

**Student Services Council  
Meeting Minutes**

February 20, 2019  
2:00 pm – 4:00 p.m. Student Services Center, I4-402

<b>ATTENDEES</b>	Ashanti Hands, Chair	Leroy Johnson	Larry Maxey
	Johanna Aleman	Suzanne Khambata	Vicki Miller
	Beatrice Barron	Trina Larson (Rec Sec)	Jenny Nguyen
	Ailene Crakes	Charlie Lieu	Kylie Ozols
	Erika Higginbotham	Dulce Lopez	Isabel O’Conner
	Claudia Estrada-Howell	Marichu Magaña	Barbara Plandor
	Pilar Ezeta	Gilda Maldonado	Agustin Rivera, Jr.
	Tavaris Franklin	Mark Manasse	

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

<b>COMMENTS</b>	<ul style="list-style-type: none"> <li>• Anne Hedekin received an email from a past student. His plan was to transfer to SDSU but he had to move to the Long Beach area. He applied to CSU LB and got in for Spring of 2019! He expressed his appreciation to the faculty and counselors for supporting him. He is military and had transcripts from many schools but we helped him but it all together for successful transfer.</li> <li>• A shout-out to our instructional colleagues: a professor has a lot of students requiring accommodations. He came to share his strategies, including creating Zoom lectures to support students with varying needs.</li> <li>• We had good scholarship numbers. 2018: over 300 applications; this year over 500.</li> <li>• Larry helped a student from the clothing closet learn to tie a tie.</li> <li>• Student Ambassador Jordan Nash was admitted to his dream school, San Francisco State!!</li> </ul>
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**AGENDA ITEM II: Review of Notes**

<b>APPROVAL/ MODIFICATION</b>	Notes for December 12, 2018 with one change: Marichu will send comment Brandon made at the last meeting.
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**AGENDA ITEM III: Campus/District Updates**

<p><b>UPDATES</b></p>	<ul style="list-style-type: none"> <li>• Ashanti will send links to new key campus documents, like our Annual Report 2017/18.</li> <li>• A video has been produced related to employees who have been working on Campus Solutions. Ashanti will send a link to this.</li> <li>• Visit <a href="https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics.aspx">https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics.aspx</a></li> <li>• North Carolina State University researchers surveyed nearly 6,000 college students from 10 community colleges throughout the country, including California, to determine the top 10 challenges to student success according to students. The Revealing Institutional Strengths and Challenges Survey listed work (34%) and paying expenses (34%) as two of the biggest challenges.</li> </ul> <p>Items to Share:</p> <ul style="list-style-type: none"> <li>• <a href="#">Campus Solutions Implementation Team Video</a></li> <li>• <a href="#">Report on Employee and Student Diversity021419.pdf (1,343 KB)</a></li> <li>• <a href="#">San Diego Promise Program Update 013119.pdf (592 KB)</a></li> <li>• <a href="#">HSI STEM Newsletter</a></li> <li>• <a href="#">Data Dashboards</a></li> </ul> <p><b>New Survey Identifies Top Challenges for Community College Students</b></p> <p>North Carolina State University researchers <a href="#">surveyed nearly 6,000 college students</a> from 10 community colleges throughout the country, including California, to determine the top 10 challenges to student success according to students. The <a href="#">Revealing Institutional Strengths and Challenges Survey</a> listed work (34%) and paying expenses (34%) as two of the biggest challenges.</p>
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**AGENDA ITEM IV: Old Business**

**AGENDA ITEM V: New Business**

<p><b>UPDATES</b></p>	<p>Georgia State University Trip – Leticia Diaz, Karla Trutna, Michael Temple</p> <ul style="list-style-type: none"> <li>• Leticia Dias, Michael Temple, Susan Topham, and Karla Trutna attended to learn about student support services at Georgia State.</li> <li>• There are many resources we could be accessing.</li> <li>• GSU stated that they felt they were a national embodiment of failing; they were especially failing their underserved students.</li> <li>• To get funding, they looked to the Bill and Melinda Gates Foundation and Coca Cola. The president also donated his own money. This created excitement.</li> </ul>
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- They created the Panther Retention Grant to help students finish their educations, after running out of financial aid.
- They created a summer program that helped students complete their semesters with higher GPAs.
- They supported their students by creating meta-majors. Students select programs of study and they place students into career pathways from the beginning. Students can select a block schedule as a part of a cohort in their first semester. During this time, they are hearing from alumni panels and open houses that are related to careers.
- The college uses interventions that will automatically alert students if they don't reach certain benchmarks/academic accomplishments.
- The college gives students opportunities become tutors; students who were part of supplemental instruction improved their grades by a half letter grade.
- They've done a lot to close their achievement gaps.
- At GSU, all students receive comparable supports, so their programs are at scale. (GSU has 21,000 students.)
- When we move to CCC Apply and when we transition to PeopleSoft, students will receive additional supports like checklists to help students stay on track. We will also have links to career and through Mesa Journeys, students will have access to focused services.
- Every student we're working with off-site is learning about Ask Mesa, Mesa Journeys, and other tools that will support their academic journeys.

