



Student Services Monthly Updates are designed to tell our story of providing pathways that inspire, engage and empower our diverse students to learn and succeed. These updates also track our support of Mesa's journey of becoming the leading college of equity and excellence. We encourage you to review our highlights and dig deeper into departmental updates to learn about new employees, innovations, data, events/activities, student success stories, special recognitions and new Policies & Procedures impacting the way we serve students. Thanks to our incredible Student Services Team for their tireless efforts in creating the conditions that matter for our students to succeed.

- Ashanti Hands, Vice President, Student Services

Contents

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Monthly Update Highlights

Employee Updates

- Cesar Gaxiola has joined the ERP team at the District Office.
- We welcomed Tommy Bonds to our Assessment & Testing team. Tommy will be working with us as a NANCE to assist students until we are able to fill the vacancy created when Josh Taylor resigned.
- Manny Jacobo recently transitioned from his role of Instructional Assistant/Learning Resources to Administrative Technician in DSPS.
- Ashanti Hands, Larry Maxey, Claudia Estrada-Howell and Johanna Aleman presented on “The Stand: Addressing Student Food Insecurities at Mesa College” at the Community College League of California Conference in San Jose, CA.

Events & Activities

- For the month of November, the college had the Veterans Celebration Week that included: Vietnam Era Panel, Relaxation Tent, SD VA Regional Center, Veterans Appreciation Wall, Flag Dedication Fundraiser, Veterans BBQ, Resume Workshop, Social Media & Networking Workshop, Veteran Benefits Presentation, Transfer Application Workshop.
- Fast Scholars collaborated with Financial Aid to provide FAFSA workshop for foster youth.
- Financial Aid's FAFSA/Dream Act workshops are ongoing throughout the month.
- Mesa Academy, FAST Scholars, and Communication Studies and STAR TRIO collaborated in developing the Black Leadership Conference: Connecting Leaders 2 Leaders.

- ASG hosted the annual Thanksgiving Feast on Thursday, November 16, 2017. We had over 250 students! The program included a delicious meal catered by the Culinary Arts served by faculty and staff, games, entertainment, speakers and opportunity drawings. It was an entertaining, fun, friendly gathering!
- On November 8th, as part of Veterans Week, Student Health Veteran Peer Educators Nurses and Therapists provided a "Comfort Space" for Veterans. Veterans learned relaxation techniques, healthy snacks were offered and Veterans had an opportunity to meet our Therapy team.
- The Transfer Center gave out movie passes and coffee cards for our "Power Up Transfer Success" social media campaign. The campus community was asked to snap a selfie or get a pic and send it to the TC for an opportunity drawing.
- Veterans Celebration Week: Veterans had a successful campaign through the Veterans Appreciation Wall, as the campus staff, faculty and students wrote messages of support and thanks. Photos of veterans were also posted. We also had a very successful Veterans of Mesa Scholarship fundraising effort through the donation of flags by ASG, that were available to purchase and planted in the Mesa Commons Breezeway area.
- President Luster, Vice President Hands and Dean Maxey met with representatives from Feeding San Diego regarding a future partnership/collaboration. This relationship will be expanded, explored and cultivated in Spring 2018.
- Guided Pathways - Vice President Hands and Associate Dean Herrin:
 - Hosted a Guided Pathways Assessment Forum. Over 40 participants attended.
 - Presented on Guided Pathways at the Fall 2017 Presidents Cabinet Retreat
 - Provided a Guided Pathways Update at Presidents Cabinet
 - Launched our [Guided Pathways Website](#) and continued collecting input on the Guided Pathways Self-Assessment Form.

Innovations & Data

- Philip Johnson, Peer Navigator, has taken the initiative to create new documents and a matrix to help team accurately capture and document services provided. He leads by example, does not hesitate to help others, and is constantly looking for new methods to streamline workflow. He is an asset and a great source of support!
- Terrence Hale is now helping with MAAP/Student-Athlete Hot Spots (as of Nov. 15th) and he will continue to do so until mid-December and then hopefully again in spring.
- DSPS also hosted Hot Spot Drop-in counseling sessions throughout the month of November in the HTC, in an effort to provide enhanced service and support to our students.
- EOPS has seen an increase in the number of disproportionately impacted students served by EOPS. Our office served 5% more African American students and 16% more Latino students during the 2016-2017 academic years as compared to the prior year. The groups that show the highest course retention and course success rates is African American males. The data demonstrates a 15% higher course retention (84%) and 24% higher course success (78%) compared to African American males student in the general population at Mesa.
- In partnership with Student Affairs and ASG, Outreach ambassadors coordinated and hosted the "Season of Giving Donation Drive" to collect food, toiletries, and clothes to support students on campus through The Stand as well as other community organizations. The Donation Drive concluded on November 30th and Student Ambassadors are sorting through items now for donation.

