

SAN DIEGO MESA COLLEGE

**STUDENT SERVICES
MONTHLY REPORT**

JULY-SEPTEMBER, 2010

WE ARE *Mesa*

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Executive Summary July – September 2010

Historically, the summer months of June through August have been the busiest of times for Student Services. And this year, with the growth in enrollment, a significant number of students depended on our services more than ever to help them register, obtain financial aid, develop an educational plan, etc. Even amid drastic budget cuts and reduction in personnel due to early retirements, our faculty and staff still delivered the highest quality of service and support to our students.

Each month, this report captures many activities and events which take place throughout our departments; however, for the month of September, there was one extraordinary event that celebrated our vision for the future home of Student Services. On the beautiful morning of September 22nd, faculty, staff, students and others, assembled in Parking Lot #1 to participate in the ground breaking ceremony for our new Student Services Center. It was a well-organized and well-attended event. A special thanks is extended to all the individuals who helped plan and organize this ceremony.



It was a great success!

Our monthly report also documents data on activities, innovations, and the number of students served in each department within Student Services. During the months of July, August and September, we served more than 110,000 students and disbursed approximately \$4.9M in aid.

Some of our highlights from our monthly report include the following:

- Admissions served 51,155 students during the July-September period.
- Student contacts in Veterans Office are up 73% from last year. To better serve these students, the new Veterans website is now live.
- The International Student Program now offers fully online and hybrid orientations.
- Myra Gonzalez, FAST Counselor, has developed a student-focused Foster Youth Success Initiative (FYSI) Outreach Education Toolkit.
- Outreach hired and trained ten outstanding Student Ambassadors for 2010-2011.
- The Outreach department partnered with GEAR UP to develop a week-long, career preparatory program for 11th graders called *GEAR UP Summer Career Boot Camp*. Based on student evaluation feedback and enthusiasm, the program will be expanded to two weeks next year.
- Student Health Services provided medical care to 833 students.
- Welcome Week Activities involved 60 volunteers, 7 department/organizations and 123 service/programming hours.
- The Associated Student Government has identified transfer as a top priority. In response, the Transfer Center is working closely with the ASG to support their efforts.

I would like to extend a warm welcome to our new employees: Gail Fedalizo (Senior Student Services Assistant/Veterans), Lisa Vernoy (Intern/Counseling), Johanna Bodinar (Student Services Assistant/DSPS), Cindy James (Staff/DSPS), Charlene Sluder (Intern/DSPS), Lisa Brockman (Intern/DSPS); and E. Parker (Staff/Financial Aid).

Thanks to the Student Services Leadership Team and all the others who contributed to the July-September monthly report.

Department:	ADMISSIONS, VETERANS AND RECORDS
Date:	July-September 2010

I. Employee Update

- New employee, Gail Fedalizo, Senior SSA in Veterans Office
- Congratulations to Ebony Tyree in completion of a Master's degree in English

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- A new website for the Veterans office is now live. Alma Godinez, Ivonne Alvarez, Joi Blake, LaWanda Foster and Steve Manczuk collaborated in this project.
- Students now have the option to pay enrollment fees and request transcripts online using e-Checks by simply selecting the e-Check option as their payment method in Reg-e.
- The Online International Student Orientation (ISO) launched in both hybrid and fully online form, alongside the traditional 3-day orientation this Fall 2010. The online ISO is accessible on the Blackboard Learning System platform through the SDCCD Online Learning Pathways. Those students completing the on-line orientation were able to access their registration appointment on-time while still in their home country.

IV. Departmental Data

Services Provided - Allied Health/Residency/Int'l Students	July	August	September	Total
Allied Health	84	85	39	208
Allied Health – Special Program Apps Submitted: --	12	3	2	17
Residency	762	874	382	2,018
International Students	96	93	104	293
Total	954	1,055	527	2,536

Paperwork Received & Processed	July	August	September	Total
Worksheets	179	83	262	524
Petitions for Schedule Adjustments	11	14	14	39
Petition to Certify Units	150	203	481	834
Faculty Initiated Challenges	25	28	88	141
Petitions to Challenge	40	72	154	266
Dept. Chair Exceptions	23	18	24	65
Petitions for Late Withdrawal	9	8	4	21
Total	437	426	1,027	1,890