Strong Workforce Partnership Pathway Navigation Presentation – Claudia Estrada Howell

- There are seven regional work groups. Mesa is very well represented. This is great but challenging work. We are moving the status quo toward equitable practices.
- The goal is not to add more work for campuses. We want to embed our work in the Pathways pillars with the addition of a fifth – career.
- Onboarding: Consultants have been doing a lot of research and footwork, including focus groups at each campus. They developed 8 over-arching recommendation:
  - Pre-Enrollment Engagement: As early as middle schools.
  - Differentiated Orientation: Students found that orientations aren't tailored to all students. Instead the goal is to meet the students where they are. eg, Online orientation, in-person orientation that include faculty connections (counseling, instructional)
  - Career Planning before Education Planning: Students asked for this to help them determine what majors they'd like to

	<p>explore.</p> <ul style="list-style-type: none"> <li>• Each campus will receive \$225K over three years. For campuses to received continued funding, they must meet milestones they identified. <ul style="list-style-type: none"> <li>○ Mesa decided we'd look at our intake process: Mesa Journeys. The region will have a community of practice and Leroy and Charlie will present.</li> <li>○ A big chunk will go toward our orientation practices. We have an online orientation and the CRUISE programs.</li> <li>○ We are also working on developing career planning before education planning. Counseling is excited.</li> </ul> </li> <li>• In Mesa Journeys, we are looking at working with CCCMyPath, an action oriented intake tool. This comes down in April. In CCCApply we can change the local questions to help Mesonsize the information I get.</li> <li>• The Mesa Journey's team will keep everyone posted and engaged.</li> </ul> <p>MT2C – Mark Manasse</p> <ul style="list-style-type: none"> <li>• Students can now go onto the MT2C and type in any class they're taking and find available tutoring.</li> <li>• Tutors hear that 99.9% of their job is to be kind to students and to each other. Confusion is normalized.</li> <li>• We don't know yet; let's find out together.</li> <li>• Every summer, in June, we have a tutoring retreat. All are invited. Most recently the team have spoken about their values. For example, they include: collaboration, empathy, empowerment, equity, professionalism, respectfulness.</li> <li>• "I'm an educational professional." This is one of the first things we have student voice, then we focus on our training and learning to help realize this.</li> <li>• Students are educational professions as long as they are working on any one of these at any given time: tutoring, leadership, andragogy, equity.</li> <li>• We support cognitive and affective domains.</li> <li>• This semester we'll be working with Strong Workforce and Student Health Services.</li> <li>• Anyone can take EDUC 100.</li> </ul>
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**AGENDA ITEM VI: Student Services Updates**

<b>UPDATES</b>	<p>Student Services:</p> <ul style="list-style-type: none"> <li>• Tech: We've been proving Mesa Journeys trainings. Charlie will reach out to departments individually. This will help departments access data from the tool. Anyone with access to the OU calendar. If you place items in the OU calendar, they will appear on the SS events calendar.</li> <li>• Safety: We are prepping some additional signage for the building</li> </ul>
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where we found a need; we have sent out a Doodle Poll for scheduling an ALICE training on campus that will focus on Student Services participation. So far, people are favoring June 18, 8:30-12:30. Matt Fay will coordinate with the District once we have a date.

- M&M: We held our new employee welcome. For February, we held a Valentine's love song that was very popular and fun. We'll have a potlucks on a quarterly basis. Our next event will be in March – maybe a karaoke spring sing and pot luck.