- The Counseling Department will be launching eSARS, an online appointment scheduling system at the end of November. This option will provide students with the opportunity to schedule appointments online, decrease the lines in counseling, and make it easier for students to schedule counseling appointments. This is definitely one of the ways that counseling is focusing on equity minded practices to support students.
- For the fall semester Equity has given \$11,895.00 in direct support to students (\$7425.00 for books for 38 Students, \$3050 for food for 47 students, \$700 for printing and \$720 in transportation).
- Through #GivingTuesday, The Stand received over \$1000 in monetary donations and five donation bins of food and clothing.
- Since Mesa College's Placement Assistant (PA) went live in Summer 2017, equity gaps have decreased and every group saw a significant increase in transfer level placement with African American students seeing the largest gains (+48%) followed by Latinx students (+40%) and Asian students (+38%) (see table 2.3). Unlike math assessments in the PA, nearly every student (99.6%) who completed the PA received a valid English placement. Within the PA, every ethnic group and each gender had a transfer level placement rate of 77% or higher.
- For students who have been assessed since PA went live and had an admit term of Fall 2017, 57% of those placed via PA are currently enrolled in any English course in Fall 2017 and 53% are enrolled in transfer- level English (n= 299). This compares to the overall English enrollment of 41% and transfer level English enrollment of 29% for those placed via Accuplacer (n=86) indicating students placed via PA may be more likely to subsequently enroll in English courses and specifically in transfer level English courses (see table 2.7). Additionally, the timing of the placement has a significant impact. The group with the highest level of enrollments are those placed via PA prior to the first day of open registration (64%).

Student Success Stories

- After receiving support from DSPS, student shared increased security to continue in her English class. Apprehensive at first, student was nervous to come forward about having a need or who could support. However, DSPS staff, coupled with Peer Navigator support, allowed for student to remain in school. She is often in the center utilizing services and expressing her gratitude.
- FAST Scholar student was selected as one of the Kent Cooke Scholarship Finalist. We're so proud of her!
- Special shout out to Jordan Nash and Maia Wakefield for leading the effort to hold the "Season of Giving Donation Drive" and their heart, dedication, and determination to make it successful for our on- and off-campus community.

Policies & Procedures

- [AB 705](#) requires community college districts to maximize the probability that a student will enter and complete transfer-level coursework in math and English within a one-year timeframe by utilizing assessment measures that include high school performance to achieve this goal. The College and District are playing close attention to this bill and anxiously await implementation guidelines. Mesa is confident that our new Placement Assistant aligns with the bill.
- [AB 19](#) was signed by Governor Jerry Brown establishing the California College Promise pertaining to free access to community college students for some first-time students. AB 19 will impact our implementation of the San Diego Promise. We are awaiting implementation guidelines and will work

with Vice Chancellor Neault, VPSS's, District Outreach and College Promise Coordinators to lay the foundation for our 2018-19 plans.

- A District communique was circulated providing guidance for academic employees to address inquiries pertaining to appropriate standards and processes related to providing accommodations for pregnant students.

Admissions

Employee Updates

Cesar Gaxiola has joined the ERP team at the District Office.

Innovations & Data

Our office processed 56 petitions; accepted 94 applications for the Allied Health programs; and handled 2,924 phone calls. 614 students were assisted with one or more of the following areas Residency, International Students, Allied Health and Petition to Challenges.

Assessment

Employee Updates

We welcomed Tommy Bonds to our Assessment & Testing team. Tommy will be working with us as a NANCE to assist students until we are able to fill the vacancy created when Josh Taylor resigned.

Innovations & Data

Assessment & Testing provided the following services:

- English Assessments: 147
- Math Assessment: 198
- Placement Assistant: 80
- ESOL: 24
- Orientations: 130
- Unduplicated students served: 372

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

11/15/17 and 11/29/17: Peer Navigator Monthly Workshop Series: Tutoring and Community Service Toviya and Vanessa delivered a one-hour workshop on successfully utilizing tutoring resources on campus, and focused on community service. Presentation also addressed SD Promise requirement for those who have yet to complete community service. In addition, guest speaker provided general tutoring overview.

