

# SAN DIEGO MESA COLLEGE

## Student Services Council

**Wednesday, November 15, 2017**

### **Agenda**

#### Members/Guests

Ashanti Hands, Chair  
Rachelle Agatha  
(Sub: Jacqueline Collins)  
Johanna Aleman  
Ivonne Alvarez  
(ERP Sub: Cheri Sawyer)  
Michael Booth  
Ailene Crakes  
Lynn Dang  
Monica Demcho  
Genevieve Esguerra  
Claudia Estrada-Howell  
LaWanda Foster  
Leroy Johnson  
Suzanne Khambata  
Matilda Kristoferson  
Marichu Magaña  
Gilda Maldonado  
(ERP Sub: Pilar Ezeta)  
Mark Manasse  
Larry Maxey  
Victoria Miller  
Tim McGrath  
Joseph Newell  
Barbara Plandor  
Agustin Rivera, Jr.  
Monica Romero  
Steven Salter

- I. Welcome, Introductions and Success Sightings (Maxey)
- II. Review of Meeting Notes (Maxey)
- III. Old Business
- IV. New Business
  - A. Strong Workforce (Romero)
  - B. Counseling: Online Scheduling (Plandor)
- V. Student Services Updates
  - A: Student Services (Maxey)  
Tech Update, M&M
  - B. Dean of Student Affairs (Miller)  
ASG/Clubs, Financial Aid, Outreach/Community Relations, Student Health, Student Affairs, Testing and Assessment/Promise
  - C. Student Development (Crakes)  
Admissions, Veterans and Records, Counseling, Transfer|Evaluations|Career, Veterans Resource Center, SSSP
  - D. Student Success & Equity (Maxey/Aleman)  
Student Equity, DSPS, EOPS, STAR/TRIO, CRUISE
  - E. Campus Wide Administrative Units/Partners  
Student Accounting, Tutoring, Strong Workforce, Title V, Instruction, Business Services
- VI. Institutional Effectiveness Updates
  - A. Integration (Crakes/Maxey)
  - B. Integration Planning and Institutional Effectiveness (Miller)
  - C. Committee on Outcomes and Assessment (Crakes/Estrada-Howell)
  - D. Budget & Resource Allocation Committee (Dang/Crakes)
  - E. Program Review (Maxey/Magana)
  - F. Committee Updates:
- VII. Accreditation Q & A
- VIII. Roundtable (All)

Student Services Vision: Students' choice for learning and success.  
Student Services Mission: San Diego Mesa College Student Services provides pathways that inspire, engage, and empower our diverse students to learn and succeed.



**Student Services Council  
Meeting Minutes**

October 18, 2017

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

<b>ATTENDEES</b>	Ashanti Hands, Chair	Leroy Johnson	Joseph Newell
	Johanna Aleman	Suzanne Khambata	Agustin Rivera, Jr.
	Ailene Crakes	Trina Larson (rec. sec)	Monica Romero
	Genevieve Esguerra	Marichu Magaña	Steven Salter
	Claudia Estrada-Howell	Mark Manasse	Cheri Sawyer
	Pilar Ezeta	Mark Malebranche	Zod Schultz
	LaWanda Foster	Larry Maxey	
	Anne Hedekin	Vicki Miller	

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• Ailene thanks the SS team for supporting students in crisis.</li> <li>• Appreciation goes out to the DACA panel of students who shared their stories and their experiences when learning that DACA was rescinded. Their resiliency in the face of this impact is inspiring. Thanks to the departments and programs that support them.</li> <li>• Vicki acknowledges the ASG for creating a wonderful space for this event. And to shout-out to Outreach for hosting 90 Madison HS students. The students had a great experience. Outreach was acknowledged by the Principal and the event continues to be a topic of conversation.</li> <li>• Thanks for the Comfort Tents. They are amazing.</li> </ul>
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**AGENDA ITEM II: Review of Notes**

<b>APPROVAL/ MODIFICATION</b>	<p>Notes for September 20, 2017 were approved with the following corrections:</p> <ul style="list-style-type: none"> <li>• Add Steve Salter to the Mesa Journeys team.</li> </ul>
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**AGENDA ITEM III: Old Business**

