

Student Services Council  
Meeting Notes

February 19, 2014  
3:00 pm – 4:00 p.m.  
Student Services Center, 14-402

<b>ATTENDEES</b>	Julie Barnes, Chair	Jill Jansen	Barbara Plandor
	Ivonne Alvarez	Leroy Johnson	Monica Romero
	Ailene Crakes	Suzanne Khambata	Carol Sampaga
	Lynn Dang	Marichu Magaña	Susan Topham
	Genevieve Esguerra	Gilda Maldonado	Trina Larson (Recording Sec)
	Sarah Farmer	Tim McGrath	Danene Brown <i>excused</i>
	Ashanti Hands	Pedro Olvera	Claudia Cuz-Flores <i>excused</i>

**AGENDA ITEM A: Review of Meeting Notes**

<b>COMMENTS</b>	December 11, 2013 notes were approved.
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**AGENDA ITEM B: One-Minute Positives**

<b>COMMENTS</b>	Student Health Services is looking at theories of happiness and thinking about why they're so happy in their jobs. Financial Aid had a smooth transition into the Spring semester. DSPS is getting a new adjunct counselor to do comprehensive ed plans. Tomorrow is Julie's one-year anniversary.
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**AGENDA ITEM C: Student Success & Equity Updates**

<b>UPDATES</b>	<p><b>SSSP Plan Update:</b></p> <ul style="list-style-type: none"> <li>• The District is sending out email blasts to encourage students to come in to be tested, oriented, and get an ed plan.</li> <li>• The new District enrollment priorities will be implemented Fall 2014. We'll have a new appeals process for priority enrollment, per regulations.</li> <li>• Outreach will be offering assessment testing at four feeder high schools.</li> <li>• Counseling expects increasing demand on all services, including Cynosure orientations, imaging of ed plans, placement and prereq clearance. We can accept testing from other colleges to complete that piece.</li> <li>• Counseling would like access to the room matrix and control of one of the rooms in the SS Center in the Fall or asap. Once the SBMS building is online, we'll have more rooms. If Counseling only needs the room in the early part of the semester, Instruction can schedule short-term classes in that room later in the semester. Ailene will send Mila an email to see if a smaller classroom might be available. Counseling will implement their SSSP workshops once they have a room. The ASG has a room that can be used in the summer. The</li> </ul>
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Veterans Corner will also be available for smaller workshops.

- We are very close to getting Cynosure up and going, which will include an online orientation and online advisement. We'll work with Steve to get it online and demo at the next MSSC meeting. Students will be able to do their own abbreviated ed plans online. We'll be able to generate reports to check those boxes off in ISIS.
- Will there be a physical orientation at Mesa? We are trying to address this question. We will do group orientations in follow-up to the online service to provide them with information about our services.
- We must document that students are getting services so we get funding and students get their correct placement.

**Technology Update:**

FAQ System: We're looking at a Foothill College's online model for answering FAQs. They receive 12,000 hits per month mostly between 11pm and 1am. If implemented here, this would help with phone calls and advisement.

Mesa Mobile App: We've surveyed the students, and we'll have something to look at soon. We'll be testing by the end of March.

**New ADT:**

Students meeting major criteria and receiving a 2.0 minimum GPA criteria will be guaranteed admission into one of the CSUs (not necessarily their first-choice CSU, but one of them). Update, per Leroy Johnson:

State Approved for Mesa and going through CID approval

- Anthropology
- Art History
- Business Administration
- Communication Studies
- Geography
- History
- Journalism (needs to take JOUR 201 out)
- Kinesiology (needs BIOL 230 revision approved – on CRC agenda 2/20)
- Mathematics
- Physics
- Political Science
- Psychology
- Sociology
- Theater Arts (DRAM 122 interesting)

Needed by June 2014 for 100% compliance

- English (waiting for some courses to catch up – will walk-in to CIC 3/13)
- Studio Arts (on CRC agenda 2/20)

Needed by June 2015 deadline

- Chemistry (TMC template is expected soon)
- Early Childhood Education (needs two courses to be added to curriculum)
- Economics
- Elementary Teacher Education (not sure where this is)
- Philosophy
- Spanish (working on it)

