

**Student Services Council
Meeting Minutes**

May 15, 2019

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

ATTENDEES	Ashanti Hands, Chair	Erika Higginbotham	Marichu Magana
	Johanna Aleman	Leroy Johnson	Vicki Miller
	Stephen Alison	Kyung Ae Jun	Valerie Pallares
	Catherine Cannock	Chris Kalck	Herrera
	Dulce Carolina Lopez	Suzanne Khambata	Agustin Rivera, Jr.
	Nellie Dougherty	Charlie Lieu	Monica Romero
	Ailene Crakes	Gilda Maldonado	Karla Trutna
	Claudia Estrada-Howell	Larry Maxey	
	Anne Hedekin	Trina Larson (Rec Sec)	

AGENDA ITEM I: Welcome, Introductions, Success Sightings

COMMENTS	<ul style="list-style-type: none"> • Lots of happy transfer admissions success. • Career Ambassador Program has been re-funded through Strong Workforce. • We had a great DSPS commencement celebration!
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AGENDA ITEM II: Review of Notes

APPROVAL/ MODIFICATION	<ul style="list-style-type: none"> • Notes for April 17, 2019 were approved with the correction of one typo.
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AGENDA ITEM III: Campus/District Updates

COMMENTS	<ul style="list-style-type: none"> • See the Chancellor’s budget email and let us know if you have any questions. We are reviewing all vacant positions. • Our district will be awarding more than 11,000 degrees and certificates. • Tentative date for retreat: we’re looking at July 19 (the preference) or 25. • Campus Solutions is going fairly well with a reasonable learning curve. Students have questions, but they are manageable. NOTE: Students should bring laptops or other devices during registration so they don’t have to wait for computers. We expect to capture better data. If you have any problems, open a Help Desk ticket.
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AGENDA ITEM IV: Old Business

AGENDA ITEM V: New Business

<p>UPDATES</p>	<p>Counseling Update: Athletics (Pallares Herrera)</p> <ul style="list-style-type: none">• Most athletes transfer out of state.• Transferring athletes is highly involved.• It's very helpful to have a counselor located in athletics where everything is happening.• We are starting a Student Athlete 101 as part of Summer CRUISE.• We are also focused on connecting students with Tutoring. <p>Program Review: Equity and Excellence (Higginbotham/Kalck)</p> <ul style="list-style-type: none">• The Center for Urban Education is helping us live up to our vision of equity and excellence. In part, they looked at Program Review.• Header: Disconnect between Data and Goals (hear this)• Header: Lack of Reflective Practice• They asked us to go back in time and put more equity reflection in our program review.• Our instruments don't include any/many instances of the word "equity."• Program review is always evolving. As we get more data; we expand and improve.• Want to ask the ask the right questions but not be too prescriptive. We want to work collaboratively.• This gets the college focused on a metric around equity. It also gets us looking on data.• If we're all focusing on one question, we're not answering a lot of questions – we are more focused.• We continue to be race-neutral in our documents when we need to explicitly say, unapologetically, that we are looking at race and closing equity gaps around race.• The Program Review Committee has sent this from Sahar King on behalf of Madeleine. Please share any comments.• Chris will send us the full report. <p>AVANZA: Student Outcome Report (Rivera and Alison)</p> <ul style="list-style-type: none">• We had over 900 students last year and hope to get up to 1,300.• CRUISE students have better success, retention, persistence.• We offer emotional and affective support, not academic tutoring services, for example.• Students are more driven, more excited. Fears abate; the experience is less intimidated.• Students have greater success three semesters out.
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	<ul style="list-style-type: none"> • CRUISE student retention is 90%. • See the CRUISE dashboard HERE for more information. • It may be time for more collaboration – where we don't have to hire more tutors or ambassadors. There is a lot of overlap. From a student's point of view, there may be confusion. We want to work on more collaboration with smaller programs so each can focus on what they are best at. AVANZA is building this scaffolding. They are working with Mathletics, Athletics, Dreamer population, and adult/returning students to focus on specific student journeys.
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AGENDA ITEM V: Student Services Updates