Applications Received	July	August	September	Total
Online Apps	3,425	5,941	4,126	13,492
Paper Apps	67	54	11	132
Total	3,492	5,995	4,137	13,624

Rosters Requested, Prepared & Delivered	July	August	September	Total
Total	389	11	1,984	2,384

Phone Calls Handled	July	August	September	Total
Admissions	4,935	4,781	5,767	15,483
Allied Health	592	590	512	1,694
Allied Health – Voicemail Contacts	265	297	270	832
Residency/International	658	330	773	1,761
Total	6,450	5,998	7,322	19,770

Veterans	July	August	September	Total
VA Certifications & Adjustments	719	848	960	2,527
VA Orientation	31	74	40	145
Posting VA Grades	1,127	521	31	1,679
Total	1,877	1,443	1,031	4,351

Records	July	August	September	Total
Grade Changes	122	85	161	368
Incompletes	15	14	60	89
Student Folders Made	579	478	544	1,601
Incomplete Letters	0	280	0	280
Transcripts Received and Processed	1,932	1,387	943	4,262
Total	2,648	2,244	1,708	6,600

Department:	ASSESSMENT/ORIENTATION
Date:	July-September 2010

I. Employee Update

No update

II. Policies/Procedures

- The Testing Office has implemented a new drop-in assessment procedure that should greatly reduce wait times for any continuing/returning/transfer students, or students needing to assess for petitions, financial aid appeals or the VA.

III. Innovations/Best Practices/Research

- Miramar College will be using Mesa College's online orientation as a model for their orientation program.

IV. Departmental Data

Student Contact Report

	July	August	September	July – Sept.
E- Accuplacer	400	530	125	1,055
M-Accuplacer	437	602	138	1,177
Paper English/Math	94	84	1	179
ESOL	14	70	15	99
Orientations	334	279	60	673
Phone Calls	1,429	984	166	2,579
Totals	2,708	2,549	505	5,762

Department:	CAREER CENTER	
Date:	July-September 2010	

I. Employee Update

- Monica Romero: Partnered with the Outreach Department to develop the Summer Gear Up Boot Camp; Met with Kristy Carson to enhance Career GIS information; Provided Career Services training to counselors in EOPS and DSPS; Presented specialized career workshops for PSYC 201 and CISC 151 courses; Hosted the first quarter Region X Career Center Director's meeting.
- Danielle Short: Attended the State-wide Classified Senate Leadership Conference; Attended the District CERT Training; Tabled at the Fall Student Services Fair.

II. Policies/Procedures

- Revised career services for Fall 2010 to address reduction of staffing.
- Implemented new ACD call system to track the volume and duration of calls to the center.

III. Innovations/Best Practices/Research

- Now posting student career assessment information in SARS. This practice will enable counselors to know of the results of career assessments or inquire with students when counseling. This should improve the linkages between the student's career development activities and academic planning.

IV. Department Data

Reason Code	July	August	September	Totals
Career Advising	1	--	4	5
Career Exploration	10	8	26	44
Career Assessment Interpretation	--	--	9	9
Career Center Orientation/Class Presentation	54	--	87	141
Choices - HS	1	--	5	6
Choices - Adult	8	8	11	27
Taking Eureka Assessment	2	12	28	42
Internships	--	1	3	4
Job Searching	3	15	15	33
Myers Briggs Type Personality Assessment	--	--	20	20
Resume Review	--	--	20	20
Totals	79	44	228	351

Unduplicated Student Count*:

July: 216 August: 349 September: 502

* Data is comingled with the Career Center and Evaluation data and is unable to be disaggregated within the SARS reporting system.

Department:	COUNSELING
Date:	July-September 2010

I. Employee Update

- The department has a new counseling intern. Her name is Lisa Vernoy and she will be in the office on Mondays and Wednesdays from 9:00 AM – 1:00 PM.

