SAN DIEGO MESA COLLEGE
Student Services Annual Report

Points of Pride

Ashanti Hands, Ed.D.
Vice President, Student Services
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Message from Vice President Hands

Mesa College Student Services are designed to provide pathways that inspire, engage and empower our diverse students to learn and succeed. Every month, each of our departments prepares Monthly Updates that tell the story of how they contribute to the Student Services mission and the College’s vision of becoming the leading college of equity and excellence. This report is compilation of the amazing work that took place in 2016-17, highlighting points of pride from throughout the year. Special thanks to our incredible Student Services departments and Leadership Team for their tireless efforts in creating the conditions that matter for our students to succeed.

Student Services Departments:
Admissions
Assessment
Associated Student Government
Career
Counseling
DSPS
EOPS/CARE
Financial Aid
HSI/Title V
Outreach & Community Relations
Peer Navigators/CRUISE
STAR TRIO
Student Affairs
Student Health Services
Student Success & Equity
Transfer
Veterans & Records
Vice President Student Services

Student Services Leadership Team
Ashanti Hands, Vice President, Student Services
Ailene Crakes, Acting Dean, Student Development
Larry Maxey, Dean, Student Success & Equity
Victoria Miller, Dean, Student Affairs
Monica Romero, former Program Activity Manager, Title V Grant

If you would like view our Monthly Updates, please visit - http://www.sdmesa.edu/student-services/student-services-reports.shtml.

Best,

Ashanti Hands
Vice President Student Services
Points of Pride/2016-2017

Proyecto Éxito
Hispanic Serving Institution, Title V Grant

Proyecto Exito is extremely proud of our students! The Peer Navigators and their CRUISE students, the Classroom Tutors and their student tutees have all invested in their educational journey through engagement in our programs. The Proyecto Exito has had a stellar year with many benchmark accomplishments to improve outcomes for our Hispanic and Low-Income students.

Following us on our blog is the best way to stay informed: http://mesaproyectoexito.wordpress.com

Student Engagement

The Summer CRUISE and Peer Navigator program, under the dynamic leadership of Agustin Rivera Jr., has shepherded in over 500 new students this past year. The thirteen Peer Navigators guided and mentored new students by demonstrating their leadership, attention to detail, resiliency, and team work. They supported each other every step of the way and set a solid foundation for their students and themselves. The program has grown to encompass a deeper level of development for the navigators and service to students. From movie nights that discussed issues of social justice, to an art wall for students to share their creativity and culture, activities that go beyond mentoring continue to keep our students supported and engaged. The future of the program is bright!

The establishment of the AVANZA Engagement Center (though remodeling is yet to come) is a huge step for the campus and the culture of student engagement. The workgroup is commended for its insights, inputs, and dialogue to create this unique space.

Academic Support

The Classroom Tutoring program has been taken to the next level through the coordination of Dr. Mariam Kushkaki. Tutors are involved at a new level with their students, addressing non-cognitive issues in their tutoring sessions. The tutor’s involvement in the professional learning opportunities
provided by M2TC have not only strengthened their skills, but also helped to grow the team and the program.

The program has also expanded the disciplines involved in Classroom Tutoring, to address courses with higher D/F/W rates for students of color. The recruiting of tutors has also expanded its intentional outreach to populations that are disproportionately impacted on the campus. The improvement in feedback, observations, mentoring, faculty engagement, scheduling outreach and data collection are also growing the program towards its institutionalization.

Course Redesign

All faculty working on course redesign are making strides to rethink how we approach teaching in the classroom and curriculum development. Below are just some examples of their innovation.

**Math** – Juan Bernal and Kelly Spoon have taken their Statistics courses and flipped them. They have developed videos for students to watch outside of class, which has provided more opportunities for discussion and hands-on work in class. It has also enabled them to successfully engage with all the curriculum for this class, which is normally difficult due to the volume of material that required to be covered. They have also developed **Mathletics** – a Summer 4-day program aimed primarily at serving disproportionately impacted students who earned a "C" in Math 46 or 96. Mathletics provides not only math skill building support, but also workshops and tools to help students reduce math anxiety and build math confidence.

**ESOL** – Tracey Walker and Jaime Lenke have been working on how to improve the assessment process for ESOL students, facilitating student focus groups, and part of the district-wide team re-designing ESOL courses and pathways. This is a lot of heavy lifting and we look forward to the outcomes in the next year.

**Personal Growth** – Laura Mathis has piloted the Personal Growth 110 she developed and that data was utilized to realign some of the curriculum. This summer, PG 110 will be offered for new students!

**English** – Jill Moreno-Ikari, has lead a team to explore Service Learning Opportunities for students to then gather and present this information online for easy student access. She is also developing a module for faculty to implement a service learning component in their classes.

Professional Learning

The **LOFT** is going strong with its first full year, and now at full staffing. In one year the LOFT team has come together with:

- Dr. Janue Johnson - Professional Learning Coordinator
- Katie Palacios - Instructional Designer
- Eva Parrill – Senior Clerical Assistant, and
- Todd Williamson – Instructional Lab Technician
This amazing team is taking Professional Learning to new heights. They facilitated or supported volumes learning opportunities: Learning 2, HUDDLE, Teaching Men of Color, Mesa Reads Bookclub (facilitated by Helen Greenbergs), Flex coordination, Classi-Con (lead by our wonderful Classified Employees Learning Committee), Conference and Travel requests including NCORE, and so many meetings and trainings each and every week.

