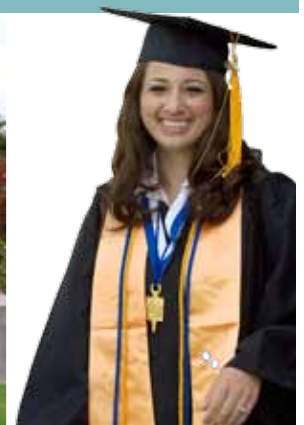


# VISION

San Diego Mesa College  
**Student Services Annual Report**

Barbara Kavalier, Ph.D., Vice President  
2008-2009





VISION

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**VISION**

# SAN DIEGO MESA COLLEGE STUDENT SERVICES

## Vision

### VISION

Mesa Student Services: A 21st century leader in providing services and programs that inspire student engagement and empower students to succeed.

## Mission

### MISSION

*MESA Student Services – the Driving Force!*

Motivating

Excellence in

Student and Employee

Achievement



## Values

### VALUES

Accountability, Adaptability/Innovation,  
Cohesiveness, Excellence, Inclusiveness/Diversity,  
Integrity, Learning/Success, and Respect

**VISION**



## **SAN DIEGO MESA COLLEGE STUDENT SERVICES**

**Dr. Barbara R. Kavalier, Vice President**

Our challenge during the 2008-09 academic year was actually an opportunity to help transform the lives of our students—to engage them in every aspect of their educational journey, to become active participants in their learning. How did we do this?

Recognizing the wealth of talent that exists throughout Student Services, we tapped into the collective knowledge and expertise of our extraordinary faculty and staff. We sought opportunities to remove barriers for students, to use technology and data to bridge gaps in communication and processes. We identified training opportunities needed to advance the skills of our employees and celebrated with great joy the success of our world-class students.

And, we did these things together.

“Doing more with less” is an inevitable reality for many community colleges nationwide, and as we transition into the 2009-10 academic year, we will face some fiscal challenges. However, as we confront these challenges, we will ask some critical questions that will inspire our vision, shape our goals and move us always forward:

1. What if we are able to create support functions which ensure that at-risk students persist at the same rate as all students?
2. What if we had intervention strategies to ensure that every student who is struggling succeeds?
3. What if all students were engaged in the college during their first week on campus?
4. What if all employees were engaged in student learning?
5. What if we placed students first in every decision that we made?
6. And finally, what if all relationships within and between departments were imbued with respect, honesty and kindness - and if we always took the time to say “thank you – you are doing a great job.”

Extraordinary efforts are made every day to help our students achieve their goals. This report provides a summary of some of our accomplishments toward answering these six critical questions.

## Our Departments

Mesa College Student Services delivers programs and services designed to support the success of students from outreach through graduation and the transition to transfer and career.

- Admissions/Records
- Associate Student Government
- Career Center
- Counseling
- Disability Support Programs and Services
- EOPS/CARE
- Evaluations
- Veteran Affairs
- Financial Aid
- Health Services
- International Student Services
- Outreach/Community Relations
- STAR
- Student Affairs
- Transfer Center

## Our Strategic Plan

In 2008-2009, Student Services established its values, vision, mission, and goals which will provide the foundation of our work in 2009-2010.

### *Vision*

Mesa Student Services: A 21st century leader in providing services and programs that inspire student engagement and empower students to succeed.

### *Mission*

*MESA Student Services – the Driving Force!*

**M**otivating  
**E**xcellence in  
**S**tudent and Employee  
**A**chievement

### *Values*

Accountability, Adaptability/Innovation, Cohesiveness, Excellence, Inclusiveness/Diversity, Integrity, Learning/Success, and Respect

### *Goals*

- Foster a culture of evidence that drives informed decision making in student services.
- Develop programs and services that promote access and student engagement for diverse populations.
- Identify and utilize 21st century technology that creates efficient and effective student services delivery systems and professional development opportunities for staff.
- Expand and enhance partnerships and collaboratives with area school districts, community organizations and campus constituents.
- Promote and advance innovative methods of service delivery.
- Explore and implement initiatives that support resource development.

Our goals, while challenged by the budget crisis, will become more imperative and guiding as demands increase for narrowing resources. Fundamental to the achievement of these goals are **Leadership and Employees Development, Effective and Streamlined Policies and Procedures, Innovations and Best Practices, and Evidence-Based Decision Making.**

# VISION

## Leadership and Employee Development

The mission for Student Services is advanced by both formal and informal leaders who exist throughout our various departments. The Leadership Team and the Mesa Student Services Council shape the direction in which we are moving and give meaning to our wonderful journey. Recognizing that employees are our most valuable resource at Mesa College, we would like to identify the new employees we welcomed during the 2008-09 academic year:

- Brian Stockert, Program Activity Manager, DSPS
- Genevieve Cabanilla, Coordinator, Outreach
- Nancy Bromma, Nurse Practitioner, Health Services
- Dawn Stoll, Faculty Counselor Specialist, DSPS

As we evaluated the employee development opportunities within Student Services, we identified a gap between our vision, “to be a 21st century leader in providing services” and the training opportunities available for employees, recognizing the need to develop a comprehensive service training program. During the past eight months, a sub-committee of the Mesa Student Services Council (MSSC) has been meeting to develop such a program. Using a research tool known as Interactive Qualitative Analysis (IQA), the administrators, managers and supervisors within our division met to identify the drivers and outcomes of a successful Service Training Program. This produced a system diagram or flowchart that has provided a blueprint for how to proceed. This is a wonderful and innovative first step in creating a very unique program specifically focused on building a world-class service training program for Student Services at Mesa College.

