

**Student Services Council  
Meeting Minutes**

September 20, 2017

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

<b>ATTENDEES</b>	Ashanti Hands, Chair	Karen Geida	Jose Newell
	Anthony Alfuentes	Leroy Johnson	Barbara Plandor
	Ailene Crakes	Suzanne Khambata	Agustin Rivera
	Genevieve Esguerra	Marichu Magaña	Monica Romero
	Claudia Estrada-Howell	Vicki Miller	Steven Salter
	Pilar Ezeta	Mark Manasse	Cheri Sawyer
		Larry Maxey	Josh Taylor

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• A Mesa student wrote to one of our counselors sharing how the counselor made an impact on their life: with the help of this counselor’s letter of recommendation, our student received a \$25K scholarship to Johns Hopkins’ Masters of Nursing program and to Rice U. Wow!</li> <li>• EOPS has processed 650 student applications!</li> <li>• Student athletes are reaching out to faculty to attend games and faculty are responding. It’s sooo great to see.</li> </ul>
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**AGENDA ITEM II: Review of Notes**

<b>APPROVAL/ MODIFICATION</b>	Notes for May 20, 2017 were approved.
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**AGENDA ITEM III: Old Business**

<b>UPDATES</b>	<p>MSSC Retreat</p> <ul style="list-style-type: none"> <li>• Thanks to our presenters. Their sessions were engaging and memorable.</li> <li>• At the end of the day, we said we wanted to close some gaps in knowledge. If you have any questions about how the work of other departments connect and intersect with yours, ask at MSSC. This is a good venue for closing these gaps.</li> <li>• M&amp;M is a good venue for sharing information, as well.</li> </ul>
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### Mesa Journeys

- Mesa Journeys is a Student Services effort to align services to make students' pathways through Student Services more streamlined.
- The team now includes co-chairs, Claudia and Monica Demcho and members, Genevieve, Leroy, Rena, Steven, and Trina.
- The team leads recently met with VPSS Hands and determined that we would focus on cohort programs.
- Through this process, we're asking: What are our cohort programs? How do they align? How can we maximize our own efforts and support each other?
- Thanks to all for providing your department's data in preparation for the retreat. Much data has been collected and many insights learned.
- We are cleaning up the coding and data so that it reflects what is happening at the department level.
- Rena will meet with cohort programs to collect data. We need everyone's input.

### Reflections on Student/Program Outcomes: The Stand

- The team has tracked The Stand usage. An infographic demonstrates this usage since The Stand opened in spring 2017.
- Over 2000 items were provided to students in the spring. Close to 500 students were served.
- The point system was modeled on that used by other colleges.
- Students use an iPad to check in and track their usage.
- The Stand conducts semester service surveys to determine why students use the service.
  - 59% have difficulty affording professional clothing.
  - 71% of Stand students can't afford to eat balanced meals.
  - Most use clothes for interviews and classroom presentations.
  - Most students are very likely to use The Stand again.
- Those who visit are inspired to donate.
- The Stand is in ongoing need of donations.
- The Stand requires about \$700/month to keep it going.
- The State will allocate \$2.5M to colleges across the state for food pantries like ours.
- Jill Moreno is doing a pilot service learning project in her English classes students can complete through The Stand. Students will learn how to run a food drive and can use their own majors to help them develop their plans.