Denise Rogers has done a great job of providing leadership as the co-chair of the Campus Employee Learning Committee as well as guiding last year’s Course Redesign Institute cohort and developing this year’s CRI, with Maria-Jose Zeledon-Perez, facilitating the HSI Speakers series in the fall, and developing follow up opportunities for employees who completed the Teaching Men of Color certificate.

The Campus Employee Learning Committee is putting its finishing touches on the funding request process and will be embarking on sub-committee work in the new year.

**Becoming Hispanic Serving Institution**

The grant has also been part of an effort to transform the campus from a Hispanic Enrolling to a Hispanic Serving Institution. Several main events and activities have contributed towards making this change.

First was the awarding of the HSI Title III STEM grant, STEM Conexiones, that is set to further support our Hispanic and Low-Income students in STEM courses and STEM fields; moreover, having a second HSI grant will further leverage resources (people and funding) towards the work of campus transformation.

Second was the team of faculty, staff, and students that attended the Alliance for Hispanic Serving Institution Educators Conference. We learned the best practices from around the nation and also presented our practices to others. Through this, we are building not only our network of HSIs, but also supporting each other.

Third, Mesa led the Region to bring together all the HSI grant coordinators to meet and form bonds to collectively improve outcomes our students in the Region.

Lastly, is the establishment of the Latinx Alliance, borne from conversations regarding equity and support for Latinx students a group of Latinx faculty, staff, students, administrators and allies have come together to form the alliance. As an employee resource group we have been able to meet with the President and provide perspectives and action items to move the campus culture forward. One programing piece we are particularly proud of is Campus Conexiones. This speaker series provides students an opportunity to connect with the Latinx community at Mesa College. Through sharing our stories, students are building the connections with faculty and staff that have similar journeys. Building this network is an important piece of being a college of equity and excellence.
Points of Pride/2016-2017

Student Affairs

The division of Student Affairs offers many programs and services that support the success of the student both in and out of the classroom. We empower students and provide guidance that meet the educational, mental, physical, financial, leadership, service and mental well-being of our students. In Fall of 2016, Victoria Kerba Miller joined the Student Services team as Dean of Student Affairs. Through the collaboration of the six departments within the division of Student Affairs including Assessment and Testing, Associated Student Government, Financial Aid, Outreach/Community Relations, Student Affairs, and Student Health Services, we have had a year filled with innovation, growth, engagement and enthusiasm!

Assessment & Testing

The most exciting and innovative change that has impacted our entire campus community, especially new students, has been the launch of the new Placement Assistant. This new Multiple Measures Assessment Project (MMAP) tool evolved over the course of the spring 2017 semester, with an initial pilot rolling out of the Placement Assistant at two local high schools, Madison and Kearny, with 119 placements generated. As designed, the Assistant helps to determine course placement using multiple measures rooted in prior academic experience, including high school GPA, number of courses completed, and individual grades earned. The Placement Assistant was implemented on Monday, July 17, and became the first option available to students requesting to clear the assessment component. This new change has received remarkable feedback from students, faculty and staff alike. We are confident that the new Placement Assistant will affect thousands of students every year and will support student success, equity and basic skills efforts by closing gaps in our placement process and honoring the capacity of our students to perform at college level.

In addition to the great implementation of the Placement Assistant, the Assessment Office partnered up with the Mesa Tutoring Computing Center (MT2C) to provide students support for those that are taking the Accuplacer assessment, which was our original placement testing tool. Interested students now have the option of receiving one hour of tutoring in Math, English, or both, to prepare for the Accuplacer assessment. This additional support has already helped several students be better prepared for the test and, in turn, helped them achieve higher placement levels.

Associated Student Government

The Mesa College Associated Student Government (ASG) organized and created multiple events to create community, belonging, and spirit to campus. ASG kicked off the academic year with the very well attended ASG Legislative Leadership Retreat; at which over 50 students were present. Workshops focused on cultural-competency, advocacy training, civic responsibility, team building and much more. During Homecoming Spirit Week, ASG hosted the very spirited Tailgate Party which included free carnival games, food, fun and a festive atmosphere with over 200 participants in attendance.
In addition, ASG collaborated with faculty to host the airing of the Presidential Debate, which included informational booths of the propositions, an interactive game which sparked up conversation followed by a group dialogue. Over 300 students participated! ASG concluded the Fall Semester with a Thanksgiving Meal for all students that were in need of a home-cooked meal. Over 220 students participated as staff; faculty and administrators served our students. ASG continued Spring Semester with their mission to enhance campus community by hosting the Carnival at the Commons where students enjoyed free food, gained information about student clubs while playing free carnival games. The Stand was also present at the event to collect donations and teach students about their important services. Overall, this event reached over 300 students! ASG continued with their leadership development and hosted a mid-year Leadership Mixer & Retreat at which student leaders collaborated and discussed their personality strengths to enhance campus community. In the middle of the semester ASG coordinated a Cigarette Campus Clean Up day. All students were invited to beautify our campus and clean up those cigarette butts. The team that picked up the most litter won an exciting prize! ASG closed out the year with the Faculty & Staff Appreciation Cart, which delivered over 400 cups of coffee and pastries with a warm THANK YOU to our campus Staff and Faculty.