- Conferences Attended:**

Naomi Grisham
- August 12, San Diego Education Consortium
Naomi Grisham
- September 9, San Diego Education Consortium
Ailene Crakes
- September 10, SDCCD Online: Putting Your Best Course Forward: Online Pedagogy and 3Ideas
Naomi Grisham, Ben Weaver, and Judy Sundayo
- September 13, CSU Virtual Conference
Naomi Grisham
- September 14, UC Conference
Judy Sundayo
- September 17, Workplace and School Place Violence: Prevention and Intervention
Gabriel Adona
- September 24, USC Conference
Naomi Grisham
- September 27, CSU Counselor Conference
Judy Sundayo
- September 30, Crisis Intervention

II. Policies/Procedures

- Funding is no longer available for financial aid counseling effective September 30, 2010. All counselors are now providing student education planning and any other academic, career and general counseling needed by these students.

III. Innovations/Best Practices/Research

- Adrienne Dines completed an online International Student Orientation for her Spring 2010 sabbatical project. Effective Fall 2010, International Students are now able to begin some of the International Student Orientation components online using the district Online Learning Pathways prior to departure for the United States.
- Two additional sections of Personal Growth 120 courses were added for the Fall 2010 schedule and filled in three days!
- Professor Dines will be teaching an online Personal Growth 120 course in the Fall, and Professor Johnson will be teaching online in the Spring

2010. The Counseling Department is pleased to have additional faculty members who have chosen to teach online.

- Miramar College will be using Mesa College's online orientation as a model for their orientation program.

IV. Departmental Data

	July	August	September*	Totals
Appointments	481	659	488	1,628
Drop-ins	2,881	3,129	1,000	7,010
Phone Calls	2,790	2,039	1,146	5,975
Totals	6,152	5,827	2,634	14,613

* Through September 22, 2010

Department:	DSPS	
Date:	July-September 2010	

I. Employee Update

- Through October 2010, Brian Stockert is serving as the Acting Dean of Student Development and Matriculation and Jill Jansen is serving as the Acting DSPS Coordinator.
- Members of the DSPS faculty attended the *Aspergers and Autism* and *Wechsler Adult Intelligence Scales* webinars.
- The following staff have been joined the DSPS team:
 - Johanna Bodnar, Student Service Assistant
 - Cindy James, Hourly Front Office Staff
 - Charlene Sluder, Intern working with Jill Jansen and Dawn Stoll as a counselor/Learning Disabilities Specialist trainee
 - Lisa Brockman, Intern in Adaptive Technology working with Erika Higginbotham in the High Tech Center

II. Policies/Procedures

- The following have been revised or instituted:
 - Revised Service Animal Policy and Procedures
 - Revised Confidentiality and Informed Consent form
 - Instituted a new Authorized Academic Accommodations form to improve communication between DSPS and instructional faculty.

III. Innovations/Best Practices/Research

- We are implementing the CCCCO's Recommended Criteria for LD Interns and the LDESM Training, as well as the Best Practices for CA.

IV. Department Data

- We are currently modifying and updating our DSPS website.
- Our High Tech Center is serving a very high number of students in our DSPS 21 classes, as well as providing alternate media.
- The new ADA revisions of Title II and Title III have been presented to the campus.
- The SDCCD Office of Institutional Research and Planning produced a DSPS Learning Disabled Outcomes Report at the request of Jill Jansen. That report can be found on their website and includes reporting period: 2006-07 to 2008-09.

DSPS Student Contacts	July	August	September	Total
DSPS Scheduled Appointments	107	127	142	373
Drop-In Appointments	200	326	360	886
New applications	50	68	74	192
Learning Disability Assessments	9	8	9	26
Exams Proctored	67	48	120	235
Students served in the High Tech Center (unduplicated)	closed	closed	101	101
Total Student Contacts Identified	433	577	806	1,816