Our students represent the most valuable population on campus. In a record-high voter turnout of 932 students for their Spring Elections, the ASG is primed for a successful 2009-2010 academic year led by the following student leaders:

President:	Mason Walker
Vice-President:	Tyler Williamson
Treasurer:	Mathew Muhumuza
Senators:	Isaac Alcantar, Amy Clark, Sarah Johnson, Hitomi Kenney, William Kim, Christina Park, Joshua Ray, Leonard Scherban, Elizabeth Wooden

## Effective and Streamlined Policies and Procedures

### *The Student Services One-Stop Shop*

Our departments are continually implementing positive strategies to facilitate more comprehensive, effective, and streamlined services to students. The new Student Services building, made possible by Prop. S funding, will help to bring this vision more fully to life. Slated for completion in 2011, spaces in the building will be open, accessible, and legible to students. It is our vision that students will make the new building their own, and that offices will work together on their behalf in a more fully integrated way. During construction which will begin next year, Student Services will be housed in Mesa’s new Modular Village located on the east side of Student Lot 1. We would be delighted to welcome you; please come and see us in our temporary quarters.

## Innovative and Best Practices

Innovative strategies and best practices were researched, developed and implemented in 2008-2009, including the following:

- *Mesa College Outreach Plan* – Under the competent leadership of Genevieve Cabanilla, Student Services produced its first *Outreach Plan* which includes strategies for connecting with our students, community and business partners.
- EOPS sponsored the department's *First Annual Student Achievement Ceremony*. Sixty-four students with a GPS of 3.5 or higher were recognized for their achievements.
- *Welcome Week* – This fall we launched the College's first comprehensive Welcome Week program for new students. Activities focused on welcoming students, answering questions, providing directions, and distributing critical information to help students persist and succeed during their first year at Mesa.
- *Shadow Notebooks* – The new Shadow Notebooks were a tremendous success with our students. Representing an entrepreneurial partnership with an outside vendor, at no cost to the College we produced and distributed 25,000 notebooks, each including specific information about Mesa programs and services and containing four sections with more than 250 pages for notes.
- In collaboration with Adam Kahn, author of *Self-Help Stuff That Works*, Jim Wales developed the revised book, *Principals for Personal Growth*, reflecting the curriculum and students' needs.
- Health Services produced the highly successful *Death Experience* which drew more than 300 participants. A number of volunteers, including the San Diego Police and Fire Department dedicated time and resources to ensure the success of this event. Students responded by opening up about their current drunk driving patterns and how they can change their lives as a result of their participation in the program.
- During the month of February, the Evaluations Office launched the *Associate Degrees Rock!* campaign designed to encourage students to obtain their degree or certificate from Mesa. Wednesday Rock-it events throughout February and March included a rock climbing wall, the "Wheel of Rock," in which students answered trivia questions about graduation for prizes, and other opportunities to obtain information.
- Mesa's first *Foster Youth Connection Day* drew 65 foster youth and 30 chaperones for the largest turn-out for a first-time college connection event our community partners have seen.
- More than 500 students participated in the *Spring 2009 Student Services Fair* hosted by the Financial Aid Office; the ASG hosted a successful Club Rush; and, Student Affairs completed the application processes for the *Pay it Forward* grant and Mesa's Scholarship program.
- Mesa's categorical programs received an unprecedented 30 commendations by the California Categorical Site Visit Team.
- Our *First Year Experience* program was commended by the Categorical Site Visit Team and was recommended as a national model.
- The Veterans Administration program is researching its vision, mission, values, and goals. Currently no California Community College has a vision or mission statement for Veterans programs.
- The Cultural Advisory Council hosted the "Tolerance Tent," a transformational event designed to profoundly affect students' foundational views of people of cultures and abilities other than their own. 500 students and staff attended.
- The Evaluations Office is working to implement the new TES (Transcript Evaluation System), which will improve productivity, efficiency and consistency

## Culture of Evidence

In an effort to embrace data-informed decision-making and to foster a culture of evidence, the Student Services Leadership Team produces a report each month that includes data related to factors such as students served and activities facilitated. The following provides a summary of data for 2008-9:

- Student Contacts reported in our monthly reports: 354,346
- Financial Aid Distributed: \$9,870,291.59
- EOPS awarded \$205,577 in grant aid to 584 EOPS students this year; \$63,566 in book vouchers were distributed to 473 students
- CARE program awarded \$9,575 in grant aid to 27 students
- STAR Program served 225 students; 69% of whom were either low-income or first-generation
- Admissions Applications Received: 35,848
- DSPS applications rose as much as 100% in some months in 08-09 compared to 07-08.
- The FAST Scholars program received a \$5,440 award from the San Diego County Board of Education
- The Outreach department made more than 4,929 contacts last summer (June-Sept)
- The Veterans office provided benefits to 737 students
- In January and February, CARE disbursed \$3,002 in meal vouchers
- Student Affairs assisted students, faculty and staff in raising \$10,000 to fund Hermes Castro's participation in the Inspire Antarctic Expedition
- Eight students participated in the March in March in Sacramento, meeting with Assembly Representatives and State Senators
- The Club Orientation process registered 35 clubs (25 returning, 10 new) an increase of 6 clubs since fall semester
- During our 16th Annual Scholarship Gala, we awarded \$91,950 in scholarships
- Our 45th Annual Commencement Ceremony celebrated 327 graduates

## Final Thoughts

As we look forward to the new academic year, we look back to again say goodbye to two of our long-term employees who retired last year, Carmen Espinoza, Student Assistant Technician in Financial Aid, and Christine Althaus, DSPS Counseling Faculty. Carmen contributed more than 30 years of excellent service to Mesa College and Christine more than 15 years. Student Services stands on the shoulders of important work of all our dedicated employees, past and present. We shall miss Carmen and Christine greatly.