11/28/17: Monthly Peer Navigator Event: Video Game Night As suggested by student feedback, alternate student event invited "Video Game Heads" to participate in tournament. Activity allows for students to stay connected to their Peer Navigators, and meet other CRUISERS.

11/29/17: Campus Conexiones Cristina Carrillo, Counseling, shared her narrative about her educational journey. Monthly event is a great opportunity for our students to expand their comfort zone, and stay motivated!

Innovations & Data

The arrival of laptops has allowed for program to create a new check-out system to accurately track students borrowing equipment. Students provide an ID card (Student or Driver License) and placed inside laptop cart. Once a student is done using the laptop, card is given back.

Student Success Stories

After receiving support from DSPS, student shared increased security to continue in her English class. Apprehensive at first, student was nervous to come forward about having a need or who could support. However, DSPS staff, coupled with Peer Navigator support, allowed for student to remain in school. She is often in the center utilizing services and expressing her gratitude.

Special Recognition

Philip Johnson, Peer Navigator, has taken the initiative to create new documents and a matrix to help team accurately capture and document services provided. He leads by example, does not hesitate to help others, and is constantly looking for new methods to streamline workflow. He is an asset and a great source of support!

CalWORKS

No Report

Career

No Report

Counseling

Events & Activities

Puente Club has had a very successful T-shirt fundraiser thanks to the hard work of the club president Abril Carbajal. Also, Amber's work with Club RISE has led to some amazing events this month and last month as well.

Anthony Reuss gave five **College Connection** presentations to continuing education students. The presentation group consisted of two classroom instructors, a Mesa student and Anthony. They each shared information on how to get started at Mesa College, services available to students, and what it would be like taking a college course.

Terrence Hale is now helping with **MAAP/Student-Athlete Hot Spots** (as of Nov. 15th) and he will continue to do so until mid-December and then hopefully again in spring. I Kristy will be there on M and T's and Terrence will be there on Wed and Thurs.

ADVOC8: We had a great community event on the 17th. Students received our ADVOC8 sweatshirts and began to submit their requirement tracking forms for Fall 2017. This was also a time to look at areas to support students in the Spring and the introduction of our ADVOC8 Facebook page. Currently, I am making the rounds to our PERG courses to recruit students for the second cohort of ADVOC8 beginning in the Fall 2018 semester.

Veterans Counseling: For the month of November, we had the Veterans Celebration Week that included: Vietnam Era Panel, Relaxation Tent, SD VA Regional Center, Veterans Appreciation Wall, Flag Dedication Fundraiser, Veterans BBQ, Resume Workshop, Social Media & Networking Workshop, Veteran Benefits Presentation, Transfer Application Workshop.

DSPS

Employee Updates

Manny Jacobo recently transitioned from his role of Instructional Assistant/Learning Resources to Administrative Technician in DSPS.

Events & Activities

- In November, we were able to host our colleagues from SDSU's Student Disability Services in an effort to enhance our understanding of their support services. It was a wonderful opportunity for our counselors to ask questions aimed at furthering our ability to support our students as they pursue transfer and accommodations at SDSU.
- DSPS also hosted Hot Spot Drop-in counseling sessions throughout the month of November in the HTC, in an effort to provide enhanced service and support to our students.

Innovations & Data

Our DSPS Counselors served 340 students through counseling appointments in the month of November and more than 100 others during drop-in hours. Our Proctoring Center administered 287 exams throughout the month. Additionally, our high tech center completed seven alternate media conversions and 139 students logged a total of 809 hours in the HTC

Special Recognition

DSPS faculty and staff put forth a strong showing at the Halloween Chili Cook-off and Costume Contest, winning Best Overall Costume, Most Creative Costume and Best Chili - While this technically took place in October, we had already completed our monthly update prior to the contest results being announced, so congratulations again to the winners..

EOPS/CARE

Events & Activities

- SDSU EOP Counselor and UCSD and SDSU Admissions Representative visited our office to provide information and support students with the transfer application.
- Borderless Scholars hosted lunch meet and greet lunch with R.I.S.E and FAST Scholars.
- Fast Scholars received a Foundation Mini-Grant to help support Master Keys Workshop Series.
- Fast Scholars collaborated with Financial Aid to provide FAFSA workshop for foster youth.
- The office was bustling with students needing transfer application support and recommendation letters.
- Three EOPS counselors and one tech attended EOPS Association Conference in Newport Beach.