Department:	EOPS, CARE, AND FAST PROGRAMS
Date:	July-September 2010

I. Employee Update

- Pedro Olvera updated workshop topics, locations, and dates for Fall, attended strategy meetings with District EOPS Directors, and was elected to position of Department Chair.
- Karen Geida completed CARE prior year end report, participated in the Student Services Fair, and attended the Groundbreaking Ceremony.
- Nellie Dougherty attended the Student Services Fair, Groundbreaking Ceremony. and Faculty Orientation. She was elected EOPS Representative to Academic Senate.
- Myra Gonzales was accepted as an affiliate with the Homeless Youth Project through the John Burton Foundation, submitted conference proposals for the California Foster Youth Education Summit, participated in a monthly webinar with other community colleges and program managers from the CCP Project, and attended a convening of the CCP in Oakland, foster youth program.
- Jackie Szitta completed the C-CERT training in June and provided C-CERT presentations at the faculty and staff breakfasts.
- Lisa Naungayan attended PERT training conducted by the Mesa College Police, attended a convening of the CCP in Oakland, and was selected for SDCCD/SDLA training.
- Myra Gonzales, Lisa Naungayan, and Anthony Reuss organized the FAST Scholar's Program Year end Celebration. Over 50 students, faculty and staff attended. Special guests were San Diego Charger's player Quentin Jammer and his wife, a Mesa alum.

II. Policies/Procedures

- Reviewed and updated workshop procedures with counselors and staff.
- Reviewed and updated book voucher procedures.

III. Innovations/Best Practices/Research

- Myra Gonzales, CCC Chancellor's Office, and FAST Scholars students, assisted in the development of a user-friendly, student-focused Foster Youth Success Initiative (FYSI) Outreach Education Toolkit.
- FAST Scholar's Summer Institute was attended by 25 former foster youth. Currently, 24 are enrolled in Fall full-time at Mesa.
- Hire-A-Youth Program employed 10 FAST foster youth on campus during summer for 8-weeks in various departments.

IV. Departmental Data

Program	Applications	Admitted
EOPS	832	461
CARE *	55	19
FAST * Foster Youth	55	38
Total (unduplicated)	832	461

*Included in EOPS count

Appointments/Contacts	July	Aug	Sept	Total
Intake Sessions	--	232	114	346
Counseling	142	142	175	459
Walk-ins	180	505	262	947
Workshops	--	--	13	13
Total	322	879	564	1,765

Department:	FINANCIAL AID OFFICE
Date:	July-September 2010

I. Employee Update

All Office Staff
Office staff worked 186.50 overtime hours over the summer to process the increased volume of applicant records.
Skyler Dennon
Participated on the 07/13 th Staff Development Committee Meeting
Gilda Maldonado, Director
Attended the Annual NASFAA Conference held in Colorado on 7/18 th - 7/21 st Provided Ambassador's training on Financial Aid on 08/17/10 Participated at the Financial Aid Region X meeting on 5/21/2010 Participated in the Re-Accreditation Preparation session Gave a classroom presentation on Financial Aid and Scholarships on 09/17/10 Met with Chris Kalck and Andrè Sanz on 09/15/10 to provide guidance for Academic Counselors Training on Financial Aid Satisfactory Academic Progress and the Appeal Process. Participated in the CCCSFAAA Conference Teleconferences on 09/01/10 & 09/27/10
Cathy Springs, Student Services Assistant
Completes writing the office's Program Review Participated in the Re-Accreditation Preparation session
Natosha Susoeff, Student Assistance Technician – Financial Aid
Began her training for duties as a Student Assistance Technician Attended the Annual NASFAA Conference held in Colorado on 7/18 th – 7/21 st Continues training on SAT duties
New Hires
Mr. E. Parker has been hired as a NANCEE employee. He will be dedicated to the document imaging process. A new student worker has also been hired to assist with office clerical duties. Financial Aid will initiate the hiring process for two open positions using BFAP money.

II. Policies/Procedures

- The high volume of applicants and records selected for verification required that to ensure equality of treatment, all records for all procedures were to be processed in the date order in which they were received.
- Procedures for evaluations of Requests for Income Reductions have been modified.

III. Innovations/Best Practices/Research

- Verified procedures used by other region colleges for the processing and disbursement of the 2nd Pell Grant award
- Conducted research on other campuses procedures for Financial Aid SAP appeals
- Continued identification of other state community colleges that are similar to SD Mesa on student headcount, socio-economical status of

the student population and the number of staff in the financial aid office

- Developing marketing plan for 10-11 to increase student participation in the BOG Waiver program and completion of their federal financial aid file
- Students are now notified that due to high volume of applications, students whose initial FAFSA was not submitted by the end of July may have to wait a period of up to 7 weeks before we can review their files.