Jim Goodnight, the CEO of SAS once said: Make your business heroic . . . People come to work not only for a paycheck, but to make a difference.

The 2008-09 *Student Services VISION Report* reflects the heroic work of all our employees. Student Services' commitment to student learning and dedication to student success is carried in the minds and hearts of our faculty and staff. They are heroes in this institution and I am proud to be part of their team.

*Barbara*

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## **DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)**

*Brian Stockert, Program Activity Manager*

The DSPS Department assists students with disabilities to reach their academic, career, and personal goals, and develops effective working partnerships with on-campus, community, and district resources to facilitate student success. In 2008-2009, DSPS made great strides in achieving these goals.

Brian Stockert completed his first year as the DSPS Program Activity Manager, serving as chair of two accreditation standards sections (IIB and IIC) and helping to co-author the successful ARRA (American Road to Recovery Act) grant. This grant has been developed to train veterans to become greatly needed mental health workers. In Spring 2009, DSPS received multiple Categorical Site Visit commendations from the California Community Colleges Chancellor's Office for serving students with disabilities, promoting universal design, creating a culture of evidence, and implementing student learning outcomes. Our class curricula, including DSPS 40 and DSPS 20 which we plan to offer in the spring of 2010, is being updated. Department chair, Jill Jansen, authored an on-line course for individuals becoming Learning Disabilities Specialists in California. Our classified staff including Senior Clerical Assistant Janet Harris and Student Services Assistant Mary Newman, have attended staff development conferences focusing on leadership and team building.

Service animal procedures and an academic adjustment/accommodations procedure have been reviewed and completed. We have also been working with the DSPS departments at the district colleges and Continuing Education to encourage uniform usage of forms. This will promote a more seamless transition for students with disabilities who wish to take courses at different colleges within our district. Our department continues to conduct outreach activities through class presentations and high school visits for students with disabilities. In addition, an Interpreting Services Office forum was held on campus for students who are deaf. We are in the process of updating the Deaf English Placement Test.

During the year we've implemented initiatives and best practices for students with disabilities. These have included the completion of our DSPS Program Review and State Categorical Site Visit, the provision of a supplemental instructor for students with disabilities enrolled in designated basic skills level math classes, and a collaboration with the Tutoring Appointment Center (TAC) to provide specialized tutoring for students with disabilities. We are currently creating an ADA (American with Disabilities Act) transition plan to promote access compliance with the ADA.

In 2008-2009, DSPS accomplished the following:

- 3849 scheduled and walk-in counseling appointments
- 386 requests completed for alternate media made by 146 students
- 1517 test-proctored examinations
- 5397 hours of sign language interpreting provided for Deaf students
- Services to 564 students with disabilities in the Fall 08 semester and more than 558 students in the Spring 09 semester
- Checked out 97 pieces of equipment for accommodations

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## **EOPS AND STAR**

*Anthony Reuss, Interim Director, EOPS/STAR*

### **EOPS**

Change, transition and innovation are the words that best describe the 2008-2009 year for the Mesa College EOPS Program. A turbulent budgetary climate coupled with an ever increasing demand for student services enabled the EOPS faculty and staff to rethink their service methods and devise new and alternative delivery systems. Despite these challenges, Mesa EOPS continued to provide exceptional benefits and services to low-income, first generation and historically underserved students. "Above and beyond" services were provided to a total of 815 students representing a wide array of ethnic and cultural backgrounds (27% Latino, 24% Asian and 20% African-American).

A tremendous number of students accessed EOPS services last year. Students met with counselors during 2,414 appointments and walk-in advising sessions. 1,559 new and continuing EOPS students benefited from orientations, and 1,018 students attended EOPS workshops.

An unprecedented \$205,577 in grant aid was awarded to 584 EOPS students this year, and an additional \$63,566 in book vouchers were distributed to 473 students. These grant aid awards and book vouchers go a long way to soften the financial burden of attending college for our students. In an effort to expedite the awarding and disbursement of grants in the future, EOPS will be implementing automated packaging for the fall 2009 semester.

A record number of students joined the CARE (Cooperative Agencies Resources for Education) Program at Mesa College this year; the program's yearly goal for student participation was exceeded by 15%. CARE provides additional benefits and services to single parent students promoting class attendance and college completion. The CARE Program awarded \$9,575 in grant aid to 27 students last year.