Innovations & Data

We had an opportunity to review data provided by Institutional Effectiveness for Program Review. Some of the findings include:

- We have seen an increase in the number of disproportionately impacted students served by EOPS. Our office served 5% more African American students and 16% more Latino students during the 2016-2017 academic years as compared to the prior year.
- Since the program is growing we experienced a growth in percentage of student served in most ethnicities; however, Latinos had the greatest growth and they make up 47% of the student population we serve, followed by 16% Asian/Pacific Islander, 16% White and 13% African American.
- In reviewing course retention and course success rate, the data shows EOPS students have a 7% higher retention rate and 9% higher success rate compared to the general campus population.
- When we compare retention and success rates for specific ethnic groups, the data shows that African American students have an 11% higher retention rate (91%) and 15% higher success rate (74%) than the general student population at Mesa College.
- The groups that show the highest course retention and course success rates is African American males. The data demonstrates a 15% higher course retention (84%) and 24% higher course success (78%) compared to African American males student in the general population at Mesa.
- We were working with Institutional Effectiveness on a report for year-to-year persistence data.

Student Success Stories

FAST Scholar student was selected as one of the Kent Cooke Scholarship Finalist. We're so proud of her!

Special Recognition

I would like to recognize Sade for the dedication she has for her program, FAST Scholars, and her population. She has managed to secure multiple sources of funding and donations to support that population.

Evaluations

Special Recognition

Danielle Short and Deborah Salazar for working so diligently on evaluations and helping with transfer applications at the same time.

Financial Aid

Employee Updates

Natosha, Lili and Gilda still on ERP; Staff attended the ERP luncheons.

Events & Activities

- Ongoing FAFSA/Dream Act workshops throughout the month.
- Appeal workshops
- PM Mesa Night (Spanish) @ Access Pathways to Careers.

Innovation & Data

- Total of 10877 students received BOG Waiver totaling \$7,779,372
- Total of 1498 students received Cal Grants totaling \$976,850
- Total of 3948 students received Pell Grant totaling \$8,826,947
- Total of 345 students received SEOG Grant totaling \$126,987
- Total of 238 students received Federal Loans totaling \$506,013
- Total of 38 students received Alternative Private Loans totaling \$215,819
- Total of 72 students received miscellaneous awards totaling \$19,835

Outreach & Community Relations

Events & Activities

We continue to partner with ESOL faculty from Continuing Education to provide ESOL students with more interactive campus orientations through our campus tours. On November 2nd, Outreach Student Ambassador Maia Wakefield and Beatrix Stark provided a Mesa campus tour for 45 students from Continuing Education. The ambassadors primarily focused on support programs and services to show Continuing Education students everything that is available to them once they make the transition to college.

On November 7th, Outreach hosted 25 students from Spring all Academy, a nonpublic school servicing students in special education throughout San Diego County. During this visit, students were able to hear from our Outreach department who provided them with a general college presentation as well as our Disability Support Programs and Services Department, Steve Salter went through the the application as well as important deadline dates. Thereafter, they went on a comprehensive campus tour. The students overwhelmingly enjoyed their visit and are excited to start in the fall semester.

On November 14th, Outreach held it's Spanish "Mesa College Noche de Informacion," at the Access Inc., building in Linda Vista. Access Inc., is an education, career development, and immigration agency for San Diego County immigrant and youth population. Through a dedicated team of case managers, mentors, career coaches, instructors, and community partners, Access Inc. strives to provide services from a heart of compassion and commitment. Partnering with Access Inc. allowed us to meet our target community in a comfortable and familiar space and we had very strong attendance. During this session, Dr. Leticia Lopez joined us to provide attendees with a warm welcome, she was also joined by Lauren Arriola-Sanchez, a recently hired STEM Project Assistant, who shared her educational journey and success at Mesa, everyone was captivated by her story. We also had a number of support programs join us on this special and informative evening, we heard from our Financial Aid department – Pilar Ezeta, CRUISE – Juan Menjivar Reyes (his student perspective was well received), DSPS – Isaac Arguelles-Ibarra, EOPS – Jesus Gaytan. We closed the session with a general campus presentation and a Q & A session with our very own Mesa ambassadors, Joshua Quiroz and Karen Villanueva as well as Lauren Arriola-Sanchez.