V. Departmental Data

- Pell Grant Processing
 - Evaluated and manually processed 465 records for Year Round Pell disbursements.
 - Manually processed aid for fee payment and access to Pell Grant funds for the bookstore to 6 AB 540 students.
 - Disbursed \$9,492.00 in 10-11 Pell Grant funds to students enrolled in Summer 10 with no 09-10 FAFSA completed prior to June 30, 2010.
- Assisted by IT, we continue the manual identification, aid eligibility determination, awarding and COD posting of 10-11 funds for Summer 10 students with no 09-10 FAFSA on record.
- Received 51 student complaints regarding timing of aid processing.
- Submitted the Fall 10 Enrollment Report to CSAC and the 09-10 Osher Report.
- Successfully hosted the Fall 10 Student Services Fair.
- Continued scanning financial aid records. To date, we have imaged 4,281 09-10 general records and 2,314 10-11 aid records.

Student Contacts	July 09-10	July 10-11	Aug 09-10	Aug 10-11	Sept 09-10	Sept 10-11	Totals
Packaged and Awarded Aid	11	1,515	15	2,141	2	922	4,606
Evaluated new applications for aid eligibility	88	338	11	923	--	131	1,491
Downloaded FAFSAs during this month	88	4,182	53	2,475	--	550	7,348
Reviewed FAFSAs and supporting documentation when required	26	630	9	677	2	425	1,769
SAM Electronic Corrections to Application Records (ECARS)	--	432	2	724	--	243	1,401
Evaluated Faxed Pages	--	1,965	--	2,275	--	512	4,752
Sent faxes to different third party agencies, students, or parents	--	214	--	46	--	59	319
Satisfactory Academic Progress Appeals	8	30	--	162	--	262	462
Processed New Direct Loans	--	1	--	71	--	308	380
Processed Alternative Loans	2	--	1	--	--	25	28
Verified the Return of Title IV (R2T4) report containing aid eligibility re-	2	--		--	19	--	21

determination for students who withdrew from school							
"Key Changes" for records with multiple IDs	--	65	--	86	--	50	201
Evaluated Records Selected for Secondary Review by NSLDS (due to new or additional information affecting eligibility)	23	261	36	119	--	77	516
Professional Judgment Decisions							
Selective Service Requirement	2	5	--	7	--	3	17
Income Reductions	2	1	--	9	--	22	34
Dependency Overrides	1	15	--	8	--	5	29
Change of Degree Petition	--	5	--	1	--	3	9
PJ Homeless	--	--	--	1	--	1	2
Change # in College	--	--	--	--	--	2	2
Total	253	9,659	127	9,725	23	3,600	23,387

Disbursements	July Disbursement For 09-10	August Disbursement For 09-10	August Disbursement For 10-11	September Disbursement For 09-10	September Disbursement For 10-11	Total 09-10 & 10-11 Disbursements
Pell Grant Funds	760,161.06	42,226.50	9,462.00	7049.72	2,794,260.15	3,606,109.71
Direct Loan Funds	3,484.00	3,484.00	78,145.00	--	328,075.00	413,188.00
ACG Funds	1,237.50	4,849.75	--	4,381.25	2,606.55	13,075.05
PLUS Funds	--	--	1,707.00	--	7,940.00	9,647.00
FSEOG Funds	--	600.00	--	--	101,165.00	101,765.00
Cal-Grant Funds	969.00	1.00	--	--	284,651.00	285,621.00
AmeriCorps Funds	905.07	--	3,006.00	--	1,300.00	5,211.07
CWS Funds	2,064.26	4,455.25	--	--	--	6,519.51
Alternative Loans	7,000.00	1,500.00	18,668.00	--	59,030.00	86,198.00
Osher Scholarship	--	--	--	--	--	--
Bookstore Account				--	\$344,573.01	344,573.01
Total Disbursement	\$775,820.89	\$57,116.50	\$110,988.00	\$11,430.97	\$3,923,600.71	\$4,878,957.07