Financial Aid Office

The Financial Aid office has continued to practice our philosophy of ensuring that no student is denied a college education due to lack of funds. In this last year we have proudly supported more than 14,000 students, providing over 34 million dollars in student aid. Our team has worked day in and out to make sure every application has been closely reviewed in an effort to lift the financial burden many students experience. In an effort to provide awareness of our ongoing services we hosted the Financial Aid Fair during both the Fall and Spring Semesters. This year we offered an evening program as well, reaching out to students that may have not been able to receive the helpful information during the earlier program. We successfully reached out to over 800 students, providing campus information, resources, and financial aid guidance. In addition, we hosted the Cash in to Community College, an engaging resource fair and workshops for high school students to get a head start and gain information on financial aid and campus resources. This year we had over 350 participants!

At glance during the 2016-2017 academic year the Financial Aid Office:

- Offered $80,192,565 to 28,325 students applying for aid.
- Provided $35,180,410 in aid to 14,552 Mesa students
- 815 students participated at the Fall and Spring Financial Aid Information Fair, where the information collected has been used to tailor office processes and information dissemination.
- 175 students participated in the Financial Aid SAP Appeal’s workshops.
- 78 students were employed under the Federal Work Study Program.
- Financial Aid served as an Experimental Site for the US Department of Education, 9 students applied for the unsubsidized loan. These were students who have completed more than 24 units but do not meet the requirement that the 24 units must be core degree applicable
**Outreach Office & Community Relations**

This year the Outreach and Community Relations Office continued to impact our community by reaching out to our current and potential students in addition to community members by providing support, resources and continued guidance. In fall 2016, we welcomed Vanndaro Chhum as the Senior Student Services Assistant in the Outreach Office, along with a total of eight Student Outreach Ambassadors. Through our workshops, programs, events and one-on-one campus tours we have educated our community on college options, academic/career–technical programs and student support services, while promoting higher education and fostering an exciting and engaging transition to Mesa College.

This year Outreach hit an all-time record high of involvement with an overwhelming total of 57,768 student contacts! This is a remarkable 61% increase over the 2015-16 Academic Year. Outreach closely collaborated with 14 sites serving as a continuous support and resources. Schools included Clairemont HS, Kearny Educational Complex (College Connections, DMD, EID, and SCT), High Tech High, La Jolla HS, Madison HS, Mission Bay HS, Mt. Everest Academy, Patrick Henry HS, Pt. Loma HS, Twain HS, and West City Continuing Education. We have also hosted a number of different schools outside of our feeder area. We are thrilled with the partnerships and plan to go even bigger next year!

In addition to all community relations, we are particularly proud of our participation in the MMAP Online Placement Assistant Pilot. Our department, in conjunction with Assessment & Testing, took the lead to spearhead this pilot. We kicked off the pilot with 130 students from Madison and Kearny High School. Due to the great success of the pilot program with two of our feeder schools, the Placement Assistant is now the first option a student may use! Our office also took the lead with the San Diego Promise, a program that pays for enrollment fees and provides book grants for those enrolled in the program. The San Diego Promise is ultimately intended to ensure that no deserving local students are denied the opportunity to go to college due to lack of resources. We are thrilled that 55 students from our first cohort in 2016-2017 will continue into their second year of the Promise Program in Fall. We look forward to an even larger class in 2017-2018 with 246 students enrolled already. Outreach will continue to provide guidance, support and programming to ensure their continued success!

**Student Affairs Office**

2016-2017 was a year of change for the Student Affairs office at Mesa College. The office welcomed Claudia Perkins, Conduct Officer, and Shanelle Watkins as the first Graduate Assistant, making our team fully-staffed! It has been a productive year involving student conduct matters. We have successfully addressed, mediated and resolved over 110 student concerns and conduct matters. Each case was thoughtfully addressed while closely collaborating with the student and faculty. We facilitated Student Conduct 101 flex workshops providing guidance and support regarding Student Rights, Responsibilities and the conduct process.

The Student Affairs office has had many outstanding successes this year, including the registration of 49 student clubs, and record high participation in Club Rush, a time in which clubs promoted and encouraged club involvement. We also coordinated a very successful Jump Start to your success 2017! This was an opportunity in which we welcomed over 250 high school students and parents as we showcased what Mesa had to offer and how great we do it. The program will included 14 workshops, 35 resource info booths promoting support services, academics schools, department
resources, clubs, and the lively community feel created by Mesa College Faculty and Staff. We concluded the program by awarding four $250 scholarships to Mesa College incoming freshmen students.

The Office of Student Affairs was also thrilled with the great success of the annual Scholarship Awards Ceremony. With the generosity of community and campus donors the Mesa College's Scholarship Program distributed an astounding $155,850 to 192 students through 233 separate scholarship awards.

The new format of the Scholarship Awards Ceremony included touching memorial videos, student testimonials and the Student/Donor Meet and Greet. The feedback received regarding the changes implemented was very positive! We concluded the year with the planning of a record-breaking Commencement Ceremony that saw 679 students’ walk across the stage. This was, in fact, the largest Commencement in Mesa College’s long history. We look forward to doing this again and again!