Innovation & Data

In partnership with Student Affairs and ASG, Outreach ambassadors coordinated and hosted the "Season of Giving Donation Drive" to collect food, toiletries, and clothes to support students on campus through The Stand as well as other community organizations. The Donation Drive concluded on November 30th and Student Ambassadors are sorting through items now for donation.

Student Success Stories

Special shout out to Jordan Nash and Maia Wakefield for leading the effort to hold the "Season of Giving Donation Drive" and their heart, dedication, and determination to make it successful for our on- and off-campus community.

STAR TRIO

Employee Updates

Brandon celebrated his 1 year anniversary with STAR TRIO.

Events & Activities

Brandon attended the UMOJA Conference XII in Sacramento; he facilitated a Master Keys Workshop; attended USC Transfer Day; and collaborated in the hosting of the Black Leadership Conference: Connecting Leaders 2 Leaders with Mesa Academy, FAST Scholars, and Communication Studies. Marichu hosted the San Diego County TRIO Alliance meeting.

Innovation & Data

- Supplies Requests 102
- Student Printing 840
- Student Lab Logins 526
- Appointments 150

Student Success Stories

Many students successfully submitted transfer applications; Alumni came back to say hello and provide updates:

- Ti"Shaun A. attends SDSU
- Angelique K. having a great time at SFSU
- Tamara A-M. accepted to UCSD
- Fabiola B. attends SDSU
- Sajjad N. is doing very well at UCSD and attributes his success to the preparation and support he received at Mesa.

Student Affairs

Employee Updates

Same happy team!

Events & Activities

- **Season of Giving:** Outreach in collaboration with ASG hosted the first annual Season of Giving. Donations were accepted for The Stand and community shelters.
- **Thanksgiving Feast:** ASG hosted the annual Thanksgiving Feast on Thursday, November 16, 2017. We had over 250 students! The program included a delicious meal catered by the Culinary Arts served by faculty and staff, games, entertainment, speakers and opportunity drawings. It was an entertaining, fun, friendly gathering!
- **Art of Inclusive Dialogue:** We had our final Fall Semester Art of Inclusion training for students. It was a GREAT Success with over 22 students participating!

Student Success Stories

We are excited that so many of our ASG student leaders have submitted their applications to various universities. We are excited to find out where they will choose to go!

Special Recognition

Team ASG for planning the most attended and festive Thanksgiving Feast! It was a tremendous success. Special recognition to Adrian Lopez who served as the Senator Chair of the event in addition to Mary Platon and Nhung "Jenny" Nguyen. Another special Thank you to Chantal Hernandez, Student Affairs Graduate Intern for her leadership and collaboration on this event!

Student Development

Employee Updates

David Alvarado is a NANC for general counseling. The department is happy to have his assistance, more so during this peak period.

Events & Activities

The Veterans Celebration Week occurred during November 7-9 to honor all who served. The beautiful celebration consisted of various events and activities to include the following: Veterans Appreciation Wall, Flag Dedication Fundraiser to support the Veterans of Mesa Scholarship, Veterans BBQ, Vietnam Era Veterans Panel, Resume Workshop, Relaxation Tent, Social Media and Networking Workshop, Vet Center Representative, Veterans Benefits Presentation, and Transfer Workshop. Lots of tabling and events from the Transfer Center such as the UCSD Super Visit, Columbia College appointments, National University, etc... Workshops from the Career Center on Resume, Social Media, Linked-in Profile, etc... Application season continues and the Transfer Center continues to provide students with support and assistance during this period. Transfer Night occurred on November 7 to support our evening students and share with them about various transfer opportunities. Kudos to the General Counseling for working hard to help students with registration. They have approached their peak registration period and have served over 1,000+ students in the first week of registration. Mesa College's SYE ADVOC8 meet up was held on Friday, November 17.

Innovations & Data

The Counseling Department will be launching eSARS, an online appointment scheduling system at the end of November. This option will provide students with the opportunity to schedule appointments online, decrease the lines in counseling, and make it easier for students to schedule counseling appointments. This is definitely one of the ways that counseling is focusing on equity minded practices to support students.

Counseling has expanded hot spots for student-athletes. Thanks to the continued partnership between Exercise Science, Health Education, Dance, and Athletics and Counseling.