**AGENDA ITEM IV: New Business**

<p><b>UPDATES</b></p>	<p>MMAP Placement Assistant</p> <ul style="list-style-type: none"><li>• Joel has put dynamic dashboards in place so we can see how many students are completing the Placement Assistant assessments and where they are placing.</li><li>• Over 800 students have used the Placement Assistant and the feedback is incredibly positive.</li><li>• The multiple measures considered through the Placement Assistant are CUM GPA 9<sup>th</sup>-12<sup>th</sup> grade; the last English and math classes taken and the grades they've received; and students' intended majors.</li><li>• In pilot mode: the Placement Assistant must be used in the office and it's only for students who have completed high school within the last 10 years.</li><li>• During the meeting, Josh ran several scenarios through the Placement Assistant to demonstrate the results.</li><li>• Bridget is tracking the data.</li></ul> <p>CELSA</p> <ul style="list-style-type: none"><li>• We now have an online ESOL assessment instrument. Monica spearheaded a group of ESOL faculty as a part of the HSI grant to implement this.</li><li>• Students who have used it have been grateful.</li></ul> <p>Sneak Peak: Online Orientation/Virtual Tour</p> <ul style="list-style-type: none"><li>• Ailene walked MSSC through the <a href="#">Online Orientation Virtual Tour</a>.</li><li>• One of the exciting aspects of this is that it's not Flash-based and can be used on all mobile and online platforms.</li><li>• Students receive messages if they haven't completed the orientation.</li><li>• It will be available in English, Spanish, and Vietnamese.</li><li>• The orientation takes students to other services and to a check for understanding.</li><li>• The orientation is closed captioned.</li><li>• It will launch sometime in October.</li></ul>
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**AGENDA ITEM V: Student Services Updates**

<p><b>UPDATES</b></p>	<p>Student Services:</p> <ul style="list-style-type: none"><li>• Updates: Thanks for all of your work. The Annual Report is coming soon.</li><li>• mySDCCD Portal: Staff will be invited to Lunch and Learn workshops in October and November. Work with your staff to ensure that they sign up for one or two. Each month, Lynn sends out a "Countdown to Campus Solutions" newsletter.</li></ul>
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- There will be a professional learning series for managers and supervisors campuswide. Janue is coordinating. This will be launched in October or so.
- DACA: We are coordinating information sessions in safe spaces for our DACA students.
- STEM Center: This has launched.
- High School to Mesa Pipeline Report: Distributed
- M&M: Back to School Brunch

#### Student Affairs:

- ASG: Come to the Tailgate, Saturday at 4:00 PM for food, games, and giveaways.
- Financial Aid: Have awarded 9,000 \$11M; the FA fair went really well.
- Outreach/Community Relations: Information Nights continue. Ambassadors will begin in their high schools soon.
- Student Health: Free Hep-A shots are available for homeless students and SHS is almost out of flu shots. SHS will hold QPR for depressed students in the LOFT on Oct 11. The Health Fair will be on Oct 19.
- Student Affairs: Working with SSE to host the Leadership Equity in Action Series.
- Promise: 54 students are moving forward from their first-year cohort. Mesa has about 300 total Promise students.

#### Student Development

- Admissions, Veterans, and Records: 21,838 headcount; we are only down slightly from a year ago and our second session hasn't begun.
- Career & Evaluations: Continuing to build access through our job board. Please let students know about the job board. Job Fair Oct 19. Students can work on their resumes beforehand. When we speak to students, ask them about their goals rather than asking them about where they are "transferring" to. The First Destination Survey is underway. Strong Workforce has provided \$200K to the Career Center.
- Counseling: STEM counselors are supporting this program. Will launch online counseling appointments in October.
- Student Development: Working on military-friendly survey.
- Transfer: Transfer Day October 3; Transfer Night in November; Reps are coming and meeting with students. Application seasons begins on October 1. UCSB bus trip went well – 29 students attended.

#### Student Success & Equity

- DSPS: Faculty must implement required accommodations and DSPS collaborates with faculty to assist in the process.
- EOPS: We have 56 Borderless Scholars now.
- HSI/Title V/CRUISE/Peer Navigator: Over 500 students participated in Summer CRUISE. The CRUISE website is now in Spanish.

- STAR TRIO: Additional SARS data functionality is being used by STAR and reports can be pulled. An insight from a recent conference: let's shift our thinking from being an Hispanic Serving Institution to being an Hispanic *Graduating* Institution.
- Student Equity: We have seen 79 students for fall 2017 so far. Persistence is higher for students who receive this support.
- The Stand: Make food donations at Homecoming.

#### Tutoring

- Partners with a number of services on campus to help students.

#### Accounting

- SSE has supplied several bus passes.
- As our Student Services Liaison and on behalf of Accounting, Anthony affirms his/their role in ensuring that students don't get the runaround. Accounting will update processes to support this effort.

#### CTE and Strong Workforce

- More information will be coming soon related to Strong Workforce and integration.
- A facilitated, hands-on workshop is scheduled for Friday, October 27. All are encouraged to attend.