**Student Health Services**

The Student Health Services at Mesa College has made great efforts to have a positive impact on our students’ lives, by raising awareness of self-care, as well as mental and physical wellness. The Student Health Services has reached out to a significant number of our students on campus this year, through programs, events, and support groups including the following:

- Fall 2016 Grassroots Health Fair: SHS served 450 students
- Fall 2017 Health Insurance Enrollment: SHS served 20 students
- Spring 2017 Domestic Violence Event: SHS served 200 students
- Spring 2017 The Death Experience: SHS served 300 students
- Spring 2017 Comfort Tent: SHS served 426 students
- Spring 2017 Comfort Cart: SHS served 500 students
- Therapeutic Support groups addressed the following topics:
  - Recovering from Addiction
  - Sweet Talk (Authenticity)
  - Be Calm (Mindfulness)
  - Campus in Reach (Mental Health)
  - Come As You Are (Sexuality Identity)
Student Development

The School of Student Development has had a rich year of growth with a strong focus on service, equity, and success. Availability of the Student Success and Support Program funds has allowed the school to expand core services of assessment, orientation, education planning and follow-up, in addition to providing support for incoming and current students at San Diego Mesa College.

The division is proud of the opportunity to work more closely with Student Success & Student Equity. This collaborative effort resulted in the implementation of joint school meetings for the division and provided a special time to gather together to participate in professional learning activities with faculty and staff in our areas. Furthermore, this partnership provided the wonderful opportunity to move forward with Mesa’s integration efforts and the Innovative Practice Funding Request form. The division looks forward to this continued partnership among SSSP, Student Equity, and BSI.

Admissions

There continues to be much enthusiasm in the Admissions Office for providing students with support concerning applications, residency, Reg-e assistance and partnerships with local feeder high schools. The Admissions staff has played a key role in helping students who are concurrently enrolled at the high schools and Mesa College. This includes assistance with the Kearny Fast Track Program, San Diego Metropolitan Regional Career and Technical High School - MET, Accelerated College Program, and Legacy/CCAP.

Orientation

Orientation is a key component of student success and continues to be integral to the initial stages of a students’ college experience at Mesa College. This component is evident through the implementation of the New Student Orientation which is available both in an online and face-to-face format. Orientation services are provided at the local feeder high schools, in addition to pre-assessment workshops. Mesa’s Summer CRUISE program has touched many students’ lives, allowing Mesa to provide a strong start for new students.

The Office of Student Development continues to work collaboratively with counseling faculty and the webmaster to finalize the online orientation. The last beta review was recently completed and we look forward to viewing the final product of the online orientation and virtual campus tour. Future plans include its implementation, allowing students to complete a fully accessible new student orientation program, in addition to the option of completing the segment in Spanish.

Career Center

The Career Center is exceptionally proud of the opening of the Professional Clothing Closet with the Mesa Stand and the launch of the new online student job board, the Mesa Job Network. The center offered numerous workshops, formed new employer partnerships, organized employer visits, internships, and had an impressive turnout at the Career Week and Job Fair. Focus is now on
expanding career services to students, increasing work based learning opportunities, and preparing for the Strong Workforce Program – Doing What Matters.

Evaluations

Earning a degree is a huge milestone in one’s life. Mesa’s Evaluation’s Office played a significant role in the success of this event, providing students with a special time and place to celebrate the connections made throughout their academic career at Mesa. More importantly, the Evaluations Office was able to increase the number of students registering and participating in the 2017 Commencement Ceremony. A new electronic student check-in system was implemented resulting in the smoother check-in process.

Transfer Center

The Transfer Center continues to be the hub of transfer activities at Mesa, working hard to support students through the provision of college rep visits, transfer workshops, drop-in counseling, transfer appointments, field trips, and many others. Of a particular note includes the 2016 Higher Education Champion for Excellence in Transfer: Recognized for Most ADTs awards earned, in addition to the first evening transfer fair in October 2017 to support the evening students at Mesa College.

Veterans

In the spirit of celebrating student successes, the inaugural Veterans Graduation Ceremony took place in spring 2017 and kicked-off the birth of an annual tradition that highlights the achievements of our student veterans. Notably, this year there were two student veterans attending Stanford, and several who gained admissions to UC Berkeley. Our very own Jordan Agricula was accepted into Wesleyan University through the POSSE Program.

The Military Times survey was completed in collaboration with the Office of Institutional Research and Planning. Thanks to Bridget Herrin and Alanna Milner for their support with the survey. In addition, this year’s compliance survey visit with the Department of Veterans Affairs was a success and there were no discrepancies found. Thanks to the hard work and dedication of the Mesa College Veterans and Records Office. As summer comes to an end, the Veterans Office is beginning the process of review, evaluation, and approval through CSAAVE – California State Approving Agency for Veterans Education.

Thanks to LaWanda Foster for her continued collaborative efforts with Student Development as she assists with the VA work study process for the Veterans Resource Center. Kudos to Angie Avila for playing an instrumental role in the intake process and training of the VRC work study students. A training manual is being developed to support these students.

Counseling

Counseling continues to be a strong force in providing general counseling services in addition to being the home of myriad counseling retention programs designed to support student success. The department has benefitted from having additional faculty join the counseling team. This wonderful addition has resulted in the implementation of additional services and expansion of practices that
support student access, equity, and success. Furthermore, counseling continues to take a close look at the student experience, and reflects on ways to improve upon existing practices. The department looks forward to providing students with the option of scheduling counseling appointments online this fall 2017. Below are additional points of pride for the counseling retention programs:

**ADVOC8 Second Year Experience** – Adam Erlenbusch created the ADVOC8 program from grassroots to its culmination. This will be the first year of implementation. This program will maximize students’ connections with both the institutional and community culture at San Diego Mesa College.

**Allied Health Liaison** - Nick DeMeo continues to work collaboratively with Allied Health to provide counseling services to potential and current students in the program, ensuring that students have an education plan and that they are on their path to success.