Special Recognition

- To Claudia Estrada Howell and Johanna Aleman for presenting at CCLC with Dean Maxey and VPSS Hands on The STAND.
- Thanks to Ramiro Hernandez and La Wanda Foster for a successful Veterans Celebration Week.
- Thank you to Donna Duchow for helping organize the veterans panel.
- Thanks to La Wanda Foster, Laura Arellano, Ha Dinh, and Sibel Sahebamei for helping prepare the goody bags for our student veterans.
- Thanks to Gail Fedalizo for facilitating the veterans benefits presentation for our student veterans.

- Thanks to continued collaboration with Transfer, Evaluations, and Career for supporting Veterans Celebration Week through the workshops to include the following individuals: Camille Harris for the Resume Workshop, Mary Garcia for the Social Media and Networking Workshop, Anne Hedekin for the Transfer Application Workshop.
- Thanks to Suzanne Khambata for her continued support for our student veterans through the Relaxation Tent.
- Thanks to the Associated Students for supporting Veterans Celebration Week by donating flags to support the Veterans of Mesa Scholarship.
- Congratulations to Adam Erlenbusch for a job well done with the Second Year Experience ADVOC8 Meet-Up held on Friday, November 17, 2017.
- Sincere thanks and appreciation goes to the Transfer Center team for supporting our students with the application filing period. The Transfer Center Team, under the leadership of Anne Hedekin and Claudia Estrada have done a phenomenal job of assisting students with transfer needs and applications, while continuing to provide support for Evaluations and Career services. Thank you to Anne Hedekin, Claudia Estrada, Danielle Short, Gity Nematollahi, Shawn Fawcett, Mary Garcia, and Camille Harris for their continued commitment to supporting our students.
- Thank you to LaWanda Foster and her team in the Veterans and Records Office: Sibel Sahebamei, Laura Rodriguez (Arellano), (Helen) Ha Dinh, and Gail Fedalizo for their continued hard work and support for our student veterans. Mesa College just received our CSAAVE – California State Approving Agency for Veterans Education notice of approval on November 6, 2017.

Student Health Services

Events & Activities

- Suzanne Khambata FNP attended the Guided Assessments meeting on November 7th and the Board of Trustees meeting on November 9th.
- On November 8th, as part of Veterans Week, Student Health Veteran Peer Educators Nurses and Therapists provided a "Comfort Space" for Veterans. Veterans learned relaxation techniques, healthy snacks were offered and Veterans had an opportunity to meet our Therapy team.
- Suzanne Khambata FNP presented to the Biomedical Journal Students Club at Mesa on November 14th on the "Role of the Nurse Practitioner". There were many intelligent questions and several students stayed after the presentation to discuss different topics.
- Michael Booth LMFT has been out and about on campus connecting with students at his weekly tabling events in front of the Cafeteria.
- Sue Shrader Hanes LMFT collaborated with a Personal Growth professor to provide a lecture and workshop on Transgenerational Transmission. This topic helps students learn to prevent Domestic Violence and substance abuse as well as other detrimental behaviors that occur in families. Service to homeless students: Nancy Bromma FNP worked diligently with a homeless student living in his car, to address urgent medical issues, provide free vaccinations, secure a County sponsored overnight parking/living area and provided free medication. Students who have their basic needs met are more likely to persist in college and reach their goals.

Innovations & Data.

Our office has been quite busy with a census of 1,061 contacts in November. Students presenting with flu like symptoms have been frequent. We continue to provide free Flu vaccines to students on the 4th floor of the Student Services building and in our office. Over 500 free vaccines have been given since October 2017.

Policies & Procedures

Program Review was completed on time. Students, staff and faculty had input to respond to the questions in a 2 day workshop over the Thanksgiving break.

Special Recognition

Kayte Hayduk, student in the Health Information Technology program at Mesa is leaving after this semester to complete her internship. Kayte graduates in May, right around the time she and her husband will be welcoming Hank, their baby boy. Her guidance and vigilance over the care of our files has been exemplary. The quality of her work as an organizer and chart manager is superior.

Student Success & Equity

Events & Activities

Met with Feeding San Diego to begin a partnership that will support our efforts to eliminate food insecurity concerns at Mesa. Presented at the California Community College League, Annual Convention on the STAND. Attended President's Cabinet retreat.

