

San Diego Mesa College

Student Services



Student Services Plan 2017-2018

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San Diego Mesa College

Student Services

Student Services Plan 2017-2018

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Student Services

Vision

Student's choice for learning and success.

Mission

San Diego Mesa College Student Services provides pathways that inspire, engage, and empower our diverse students to learn and succeed.

Values

Diversity	We value equity and inclusiveness and are strengthened by the cultural mosaic of our community.
Civility	We value authentic respect, communication, and interaction with others, and promote an environment that encourages the responsible exchange of divergent opinions.
Innovation	We value creativity, fresh-thinking, and new ideas that advance our practice and services to students.
Excellence and Continuous Improvement	We value accountability through on-going, meaningful reflection and dialogue about the holistic student experience which informs our planning, growth, and progress.
Access, Learning, & Success	We value and support our students in pursuit of their personal and educational goals; we commit ourselves to support them and ensure that we are good stewards of our resources.
Leadership	We value and support all members of our college community and are committed to fostering a synergistic environment that promotes teamwork, communication, active participation, and professional development.
Integrity	We value honest, clear dialogue and action with our students and college community.

Student Services / Mesa

Student Services Goals

1	Strengthen pathways in Student Services to promote access, learning, success, and engagement for our diverse student population.
2	Systematically use data to inform decision-making in Student Services.
3	Advance innovative methods of service delivery to students, including the use of technology.
4	Enhance the effectiveness of partnerships and collaborations.
5	Promote and support professional development opportunities for faculty and staff.
6	Promote a safe learning environment for students and employees.

Mesa Strategic Directions

1	Deliver, advance, and support an inclusive teaching and learning environment that enables all students to achieve their educational goals.
2	Build and sustain a sense of community that extends across campus and constituencies, nurturing collaboration, learning, growth, and diversity.
3	Build and sustain pathways in support of the comprehensive community college mission.
4	Support innovation in our practices.
5	Support personal growth and professional development of our employees.
6	Serve as stewards of our resources and advance effective practices in support of accountability.

M e s a

Mesa Institutional Learning Outcomes (ILOs)

1	Communication
2	Critical Thinking
3	Information Literacy
4	Professional and Ethical Behavior
5	Global Consciousness

Admissions, Records, and Veterans

Mission

Admissions and Records

The Mesa Admissions and Records Department is focused on and committed to helping our students achieve their educational goals. We foster a supportive environment with services accessible and responsive to the needs and interests of current and prospective students, alumni, lifelong learners, and the people of our local and global community, and we support and facilitate the academic processes of our faculty.

Veterans

San Diego Mesa College's Veterans Program provides its students with superb veteran support services and the encouragement they need to facilitate the transition to college life, while maintaining an environment that espouses respect, high ethical standards and aids student intellectual, personal growth and development and educational success.

International Student Program

The mission of the San Diego Mesa College International Student Program (ISP) is to integrate visiting international students onto campus to foster global awareness within the classroom and throughout the community; to support the study-abroad experience of students from around the world who have selected San Diego Mesa College in their pursuit of international education; and to provide immigration advising, ensure regulatory compliance, and deliver comprehensive services throughout the cultural and educational transition from home to the United States. We work to ensure that these efforts culminate in a successful departure from our college and subsequent success in their later academic and personal endeavors.

Admissions, Records, and Veterans

Goals	Map to	
	SS Goals	Strategic Directions
1 Reinstated two contract senior student services assistant (SSSA) positions, which were lost due to budget cuts. This is necessary to meet the needs of departments and programs that require high levels of service and knowledge. These positions also provide the necessary support to meet the goals of the college.	1-6	1, 2, 4, 5
2 Seek funding for a student services technician (SST) position in the Veterans office in order to provide timely and exceptional customer service to our student veterans in need of educational benefits.	1-6	1, 2, 4, 5
3 Create an International Student Program budget.	1-6	1-6
4 Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services and Dean of Student Development.	1-6	1-6
5 Maintain and enhance services by regularly attending trainings by the Departments of State, Homeland Security and Customs and Border Protection conducted each semester at the regional and national levels.	1-6	1-6

Admissions, Records, and Veterans

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will understand how to resolve application errors in order to submit their college applications online.	1, 2, 3
2	Veterans students will submit appropriate VA paperwork and follow required VA procedures in order to maintain VA benefits	1-4
3	International students will be able to identify immigration requirements imparted at the International Student Orientation through pre- and post-assessments by conducting research and consulting with peers to identify the appropriate actions to maintain immigration status.	1-5
4	International students successfully complete their education abroad objective to include graduation, employment and/or transfer as measured through data compiled from the Departure Workshop at the conclusion of their program.	1-5

Assessment and Testing

Mission

The Assessment & Testing Office provides our community with the resources and diagnostics necessary to successfully integrate into a diverse student body and begin pursuing their educational goals.