Department:	OUTREACH
Date:	July-September 2010

I. Employee Update

- Student ambassador interviews for new 2010 assignments conducted from June-July 2010.
- Nicolette Boudreaux, Alyson Elkins, Greg Estep, Briana Gomez, Silvia Gonzalez, Ronnie Landfair Student Ambassador assignments ended June 30, 2010.
- Greg Estep and Briana Gomez were rehired as student ambassadors for Summer 2010.
- Sasha Davila, Bianca Duong, Nabeelah Mohideen, and Ferly Valdovinos were hired as student ambassadors on August 23, 2010
- Marvin Eason and Corrina Levine was hired as student ambassadors on August 26, 2010
- Mia Bell-Pinckney, Ronnie Landfair, and Helen Sosa were hired as student ambassadors on September 1, 2010
- Abraham Roman was hired as a student ambassador on September 9, 2010
- All ambassadors as well as Genevieve Esguerra, Outreach Coordinator, attended a week-long ambassador training held at each of the colleges and ending at USD

II. Policies/Procedures

- Created a contacts database to capture contact info from students interested in Mesa. For Mesa, it will replace the District Outreach InTouch database that has been used in the past as that will be phased out this year.
- Student ambassadors will staff an A Building reception area starting September 2010.

III. Innovations/Best Practices/Research

- Outreach hosted thirty-two 11th grade GEAR UP students from Clairemont and Mission Bay High Schools for the first ever Mesa College and GEAR UP Summer Career Boot Camp. Students participated in a 4-day program inclusive of personality assessments, interest inventory, campus tour focusing on GIS, the Allied Health programs and Culinary Arts, and a Career Day at Sea World with a career mentor sessions and a behind-the-scenes tour of what it takes to run a theme park. Evaluations collected from the students showed that the Boot Camp was well received and we will be hosting a two-week (8 day) Boot Camp next Summer.

- Participated in the planning and implementation of a District-wide, week-long student ambassador training program. For Mesa, the training went for five days – two days at Mesa, one at Miramar, one at City, and culminating on the last day at USD. Each day different student services leads were asked to come and train the ambassadors on their particular student service. This gave the ambassadors a more comprehensive view of the services offered at all the colleges and what we all had in common. The week-long format also gave the ambassadors the opportunity to start their teambuilding early and laid the foundation for a cohesive group and a productive year.

IV. Department Data

Date	Activity	# of Hrs	# of Participants
	JULY		
7/1	GEAR UP Summer Bootcamp	15	32
7/1	Drop for non-payment calls	1	58
7/6	Drop for non-payment calls	0.25	3
7/12	FYE payment calls	2.5	109
7/12	Drop for non-payment calls	0.25	7
7/13	Drop for non-payment calls	11	927
7/14	Drop for non-payment calls	0.25	7
7/14	FYE payment calls	1.5	62
7/15	Drop for non-payment calls	6	519
7/21	Drop for non-payment calls	0.25	3
7/21	Drop for non-payment calls	12	1,011
7/22	Drop for non-payment calls	6.5	536
7/27	Campus Tour	1	2
7/28	Drop for non-payment calls	7.5	687
7/1-7/31	Walk-ins/emails contacts	4.2	124
	July Total	69.2	4,087

Date	Activity	# of Hrs	# of Participants
	AUGUST		
8/2	Campus Tour	1	2
8/4	Drop for non-payment calls	5.5	349
8/6	Campus Tour	1	3
8/6	Campus Tour	1	2
8/6	Drop for non-payment calls	3	225
8/9	Campus Tour	1	18
8/10	Drop for non-payment calls	4.5	274
8/12	Drop for non-payment calls	3	189
8/12	Campus Tour	1	1
8/13	Campus Tour	1	1
8/14	Fiesta del Sol	4	240
8/18	Drop for non-payment calls	3.6	214
8/19	Drop for non-payment calls	4	240
8/23	Drop for non-payment calls	0.3	9
8/25	Drop for non-payment calls	0.3	9
8/31	Drop for non-payment calls	2.9	172
8/31	PG class presentation	0.75	38
8/1-8/31	Walk-ins/email contacts	3.7	112
	August Total	41.55	2098

	SEPTEMBER		
9/1	Drop for non-payment calls	2.2	131
9/3	Campus Tour	1	4
9/8	Drop for non-payment calls	0.25	15
9/9	Drop for non-payment calls	0.25	12
9/13	Drop for non-payment calls	0.25	11
9/15	Drop for non-payment calls	0.25	8
9/16	Sweetwater Union High School District College Fair	3.5	80
9/20	Personal Growth class campus tour	2	19
9/20	Drop for non-payment calls	0.25	5
9/22	Drop for non-payment calls	0.25	4
9/24	Campus Tour	2	8
9/24	Campus Tour	2	3
9/1-9/30	Walk-ins/email contacts	2.9	91
	September Total	17.1	391