Innovations & Data

Direct Student Support:

- The SSE department has, to date, assessed 93 students for the Fall 2017 semester. Of these 71 were given direct support from SSE.
- For the fall semester Equity has given \$11,895.00 in direct support to students (\$7425.00 for books for 38 Students, \$3050 for food for 47 students, \$700 for printing and \$720 in transportation).
- The max book award has been \$300, the largest amount awarded to one student was \$455 (Books, Food, Print cards and bus passes).
- We continue to provide students with backpacks and supplies. This need has seemed to decrease.
- 98.6% (71 of 72) have completed assessment and orientation.
- 81.6% (58 of 71) have Ed plans on file.
- We are still in process of helping students out

The Stand Report:

- We presented at the CCLC annual conference on The Stand. Dr. Hands, Dean Maxey, Claudia and I are put together an informative presentation on The Stand .
- ASG and Outreach Mentors will be doing a food drive in November
- #GivingTuesday . The Stand received over \$1000 in monetary donations and five donation bins of food and clothing.
- The Stand has an Amazon wish list.
- Expenditure for food is approximately \$800 a month and rising
- We have given away 6285 food items to date
- 592 individual students served to date.

Transfer

Employee Updates

Camille Harris is leaving Transfer/Career for DSPS! Good luck Camille

Events & Activities

UCSD Super visit and Transfer Night. Application workshops, one on one rep visits and we survived application season.

Innovations & Data

We gave out movie passes and coffee cards for our "Power Up Transfer Success" social media campaign. Campus community was asked to snap a selfie or get a pic and send it to the TC for an opportunity drawing. Janna Braun, Michael Temple were winners from Transfer Day. Month of October: winners Marichu, Brandon and Adriana.

Data:

- Month of November we served 1080 students and 1583 for October and November combined.
- Application week November 27-30 (M-TR) we served 522 alone!
- These numbers are conservative as this was based on students who indicated specifically application assistance. However many students self-reported transfer assistance who were here for application assistance. Thus the overall application assistance provided should be over 1600 students.

Student Success Stories

Passing a student who had spent a lot of time on his app in the transfer center; I checked in and asked if it he was, "done?" With a big smile he responded, "yes!" He also thanked me and said the TC staff were, "so helpful." Being first generation he needed the support.

Policies and Procedures

We plan a full review of pros and cons from this application cycle and will make changes for Supplemental Application Season, Appeals season, and next year.

Special Recognition

TCE crew for their valiant, outstanding commitment to students during application season. Especially figuring out the CSU's new application platform. The staff conducted applications reviews and fielded questions until the end. They are amazing and I cannot give them enough accolades for how they stepped up. We were short staffed because of ERP, jury duty and conferences all circumstances that could not be avoided. However the team is top notch, totally professional and put students first!!! Shout out to other student services department counselors. One staff member shared that she had that "Mesa Family" feeling as all the different counselors and interns came over to provide support. I want to thank EVERYONE in who came over to help. It was great to see the Mesa Family supporting students! It was challenging but very rewarding at the same time! I cannot say express my appreciate enough to everyone.

Veterans & Records

Employee Updates

Vet folder reviews are in full swing as registration opened up.

Events & Activities

Veterans Celebration Week- We had a successful campaign through the Veterans Appreciation Wall, as the campus staff, faculty and students wrote messages of support and thanks. Photos of veterans were also posted. We also had a very successful Veterans of Mesa Scholarship fundraising effort through the donation of flags by ASG, that were available to purchase and planted in the Mesa Commons Breezeway area. A flag was planted for every dollar that was given. That day we had over 300 American flags planted. For the student veterans we had a BBQ, sponsored by Tonya Whitfield and the Culinary Arts Department, Relaxation Tent and snacks provided by Suzanne Khambata and Student Health Services, we had shirts and goody bags donated by LaWanda Foster and the Veterans Office, TCE supported a few workshops, Networking and Social Media, Resume, and Transfer options. The San Diego VA Regional Center also came and set up a table. ASG and the Veterans Office provided pizza at the Veterans Resource Center, while the Veterans Office came to give a Benefits presentation to the VRC. Donna Duchow was able to bring a Vietnam Veterans Panel to present at the campus, where we (Prez Pam, Donna, Ailene, myself, and the panel) had lunch afterwards and continued to hear more about their stories.

Innovations & Data

The Flag Dedication Fundraiser was new this year and was a complete success. I plan on doing the same thing next year and moving forward.

Special Recognition

A big thank you to everyone involved in the Veterans Celebration Week, to the counseling department for their support along with the rest of the campus. A thank you to the donors of the Veterans of Mesa Scholarship, which we are able to increase to \$500 this year :). And a special thank you to the Student Veterans Organization (SVO) for making a \$100 contribution to the scholarship.