**Counseling Training Program** – Gabriel Adona is developing a training manual to be used as part of the intake process for both adjunct and contract counseling faculty members.

**Embedded Counseling** – Proud of the collaborative efforts between English, Math, and Tutoring to bring Counseling services directly to students with embedded counseling and hot spots. Thanks to Chris Kalck for coordinating this effort for general counseling.

**First Year Experience** – Amber Alatorre has worked collaboratively with the FYE team to dramatically reduce the FYE Steps from nine to four, making the process simpler and easy to follow.

**International Students** – Adrienne Dines worked collaboratively with Student Affairs and implemented hot spots for students in the program. The International Students Program team is looking at the International Students Application Process and working towards improving the student experience from a holistic standpoint.

**Kearny Fast Track** – Kirsten Pogue-Cely participated in the “Success in Adulthood” Conference at Kearny High School in June 2017. One hundred eighty-two students Kearny Fast Track Students were enrolled for fall 2017. The Counseling Department continues to facilitate orientation sessions at Kearny High School for all incoming Fast Track students.

**Mesa Academics and Athletics Program (MAAP)** – Kristy Carson continues to celebrate student success through the Annual STAR Awards Ceremony. She worked collaboratively with the Physical Education/Athletic Department to implement hot spots in the Exercise Science Building.

**Mesa Academy/UMOJA** – Under the leadership of Michael Temple, The Real Talk Series continues to take place with support from Student Equity. The black student panel discussions focusing on self-determination through perspectives of competence, autonomy, and relatedness continue to ensue.

**MET** - San Diego Metropolitan Regional Career and Technical High School - The Counseling Department piloted Personal Growth 110: Introduction to College last fall 2016 with students from the MET program and completed focus groups to enhance the course. This fall 2017, the course will be taught in an eight-week format. MET student Carson Timar who completed the
class successfully and wants to become a teacher is serving as an intern for Laura Mathis this semester.

**Personal Growth** – The Counseling Department continues to offer a variety of personal growth classes aimed at providing student success strategies, life skills, and personal growth. These classes are offered both face to face and in online formats, and continue to have a positive impact in enrollment management while sustaining student success and equity efforts. This summer, personal growth courses were offered for students in the SD Promise Program.

**Puente** continues to be a national model of student success and provides academic, counseling, and mentoring program to support students’ academic and career goals. Congratulations to Raul Rodriguez for completing his first year as Puente Coordinator.

**Veterans Counseling** – Veterans continue to benefit from Ramiro Hernandez’s support as he houses counseling hot spots services in the Veterans Resources Center and coordinates events that support student veterans. This year’s successes include the Pancake Breakfast and inaugural Veterans Graduation Ceremony, made possible with the support from Student Success and Equity, along with the Veterans Advisory Council, our Student Veterans Organization, and the Culinary Arts program.

**SDICCCA Internship** – Anthony Reuss continues to serve as the SDICCCA internship coordinator for the counseling department. Through this program, he works to provide interns with an enriching experience that prepares them for future counseling opportunities.

**SD Promise** – In her role as SD Promise Counselor, Miriam Pacheco works collaboratively with the Office of Outreach and Student Relations to provide counseling services to students in the program and ensure completion of their student success steps, along with educational planning services at Mesa. This year, Miriam has facilitated Summer Information Sessions, Registration Workshops, Meet and Greet, and taught Personal Growth 120 for Promise students.

**Transfer Center** – Mesa’s Fall Transfer Fair had 67 university representatives. Mesa College had 703 students accepted to SDSU for fall 2017 transfer. An outstanding achievement includes two student veterans being accepted to Stanford University. One of this year’s most valued field trips include the UCLA STOMP trip which focused on disproportionately impacted students. The Transfer Center once again participated in National College Signing Day which was a huge success.

**Integration Update**

The California Community College Chancellor’s Office has been undergoing an effort to integrate the Basic Skills Initiative, Student Equity, and Student Success & Support Program. These programs were selected as part of the integrative efforts since they have similar goals of increasing student success while closing achievement gaps; in addition to the strong potential for overlap between and among these programs.

The Integrated Plan for 2017-2019 allows the college to assess previous program efforts, reflect on accomplishments, set goals, implement activities, and analyze results. In addition, it will allow San Diego Mesa College to focus on integrated student success goals that are outcomes based.
Integration is alive and well at Mesa College. In the spirit of collaboration, the integrated plan is being developed in consultation with faculty, staff, and administration through the Integration Workgroup, a subcommittee of Student Success and Equity Committee. The workgroup convened during the summer time to work on the integrated plan. As a result of this effort, the workgroup selected the following five integrated goals:

1. Support a strong start for students by expanding core services of assessment, orientation, and education planning services
2. Provide intrusive intervention services to students
3. Encourage persistence
4. Support course completion of a transfer-level English or Mathematics course within a sequence of three or fewer courses
5. Support education goal completion

Timeline and next steps for the integrated plan include the following:

- Integration leads will be presenting at school meetings this fall.
- A draft of the plan will be shared at the Student Success and Equity Committee meeting in September.
- The plan will be vetted with participatory groups and other committees in October.
- The plan will be presented to the President’s Cabinet in November.
- The final plan will be submitted to the District by the end of November.
- The integrated plan will be submitted to the State by the December 15 deadline.
Points of Pride/2016-2017

Student Success & Equity

CalWORKs

The CalWORKs program was re instituted at Mesa College in the Spring of 2017. Sasha Verastegui was hired to take the lead in the development of the program serving as the Counselor/Coordinator, with Lupita Fernandez serving as program support staff. During the spring semester, the newly initiated program was able to enroll 22 new students into the program. We look forward to continuing to expand our services during the 2017/2018 school year.