	Grand Total	127.85	6,576
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Department:	STUDENT AFFAIRS OFFICE
Date:	July-September 2010

I. Employee Update

- Ashanti Hands –
 - Completed the Campus Emergency Response Team Training
 - Attended ACCCA Regional Retreat and as a part of the ACCCA Mentor Program attended a Board of Governors and ACCCA Board Meeting in Sacramento
 - Was appointed as an ACCCA Campus Representative
- Shahzeb Naqi -
 - Served as Sitting Student Trustee, July 2010 – November 2010 (excluding August)
 - Attended Statewide and District Student Trustee Training

II. Policies/Procedures

- Created new Club Advisor Agreement
- Assisted with identifying new locations for Mesa's Free Speech areas
- Enhanced access by making the following documents fillable files
 - <http://www.sdmesa.edu/campus-life/pdf/AS-Authorization-Expenditure.pdf>
 - <http://www.sdmesa.edu/campus-life/pdf/Club-Agency-Deposit.pdf>

III. Innovations/Best Practices/Research

- Selected as host site for the Summer/Fall Intercept Surveys
- The Mental Health Advocate/Aide Certificate was approved. We welcomed our 3rd and final cohort.

IV. Departmental Data

- Fall 2010 Welcome Week Activities involved 60 volunteers, 7 department/organizations and 123 service/programming hours.
- Club Rush included participation of 20 clubs
- Hosted Student Affairs Departmental Accreditation Meeting
- Coordinated Constitution Day Activities including the Speech and Debate Team, Chancellor Carroll, Congressman Bob Filner and LRC/Bookstore displays
- ASG held a Special Election: 568 students voted, 5 Senators were elected
- Student Affairs and ASG participated in the Student Services Fair and the Student Services Ground Breaking Ceremony
- ICC's Club Orientation had 100 students and advisors in attendance with 40 clubs represented

- Office Contacts

Office Contacts	July	Aug	Sept	Total
Phone Calls	104	262	132	498
Office Visits	45	192	249	486
Fax Services	15	43	26	84
Total	164	497	407	1,068

- Student Conduct

Student Conduct	July	Aug	Sept	Total
Fact Finding Meetings	1	4	5	10
Administrative Meetings	2	--	--	2
Hearings	2	--	--	2
Grievances	--	--	--	-
Total	5	4	5	14

- Student Club Activities

Associated Student Government

- Participated in Welcome Week Activities (served at booth, passed out water and snacks and distributed Fall 2010 Election Packets for Senator and Volunteer positions)
- Fall 2010 Special Election – 5 new Senators were elected
- United Student Council “Meet and Greet” (Co-hosted with City and Miramar ASG’s)
- Participated in the Student Services Fair
- Participated in the Student Services Ground Breaking Ceremony (ASG President presented on behalf of students, coordinated opportunity drawing)
- Hosted Region X Planning Meeting for Day of Action Activities (10/7/10)
- Received 2 Departmental Funding Requests for Fall 2010

Interclub Council

- Volunteered at Welcome Week
- Hosted Club Rush
- Hosted Club Orientation

V. NEW PROJECTS/ACTIVITIES/INITIATIVES

- Met with Soaring Eagles to explore the possibilities of hosting a Native American event at Mesa College.
- Created an MLK Parade Committee to create/design a new parade entry for Mesa College
- Brainstorming ways to create an ASG/Club Student Leadership Transcript and Student Affairs Facebook account
- Coordinating Mesa’s Voter Registration efforts

Department:	STUDENT HEALTH SERVICES
Date:	July-September 2010

I. Employee Update

Nancy Bromma FNP
Kick The Flu Summit
Dr. Calvin Wong
Pri Med Medical Conference

II. Policies/Procedures

- Emergency Care of Anaphylaxis policy and procedure was written and approved. This is a shared effort with Miramar Student Health.
- Tuberculosis policy change at the District in association with City and Miramar Student Health. Kim Myers is sponsoring this change.

