAR office relocation.

### III. Innovations/Best Practices/Research

- Mesa EOPS was selected as one of ten Community Colleges statewide for our work with foster youth. The FAST Scholars Program (foster youth) will be receiving an unsolicited grant through The California Community College Foundation with Career Ladders Project.

### IV. Departmental Data

EOPS and CARE Admitted	January	February	Totals
EOPS Students	16	--	
FAST Scholars (Foster Youth) Admitted to EOPS	8	--	
CARE Students	6	1	
<b>Total</b>	<b>30</b>	<b>1</b>	<b>31</b>

Appointments/Contacts	January	February	
Intake	242	49	
Counseling	102	131	
Walk-ins	309	203	
Workshops	0	1	
<b>Total</b>	<b>653</b>	<b>384</b>	<b>1,037</b>

Department:	<b>EVALUATIONS</b>
Date:	January-February 2010

### I. Employee Update

- Evaluations participated in Students Services Fair “Associate Degrees Rock.”
- Vang Thao attended Commencement meeting.
- Tien Hoang attended Students Services Arts & Science in Services (ASST) Training.
- Tien Hoang 50% time reassigned to coordinating DSPS test proctoring services.

### II. Policies/Procedures

- Clarified procedures for processing record adjustments with the counseling department.

### III. Innovations/Best Practices/Research

- Evaluating alphabetical volume of petitions to review the division of evaluator workload.
- Revised marketing plan for degrees and commencement campaign to reflect changes in the available display areas on campus. Adjusted timeline due to spring break and grad fest activities.

### IV. Departmental Data

Petition Type	January	February	Totals
Record Adjustment	189	176	345
Transcripts	21	0	21
Graduation Petitions	77	83	158
Online Graduation Petitions	32	15	47
UCSD-TAG GE Certifications	--	--	--
CSU GE Certifications	1	3	4
IGETC-UC Full Certification	9	4	13
IGETC-CSU Full Certifications	--	--	--
IGETC-Partial Certifications	--	--	--
Certificate of Performance	4	1	5
Academic Renewal WITH Course Repetition	6	11	17
Academic Renewal WITHOUT Course Repetition	52	28	80
Major Area Elective	15	9	24
Modification of Major	23	40	63
General Student Petitions	3	4	7
Exception to Course Repetition Policy	4	2	4
Military Transcripts	156	261	409
Dantes/ Clep Scores	4	3	6
AP Scores	16	6	19
Degree & Certificate of Completion Letters	--	--	--
<b>Totals</b>	<b>612</b>	<b>646</b>	<b>1,258</b>

Academic Review Committee Decisions Petition Type	January		February		Totals
	Approved	Denied	Approved	Denied	
	Miscellaneous	--	--	--	
Repeat of a course with more than one substandard grade	--	2	1	4	7
Repeat of a course with a passing grade	--	2	2	4	8
Selected studies	--	--	--	--	--
Totals	--	4	3	8	15

Department:	<b>FINANCIAL AID OFFICE</b>	
Date:	January-February 2010	

**I. Employee Update**

- |                  |   |
|------------------|---|
| Conference       | There was no conference attendance between January and February 2010.   |
| Service Training | Guadalupe Bueno and Julissa Samano continued their participation in the Student Services Service Training (ASST).   |
| SLDA Training    | Pilar Ezeta was accepted and began attendance to the Supervisory Leadership Development Academy.  |
| Outreach         | Jesus Ortiz, provided Financial Aid Outreach (a.k.a. Financial Aid Nights) to four locals high schools seniors. Schools visited are Madison High, Mark Twain High, High Tech High and Patrick Henry High. |

**II. Policies/Procedures**

- Studied the manual procedure required for the monitoring and application of the Year Round Pell for students who may meet the criteria during Spring 10 and/or Summer 10.
- Meet to discuss changes to the Return of Title IV (R2T4) calculations.

**III. Innovations/Best Practices/Research**

- Using format provided by the US Department of Education, worked in coordination with our sister colleges' Financial Aid Offices and adopted the "Employee Code of Conduct" required under the most recent Higher Education Opportunity Act amendment. The document has been posted on the Financial Aid webpage.
- Recommended "cosmetic" changes to some of our weekly / bi-weekly reports that will assist staff with time management.

