

**Student Services Council  
Meeting Minutes**

May 15, 2017

2:00 pm – 4:00 p.m. Student Services Center, I4-402

<b>ATTENDEES</b>	Ashanti Hands, Chair	Pilar Ezeta	Kari Parker
	Johanna Aleman	Bridget Herrin	Barbara Plandor
	Anthony Alfuate	Leroy Johnson	Monica Romero
	Ailene Crakes	Trina Larson (Rec Sec)	Steven Salter
	Monica Demcho	Marichu Magaña	Cheri Sawyer
	Genevieve Esguerra	Vicki Miller	Daniel Stromwall
	LaWanda Foster	Larry Maxey	Agustin Rivera

**AGENDA ITEM I: Welcome, Introductions, Success Sightings**

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• DSPS has 120 students graduating and just had a graduation celebration.</li> <li>• Two veterans students have been accepted to Stanford</li> <li>• EOPS has its achievement ceremony last Friday. They had a full room and have gotten great feedback.</li> <li>• ASG just had their passing of gavel ceremony. It was so beautifully supportive.</li> <li>• ASG has made a \$3,000 donation to The Stand.</li> <li>• STAR TRIO is taking pictures of its graduates in their gowns. They all leave with a flash drive full of pictures.</li> <li>• FA has about \$220,000 to spend on SEOG's – supplemental funds from the Pell Grants. Students will receive about \$600.</li> <li>• The Department of Veterans Affairs just completed our Veterans audit. Once again, we passed with flying colors!</li> <li>• The spaces we create for our special population is really important and inspiring.</li> </ul>
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**AGENDA ITEM II: Review of Notes**

<b>APPROVAL/ MODIFICATION</b>	<p>Notes for April 19, 2017 were approved pending the following changes:</p> <ul style="list-style-type: none"> <li>• Change Mt. SAC</li> <li>• Under Updates page four – create new bullet for Promise</li> </ul>
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### AGENDA ITEM III: Old Business

<p style="text-align: center;"><b>UPDATES</b></p>	<p>Reflections on Student/Program Outcomes: EOPS</p> <ul style="list-style-type: none"><li>• Changes to fulfill requirements: reduced processing time for applications; orientations will start in the summer and will end the third week of the semester. We will have large group orientations. This has allowed us to move the timeframe.</li><li>• We've developed a handbook presented at the EOPS orientation.</li><li>• We are using Kahoot It! to make sure students are understanding the necessary information related to program requirements. 85% of participants got the answers right the first time.</li><li>• They've had a 36% increase in full compliance rate. Fall 2015: Full Compliance: 48%; Fall 2016 Full Compliance: 84%.</li><li>• We now require students to spread appointments out throughout the semester, so they're receiving ongoing services. One of these contacts must be a group contact to help build community, a goal of EOPS.</li><li>• We are conducting qualitative and quantitative surveys. Quantitative: relates to completed ed plan; Qualitative: counselor probes to help understand if students understand their ed plans.</li><li>• At EOPS, the assessment process is continuous to lead to informed decision making and to take the student voice into account.</li><li>• At the end of fall 2016, we conducted a survey to learn more about student perceptions and use of the book voucher. Through this, we learned that this is important to students and perhaps we should increase the book grant. N=237</li><li>• EOP's population has increased this year by 10%. We could likely increase students if we did more outreach. There are more students to serve.</li><li>• When we talk to students we learn things that surprise us. It's a great inspiration to look to our students for information.</li></ul> <p>Assessment Institute: July 10-14</p> <ul style="list-style-type: none"><li>• This allows us to commit an extended period of time to consider our processes of assessment.</li><li>• Please look at your schedules and/or bring this to those in your areas and see if this is something you'd like to do. It is important to have SS represented. Ashanti will reinforce that we need to ensure that there's a balanced SS and Admin Services focus.</li><li>• We have to have outcomes in Taskstream by July 30.</li><li>• We want to be sure that starting this June we work to tell the kinds of stories that represent the work we do through our outcomes assessment. We have to learn how to tell this story in an intentional and meaningful way.</li></ul>
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	<p>Safety Plan</p> <ul style="list-style-type: none"> <li>• A timeline was presented for 2017-2018.</li> </ul>
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**AGENDA ITEM IV: New Business**

<b>UPDATES</b>	<p>Bridget Herrin joins us from MiraCosta where her research focused on Student Success and Equity. She asks: How can IE better support the program review and other assessment processes of Student Services by providing relevant data for departments on a regular basis and anticipate needs?</p> <p>Mesa Scorecard</p> <ul style="list-style-type: none"> <li>• Go to the Institutional Effectiveness/Institutional Research/Data Warehouse</li> <li>• The recommended Tableau platform allows us to filter for the disproportionate impacts of various groups. Filters will carry over from tab to tab (Completion Metric and Race, Transfer Velocity, etc.) allowing users to rapidly review a wide range of data.</li> <li>• Scorecard cohorts are tracked six years out and the available data is one year behind; Cohort years are starting years.</li> <li>• The only students counted must have a valid SSN.</li> <li>• Behavioral intent is what is taken into account. So if a student says they want to transfer/get a degree, but don't take English or Math, then they aren't included in the cohort.</li> <li>• Can departments like EOPs get this data? Yes. This requires our internal queries, so we'd want to anticipate needs like these for cohort groups.</li> <li>• How soon can we start? This summer; as soon as we have CSID's.</li> </ul>
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**AGENDA ITEM V: Student Services Updates**