<b>UPDATES</b>	<p>Reflections on Student/Program Outcomes: Student Health Services</p> <ul style="list-style-type: none"> <li>• It's very exciting to use student success as a lens for thinking about health services.</li> <li>• SHS' data is largely qualitative. This data is the basis for the changes SHS makes to its programs and events.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Assessing our outcomes: There's not a perfect fit between the work of SHS and SSOs or SLOs; however there are important connections. A student's health is fundamental to their success.</li> <li>• We evaluate whether our events hit the mark, in part, by speaking with students and having discussions across the department.</li> <li>• The week before spring break, SHS hosts the Death Experience to simulate distracted and impaired driving.</li> <li>• During Welcome Week the department surveyed students: How's your health? Do you have barriers to health care? Have you felt sad, depressed or hopeless? Have you had trouble with access to food? <ul style="list-style-type: none"> <li>○ Our students have barriers: They may not have health insurance.</li> <li>○ 40% of students responded that they have been sad, etc. The question needs to be posed differently next time as it included too many variables. This number is very low compared to national averages.</li> <li>○ 30% of our students have missed meals during the last month.</li> <li>○ Very few of our students say they drink.</li> </ul> </li> <li>• Domestic violence event: most of our students said they are aware of consent.</li> <li>• Death Experience: Looking at the statistics, most students said they wouldn't drink and drive.</li> <li>• Somali Cultural Immersion: Students learned about Somali family life, religion, and food. They identified similarities.</li> <li>• SHS also wants to look at the mental health survey that was done by the State.</li> </ul> <p>Safety Update: Evacuation Plan Status and Implementation</p> <ul style="list-style-type: none"> <li>• A dry-run evacuation is proposed for December.</li> <li>• Floor Wardens, the Emergency Facilitator, and Area Evacuation Coordinators will receive training in the near term.</li> <li>• The evacuation plan is almost complete!</li> </ul>
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**AGENDA ITEM IV: New Business**

<b>UPDATES</b>	<p>Program Review SS Data</p> <ul style="list-style-type: none"> <li>• Bridget walked us through SS data that departments are using in Program Review.</li> <li>• In the spring, SS and Research create a process through which programs could receive data relevant them. Data was pulled for cohort programs.</li> <li>• CSIDs were given to IE from 16-17 and the Research Office returned data related to success in coursework, persistence, retention, and GPA.</li> <li>• Data was disaggregated by gender, age, ethnicity, stated educational</li> </ul>
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objective, first generation status, and some pairings like ethnicity and online status.

- This will continue to be one of our practices in data collection. We will continue developing the things we query for and the programs that are included.
- A suggested metric: EOPS has asked for semester to semester and year to year persistence.
- An important note: Because the SS data reports sometime reflect data for very small cohort programs, it is potentially identifying. The reports are therefore considered confidential and only distributed through Taskstream; make sure you protect just like all student data.

#### Integration

- The Integration draft plan has been developed. It is now online (Student Services/Student Development/Integration)
- Oct 23: Will be to Lynn for Board approval.
- Dec: It is due to the State.
- Funding requests: Requests are being scrutinized because Equity's discretionary funds are limited. SSE walked the Council through the new request form.
- The College is mitigating disproportionate impact and using our funding effectively.

#### Guided Pathways

- Guided Pathways has a special role for SS to play in launching our GP efforts.
- GP is a framework that allows us to create clear course pathways and provide supports to students.
- We already have many practices and programs in place. The GP framework can help us integrate our efforts.
- Timeline:
  - We have begun a self-assessment process.
  - We will then compile our assessment and send it to the campus.
  - We'll host an open forum for additional feedback.
  - It will be presented at President's Cabinet.
  - We will eventually submit to the State so the Chancellor's Office has a better idea of what colleges need.
  - Then, we will form a Guided Pathways Taskforce. This group will submit a multi-year work plan using a template that hasn't been distributed by the State yet.
- We are at the very early stages of this.
- We will own our own framework. We're not doing GP; we're doing what we do and seeing how GP can help us do it better.