The FAST Scholars (Fostering Academic Success & Transition) for foster youth flourished in 2008-2009. Committed to providing the most comprehensive foster youth college transition program in the region, Mesa's FAST Scholars Program saw its numbers increase from five to thirty-eight students in 2008-2009 alone. A significant milestone was reached this year as three Mesa FAST Scholars transferred to 4-year institutions (UCLA, University of Colorado, and Clark Atlanta University). New partnerships were developed with Casey Family Programs, ACCESS and YES (Youth Empowerment Services) Transition Network strengthening our ties with the foster youth community. Two highlight events worth mentioning were the College Connection Day and the FAST Scholars Summer Institute. The Feb. 27th, 2009 College Connection Day event saw 65 high school foster youth come to Mesa's campus for a full-day welcome and college exposure program. The FAST Scholars Summer Institute, instituted in summer 2008, is a week long summer readiness program designed to equip foster youth with the knowledge and resources for college transition.

2008-2009 provided the EOPS staff and faculty an opportunity to examine the quality of the program and assess its effectiveness. EOPS successfully completed Year One of the Program Review process, and EOPS Program Student Learning Outcomes (SLOs) were submitted for review and implementation. A Categorical Program Site Review took place in the fall 2008 yielding several commendations and a few recommendations. SARS Track was implemented enabling the program to analyze student data and provide services more efficiently. And finally, the EOPS completed a Point-of-Service survey in

conjunction with the campus research office. Students were asked to share their impressions of the EOPS Program and the quality of the services they received. We are happy to report that 94% of the students surveyed either agreed or strongly agreed that the service they received from EOPS is useful, and the same 94% felt satisfied with the services they received.

Several campus collaborative ventures were initiated between the EOPS Department and Instructional and/or Student Services programs. EOPS counselors assisted with BSI outreach efforts to English, math and Personal Growth classes. EOPS counselors and student ambassadors supported the First Year Experience Program at local area feeder high schools. EOPS developed a partnership with Mesa's tutorial services to create a direct referral procedure promoting greater student access. And finally EOPS, the Physical Education Department, and the LRC co-sponsored several students for the Hire-A-Youth summer employment program.

In closing, I am delighted to report that 49 associate degrees and certificates were earned by EOPS students in 2008-2009, and 27 scholarships were awarded to EOPS student totaling nearly \$14,000.

### **Student Tutorial and Academic Resources**

The STAR TRIO Program experienced remarkable growth during the 2008-2009 year. The program served 225 students from diverse cultural backgrounds (27% Latino, 24% African-American, and 24% Asian) and underserved populations. An amazing 69% of the STAR students this year were either low-income or first-generation.

The STAR Tutorial Lab was one of the most popular spots on campus for students in 2008-2009. Students logged over 3,000 contact hours in the STAR Lab. Nearly half of these students sought services on 10 or more occasions throughout the year, and 26% of STAR students accessed lab services between 30-100 times during the year.

In an on-going effort to provide the highest quality of service, the STAR staff conducted an exit survey asking students for their feedback on services provided this past year. Of the 172 respondents, 100% of the students were satisfied with the service they received, 92% felt the tutoring they received helped them improve academically, and 97% indicated more confidence in their academic ability as a result of STAR services.

One of the featured components of the STAR Program is the STAR Student Club. This highly successful student club had 50 members last year. Club members participated in several events and student activities including the annual pumpkin decorating contest, held a Halloween carnival for children at the Child Development Center, built custom recyclable bird houses, participated in the 3-on-3 basketball fundraiser for Hermes Castro, and members attended the SoCal Student Leadership Conference at CSU Northridge.



## SCHOOL OF STUDENT DEVELOPMENT AND MATRICULATION

ADMISSIONS, VETERANS & RECORDS/ ASSESSMENT & ORIENTATION /  
COUNSELING/EVALUATIONS/OUTREACH/TRANSFER & CAREER

*Joi Lin Blake, Dean*

The School of Student Development and Matriculation provides a comprehensive support services and instructional program that focuses on increasing student access, promoting student retention and student achievement. The 2008-2009 academic year has culminated in several major accomplishments for each of the departments. The School has continued its expansion of programs and activities that demonstrate an innovative and creative approach in the delivery of services to Mesa's diverse student population. In addition, we have created new collaborative relationships with both internal and external partners.

As a team, we focus on a theme to guide our planning and initiatives. This year's theme was, Characteristics of a Thriving Team. Throughout the year we discussed the following topics:

- Trust Among Team Members
- Process for Engaging in Unfiltered Conflict
- Commitment to Decisions and Plans of Action
- Process for Team Accountability
- Focus on Achievement of Collective Results

Student Success Day, one of our signature events, was an overwhelming success this year. This campuswide effort, supported by several departments, was a true example of the Mesa Spirit. This year we hosted more than 600 students and their families, a record number for the college.

Successful Categorical Site Visit: In 2008-2009 the matriculation program successfully completed its categorical site visit by the California Community College Chancellor's Office. The program received several commendations. The Outreach and Community Relations Office was commended for the pre-enrollment services. The Counseling Department was commended for their student learning outcomes and the process used to develop the outcomes which will be recommended as a model for California. The African American and Latino Male Summit was cited as a best practice and the First Year Experience (FYE) Program is going to be recommended as a national model.

### *Admissions/Records/Veterans Office*

The Admissions and Records Office has been extremely busy with enrolling and processing students and providing support for faculty members. Below are just a few of the notable highlights for the department:

#### *Admissions and Records*

- An electronic signature page is now accepted for submission of the college application.
- An electronic signature is now accepted for submission of faculty grades.
- During the spring 2009 semester, 24,486 students were enrolled.
- During the fall 2008 semester, 25,349 students were enrolled.