III. Innovations/Best Practices/Research

- Developed presentation and discussion about “White Privilege” with Miramar Student Health. Presenter: Sue Shrader-Hanes MFT
- A counseling productivity study was spearheaded and completed.

IV. Departmental Data

- Flu vaccinations given at the first outdoor POD this season: 146
- Summer 2010 retreat focused on teambuilding activities such as trust of fellow coworkers.

Student Health Services Contacts	July	Aug	Sept	Totals
Counseling Appointments	28	51	86	165
Counseling Walk-Ins	--	--	--	--
Medical/Nursing Appointments	84	127	181	392
Medical/Nursing Walk-Ins	85	59	132	276
Total Contacts	169	186	313	833

Department:	STUDENT TUTORIAL AND ACADEMIC RESOURCES (STAR)
Date:	July-September 2010

I. Employee Update

- Marichu Magaña -
 - Attended Asian American Psychological Association National Conference
 - Attended Psychiatric Emergency Response workshop
 - Attended CCERT presentations
 - Attended San Diego/Imperial Valley TRIO Alliance workshop
 - Attended National Educational Opportunity Centers Association Conference
 - Attended Council for Opportunity in Education Conference
 - Participated in CCERT presentations
 - Participated in AIDS Walk
- Thuan Le -
 - Participated in Student Services Fair

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- Conducting research and writing for a new TRIO Student Support Services grant targeting low-income, first generation students with limited English proficiency
- Collaborated with Outreach Office to identify eligible FYE students to receive STAR services
- Collaborated with SDSU's Talent Search program to provide orientation services to their graduating high school students
- Provided counseling services to students at the Child Development Center

IV. Departmental Data

Applications Received	New Students 10-11	Continuing Students 10-11
176	80	99

Appointments/Contacts	July	Aug	Sept	Totals
Lab Usage	82	265	384	731
Counseling	59	110	73	242
Totals	141	375	457	973

Department:	TRANSFER CENTER
Date:	July-September 2010

I. Employee Update

- Naomi Grisham: San Diego Educational Consortium meeting; Outreach to university representatives for Transfer Day; Meeting with Brandman University; Meeting with ASG president; Meeting with SVU president; Community College 2 University (CC2U) meeting; Donations for Transfer Day activities; Tabled the Fall Student Services Fair
- Patricia Roa: Joined the Staff Development Committee as a Classified Senate Representative; tabled the Fall Student Services Fair
- Transfer Team: Planned Transfer Day Activities

II. Policies/Procedures

- Established disclosure language for application reviews
- Implemented new ACD call system to track the volume and duration of calls to the center

III. Innovations/Best Practices/Research

- Met with ASG President Shahzeb Naqi to discuss goals/activities for 10-11 academic year. Shahzi's focus for the Fall semester is transfer, so the Transfer Center will be working closely with ASG to ensure that students' needs are met regarding transfer. The ASG will also be working with the Transfer Center for the Annual Transfer Day to bring out the student population.

IV. Departmental Data

Description	July	Aug.	Sept.	Totals
Application - CSU	--	21	30	51
Application - UC	--	1	9	10
Application Follow-up	1	6	3	10
Application Non UC or CSU	--	2	6	8
Accepted for Transfer	1	--	1	2
Denied for Transfer	1	--	--	1
Using Assist.org	4	7	1	12
Using College Catalogs	4	6	2	12
GPA Calculation Assistance	3	5	3	11
TAG - Other (non UCSD or SDSU)	--	8	10	18
TAG - SDSU	--	11	19	30
TAG - UCSD	1	15	31	47
TAG - Online Review	--	--	62	62
Transcripts	16	5	4	25
Transfer Center CSU Group	--	4	2	6

Transfer Center SDSU Group	--	10	5	15
Transfer Center UC Group	--	3	1	4
Transfer Center UCSD Group	--	8	11	19
Transfer Center Transfer Planning Group	--	3	1	4
Transfer Advising	21	37	37	95
Transfer Research	10	9	12	31
Transfer Representatives on Campus (student contact)	38	9	157	204
Totals	100	170	407	677

Unduplicated Student Count*:

July: 216

August: 349

September: 502

* *Data is comingled with the Career Center and Evaluation data and is unable to be disaggregated within the SARS reporting system.*