## AGENDA ITEM V: Student Services Updates

<p style="text-align: center;"><b>UPDATES</b></p>	<p>Student Services:</p> <ul style="list-style-type: none"><li>• VPSS: AB19: the BOG Grant is being changed to “Promise,” which will pay for full-time students to attend college for the first year. This would be implemented in 2018-2019 and would benefit approximately 3,000 of our students. AB19 may not have an income restriction like the BOG.</li><li>• There are lots of questions without answers right now -<ul style="list-style-type: none"><li>○ What about students who currently receive the BOGW?</li><li>○ What about Legacy students who have taken college classes at HS?</li><li>○ How can we distinguish multiple Promise programs?</li></ul></li><li>• We’re waiting for implementation guidelines. The BOG may not go away.</li><li>• Our District Title IX Coordinator has been working on eight formal complaints. These are very detailed and lengthy processes. So far, they have responded to 153 notifications from across the District.</li><li>• We also have an advocate on campus: Nicole Teran from Community Solutions. We received a grant to create an advocacy program that we are modeling after SDSU’s. Nicole will be in Student Affairs Tuesdays 9-6 and Wednesdays half day as needed. She doesn’t document anything; she just provides background information. If a student is going through an ongoing problem, they first need to develop an exit strategy. An advocate like Nicole can help with this preparation. The current administration in DC has changed some regulations. For us, it’s business as usual – we’re not changing anything. The CA Governor will codify the rules as they stood prior to these recent changes.</li><li>• Pregnancy is defined as a temporary disability and pregnant women are eligible for disability accommodations, as appropriate. Feel free to direct any students to DSPS. A student isn’t required to go to DSPS, but it is recommended. Otherwise, faculty can determine what they will permit (frequent bathroom breaks, etc.).</li><li>• SDCCD has implemented an academic forgiveness program for DACA students. We are directing individuals to EOPS (Jesus). The petition then comes to the VPSS Office, which will direct the petition to the District.</li><li>• M&amp;M: October 31, 2<sup>nd</sup> Annual Chili and Costume Contest. Please encourage people to come!</li></ul> <p>Student Affairs:</p> <ul style="list-style-type: none"><li>• ASG: The ASG Retreat now has a waitlist.</li><li>• Financial Aid: The 2018/2019 FAFSAs are available.</li><li>• Outreach/Community Relations: Students are conducting community</li></ul>
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service. We will embark on a Season of Giving – a multi-week donation drive. The Stand will be one key recipient. The season will kick off on November 1. We've started our Information Nights for the year.

- Student Affairs: The ASG has created a wonderful time management workshop based on a discussion some had with Pam and Ashanti.
- Student Health: The Grassroots Health Fair is tomorrow. Free Hep-A shots are available for homeless students and SHS is almost out of flu shots. The Health Fair will be on Oct 19. SHS is hosting Sweet Talk and Be Calm on a regular basis.
- Promise: Our 2017-2018 cohort has 332 students.

#### Student Development

- Admissions, Veterans, and Records: Headcount: 22,235; the Registration Calendar has been posted to the District website. Registration begins Nov 13. Everyone has to have their applications in by November 2. We will have a Veterans Celebration event November 7-9.
- Career & Evaluations: The Job Fair will be held tomorrow with 54 employers.
- Counseling: We're doing a lot of collaborative work with STEM Conexiones, for example. Lots of great, positive things happening. Michael Temple is doing a great job with Real Talk. We will be increasing our student athlete hot spots.
- Transfer: Transfer Day was fantastic; we have Transfer Night November 11. It's application season: everything is due Nov 30.

#### Student Success & Equity

- DSPS: A Title IX update will be distributed this week.
- EOPS: Adriana Rivas is our new SST. The final DACA event will be held tomorrow. This will be a panel of Mesa personnel who were once undocumented. The students who've worked on the DACA events have shown a high level of leadership. They are remarkable. EOPS has met its fall target. EOPS will start reaching out to students who are below 2.25 GPA.
- HSI/Title V/CRUISE/Peer Navigator: Winter and Saturday CRUISE are gearing up and Agustin will be reaching out.
- STAR TRIO: STAR is at 88% of capacity.
- Student Equity: Monica Demcho, Johanna Aleman, and Claudia Estrada-Howell will be attending a conference in PA next week. Direct support: to-date we have assessed 85 students and given support to 68 students - totaling over \$11,000 in support.
- The Stand: The team will present at CCLC. We are always in need of food. Our food expenditure is now \$800/month. We have a very handy Amazon Wish List. ASG and AFT have provided some mini-grant funding. We've provided over 3,000 items so far in the

	<p>semester. We will receive approximately \$40,000 to support The Stand; however these will be one-time funds. We need to continue seek. We have brought in a new counselor for</p> <p>Campus Wide Administrative Units/Partners</p> <ul style="list-style-type: none"><li>• Campus Solutions Workshop: Victor was great. The presentation was wonderful.</li><li>• Strong Workforce/CTE: We'd like to present Strong Workforce for MSSC.</li><li>• Title III &amp; Title V: The STEM center has logged over 600 hours.</li></ul>
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