	Goals	Map to	
		SS Goals	Strategic Directions
1	Students will be able to access and complete an alternative placement mechanism, based on their academic success in high school, in lieu of a more traditional exam-based assessment.	1, 3, 4	1-4
2	Students will be able to identify at least three college resources available to help them achieve identified goals.	1, 2	1, 2
3	Students will be able to access advancement exam proctoring, in collaboration with Admissions, for at least one subject.	1, 3, 4	1-4
4	Students and members of the surrounding community will be able to arrange and complete long-distance, voucher-based assessment exams on the Accuplacer platform.	1, 3, 4, 6	1-6
5	Students requiring a non-Native English assessment will be able to complete a digital, individualized version of the ESOL assessment exam.	1, 3, 4	1-4

Assessment / Testing

Student Learning Outcomes	Map to Institutional Learning Outcomes
1 Students will be able to identify the most appropriate assessment/placement instrument commensurate to their level of competency from the resources provided.	1, 2, 3
2 Students will be able to identify the appropriate English and math courses in which to begin their college studies.	1, 2, 3
3 Students will be able to identify their subsequent steps and available resources about the college matriculation process using information and assistance provided by the department.	1, 2, 3
4 Students will be able to identify the on-campus tutoring services available for assessment preparation through directed English or math tutoring referrals.	1, 2, 3

A V A N Z A / P e e r N a v i g a t o r / C R U I S E

Mission

Peer Navigator

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

CRUISE

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

A V A N Z A / P e e r N a v i g a t o r / C R U I S E

Goals		Map to	
		SS Goals	Strategic Directions
Peer Navigator Program			
1	Each Peer Navigator will retain more than half of their student caseload for the academic year	1, 3, 6	1 - 6
2	Provide awareness of campus resources to students aimed at academic growth and interests	1, 3, 4	1 - 6
3	Develop stronger communication skills to connect with students	3	4
CRUISE Program			
1	800 new incoming students will participate in the CRUISE program	1, 2, 4, 6	1-6
2	Eight CRUISE participants will be Peer Navigators for the following year	5	1-6
3	Retain 70% of CRUISE participants for the academic year	1 - 6	1-6

Student Learning Outcomes		Map to Institutional Learning Outcomes
Peer Navigator Program		
1	Peer Navigators will develop positive relationships with new students	1-5
2	Peer Navigators will develop meaningful relationships with other Peer Navigators	1-5
3	Peer Navigators will develop leadership and professional career skills	1-5
CRUISE Program		
1	CRUISE participants will demonstrate a strong connection to Mesa	1-5
2	CRUISE participants will get a head start in core areas; Math, English, and Personal Development	1-5
3	CRUISE participants will demonstrate strong academic success	1-5

Career Center

Mission

The San Diego Mesa College Career Center empowers students to define and execute a unique career and life vision.

Vision

The San Diego Mesa College Career Center connects students to the resources, people, organizations and opportunities that will inspire them to make their vision a reality.

	Goals	Map to	
		SS Goals	Strategic Directions
1	Expand student equity and retention through career services by increasing collaboration with faculty and specialized student programs (SSSP, Student Equity, Title V/HIS grant, Strong Workforce, etc.).	1-5	2, 3, 4, 6
2	Advance partnerships with employers and alumni to facilitate career connections and opportunities for our students.	1-5	2, 3, 6
3	Grow the Career Center's capacity to serve the needs of the Mesa student/alumni population and campus community through increased staffing, faculty, tools, physical space and innovative technologies.	1-5	1, 2, 3, 4, 6
4	Improve student preparation for career opportunities and interactions with potential employers.	1-5	1, 3, 4

Career Center

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will develop increased preparation for career interactions and opportunities	1,2,4
2	Students will gain awareness of career services and career events on campus and online.	1,3
3	Students will demonstrate the use of job search resources and career exploration tools to explore individual career options	2,3
4	Students will express understanding of personality type, skills, values, and goals as it relates to their career options	1,2,5