#### Student Affairs:

- Associated Students: We have four new senators; we have a full senate. We will co-sponsor a series of events. We will soon go to ASACC conference in Washington DC. We will focus our advocacy on cybersecurity and mental health. This year, AS will sponsor TEDx in late April. The deadline to apply to speak will be on March 1. Please encourage anyone with unique stories or perspectives to apply. This is an officially licensed TEDx event and will be posted on their site.
- Financial Aid: The FA Information Fair will be held on March 19. Dreamers must apply before March 2 so they don't lose state aid. We are preparing to complete the large Pell Grant disbursement. We will begin testing for the 19-20 year. PS is only one license and the District is considered a single institution. This has a ripple effect. PS can't register students that split their time between colleges in a single year. Mesa can't pay students for taking classes at City in the next semester. FA is looking for student-centered solutions.
- Outreach: We are so grateful to have Tavaris; he has already served as a lead, presenting at an Info Night. We have partnered with Career and with the WBL team to carry out a number of middle school activities. We had about 200 students at Marston. Tabling is staffed by outreach and career ambassadors. Want to reach out to SDUSD students during the summer who are close to graduating. This year, we will be reaching out to about 800 students. After all these years, the idea for a program like this has never come forward. We want to make sure that students are connected to CRUISE, PROMISE, and other programs.
- Promise: Students must put in their FAFSA or GMAT# into the application. We will request progress reports for students. We have supports like counseling. A lot of our students aren't doing as well as they could. This affects their school standing and financial aid.
- Student Health: There's a pertussis outbreak. If you have a student who keeps coughing, please direct them to Student Health Services. Send us your sick people. New initiative funded by outside money from California: comfort tents for a week once a month. We are almost finished with our survey. The Active Minds club is good for students who want a career in mental health. Be Calm and the LGBTQ are active.

- Student Affairs: We are thrilled – a couple of changes have resulted in large increases in scholarship applications. We now have an online form and series of reminders. We’ve increased our numbers by almost 200 applications. We’ve had a smaller number of folks who did not completed. Mark your calendars: April 20<sup>th</sup> – a Saturday afternoon. We hope that more families will be able to attend at this time. We will put a call out for baskets. We hope all departments have RSVP’d for Jump Start: Saturday, March 16. Deadline: February 22<sup>nd</sup>. We will continue to combine Jump Start and Cash in for College. Commencement: May 18 at 3:00

#### Student Development

- Admissions, Veterans, and Records: Unduplicated student headcount 20,551. The veterans pancake breakfast is coming up on March 19 and the Veterans office is busy processing certifications.
- Career: We’re working closely with Work Based Learning. We have a lot of employers coming to campus. We’re going to have a women’s panel during Women’s History Month. We will host an internship and job fair with resume support.
- Evaluations: We are prepping for commencement; we will have tickets for commencement.
- Counseling: Counselors attended the Guided Pathways Retreat on February 8. Instructional and counseling faculty are looking forward to collaborating. A handout was shared with counseling hot spots. March 18 counselors will be having PS training.
- Transfer:
  - TCE was swamped with Supplemental applications during January. Helped a lot of students complete the document. Staff was able to intervene and help students with roadblocks such as not applying for ADTs or calculating GPA wrong etc. Held workshops and drop in assistance.
  - Still working with private school applications as deadlines are staggered through spring
  - TCDs met with SDSU to share feedback about transfer process. Was productive as we provided concrete feedback to help shape the new admissions process! Finger crossed.
  - Hosted several colleges during the peak time in the counseling center to help education students on transfer options
  - Tapas and Transfer info table on the third floor during welcome week-surprisingly successful! Met students and faculty upwards of 25 visitors to the table.
  - Plan to schedule local schools during the peak registration time again in May and July.
  - Planning SDSU next steps and career next steps, TRL (5/2) and Spring Mini Fairs (3/20 and 5/7) as well as Transfer Options Fair (4/24)

- Send students our way-we will make transfer work!

#### Student Success & Equity

- AVANZA/CRUISE/Peer Navigators: PN applications are due this Friday.
- CalWORKs: PCG now has the contract to help service the students receiving CalWORKs to bolster our work with CalWORKs students.
- DSPS: We are expanding our student success workshops.
- Equity: We are looking to have a summer basic needs retreat. Many SS members will be invited. We are currently working on our Equity Plan. Erika will soon become our permanent DSPS Coordinator.
- EOPS / STAR TRIO: We are accepting applications and serving immigrant students with legal services. For tax preparation services for students, check out the EOPS or Student Affairs websites. STAR TRIO is full; we have an opportunity to go out for a grant for underserved students.
- Direct Support: We are expanding our student success workshops.
- The Stand: We need volunteers for tomorrow's Farmers Market.