<b>UPDATES</b>	<p>Student Services:</p> <ul style="list-style-type: none"> <li>• Terrace Summer Hours: <ul style="list-style-type: none"> <li>○ May30 - June 9: Closed</li> <li>○ June 12 – 16: M-F 7:30-1:00</li> <li>○ June 19 – Aug 11: M-TH 7:30-3:30 / F 7:30-1:00</li> <li>○ August 14-18: M-F 7:30-1:00</li> </ul> </li> </ul>
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- ERP: We will soon have a new timeline for ERP implementation. Slowly our folks will be returning to campus. Thank you for your patience.
- Budget: Take a look at the budget information located from the Chancellor in your inboxes.
- Tech Update: We're working on the website; please survey your sites to make sure the information is current.
- M&M: Our next event will be a summer potluck. The VP will be providing sandwiches and others will bring side dishes.
- HSI/Title V/CRUISE/Peer Navigator: Mathletics: A program out of the HSI/Title V for students transitioning to the next level of math, especially those who are fearful of math and those who passed Math 46 or Math 96 with a minimal passing grade. We will use My Math Lab. July 31-Aug 3, 10:00 am-4:00 pm daily. We will take 25 for each cohort (46 to 96 and 96 to 104). Agustin is coordinating Summer CRUISE (5 sessions this summer); and Peer Navigator onboarding.

#### Student Affairs:

- Financial Aid: We have an internal audit upcoming. We have our second interviews for the SAT position coming up in the next couple of weeks. We have a lot of students inquiring about their 17-18 FAFSA. We have not uploaded these yet – there are a lot of issues and IT can't get to these because of ERP. We're very late. Typically we load in February/March. They need to be loaded into SAM.
- Outreach/Community Relations: We are recruiting ambassador positions. If you know of a student who would do well, please encourage them to apply. The deadline will be the end of May and interviews will be the beginning of June. Outreach and Assessment have been working on a new MMAP pilot – students from Madison and Kearny (108 and 22 students respectively); we know where students have been recommended for placement; many have had transfer-level placement based on their HS performance.
- Student Health: The Comfort Tents are going strong. Students are loving the calming painting activity.
- Student Affairs: As of this morning, we have 668 registered for graduation and a new electronic check-in system!
- Testing & Assessment: We're looking at ways to better serve students through collaborations and partnerships (with M2TC, for example).
- Promise: The first deadline for students to accept their Promise opportunity was May 15<sup>th</sup>. So we'll soon receive information about our incoming cohort. CE students have until May 30 to accept. Mesa's cohort should fall somewhere around 300 and 320 students. We've been partnering with Counseling to develop workshops.

	<p>Student Development</p> <ul style="list-style-type: none"> <li>• SD: Thank you to Olivia Picolla for filling in in Transfer; LaWanda for all of your hard work on the audit this week; Cheri for putting her life on hold to serve Admissions; Barbara Plandor for taking on the challenge of supervising TCE; Kari for serving as department chair and to Leroy for being the incoming department chair!!</li> <li>• Admissions, Veterans, and Records: 2,719 students enrolled for summer (on the third day of registration)</li> <li>• Counseling: Welcome to Leroy as department chair starting May 30!</li> <li>• TCE: Anne Hedekin will be serving in Transfer going forward. We received over two hundred pieces of professional clothing during the Career Fair. Please keep donating. We're finalizing the CTE internship. A community college symposium will be held at UCSD. Mesa is a pick-up point at roughly 7:00 am on Friday, May 19.</li> <li>• SSSP: Larry and Ailene have been working on SSSP, Equity, and Basic Skills integration. We will soon roll out our integration plan.</li> </ul> <p>Student Success &amp; Equity</p> <ul style="list-style-type: none"> <li>• Student Equity: This summer we will be collecting data (persistence, for ex) and will be surveying students. We've finished our financial literacy series and are rapping up Umoja's Real Talk. The Stand will have hourly support this summer and will be open limited hours. The Rite of Passage Ceremony is scheduled tonight. We concluded our joint Equity and SD meetings last Friday. They have been very successful.</li> <li>• The Stand: The Stand is running well with a new influx of funds from the ASG and from Costco. This summer Smart and Final will do a drive for the stand. They will bring pallets of food to us sometime this summer.</li> <li>• DSPS: No Updates</li> <li>• EOPS: We're in the process of hiring another counselor. This should be wrapped up mid-June.</li> <li>• STAR TRIO: We are serving a celebratory end of the year event this Friday. We're hiring tutors and front office staff.</li> <li>•</li> </ul>
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**AGENDA ITEM VI: Institutional Effectiveness Updates**

<p><b>UPDATES</b></p>	<p>Accreditation</p> <ul style="list-style-type: none"> <li>• We have received the team report and are reviewing it to respond to any factual errors.</li> </ul>
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Planning and Institutional Effectiveness

- The IE office is looking at the survey data and working on improving the Program Review process.

Committee on Outcomes and Assessment

- Alana presented the ILO survey results. We need SS representation in the summer institute.

Budget and Resource Allocation

- The Committee is working on how to provide better support and training to those making requests. Those who participated in training tended to be more successful than those who didn't. Ailene and Rachelle are working on creating online training sessions. They're also looking at making the BARC forms more user friendly.

Program Review

- We need more SS liaisons. We will soon have more program reviews and will continue to need more. This is a great way to learn about other Student Services.

Important Dates (these are targets and may change):

- CCC Apply: Roll out in July 2018
- Common Assessment: Spring 2019

The LOFT Is offering regular activities to help us refresh: LUAU (Finals Week)  
M-TH 10-6

STAR still has Fair tickets.

ClassiCon: Support your staff to attend.