C o u n s e l i n g

Mission

The mission of the Counseling Department is to provide the highest quality of services and assistance to students in order to help them to identify and achieve their educational, career, and personal goals. Students are the college's greatest asset and they deserve a wide range of services. Students also are entitled to the best counseling and support acumen to facilitate their growth and development regardless of race, color, ethnicity, gender, age, sexual orientation, disability, economic status, country of origin, level of achievement, or desired goal. The department provides academic, career, and personal counseling, crisis intervention, and multicultural counseling in an environment that encourages diversity, caring, innovation, and critical thinking. This includes the appropriate instruction and support ventures that will enable students to implement their decisions. The implementation may include, but is not limited to, selection of appropriate instruction, academic planning, financial aid, managing disabilities and other barriers to academic success, making the transition from community college to work or appropriate higher level college or university, as well as an array of programs that encourage persistence, retention, and self-actualization. Outreach to students and community, consultation with the academy on behalf of students, research and review of programs and services, and training and professional development mean that counselors take pride in their commitment and that quality services are provided to students, the college, and the community.

Counseling

	Goals	Map to	
		SS Goals	Strategic Directions
1	<u>Increase the number of students who are fully matriculated at Mesa College.</u> In response to the SSSP, completion of the three core services is tied with funding. The Counseling Department would like to see a 2% increase of the number of fully matriculated students at Mesa College in order to help them meet with student success.	1,2,3,4,6	1,2,3,4,6
2	<u>Increase the number of abbreviated ed plans by 2%</u> Of the students who enrolled at San Diego Mesa College in Fall 2017, the Counseling Department would like to increase the number of abbreviated education plans by 2%.	1,2,3,4,6	1,2,3,4,6
3	<u>Increase the number of orientation services provided by 2%</u> Of the continuing students at San Diego Mesa College for 2017-2018, the Counseling Department would like to see an increase in the number of comprehensive education plans developed by 2%	1,2,3,4,6	1,2,3,4,6
4	<u>Increase the number of orientation services provided by 2%</u> Of the students who applied to San Diego Mesa College in Fall 2017, the Counseling Department would like to increase the number of orientation services provided by 2%.	1,2,3,4,6	1,2,3,4,6

Counseling

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to write personal and educational goals.	1-5
2	Students will be able to relate the effects of healthy behavior on goal accomplishment.	1-5
3	Students will be able to justify career choices based on accumulated information or data.	1-5
4	Students will be able to display enhanced self-respect and positive self-image.	1-5

D S P S

Mission

In partnership with students with disabilities, facilitate student success in education by providing specialized services and advocacy necessary for equal access to higher education.

Goals	Map to	
	SS Goals	Strategic Directions
1 Maintain continuity and quality services in order to meet students' accommodation needs and enhance equity for DSPS students.	1, 3, 4, 5	1-5
2 Promote access and innovation to access technology, alternate media and computer support for academic classes by ensuring continued support and funding of the DSPS High Tech Center.	3, 6	4

Student Learning Outcomes	Map to ILOs
1 Identify and request appropriate academic accommodations in a timely manner through the interactive process with the DSPS Counselor	1-5
2 Apply and adapt individual accommodations	1,2,3,5
3 Communicate and self-advocate with campus faculty, staff, and administrators	1,2,4,5

E O P S & C A R E

Mission

The mission of the San Diego Mesa College EOPS/CARE Programs is to provide a supportive, student-centered environment to low-income, first generation and historically disadvantaged students by promoting access, academic achievement, retention and overall personal success. Our programs are committed to enhancing the students' educational experience by empowering them to define and pursue their academic, career and personal goals.

Goals		Map to	
		SS Goals	Strategic Directions
1	Increase the number of students meeting the three appointment program requirement by 20%.	1, 2	1
2	Review application processing time, timing of orientations and orientation content with the goal of accepting students into the program within the first few weeks of the semester and setting clear expectations regarding program requirements.	1 - 4	1, 4, 6
3	Launch online application and reduce application processing time to three weeks even during peak times.	1 - 3	1, 5, 6
4	Increase the number of former foster youth served in the FAST Scholars Program to 75.	1, 4	1, 3
5	Increase the number of students served in CARE to 25.	1, 4	1,3
5	Increase the number of undocumented/AB540 students served by Borderless Scholars to 75.	1,4	1, 3
6	Develop ongoing training and professional development for all EOPS counseling faculty and for staff.	1 - 6	1 - 6
7	Increase the percentage of progress reports submitted by students by 10%	1, 3	1
8	Reconfigure space to include student spaces for studying and gathering.	1, 6	1 - 2