	<p><u>Not sure about these</u></p> <ul style="list-style-type: none"> <li>• Computer Science</li> <li>• Geology</li> <li>• Music (TMC was revised in 2012)</li> </ul> <p><u>In the Queue for vetting (faculty should get involved in vetting process)</u></p> <ul style="list-style-type: none"> <li>• Child and Adolescent Development (do we have this?)</li> <li>• Nutrition/Dietetics</li> <li>• Environmental Studies (?)</li> <li>• Exercise Science</li> <li>• Graphic Arts/Design (?)</li> <li>• Health Science</li> <li>• Hospitality/Hotel Management</li> <li>• Social Work</li> </ul> <p><b>Student Equity Plan:</b>  We will be required to develop a SSSP Plan, which we will submit each October following Board approval. This will be tied to our Equity Plan. While the old Equity Plan looked at access, persistence, transfer, and graduation disaggregated by various student populations, the new Equity Plan will include Scorecard indicators as well. There may be some money behind these mandates.</p>
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**AGENDA ITEM D: Title V/Hispanic Serving Institutions Update**

<b>UPDATE</b>	We've hired a consultant to help us develop our submission materials and administer the grant if we receive it.
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**AGENDA ITEM E: Accreditation Update**

<b>COMMENTS</b>	Julie is now the Accreditation Liaison Officer. Our site visit is scheduled for fall of 2016; we'll have to wrap up our accreditation process by spring of 2016. We're going to hold a couple of brown bag workshops this March to get the word out and make sure the accreditation process is widely inclusive. Fun fact: We now refer to the process as a "self-evaluation" not a "self-study." Pam recently sent an email about the new accreditation standards.
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**AGENDA ITEM F: Foster Youth and Veterans Efforts/Tracy Fried Update**

<b>COMMENTS</b>	Tracy met with areas and is preparing a report to help us with next steps.
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## AGENDA ITEM G: Institutional Effectiveness Updates

<b>UPDATES</b>	<p><b>Program Review Committee (Hands):</b></p> <ul style="list-style-type: none"><li>• The Program Review Committee just completed their 2013-2014 report. It should be placed on website this week. They are looking for four more faculty, two administrators, and a classified staff member.</li><li>• The committee is evaluating the program review process early this year (February-March) to improve and enhance processes, finalized grids, etc., by the end of the academic year. This will allow Student Services to begin their process in the summer. Surveys will go to lead writers and department chairs. Communicate with them if you have any input, and be sure to respond to what's working/what's not working for SS.</li></ul> <p><b>2/20 Update:</b></p> <ul style="list-style-type: none"><li>• This year's PR will indeed be more comprehensive. All questions will be mandatory and additional questions will be asked that provide more depth for strategic planning, accreditation, etc., Assessment of this year's process will take place within the next week or two. We will begin having discussions about enhancements to next year's cycle and additional questions for the comprehensive review at subsequent meetings.</li></ul> <p><b>Planning and Institutional Effectiveness Committee - PIEC (Romero/Hands):</b></p> <ul style="list-style-type: none"><li>• See the Integrated Planning Calendar. Folks have been asking for this overview calendar. This is available online and through the President Cabinet links</li><li>• A Cultural Climate Survey was sent out; please complete it.</li><li>• We will be vetting our Educational Master Plan to community members in upcoming forums, as follows:<ul style="list-style-type: none"><li>Education Master Plan Community Forum Feb. 26, 2014, 5:30 p.m., CE/Mesa, #118-120</li><li>Education Master Plan Career Tech Community Forum (Webinar) March 6, 2014, 12 p.m.</li><li>Education Master Plan Educators Forum (Webinar) March 19, 2014, 12 p.m.</li></ul></li></ul> <p><b>Budget and Allocation Recommendation Committee – BARC (Dang):</b></p> <ul style="list-style-type: none"><li>• BARC has been scoring end-of-year, one-time funding requests. It will go to President's Cabinet in March. <b>Note:</b> Unexpected emergency expenses are handled through emergency funds. Let your manager know of any emergency needs as they arise.</li><li>• The Classified Hiring Priority Committee (CHP) is embarking upon its process; the Faculty Hiring Priority Committee (FHP) has begun their process and is also looking at its committee composition. They may add lead writers, deans from each school, and a VP or designee to join.</li></ul> <p><b>Learning Assessment Task Force – LAFT (Marichu/Julie):</b></p> <ul style="list-style-type: none"><li>• Taskstream 2.0 is not yet up; wait a little bit to input your 2013-2014 information.</li><li>• Last year, Mesa assessed its graduates. We discovered that some of our ILOs were confusing, making their assessment difficult. Now the Task Force is</li></ul>
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	<p>working to revisit our ILOs and bring their operational definitions up-to-date. The Task Force has committed most of their recent meetings to accomplishing this. Our six current ILOs will remain the same, but they will have new and improved operational definitions.</p> <ul style="list-style-type: none"> <li>• All areas in Student Services have their SLOs in place and are assessing them. Tim is working on course-level SLOs for 900 courses. He's working with deans, chairs, and faculty to complete this.</li> <li>• A hard copy of the SS Action Plan was distributed. Areas will be assessing their 2013-2014 goals in their next program review. In December, departments will be looking back at 2013-2014 goals, but planning forward for 2014-2015. We will take our SS Action Plan to the next level in 2014-2015.</li> <li>• At our next meeting, we want to dig back into plan. Vision, mission, vision, values, goals. Do we need to do more work to meet the goals that we value?</li> </ul>
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#### AGENDA ITEM H: Service Hours, 2013-2014