Extended Opportunities Programs and Services (EOPS)

Employee Update

EOPS had a year with numerous employee transitions: Nellie Dougherty moved back into her counselor role after serving as Acting EOPS Coordinator for a year. Monica Demcho was hired as EOPS Director. Nicole Judd worked out of class to help cover the Student Assistant Tech position left vacant by Jackie Szitta. Long term student assistant Kenia Suarez was hired as a NANCE to help with front desk coverage. Selam Gebrekristos was hired for Spring 2017 as an adjunct counselor to help with the coordination of CARE while Karen Geida was out on sabbatical. Two new veteran student assistants, Kevin Brown and Adrian Mejia, joined our team. Three graduate interns from SDSU were part of the team. The hiring processes for a new EOPS/Special Counselor position and an SST position are underway. We are looking forward to beginning 2017-2018 fully-staffed!

Activities

In March, Borderless Scholars in collaboration with the RISE (Rising Immigrant Scholars through Education) Club hosted “A Week in Our Shoes,” a student-coordinated, three-day event with the goal to educate, provide resources, create awareness, and form a safe space for our undocumented students to share their stories. A hugely successful event! In May, EOPS hosted a Celebrating Your Successes/Celebrando Sus Exitos recognition dinner for students receiving a certificate, associate's degree or transferring, 42 students and their guests attended the event. Students were presented with a certificate and an EOPS sash. FAST Scholars received a $35,000 grant through the Angell Foundation.

Data/Innovations

The appointment structure changes adopted by EOPS in the fall of 2016 led to 36% increase in the number of students meeting full program compliance (attending all three of their counseling appointments) compared to fall 2015. Spring 2017 full compliance numbers are still being finalized, but so far they show a 20% increase compared to the spring 2016. EOPS had 13% increase in the number of unduplicated students served in academic year 2016 – 2017 compared to 2015-
There has also been a 35% increase in the number of students served on one-on-one appointments and a 41% increase in the number of students served through group appointments. Students served: 792 (13% increase from previous year), CARE students: 18, Borderless Scholars: 49, FAST Scholars: 50.

**Student Success**
One hundred twenty-five EOPS students graduated this academic year, including 95 current and 30 past participants that timed out of the program. Thirty-four EOPS students received Mesa Scholarships totaling over $27,000 in scholarships.

AB540 student Natchel Bello Luna received the **Chancellor's Scholarship**.

EOPS student and winner of the **$1000 CCCEOPSA Conference scholarship**, shared the barriers she had to overcome as single mother of two with a history of alcohol addiction in her acceptance speech. She graduated with 4.0 GPA and has been accepted as a political science major at SDSU. She plans to get her teaching credential and work with high school students.

A student who had dropped out of high school during his junior year came to Mesa as an EOPS student once he received his GED a couple of years later. His passion was research and he obtained opportunities through the Bridges to Baccalaureate program to complete research at UCSD and to present at research and national conferences. He grew tremendously as a student and ultimately accepted admissions at Cornell University Fall of 2016. He plans to complete a PhD/MD program.

**Disability Support Programs and Services (DSPS)**

Areas to highlight in DSPS include:
- Student success, celebrating 120 graduates in the spring of 2017.
- Completing the OCR Compliance Audit.
- Innovative practice in trying to meet our students where they are.
- In addition, DSPS...
  - Offered counseling Hot Spots in the High Tech Center.
  - Held student webinars highlighting the benefits of educational planning for students with disabilities.
  - Participated in the Summer CRUISE events and enjoyed the collaboration and the opportunity to work with such amazing students.
  - Facilitated training for new student ambassadors.
  - Participated in Winter CRUISE, providing information on available support services to more than 75 new students.
  - Participated in Jump Start 2017 as well as the Financial Aid Student Resource Fair.
  - Hosted colleagues from Miramar and City College for a District DSPS Collegium where members from each college shared best practices and innovations.
  - Hosted a graduate recognition event.
  - Participated in the SDCCD DSPS Advisory Committee.
  - Attended the Association on Higher Education and Disability (AHEAD) Virtual Conference.
STAR TRIO

Camaraderie in the office has improved along with increased student participation rates attributed to the increased involvement of staff and student workers (in various committees, training, and campus activities) and additional resources provided to students as a result of the support from Equity funding – book rental, café/bookstore cards, and increase number of events held in the office that included food. In addition, STAR TRIO -

- Attended the Creating Community in a Diverse College Environment workshop.
- Participated in the Financial Aid Fair.
- Conducted outreach workshops to Personal Growth Classes.
- Hosted the Halloween Pumpkin Decorating event along with a meet and greet.
- Hosted a pre-Thanksgiving lunch for program participants, 58 students participated.
- Participated in the Black Student Leadership Symposium.
- Attended the SoCal WESTOP Chapter meeting at Pasadena City College.
- Went to Washington, DC to advocate for support of TRIO programs.
- Participated in STAR Awards (Athletics).
- Attended the UCLA Stomp tour, Transfer Luncheon.
- Participated in Classi-Con, Tutoring Retreat, Planting Promises & Priority 4 TRIO Training.
- Conducted CRUISE workshop.