#### *Veteran's Office*

- Priority Registration is available for members of the military and recent veterans.
- New VA Advisory Committee was formed.
- 737 VA students received educational benefits during the year.

### *Special Programs*

- International Student Program (ISP): 46 International students from 34 nations graduated and or transferred after completing their study abroad in the United States at Mesa College. The program has developed an online presence and hosted their second annual Departure Ceremony.
- High School Accelerated College Program (ACP): ACP offered classes at 12 high schools to honor students. 560 students were enrolled in Political Science classes and 277 in Calculus classes.
- Fast Track Programs: The total pre-Fast Track/Fast Track population was enrolled in 253 classes for the fall 2008 semester.

## *Assessment/Orientation Office*

The Assessment/Orientation Office has really stretched this year in their effort to serve an increasing number of new students. The department is currently refining an online orientation for implementation in the fall. This year the department has made 9,402 student contacts including individual, group, on-campus and off-campus sessions. The team has worked closely with the FYE program to offer both paper/pencil and online assessments at the high schools. Truly, they have been busy.

- English Only            2078
- Math Only                2340
- English/Math            2374
- ESOL                      341
- Orientation              2269

## *Career Center*

The Career Center served 2681 students and made 110 contact hours with employment recruiters. A unique innovation that was the "What Can I Do With A Career In....?" pamphlets for student pursuing career/technical programs. The department has expanded its online career assessments and workshops available for students with undeclared majors. A few program highlights include the following.

### *The Career Center -*

- Featured the new "Career Mall" during the Career Opportunities Expo.
- Completed the integration of the electronic MBTI career assessment and report.
- Was awarded two Perkins grants (2008-2009 and 2009-2010).
- Developed a new mission statement and career materials to transform the center's development.
- Facilitated an electronic resources workshop for counselors to demonstrate new resources to use with students.

## *Counseling*

The Counseling Department made over 6,218 student contacts through scheduled and drop-in appointments, telephone calls, and email, and focused on several initiatives in 2008-2009. Faculty and staff have identified Student Learning Outcomes and Service Area Outcomes which again is a model being recommended as a model for the state. The department has also worked with other matriculation offices and developed a strategic online plan for matriculation services. In fall 2009, the counselors will pilot an "Online Counselor Center."

With a focus on creating significant interactive learning experiences for underrepresented populations, The Puente Project and Mesa Academy hosted another successful African American/Latino Male Leadership Summit in March. The coordinators of these two programs presented the summit at the southern UMOJA Conference held in San Diego and the Black, Brown, College Bound Conference in Tampa, Florida. The Mesa Academic and Athletic Program (MAAP) hosted the second annual STAR Awards, honoring our student athletes. In collaboration with Outreach and Community Relations, the department has implemented another successful year of FYE. As part of the Basic Skills effort a team of counselors conducted presentations in basic skills course to inform students of support services available on campus.

## Evaluations Office

The Evaluations Office has been instrumental in implementing several programs and initiatives to improve program efficiency, increase associate degree petitions and student/faculty participation in commencement. The department processed 5687 student petitions (i.e. record adjustments, graduation, GE certifications, military transcripts, etc.) and 161 student petitions for academic review. Other program highlights include:

- The purchase of TES (Transcript Evaluation System), which will improve productivity, efficiency and consistency.
- The development and production of the successful “Associate Degrees Rock!” campaign.
- The testing and implementation of the new Liberal Arts and Sciences degrees.
- The creation of codes and the testing and implementation of the new degree General Education options.
- The creation, testing, and implementation of the online graduation petition.

## Outreach and Community Relations

This year we have been able to develop and implement a formal Outreach and Community Relations Office. The office is staffed by Genevieve Cabanilla, the Outreach Coordinator, Christine Pirtle, the Student Services Assistant, and ten “mighty” Student Ambassadors. The department has done an excellent job establishing Mesa’s presence in our feeder middle schools, high schools, and the community. The coordinator has developed and implemented a five-year strategic plan for the department. Below are a few of the program highlights:

- Outreach made 18,554 contacts in 2008-2009.
- Take Our Daughters and Sons to Work Day Program: Outreach and Community Relations coordinated and hosted a successful day for the children of our employees. Twenty-six students attended, the highest number the program has seen.
- GEAR UP I/II: The department was awarded two GEAR UP grants to support our early outreach efforts to the feeder middle schools. This year we hosted the first GEAR UP Day at Mesa College for 58 sixth and seventh grade GEAR UP students.
- Continuing Education Student Day: Outreach hosted Continuing Education Day and incorporated a student panel as well as a Student Services and Instructional program “fair” during lunch. This has become the model for the District.
- First Year Experience (FYE) Program: In collaboration with the Counseling Department, we have expanded the program to include all of our feeder high schools. The program offered application workshops, assessment, and orientation dates at all of the feeder high schools, as well as two comprehensive June “Catch Up Days” resulting in over 300 students participating in the program for 2009-2010. We will be hosting an FYE “Meet Your Faculty and Staff “ Softball Game and Tailgate in July. Don’t forget to sign up!