UPDATES	<p>Student Services:</p> <ul style="list-style-type: none"> • Student Services: New dashboards are popping up all the time. Check them out! • M&M: We have an alma mater contest happening now. Check your inbox. • Safety: We are holding an ALICE (active shooter) training on May 30, from 12-4, in Z-501. The SS members of that group can then return to the SS Center to look at Center-specific issues from 4-5. • Tech Update: We are bringing KIC book scanning to Mesa College. It's free. Students can email scans to themselves. This is a tool that can be used as opposed to a copier. Users can copy up to 33% of a book and not violate copyright. (Student has to make the copy, tho, unless it is for a student requiring an accommodation.) This will be housed in the LRC. We will have one for now. This has been supported by CTE and former foster youth. We expect to have this on campus in a month. Our Commencement will be live screened for anyone to view. This will be placed on the Commencement webpage. Surveys have gone out this week: 1) SS tech goal survey (internal); and 2) a survey for students. <p>Student Affairs:</p> <ul style="list-style-type: none"> • AS/Clubs: Taylor Carpenter will be our new president. She has lots of great ideas. July 13 is Pride Parade 2019. • Financial Aid: Manolis has been transferred to the District. We wish him well! Changing programs of study has created workload issues. We will hold programs of study static each year, unless a student is moving into a program only one college offers. • Outreach: 7 of our 10 ambassadors have been admitted to a university. Mesa Info Nights were very successful. Thanks to all who presented. Culinary Arts provided treats at each event. We are going to be holding pre-registration workshops on site. Students can complete their abbreviated ed plan there. We are accepting applications for Promise. We've already received over 550
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applications. The progress report process has been streamlined. 450 students received progress reports. We have 815 students. 677 students will move on.

- **Student Health:** We have a new psychotherapist. We are looking for collaborations with others on campus. Want to invent something with us? Contact Suzanne. The Comfort Tent is so magical.
- **Student Affairs:** Volunteering? Arrive at 1:00. Faculty walking? Arrive at 2:00.
- **Testing & Assessment:** Assessment work is becoming more computerized. Mesa's campus is seen as the go-to department on the Placement Assistant.

Student Development

- **Admissions, Veterans, and Records:** Admissions is super super excited about May 20 – registration day. We have created checklists for students. Ivonne has been supporting testing. We feel ready!
- **Career:** This is the last week of resume tent.
- **Counseling:** We have a revision of PG130 – the career development class. This will be UC transferable. We're also leading into the summer semester by having tables on the third floor for professors wanting to promote their class. A shout-out to all the counselors and employees who supported Raza Grad.
- **Evaluations:** 730 have registered for Commencement.
- **Transfer:** GCU is going to host a study break.
- **VRC:** The Resource Center will have snacks in the Center during finals week.

Student Success & Equity

- **AVANZA:** CRUISE registration is open! The meet and greet has been broken in two because there are too many students for MC-211.
- **Direct Support:** One of our students has been accepted to UCSD and won the Gold and Blue Award. This award entitles the recipient to
- **DSPS:** A shout-out to Agustin for his collaboration in making the CRUISE application more inclusive for students. We just had our grad celebration. We are starting finals proctoring.
- **EOPS:** We are in the process of finalizing an offer to the counselor for NextUP. The SST has been hired.
- **STAR TRIO:** We are hosting a finals week study hall. We're reevaluating our program looking at services we can drop and what we really need to focus on. We want to look at intentional services for second year students. We want to have somewhere we can put everything (a framework). There were no services in PeopleSoft. Lynn Neault has assured there will be a bridge program. We want to focus on one vehicle for assignments, tutoring attendance.
- **STUDENT EQUITY:** We will have Farmers Market tomorrow. Thanks to everyone for your support.

	<p>Campus Wide Administrative Units</p> <ul style="list-style-type: none"> • Instruction: 0
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AGENDA ITEM VI: Institutional Effectiveness Updates

UPDATES	<p>Strong Workforce</p> <ul style="list-style-type: none"> • We want to start looking at Strong Workforce through more of an equity lens. Feel free to reach out. <p>Research</p> <ul style="list-style-type: none"> • We just concluded the DSPS survey. We will also be working on the Graduate Survey.
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AGENDA ITEM VII: Roundtable and Committee Updates