Student Success & Equity (SSE)

For the 2016/17 Academic Year, Student Success and Equity has served hundreds of individual students through its direct support program. In addition to book store gift cards, copy cards, and food cards, SSE also included buses passes for students with transportation issues. This has been instrumental in assisting students through a difficult time or circumstance, as has The Stand.

A student that recently became homeless and has been living in her car has been able to secure a job that will, hopefully, enable her to afford a more stable housing situation in the near future. She is thankful to the Mesa Community she shared with us that, she couldn’t have done it if she didn’t have people believing in her and providing her with the support she needed during a very trying time in her life. With the support of various departments on our campus including Financial Aid, DSPS, The Stand, and EOPS, she has managed to turn a very difficult situation into an empowering experience. She shared with us that she would have dropped all her classes if she didn’t have people believing in her and providing her with the support she needed during a very trying time in her life. This student may lead her to take on a student leadership role in the EOPS Club to be the voice of the homeless students in our community.

Reflection of Events & Activities:
- Hosted SDICCCA Internship Training Session focusing on Student Services Programs, Student Development and Equity.
- Attended the Strengthening Student Success Conference in Orange County.
- Hosted 3CSN which provided equity training in the Languages Department as well as NFI.
- M&M hosted the First Annual Chili Cook Off/Costume Contest.
- Hosted a food drive in support of the Stand.
- Hosted Black Leadership Symposia.
- Introduced Buss Passes into our Direct Support Program.
- Hosted Parent Workshop for Winter Cruise.
• Hosted the Stand Grand Opening.
• Participated in a host of Black History Month Events in collaboration with SEPIA.
• Financial Literacy Speaker Series workshop.
• Hosted Joint School Meeting with Student Development.
• Hosted 2nd Joint School Meeting.
• Participated in Community Forum on Homelessness.
• Hosted the Rite of Passage/Black Graduation Celebration.
• Attended CCEAL working group meeting, participated on a panel highlighting the college’s work around equity and student success.
• Facilitated five parent workshops for Cruise.
• Summer Cruise, Peer Navigator Program and Avanza Student Engagement Center were officially transferred to the school of Student Success and Equity.

Data and Innovation: Direct Support Program

Who does the program serve?

- 161 students served during 2016
- Over $12,700 given out
- An average of about $80 per person

<table>
<thead>
<tr>
<th>Student Characteristics</th>
<th>Program Participants</th>
<th>General Student body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid Recipient</td>
<td>96%</td>
<td>55%</td>
</tr>
<tr>
<td>First Generation Student</td>
<td>38%</td>
<td>28%</td>
</tr>
<tr>
<td>Former Foster Youth</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Military Affiliated</td>
<td>4%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Who does the program serve?

- 75% of students who participated were either Latino or African American, compared to 42% of student body
- 57% of participants were males compared to 47% of student body

Intended impact

- Increase persistence
- Increase course retention

<table>
<thead>
<tr>
<th>Metrics</th>
<th>Program</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Units Attempted</td>
<td>12.0</td>
<td>7.6</td>
</tr>
<tr>
<td>Avg. Units Earned</td>
<td>8.4</td>
<td>5.7</td>
</tr>
<tr>
<td>Completion Rate</td>
<td>70%</td>
<td>75%</td>
</tr>
</tbody>
</table>
The Stand

The Stand, which opened in February 2017, has provided a total of 2097 food services to 439 individual students. A total of 8130 points have been utilized (5239 - 1 point items, 865 - 2 point items and 387 - 3 point items.) Additionally we have provided 283 items of professional clothing to 74 students.

Did you know?

**A TOTAL OF**

<table>
<thead>
<tr>
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<th>5239 - 1 point items</th>
<th>865 - 2 point items</th>
<th>387 - 3 point items</th>
</tr>
</thead>
</table>

**Food Services** to **Individual Students**

We have also provided 283 items of professional clothing to 74 students.

**48.3%** Used The Stand for Clothing Services

**57.9%** of those students used the clothing for a job interview and of those, **22.8%** obtained a full-time or part-time job!

**94.8%** Used The Stand for Food Services

**71%** could not afford to eat balanced meals during the semester. **75.9%** said they had skipped a meal during the semester because they did not have enough money for food.
Points of Pride/2016-2017

Vice President of Student Services Office

2016-2017 has been an amazing year for the Vice President Student Services Office. In addition to hosting annual events such as our Mesa Student Services Council Retreat, Jumpstart, Principal’s Roundtable and Homecoming activities we have seen success and innovation in the areas of hiring, equity, telling our story, technology, access, and building community. Below are a few points of pride in these areas.

Hiring

In 2016-2017, Student Services continued its work in assembling a great team with 23 new classified, 13 new counselors, and one new administrator. Thanks to the amazing Student Services faculty, classified, administrators and all of the important work they do each day to support student success and equity.

Equity

Student Services launched a new contract with the Center for Urban Education. The contract focuses on an Equity Assessment of Equity, SSSP, Basic Skills, Strong Workforce, Title V and Title III Grants. Our work will include mapping each initiative, identifying areas of intersection, evaluating allocation of resources based on goals, and assessing the equity focus of each initiative. The partnership will answer questions such as –

“How do these projects work together to advance Mesa’s equity agenda?”
“How do stated goals of the initiative proposal relate to the current or planned activities?”
“How is success within these initiatives measured and assessed?”

The outcome will include 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. Our contract will also include an Equity Scorecard for Mathematics.