## Transfer Center

The Transfer Center had a very busy year working with our transfer students and four-year institutions. The Transfer Center’s response to the fall 2009 admissions challenges was commendable and staff provided support and strong advocacy for students who were denied admission. The department had 2523 direct student contacts and had four-year representative visits that totaled 385 hours. This year we completed the Transfer Awareness Campaign Grant which created transfer materials (including online materials) for all 110 California community colleges, their feeder middle schools, high schools, and parents. Other program accomplishments were:

- Partnered with ASG for student-led transfer workshops.
- Created partnerships and sponsorships with local private four-year universities which have produced equipment (computers) and funds to support student workshops on transfer options.
- Introduced the “I’m Transferring” wall highlights the accomplishment of individual student transfers and provides words of wisdom for future transfer students.
- Held the well attended Successful Transfer day and Transfer Recognition Ceremony.

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## STUDENT AFFAIRS

FINANCIAL AID / STUDENT HEALTH SERVICES / ASSOCIATED STUDENT GOVERNMENT

*Ashanti Hands, Dean*

Student Affairs at Mesa College offers a diversity of programs and services that meet the educational, mental, physical, social, financial, leadership, service and social needs of our students. Our programs include Student Affairs, Student Financial Aid, Student Health Services and the Associated Student Government.

### *Student Affairs*

Student Affairs' 2008-09 academic year resulted in the creation of new traditions, a rise in student engagement, an increase of access to information (and a reduction of paper use) through the promotion of online resources, enhanced policies/procedures and the development of new partnerships.

- Student Affairs coordinated Mesa College's first ever Welcome Week activities in fall and spring. Welcome Week was designed to provide an open, welcoming environment that connects our students to resources, peers, services and instructional opportunities that support their success.
- Student Affairs coordinated Mesa's first ever receipt of 25,000 FREE spiral notebooks with a personalized Mesa College cover, 8 customized color pages of campus resources/information and 4 tabbed sections with over 250 pages of lined writing paper for distribution to our students. These notebooks were distributed during Welcome Week and throughout the first weeks of class.
- Student Affairs launched its first Pay It Forward program for students at Mesa College, designed to give students the opportunity to do something for someone (self, family and friends excluded) with the expectation that the act not be returned rather that it be paid forward - spreading unconditional acts of kindness in San Diego and beyond!
- In the fall, Student Affairs assumed responsibility for coordinating campus efforts for Constitution Day on September 17th. Three separate events were coordinated to meet the federal requirement for observance that recognizes the ratification of the United States Constitution those who have become US Citizens.
- Student Affairs along with the Student Ambassadors and Associated Student Government hosted over 70 classroom presentations and 2 voter registration booths from Sept. 22 – 25th in support of voter registration efforts. We were able to register over 315 Mesa College students.
- With the assistance of Matriculation, four computers were made available in the Student Affairs and Associated Student Government lobby areas. These stations are designed to increase student access to perform college transactions through vehicles such as RegE.
- Student Affairs continued to increase access to resources by creating Mesa's new Student Referral Form. This fillable .pdf is available on line via the Forms section of the Faculty/Staff link on Mesa's homepage (<http://www.sdmesa.edu/faculty-staff/pdf/student-referral.pdf>), launching theonline Mesa Foundation Scholarship application process and sending electronic invitations to our Scholarship Gala.
- In conjunction with Vice Chancellor Neault and the Council of Deans of Student Affairs, Dean Hands assisted with the process of updating *Manual 3200: Procedures and Operating Guidelines for Student Clubs/Organizations* and has implemented changes to *Policy 3100.3: Honest Academic Conduct*. Updates included a change to Section 2.0 Academic Sanction and the addition of Section 3.0 Appeals.

- A new partnership was formed between Mesa Student Affairs and San Diego State University (SDSU) to develop an Alcohol Awareness and Prevention Campaign. Our goal is to create educational programs and opportunities for Mesa students that are living/engaging in activities at SDSU but are not receiving services provided SDSU regarding alcohol awareness and prevention.
- Student Affairs reinstated the Crisis Response Team this year. The committee is responsible for providing leadership in reviewing crisis response procedures, campus-wide training and debriefing on crisis incidents.
- We wrapped up the year by hosting 361 scholarship recipients, donors, students, faculty, staff, administrators, Board of Trustee, District and community members at our 16th Annual Scholarship Gala. 492 applications were submitted and 88 scholarships totaling \$91,950 were awarded.
- Our 45th Annual Commencement Ceremony celebrated 327 graduates.

## Financial Aid

During 2008-09, provisions contained in the HERA and ECASLA Acts went into effect. The systematic reduction of the interest rates for federal student loans was one of the beneficial provisions. In August, the Higher Education Act of 1965 was amended and re-named the Higher Educational Opportunity Act (HEOA). The office staff has been working with students and parents affected by the housing market crisis and its socio-economical aftermath. Additionally, the office has evaluated more requests for aid eligibility based on "income reductions" than any previous year up to 2003, when the office began to keep statistical information on professional judgment decisions.

In early January, the office suffered damage due to several structural catastrophes and for two weeks in February, the staff provided limited service to students from the Admission's Office. Their generosity was highly appreciated by everyone.