<b>UPDATES</b>	<p><b>Service Hours:</b></p> <ul style="list-style-type: none"> <li>• Summer: For Mesa, we're looking at an 8:00-3:00 schedule on Fridays. We want to live with this for now and assess it afterward.</li> </ul>
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
None		

#### AGENDA ITEM I: Roundtable

<b>PROGRAM UPDATES</b>	<p>FYI: MARCH 2 PRIORITY DEADLINE</p> <p>ASG: Announcement: State of the Students will be held on Friday. There will be food.</p> <p>Career/Romero: The Career Center will be offering more workshops, services, and classrooms presentations. To contribute to the SSSP plan, a Career Center goal will be to help students establish career/educational goals as a first step in developing their ed plans. The Center has received more VTEA funds to help with this. The department is planning for the Career Expo.</p> <p>Evaluations/Romero: Students have a February 13 deadline to petition to graduate for Spring ADT Degrees.</p> <p>STAR/Magaña: The STAR lab has been packed in the afternoons. Students have been working on scholarship applications and attending FAFSA assistance workshops.</p> <p>Outreach/Esguerra: Outreach has been holding pre-assessment workshops at the feeder high schools, so students are more prepared to take the assessment test.</p> <p>Transfer/Johnson: The Transfer Center will be going out to high schools to talk to students about transfer. There are a couple of transfer days this weekend at USD and UCSD.</p>
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	<p>Student Development/Topham: The District is working on a high school counselor workshop to talk about what’s going on in the CCC. This will be held at USD on March 26 &amp; 27. We will be bringing some of our counselors as well. A group attended a national FYE conference. We’re looking at scaling up our FYE.</p> <p>Financial Aid/Maldonado: The Department of Ed has made changes for new borrowers; phase two is underway. Three times a year, we’ll now have to submit a student data report including student names, SSNs, DOB, physical home addresses, phone numbers, dates certified, enrollment statuses, enrollment status effective dates, anticipated completion dates, term begin and end dates – a major undertaking. Admissions is working on having all students report their SSN. We don’t know how all of this will be used.</p> <p>Counseling/Plandor: Appointments have been steady. Students are experiencing a 30-day wait for transcript evaluation.</p> <p>Admissions &amp; Records and Veterans/Alvarez: Admissions is now seeing a lot of students angry over the no late add policy. Late start classes won’t qualify for FA.</p>
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ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
<i>None</i>		

**Next Meeting: Wednesday, March 18, 2014, 2 pm – 4 pm**  
**2014 Calendar: 3<sup>rd</sup> Wednesdays, 2:00-4:00, I4-402 (except as noted\*)**