9	Create a comprehensive training for interns.	4, 5	2, 5
10	Increase follow-up of students who fail to come in for 1 st or 2 nd appointment.	1	1, 3
11	Launch and evaluate the effectiveness of themed group counseling session. Topics to include Financial Literacy, Transfer/Grad Prep, Time Management, Life Skills, and Mindfulness.	2	1, 3

Student Learning Outcomes		Map to Institutional Learning Outcomes	
1	Students will be able to identify requirements necessary to meet EOPS compliance and program expectations.	1, 2, 3	
2	Students will be able to explain the content of their education plan and identify the general education ad major prep courses needed to reach their educational goal.	1-4	

Student Service Program Outcomes		Map to Institutional Learning Outcomes	
1	Increase semester-to-semester program persistence by 10%.	1-6	
2	Increase year-to-year program persistence by 5%.	1-6	

Evaluations

Mission

The San Diego Mesa College Evaluations Office engages with students and the campus community to assist and direct the processes related to the obtainment of degrees and certifications and to the campus commencement ceremony.

Goals	Map to	
	SS Goals	Strategic Directions
1 Improve communication to the campus regarding policies and procedures related to student records, petitions, and graduation/commencement in an effort to promote student success.	3, 4	3, 4, 6
2 Improve graduation and commencement participation rates by collaborating with instructional departments for individualized assistance and revising the commencement information and registration websites to reflect a more useful, inviting and professional message.	1, 3, 4	1, 2, 3, 4
3 Improve the awareness of deadlines for various petitions and processes including graduation and commencement.	3, 4	3, 4

Evaluations

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will perform the necessary steps to register for the commencement ceremony.	2,3
2	75% of users will find the information they need using the Evaluation website (www.sdmesa.edu/evaluations)	3
3	Students will be able to articulate the difference between petition to graduate and registering for the commencement ceremony.	1,2,3

Financial Aid

Mission

Mesa College's Financial Aid Office believes that no individual should deprive himself/herself from fulfilling their educational goal due to financial barriers. It is our mission to provide adequate financial assistance to all eligible students through the coordination and utilization of all resources available to students who meet the program(s) eligibility requirements.

Because of the significance of appropriate funding at the right time, we will strive to simplify, the accurate and timely delivery of student aid by evaluating processes and outcomes not covered under current State and/or Federal regulations that will allow us to remove unnecessary financial barriers for aid applicants.

Goals	Map to	
	SS Goals	Strategic Directions
1 Provide a series of financial aid workshops on topics related to program changes; updates on federal and state regulations; and understanding the appeal process- who can submit an appeal? Changes to BOGW, and the FAFSA and California Dream Act (CADA) applications timeline due to the use of PPY (Prior-Prior Year tax information)	1, 3, 4	2, 3
2 Review, assess, and enhance as appropriate the financial aid appeal process and associated literature.	1, 2, 4	2, 3, 5
3 Update the information available on our webpage and create a section to include basic-aid programs guidance for non-resident students who will be physically attending Mesa College and for students who are or will be physically “out-of-state” regardless of their “residency status”.	1-3	2, 3, 5

Financial Aid

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will learn to analyze, describe and explain how their behavior or external circumstances negatively affected their Satisfactory Academic Progress as defined.	1, 2, 4, 5
2	Student will successfully complete their financial aid file.	1, 2, 4, 5
3	Students will demonstrate basic knowledge of financial aid principles, rules and regulations by completing a brief survey during the Financial Aid Information Fair and pre-post workshops selected.	1-5

Outreach and Community Relations

Mission

We inspire, lead, and educate our diverse community about the vast opportunities and resources available at Mesa College. We empower students to pursue higher education while fostering a successful and rewarding transition to college.

Goals	Map to	
	SS Goals	Strategic Directions
1 Strengthen and enhance partnerships with feeder high schools and Continuing Education to promote effective information dissemination as it relates to our programs, services and matriculation processes.	1, 3, 4	1, 3
2 Promote and cultivate an environment dedicated to the personal, professional, and academic development of students and staff.	5	5
3 Create a Mesa College virtual tour to introduce potential students to the campus, programs and services.	1, 3	1, 4, 6
4 Re-design and update Mesa Outreach website.	1, 3	1, 3, 4
5 Create presence on social media outlets to promote Outreach, Mesa College, and its programs and resources.	1, 3	1, 2, 4, 6
6 Increase the visibility and circle of influence of Outreach at Mesa College.	1, 4, 5	2, 3