In employee related news, on 9/26/08 **Carmen Espinoza** retired after 33 years of service. **Cathy Springs** carries volunteer duties as "Lead Writer" for our Program Review, member of the Mesa College Research Committee, the SLO Committee, the Mesa College Staff Development Sub-Committee, Student Services Staff Development Committee and most recently, Mesa College Representative to the AFT Board. **Skyler Dennon** participates in the Mesa College Staff Development Committee and acts as the Coordinator for the Annual Conference. **Julissa Samano** participates in the Student Services Staff Development Committee. **Maria del Pilar Ezeta** volunteered her participation in the Commencement Ceremony. She is also member of the Student Services Service Training Sub-Committee. **Gilda Maldonado** continues her participation in the Region X Foster Youth group which on 4/17/09 culminated with the Regional X stakeholders convening the Statewide Foster Youth Success Initiative Task Force. The Task Force is currently reviewing the FYSI Manual to incorporate changes required by the HEOA and the Student Services Service Training Sub-Committee. **Laura Cormode** participated in the District's FA meetings related to the "Return of Title IV" while **Natosha Susoeff** participated in the District's FA meetings on the changes to the Academic Competitiveness Grant (ACG) and is a member of the Mesa Facilities Committee. **Jesus Ortiz** participated in 13 out-reach activities throughout the year. In total the staff volunteer 261 hours to participation in outreach and volunteer activities.

Our Outreach efforts were devoted to providing Financial Aid nights to our feeder high schools, the Student Services Fair held on October 2008 and February 2009, the Dollar for Scholars Fund Raising run, Cash For College, and at the San Diego County Fair (a.k.a. Del Mar Fair).

Fiscally, as of the date of this report, the office has disbursed over \$10,944,307.23 in federal student aid, \$763,736.00 in State aid and \$3,065,490 in BOG Waivers. The office also managed \$635,038 in BFAP funds. These funds were distributed or used following the program mandates, the budgeted salaries and benefits for two adjunct counselors for at-risk financial aid recipients and provided financial support to the Outreach Office.

VISION

## Student Health Services

Student Health Services (SHS) is a vibrant team of health professionals who value that we are 21st century leaders in college healthcare. All members of our team contributed to the accomplishment our goals and they are indeed serving with excellence.

We hold ourselves accountable to our student-clients by frequently attending ASG and club meetings, presenting our budget to the ASG, collaborating with students on event planning, responding to requests to be interviewed, teaching in the classroom, performing surveys that drive services, and creating open access by educating near the cafeteria weekly. Our student Peer Educators were responsible for distributing 4,000 informational flyers about our smoke-free campus and individually talking to over 350 students about second-hand smoke and smoking cessation. Our Community Health Nurse provided 8,000 free condoms resulting in the reduction of unplanned pregnancies seen in our office. Based on our survey results, our counselor initiated the Coming Out Group. This group focuses its attention on the student who is exploring their sexual identity and grappling with associated emotional concerns.

Our team is innovative as evidenced by the creation of educational events such as "The Death Experience" (250 students), "Tents of Tolerance" (544 students) and the "Grass Roots Health Fair" (475 students). Our celebration of the work accomplished through the Smoke Free Mesa College directive was a huge educational tool for 450 attendees that kicked off the second year of a student-led initiative.

As a member of our cohesive college, we embrace the openness of our fellow colleagues. Our events garner volunteers from many campus departments both in planning and event presentation. Our faculty counselors designed and implemented several student, faculty and staff trainings: "The Depressed Student in the Classroom", "The Angry Eye" film with inclusiveness/diversity training and "Monkey Dance" film with diversity training.

Excellence at all levels of practice is a value we see in the Continuous Quality Improvement program established within our medical office. We utilize best practices along with research based knowledge and national and regional goals to design and implement excellent in-office services, educational events and classroom teaching opportunities. We held four blood donation events with a total of 166 units of life saving blood collected. Our H1N1 influenza education contributed to the low numbers of students who became ill during the swine flu outbreak in Spring '09. The Purell, "Cover Your Cough" and "Keep your Hands Clean" educational campaigns were major facets of our flu prevention plan and involved five departments for implementation. We provided 80 free flu vaccinations for students in our first outdoor flu clinic.

The Cultural Advisory Council promotes inclusiveness and diversity on our campus. Our "Tents of Tolerance" event hosted 544 students through an action-oriented learning experience and debriefing. The SHS's team acts with integrity and balance to bring forth these sensitive issues and begin to heal our community by encouraging tolerance and understanding.