**VI. Departmental Data**

- Continuing to scan 2009-2010 Financial Aid records
- The total of funds disbursed and fees waived in Spring 2010 \$3,214,775.00

Student Contacts	January	February	Totals
Packaged and awarded aid	897	407	1,304
Evaluated records for new aid applications	444	233	677
Reviewed FAFSAs and supporting documentation when required	1,045	266	1,311
Submitted FAFSAs for corrections	--	--	--
SAM Electronic Corrections to Application Records (ECARS)	50	37	87
Evaluated Faxed Pages	874	209	1,083
Sent and Received faxes from different third party agencies and or students	95	37	132
Satisfactory Academic Progress Appeals	48	56	104
Processed New Direct Loans	125	1	126
Processed Alternative Loans	2	2	4
Processed ACG Grant Eligibility	--	115	115
Verified the Return of Title IV (R2T4) report containing aid eligibility re-determination	--	30	30
"Key Changes" for records with multiple IDs	35	30	65
Evaluated Records Selected for Secondary Review by NSLDS (due to new or additional information affecting eligibility)	36	12	48
Professional Judgment Decisions			
Selective Service Requirement	5	1	6
Income Reductions	3	9	12
Dependency Overrides	6	3	9
Change of Degree Petition	3	3	6
PJ Homeless	1	--	1
Change # in College	--	--	--
<b>Total</b>	<b>3,669</b>	<b>1,451</b>	<b>5,120</b>

Fund	January Disbursement	February Disbursement	Total
Alternative Loan Funds	100,963.00	78,866.00	179,829.00
Americorps Funds	605.00		605.00
ACG Funds	7,500.00	55,616.50	63116.50
Cal-Grant Funds	14,161.00	302,821.00	316982.00
CWS	10,291.00	39,568.00	49859.00
Osher Scholarship	--	7,250.00	7250.00
Pell Grant Funds	202,389.84	3,129,332.90	3,331,722.74
FSEOG	--	87,700.00	87,700.00
Direct Loan Funds	958,098.00	203,787.00	1,161,885.00
PLUS Funds	112,746.00	9,553.00	122,299.00
BOG-A			81,627.00
BOG-B			463,970.00
BOG-C			1,384,994.00
<b>Totals</b>	<b>\$1,070,844.00</b>	<b>\$213,340.00</b>	<b>\$3,214,775.00</b>

Department:	<b>OUTREACH</b>
Date:	January-February 2010

**I. Employee Update**

- Christina Pirtle attended the ASST service training workshops on January 15 and February 19, 2010
- Genevieve Esguerra attended the first module for the District's new Supervisory Leadership Development Academy (SLDA) on January 29, 2010
- Genevieve Esguerra attended SLDA modules on February 11 and February 26, 2010

**II. Policies/Procedures**

- Continue to track the outreach activity requests that we are unable to participate in (due to cost, distance, etc.) and turn those in for District Outreach compilation weekly.
- Developed a borrowing and tracking procedure for the A-frames currently kept by Outreach

**III. Innovations/Best Practices/Research**

- Creation of a folder for GEAR UP high school students inclusive of a workbook insert with information on Mesa College, financial aid, time management, and goal setting. A fillable PDF of a weekly time grid also accompanies the folders to supplement the workbook.

**IV. Department Data**

Event Participants	January	February	Total
Drop for non-payment calls	285	338	623
Tours, Scheduled and Walk-ins	4	28	32
<b>Events</b>			
Mission Bay and Community College and Vocational Fair	100	--	100
Multicultural Fair (MLK Parade)	505	--	505
College Making it Happen – Innovation Middle School	--	200	200
Clairemont Community College Fair	--	6	6
Vietnamese Tet Festival	--	260	260
Student Services Fair	--	72	72
Horizon Application Workshop	--	TBD	TBD
SD County of Education College Fair	--	TBD	TBD
GEAR UP Sweetwater Union HS District College Fair	--	TBD	TBD
<b>Totals</b>	<b>894</b>	<b>904</b>	<b>1,798</b>

Department:	<b>STUDENT AFFAIRS OFFICE</b>
Date:	January-February 2010

**I. Employee Update**

- Ashanti Hands was accepted into the ACCCA Mentor Program.
- Ashanti Hands attended the ACCCA Conference, San Francisco.