Outreach and Community Relations

Student Service Outcomes		Map to Institutional Learning Outcomes
1	Identify the resources available at Mesa and articulate how those resources help students succeed in college.	1, 2
2	Demonstrate increased inclination to attend Mesa/college after high school.	1, 2
3	Student we serve will successfully complete the pre-enrollment steps to become students at Mesa College.	1-3

Student Service Program Outcomes		Map to Institutional Learning Outcomes
1	Student Ambassadors will gain essential skills, traits, and qualities that successful employees should possess.	1-5
2	Student Ambassadors will demonstrate awareness of the ways in which their actions affect their work and their relationships.	1, 2, 4, 5

STAR TRIO

Mission

The mission of the STAR TRIO Program is to provide eligible participants who are low-income first-generation college students and students with disabilities evidencing academic need, opportunities for academic development, assistance with basic college requirements, and motivation toward the successful completion of their postsecondary education.

Goals		Map to	
		SS Goals	Strategic Directions
1	Provide learning and working environment that maximizes student success and personal well-being.	1-6	1- 6
2	Increase the college retention, transfer and graduation rates of eligible students.	1, 2, 4, 6	1, 4, 5, 6

Program Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to develop an education plan with the goal to complete a certificate, associates Degree, and/or transfer to a four-year university.	1-5
2	Students will be able to identify resources and develop strategies to achieve their goals.	1-5

Student Affairs Office

Mission

The Student Affairs mission is to provide programs and services that promote the success of students through leadership development enrich the quality of campus life by advocating for equity and social justice, and support classroom instruction through civic responsibility.

Goals		Map to	
		SS Goals	Strategic Directions
1	Develop Student Leadership Skills	1, 3, 4	1, 2, 5
2	Strengthen social responsibility and civility.	1, 3, 6	2 & 4
3	Create and promote opportunities for student engagement and meaningful interpersonal relationships.	1, 3, 4	2 & 5

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students that participate in the ASG, ICC, and Student Clubs will develop their leadership and interpersonal skills.	1, 2, 4 & 5
2	Students will demonstrate an understanding of their rights and responsibilities as members of our campus community.	1-5
3	Through participation in civility projects, students will be able to demonstrate an understanding of civility and the place it has on campus.	1-5
4	Students that participate in the Scholarship Program will demonstrate development in applying their leadership, organization and interpersonal skills toward a specific goal.	1-4

Student Development Office

Mission

In keeping with the mission of San Diego Mesa College's Student Services division, the School of Student Development provides programs and services for students to gain access to educational opportunities and to succeed in their intellectual, social, physical, moral and cultural development. Our programs deliver comprehensive services/opportunities that will ensure a smooth transition for students from work or secondary education to the community college. The programs within the School are designed to increase students' academic success and completion of their educational goal. We successfully conduct all the administrative support functions necessary to support needs of students, the college, the state, federal, and other external educational entities. Lastly, the School of Student Development offers a wide range of programs to enhance the transition of students from the institution to the world of work or to further education.

Goals		Map to	
		SS Goals	Institutional Strategic Directions
1	Implement high impact practices for improving the operational effectiveness of the office for the School of Student Development	1, 3	3
2	Analyze existing technological structures for their effectiveness and update as needed.	2, 3	4
3	Expand college coordination and collaboration in instruction and student development areas.	4	2

Student Development Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	Office staff and administration will update its processes, implementing best practices across the board in order to increase efficiency and efficacy of operations. Ultimately, increasing students, faculty and staff satisfaction with Office	1-5
2	Continue to explore and implement new technologies that increase student access to services. Complete the implementation of the advising avatar and IntelliResponse.	1-4
3	Increase the frequency of meetings amongst student development programs and instructional programs which will include topics addressing student success and service to students. Increase the number of collaborative activities between student development and instruction.	1-5

Student Health Services

Mission

The mission of Mesa College Student Health is to provide culturally appropriate, quality, accessible healthcare to our diverse student body.

Goals		Map to	
		SS Goals	Strategic Directions
1	Equity for underserved students	1, 2, 4	1, 2, 3, 4, 6
2	Hire a Senior Student Services Assistant and a College Nurse (Nurse Practitioner)	1, 2	1, 2, 3
3	Implement the Suicide Prevention Plan	1, 2, 3, 4, 6	1-4

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	After utilizing the Student Health Services program or service, students will be able to articulate their knowledge about their physical and psychological health and wellness.	1, 2, 4, 5
2	After utilizing the Student Health Services program or service, the student will be able to verbalize information about culturally diverse practices and beliefs and empathic understanding of stereotypes and discrimination in our society from an experiential viewpoint.	2, 4, 5

Student Success and Equity Office

Mission

The mission is to strategically align equity efforts with the mission and goals of the college, to serve the college's goal of institutionalizing equity approaches standards, to lead the college in the development and implementation of practices that address disproportionate impact, to ensure the assessment of the impact of equity funding on closing equity gaps and to ensure the employment of equity funding across a varied spectrum throughout the institution.