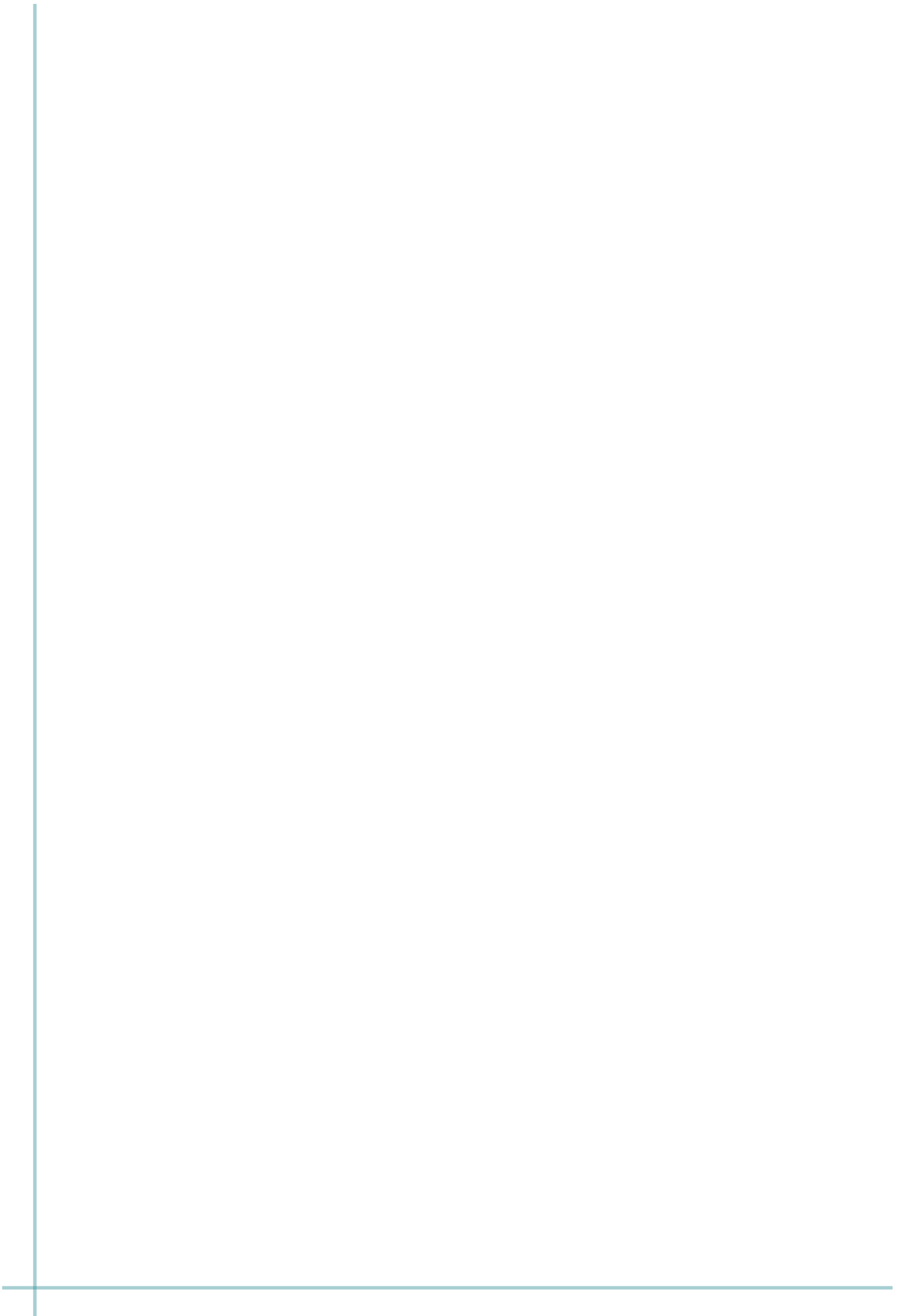
Learning and student success were articulated as outcomes in our office practice (POS study) and on post-tests for all of our events. We also gathered qualitative and quantitative data on the effects of the changes we made to our lobby to enhance the feeling that we respect the various cultures from which our students originate.

The SARS scheduling program came online in SHS in January of 2009. We continue to improve the reliability of the data collected. In 2008-2009, our office served over 12,000 students through in-office medical, nursing and psychological services, and community events. All of our student learning outcomes were met.

## Associated Student Government

This year the Associated Student Government (ASG) and the Inter Club Council (ICC) made great strides in engaging students, advocating on their behalf and promoting student life on campus.

- ASG participated in key campus events such as the Parking Structure Grand Opening, Student Health Services' Health Fair and Tolerance Tents, Take Your Daughters and Son to Work Day, Orientation and Welcome Week activities, and awarded \$12,000 in student scholarships.
- Our students also participated in student protests against proposed budget cuts to California community colleges by traveling to Sacramento for the March in March, meeting with state officials and faxing more than 300 student letters to the state government in support of a Fax Day Protest.
- Students participated in several state and national conferences including the California Community College Student Affairs Association Conference, fall and spring General Assembly meetings, and the National Advocacy Student Leadership Conference.
- In spring, ASG passed a new Club Funding Policy increasing amounts of funds available for club activities and club matching funds.
- Our spring Club Orientation process registered 35 clubs (25 returning, 10 new) an increase of 6 clubs since fall semester.
- The Inter Club Council (ICC ) promoted clubs by starting a new tradition of selecting a "Club of the Week" where clubs are selected to promote their organization by hosting a table on the Mesa Quad and through kiosk presentations.
- The ICC successfully launched its new San Diego Mesa College Club Website <http://www.sdmesaclubs.org/>. Within 3 weeks of its launch, 19 clubs and 300 users joined the site.
- This year, clubs and the ASG hosted over 150 activities for Mesa College students. One of this year's highlights was a culmination of activities led by the ICC that resulted in raising \$10,000 in support of Hermes Castro and his participation in the Inspire Antarctic Expedition. Hermes Castro is an engaging 29 year old Mesa student, sports enthusiast, certified personal trainer and hydro geology major who was left an incomplete t11-t12 paraplegic after being hit by a drunken driver head-on.
- ASG ended the year with a record high voter turnout for Spring Elections. 932 students participated in selecting our leadership for the upcoming year.
- In collaboration with the Bookstore, ASG will launch its Book Loan Program to students in the fall. ASG will purchase 40 ARTF 110 books and will rent them to students at the reduced rate of \$40 (regular cost for a new book \$134.70).





## Office of Student Services

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VISION