At the end of fall 2016, Student Services concluded our two-year offering of the Teaching Men of Color in the Community College Online Certificate program. Over the course of 2 years, 176 Mesa College faculty, staff and students enrolled in the course, with 97 completions.

We are proud to that Student Services will be leading the State’s integration efforts for the SSSP, Equity, and BSI plans.

Telling our Story

In 2016-2017, Student Services inaugurated the Monthly Update which provides an ongoing snapshot of the important work we do. This innovation resulted from Program Review feedback.

Student Services also collaborated in producing Mesa’s accreditation Institutional Self-Evaluation Report and provided evidentiary documents, efforts that supported the reaffirmation of Mesa’s accreditation for seven years.
Technology

In spring 2016, Student Services hired a new College Technical Analyst to assist with identifying technology needs in support of students. This position has worked collaboratively with Business and Student Services departments and programs to launch pilots designed to increase access and effectiveness for students and student services areas, regardless of location or means of delivery, including distance education. Examples include:

- Website enhancements
- Mesa College Online Advising Center
- The Stand Registration and Tracking System
- Multiple Measures Assessment Program
- Zoom Web Conferencing Online Advising
- Ivy Chatbot (Career and Transfer Center)
- Live Chat Software
- E-SARS Electronic Advising Appointment Registration
- Webinars and Online Advising Videos
- Augmented reality map for virtual tours
- EventUs Event Mobile App
- Online Commencement Check-in

San Diego Mesa College has entered the fourth phase of our Multiple Measures Assessment Program (MMAP) Pilot. Knowing that the assessment and placement process is perhaps the single most influential factor in determining whether students will achieve their educational goals, a group faculty, staff, students and administrators has worked collaboratively to launch our new Mesa College Placement Assistant. Special thanks to Mesa Colleges 2016-2017 Multiple Measures Assessment Program (MMAP) Committee for helping to launch our Online Mesa Placement Assistant, closing equity gaps honoring the capacity of our students to perform at college level.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ailene Crakes</td>
<td>Acting Dean</td>
<td>Student Development/Counseling</td>
</tr>
<tr>
<td>Alanna Milner</td>
<td>Classified</td>
<td>Institutional Effectiveness</td>
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<tr>
<td>Andrew MacNeill</td>
<td>Dean</td>
<td>English/Basic Skills</td>
</tr>
<tr>
<td>Ashanti Hands</td>
<td>Vice President</td>
<td>Student Services</td>
</tr>
<tr>
<td>Bridget Herrin</td>
<td>Associate Dean</td>
<td>Research</td>
</tr>
<tr>
<td>Chris Sullivan</td>
<td>Faculty</td>
<td>Basic Skills</td>
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<tr>
<td>Daniel Stromwall</td>
<td>Classified</td>
<td>Student Services</td>
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<tr>
<td>Genevieve Esguerra</td>
<td>Supervisor</td>
<td>Outreach</td>
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<tr>
<td>Gina Abbiate</td>
<td>Faculty</td>
<td>Mathematics</td>
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<tr>
<td>Joel Arias</td>
<td>Classified</td>
<td>Office of Communications</td>
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<tr>
<td>Joshua Taylor</td>
<td>Classified</td>
<td>Testing</td>
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<td>Karla Trutna</td>
<td>Classified</td>
<td>Outreach</td>
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<tr>
<td>Michelle Toni Parsons</td>
<td>Faculty</td>
<td>Mathematics</td>
</tr>
<tr>
<td>Tracey Walker</td>
<td>Faculty</td>
<td>English as a Second Language</td>
</tr>
<tr>
<td>Wendy Smith</td>
<td>Faculty</td>
<td>English</td>
</tr>
</tbody>
</table>
Access

In 2016-2017, the Vice President’s office provided support and leadership for new programs and resources for students. Examples of such programs/services include The Stand, Cal-WORKs, and the soft launch of the AVANZA Student Engagement Center.

We also provided administrative oversight for our District’s San Diego Promise Program, serving 286 Mesa College students by coordinating fee payment, book vouchers, and wrap around services.

Student Services helped to roll out new policies for our homeless students, single-occupancy, all-gender restrooms and coordinated Immigration workshops to assist our DACA students with impending changes posed by the Trump Administration.

In 2016-2017 Student Services launched the Mesa Journeys Committee. The committee used the academic year to work towards:

- Creating comprehensive avenues for students that are clear and easy to navigate, ultimately resulting in improving student retention and outcomes.
- Assessing and aligning service area programming and activities resulting in simplified processes for students (and faculty and staff), fostering greater internal collaboration, the effective use of resources, and mutual support.
- Approaching assessment from a timeline and process perspective versus an exit-points and themes activities.

Students Services departments outlined current and ideal processes that were overlaid and discussed at our summer retreat. The dialogue resulted in the identification of gaps, duplications, and possible service realignment to better serve our students.

Community

The Vice President’s Office launched the Motivation and Morale (M&M) Committee in fall 2016. The committee’s charge was to build morale and motivate our Student Services team through community events and connections. Over the course of the year, the team has hosted events including a Chili-Kick Off & Halloween Costume Contest, Ugly Holiday Sweater & Holiday Dessert Contest, Meet & Greets, National Pi Day Contest, Spring Sing/Karaoke Contest, Crazy Sock Day/May Fiesta Potluck, and Summer Picnic.

A YEAR OF FUN

A year ago we sent out our first newsletter and started on a journey of fun team building and happy memory making.

Thank you for joining us in this adventure!
We look forward to another year full of Student Services Family fun!