	Goals	Map to	
		SS Goals	Strategic Directions
1	Develop a shared vision for the College's student success and equity efforts.	1,2,4	1,3,6
2	Advise in the development and implementation of the Student Success and Support Program (SSSP) Plan, Student Equity Plan, and the Developing Hispanic-Serving Institutions Program - Title V Plan.	3,4	1,2,3,6
3	Use student success and equity data and research to inform College practices.	2	3,4
4	Provide a venue to dialogue and integrate student success and equity efforts campus-wide.	1,4,5	1,2,4,5,6
5	Support the College's professional development efforts related to student access, success, and equity.	5	2,4,5

Student Success and Equity Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	Equity Minded Practitioners Student Success and Equity departments will promote and support activities and practices that support student equity.	1-5
2	Informed Decision Making Student Success and Equity Departments will systematically use data to assess and improve programs and services.	1-5
3	Program Accountability The Department of Student Success and Equity will insure that categorical programs adhere to state and/or federal regulations and meet the needs of Mesa College and our students.	3,4,5

Transfer Center

Mission

The San Diego Mesa College Transfer Center is the focal point of transfer activities and up-to-date information for our diverse college community. We provide resources and support to empower students to become experts of their transfer educational goals and transition to a four year institution.

Goals		Map to	
		SS Goals	Strategic Directions
1	To empower students, faculty, staff and administrators with transfer knowledge to create a stronger transfer culture at Mesa, and therefore increase the number of transfer students.	3-5	6
2	To increase the level of service to meet the demand of transfer students.	2	3
3	Strengthen partnerships and collaborations with the greater transfer community.	1 & 4	2

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	Demonstrate use of transfer tools and resources in transfer decision making including general education sheets, articulation agreements workshops and online resources.	3
2	Knowledge of transfer deadlines	3
3	Articulate the difference between various transfer programs such as ADTs, TAGs and general pathways.	1, 2 & 3
4	Awareness of multiple steps/stages to transfer to a four year university.	2 & 3

V P Student Services Office

Mission

The Vice President of Student Services Office supports the college’s Student Services division in providing equitable pathways that inspire, engage, and empower our diverse students to learn and succeed.

Goals		Map to	
		SS Goals	Strategic Directions
1	Provide administrative leadership for a comprehensive student services division.	1-6	1-6
2	Enhance meaningful institutional effectiveness processes including data dissemination in student services.	1-4	1, 2, 4, 5, 6
3	Improve placement processes to promote student equity and success.	1-3	1, 4, 6
4	Improve integration and assessment of equity initiatives.	1-5	1, 2, 3, 4, 6
5	Collaborate and support student services departments and programs to design, test, and implement innovative technologies that promote student success and equity.	1, 2, 3	1, 2, 4, 5, 6
6	Complete the Student Services evacuation plan.	6	6

V P Student Services Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1a	Collaborating with the Mesa Journeys team and service areas, the Vice President will assess recommendations for streamlining student pathways and establish goals for 2018-2019.	1-5
1b	The Vice President, in partnership with the Professional Learning Coordinator, will establish and implement a Manager/Supervisor Professional Learning Series.	1-5
2	The VPSS Office will collaborate with the Office of Research and Planning to develop a routinized schedule for the dissemination of Student Services data reports used in program review, SLO assessment, and planning.	1-4
3	The VPSS will provide leadership to institutionalize the Placement Assistant and to enlarge its scope so that it may be used to clear competency and placement levels and be extended to additional populations (e.g., international students, those with no HS Diploma)	1-5
4	The VPSS will collaboratively establish an equity check-list/guide/crosswalk that will strengthen current efforts and help ensure that new equity initiatives are complementary, monitored, and assessed in ways that align with our equity vision.	1, 2, 4, 5
5	Student Services personnel will actively measure and assess students' use of current information technologies and evaluate new technologies and innovations that can enhance student access, learning, engagement, and equity.	3
6	Department leads will report that SS personnel in their areas have read the SS Center's evacuation plan and can identify their own and others' responsibilities in the event of a building evacuation.	1, 2, 4, 5