Vice President Student Services

Employee Updates

- Charlie Lieu joined the Student Services Team as our College Technical Analyst. Welcome Charlie!

Events & Activities

- Ashanti Hands, Larry Maxey, Claudia Estrada-Howell and Johanna Aleman presented on “The Stand: Addressing Student Food Insecurities at Mesa College” at the Community College League of California Conference in San Jose, CA.
- Mesa College hosted the All Counselor Workshop. The workshop focused on the launch of Campus Solutions
- Vice President Hands attended the launch/luncheon for the Professional Administrators Learning Academy
- Vice President Hands served as a judge at the 2017 Annual Griffin Speech and Debate Tournament
- Student Services, in conjunction with the District Student Services Office hosted our 2nd Lunch and Learn program to acquaint student services staff with campus solutions.
- Guided Pathways - Vice President Hands and Associate Dean Herrin:
 - Hosted a Guided Pathways Assessment Forum. Over 40 participants attended.
 - Presented on Guided Pathways at the Fall 2017 Presidents Cabinet Retreat
 - Provided a Guided Pathways Update at Presidents Cabinet
 - Launched our [Guided Pathways Website](#) and continued collecting input on the Guided Pathways Self-Assessment Form.
- Student Services participated in Giving Tuesday with an emphasis on The Stand
- President Luster, Vice President Hands and Dean Maxey met with representatives from Feeding San Diego regarding a future partnership/collaboration. This relationship will be expanded, explored and cultivated in Spring 2018.
- M&M Team hosted no events in November. Our last one was October 31st which we probably did not report on and that was the 2nd annual costume contest and chili cook-off.

Innovations & Data

Since Mesa College’s Placement Assistant (PA) went live in Summer 2017, equity gaps have decreased and every group saw a significant increase in transfer level placement with African American students seeing the largest gains (+48%) followed by Latinx students (+40%) and Asian students (+38%) (see table 2.3). Unlike math assessments in the PA, nearly every student (99.6%) who completed the PA received a valid English placement. Within the PA, every ethnic group and each gender had a transfer level placement rate of 77% or higher.

For students who have been assessed since PA went live and had an admit term of Fall 2017, 57% of those placed via PA are currently enrolled in any English course in Fall 2017 and 53% are enrolled in transfer- level English (n= 299). This compares to the overall English enrollment of 41% and transfer level English enrollment of 29% for those placed via Accuplacer (n=86) indicating students placed via PA may be more likely to subsequently enroll in English courses and specifically in transfer level English courses (see table 2.7). Additionally, the timing of the placement has a significant impact. The group with the highest level of enrollments are those placed via PA prior to the first day of open registration (64%).

Policies & Procedures

- [AB 705](#) requires community college districts to maximize the probability that a student will enter and complete transfer-level coursework in math and English within a one-year timeframe by utilizing assessment measures that include high school performance to achieve this goal. The College and District are playing close attention to this bill and anxiously await implementation guidelines. Mesa is confident that our new Placement Assistant aligns with the bill.
- [AB 19](#) was signed by Governor Jerry Brown establishing the California College Promise pertaining to free access to community college students for some first-time students. AB 19 will impact our implementation of the San Diego Promise. We are awaiting implementation guidelines and will work with Vice Chancellor Neault, VPSS's, District Outreach and College Promise Coordinators to lay the foundation for our 2018-19 plans.
- A District communique was circulated providing guidance for academic employees to address inquiries pertaining to appropriate standards and processes related to providing accommodations for pregnant students.

Special Recognition

- VP Hands was awarded a Certificate of Recognition from the SDSU Community College Leadership Alumni Group for outstanding leadership in promoting the successful implementation of Student Success and Completion Initiatives that focus on student equity and closing the achievement gap for all students at the college.
- VP Hands would like to thank all of the Student Services departments, faculty, staff and students who presented in our Board of Trustee Meeting! You represented Guided Pathways and our commitment to being #allin4students in amazingly innovative and effective ways!
- Student Services would like to thank Jennifer Kearns, Krista Stellmacher, Vicki Miller and Johanna Aleman for coordinating Mesa's Giving Tuesday events. Associated Student Government and Outreach Ambassadors for making Giving Tuesday a huge success! Special shout out to Yolanda Jenkins, the Associated Student Government and Student Ambassadors for being the face of Giving Tuesday.