**II. Policies/Procedures**

No update

**III. Innovations/Best Practices/Research**

- Coordinated Mesa College's participation in the 30<sup>th</sup> Annual Martin Luther King, Jr. Parade. Mesa College won first-place honors in the division of floats.
- Hosted Spring 2010 Welcome Week Activities
- Hosted Spring 2010 Club Orientation
- Worked with President Cepeda to sign the ARRA Grant Contract for our Mental Health Aide/Advocate Certificate Grant (pending approval by the State Chancellor's Office). Dean Hands provides administrative oversight for the grant.
- Updated the Student Services Referral Form - <http://www.sdmesa.edu/faculty-staff/pdf/student-referral.pdf>
- Made the following forms available online for clubs
  - [ASG Club Funding Guidelines](#)
  - [Checklist for Vending 5000](#)
  - [Club Travel Funds Request Checklist](#)
  - [Club Travel Funds Request Form](#)
  - [Club Travel Funds Request](#)
  - [Major Event Form](#)
  - [Major Event Instructions](#)

**IV. Departmental Data**

Student Conduct	January	February	Total
Fact Finding Meetings	10	1	
Administrative Meetings	1	--	
Hearings	--	--	
Grievances	--	--	
<b>Total</b>	<b>11</b>	<b>1</b>	<b>12</b>

Office Traffic	January	February	Total
Phone Calls	108	193	
Office Visits	580	899	
Fax Services	31	55	
<b>Total</b>	<b>719</b>	<b>1,147</b>	

- **Student Club Activities**

January

Associated Student Government

- Participated in the Martin Luther King Jr. Parade

PSI Beta

- Helped decorated the MLK Float
- Participated in the MLK Parade

Veterans Student Union

- Helped decorated the MLK Float
- Participated in the MLK Parade

Women Union

- Helped decorated the MLK Float
- Participated in the MLK Parade

February

Associated Student Government

- Participated in Club Orientation
- Sponsored the Hip Hop Project (a celebration of Black History Month)
- Voted in 2 new senators through the Spring 2010 In-House Election Process
- Student Services Fair

BSU

- Participated in Club Rush
- Candy Fundraiser

Culinary Club

- Participated in Club Rush

Enviro Club

- Working on expanding the Organic garden
- Gathering bottle caps

Fencing Club

- Hosted a Fencing Exhibition for "Club Rush"

Honors Club

- Participated in Club Rush

Inter Club Council

- Club Orientation
- Club Rush

Intervarsity Christian Fellowship

- Participated in Club Rush

Live Music Club

- Participated in Club Rush

Mesa College Democrats Club

- Participated in Club Rush

Mesa Robotic Organization

- Participated in Club Rush
- Entered the AUUSI competition
- Attended the SDG&E tech fair

Muslim Student Association

- Participated in Club Rush
- Candy Fundraiser
- Volunteering at homeless shelters

Rotaract Club

- Participated in Club Rush

Pre-Med/Pharm Club

- Med-School guest Speaker
- Student Health Fair
- Volunteered at the QUASH, Alzheimer's Association
- Participated in Club Rush

Puente Club

- Culture clash fundraising
- Participated in Club Rush

PTK Club

- Participated in Club Rush
- Working on Angels for Haiti
- Candy Fundraiser

SHPE

- Working on Walk On Water Competition

STAR CLUB

- Participated in Club Rush
- Sold Valentine Candy and gifts

Studio Art Club

- Hosted a Studio Life drawing/painting from model
- Demo of matt cutter

Women Union

- Participated in Club Rush
- We Learn Fundraiser (on going)

**V. Other**

- **NEW PROJECTS/ACTIVITIES/INITIATIVES**

- Working with the Associated Student Government and Dean's of Student Affairs on proposed changes to the ASG Constitution.
- Working with the Associated Student Government to coordinate participation in the annual March in March activities.
- In conjunction with the Dean's of Student Affairs and Vice Chancellor, Student Services updating the Student Disciplinary Manual and making recommended revisions for Policy 3100.

Department:	<b>STUDENT HEALTH SERVICES</b>
Date:	January-February 2010

**I. Employee Update**

- SDSU Public Health student, Tedayshia Garcia, has joined our team. She is assigned to twice weekly “quad tables” for health information, special events planning and grant writing.
- We held 3 SHS retreats in January: Medical/Nursing, Psychological Counseling, and Front Office. We discussed a wide range of topics to enhance our service delivery. We included a session on Nonviolent Communication to promote improved customer service.
- Suzanne Khambata is attending the MLDA make up sessions.
- Joyce La Fleur is attending monthly ASST.
- Our hourly Medical Assistant is unable to return to her position until March 3<sup>rd</sup>.

**II. Policies/Procedures**

- The policy and procedure manual for psychological counseling is being revised during weekly meetings.

**III. Innovations/Best Practices/Research**

- Staff meetings will be held twice a month with “huddles” every Monday morning with core staff/faculty. We strive to increase communication as we move toward electronic medical records.
- We began the phase-one planning process for development of electronic medical records by identifying lead staff and available systems.
- Suzanne will begin 3 minute exit interviews with 3 students per day, at least 2 days per week. The questions will focus on customer service. The positive results will be shared with the team. The negative results will be compiled and shared anonymously (both for the student and employee).
- Together, we are developing a statement about the quality of our student interactions expected of each student services person in our office. We will post this statement and hold ourselves accountable to meet this high standard.

**IV. Departmental Data**

Student Health Services	January	February	Totals
Student Contacts			
Medical Visits	448	326	774
Counseling Visits	17	71	88
Totals	465	397	862

Department:	<b>STUDENT TUTORIAL AND ACADEMIC RESOURCES (STAR)</b>
Date:	January-February 2010

**I. Employee Update**

Salem Berhanu

- Completed TRIO Student Retention Training
- Conducted Financial Literacy workshops

Pierre Romero

- Completed TRIO Student Retention Training
- Conducted Financial Literacy workshops
- Completed Action Planner for developing a FaceBook presence for Mesa STAR TRIO students

Marichu Magaña

- Attended training on Budget Management and the Legislative and Regulatory Requirements for Operation of the Federal TRIO Programs
- Completed the U.S. Dept of Education's Field Reader G5 training
- Attended FACCC Policy Forum
- Attended the Western Association of Educational Opportunity Personnel (WESTOP) annual conference
- WESTOP conference planning committee member
- Attended Educational Opportunity Centers 2010 Grant Pre-Application Workshop

Thuan Le

- Attended the Western Association of Educational Opportunity Personnel annual conference

**II. Policies/Procedures**

- Developing procedures for STAR TRIO grant awards
- Developing procedures for CCAMPIS child care stipend awards

**III. Innovations/Best Practices/Research**

- Developing an open access approach to STAR tutoring in the new location, I3-201

**IV. Departmental Data**

STAR-TRIO Student Contacts	January	February	Totals
STAR Contacts	189	326	515
Lab Contact Hours	139	225	364

Department:	<b>TRANSFER CENTER</b>
Date:	January-February 2010

## I. Employee Update

Naomi Grisham, Transfer Center Coordinator
<ul style="list-style-type: none"> <li>• Meeting with Director of Student Veterans organization</li> <li>• San Diego Educational Consortium Executive Board meeting</li> <li>• San Diego Educational Consortium meeting</li> <li>• Western Association of Colleges Admission Counseling: Present at Share, Learn, and Connect event</li> <li>• Meeting with Syracuse University, Alliant International University, Hawaii Pacific University</li> <li>• District Transfer Center Directors meeting</li> <li>• Attend Regional Admissions Counselor of California (RACC) group meeting</li> <li>• Served as selection committee member for Jack Kent Cooke Scholarship</li> </ul>
Monica Romero, Career Guidance and Transfer Center Supervisor
<ul style="list-style-type: none"> <li>• ASST Program planning and facilitation</li> </ul>

## II. Policies/Procedures

- Honors: For the month of February only, Honors students are to go through the Transfer Center Director for appointments as it is peak UCLA Transfer Alliance Program signing period. Starting in March, the students will be required to go through General Counseling department to schedule appointments.

## III. Innovations/Best Practices/Research

- Worked with Black Studies Department to promote Black History Month by incorporating Black History Month events into our newsletter, explaining majors, and featuring Historically Black Colleges and Universities (HBCU) on Transfer Center computer screen savers/slide show.

## IV. Departmental Data

Description	January	February	Totals
Advising (general)	68	50	118
Application Follow-up	167	5	172
CSU Application	57	1	58
GPA Calculation Assistance	14	2	16
Other Guarantees (non-SDSU or UCSD)	--	1	1
Transcripts	12	5	17
Transfer Advising	23	16	39
Transfer Center CSU Group	--	--	--
Transfer Center SDSU Group	1	1	2
Transfer Center Transfer Planning Group	--	--	--
Transfer Center UC Group	--	1	1

Transfer Center UCSD Group	--	11	11
Transfer Representatives on Campus (student contact)	--	145	145
Transfer Research	15	10	25
UC Application	--	--	--
Using Assist.org	10	2	12
Using College Catalogs	5	6	11
<b>Total</b>	<b>372</b>	<b>256</b>	<b>628</b>

*Table does not include student contact with transfer representatives. Date range: Jan 1- Feb 19.*

Unduplicated Student Count for Career and Transfer Center - January	426*
Unduplicated Student Count for Career and Transfer Center - February	234*
<b>Total Unduplicated Student Count – January - February</b>	<b>660*</b>

*\* Data for the Transfer and Career Centers are comingled and unable to be separated within the SARS reporting system. Date range: Jan 1 – Feb 19.*