

**Student Services Council  
Meeting Minutes**

October 16, 2019

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

<b>ATTENDEES</b>	Ashanti Hands, Chair	Anne Hedekin	Vicki Miller
	Raquel Aparicio	Vicki Hernandez	Anthony Reuss
	Robyn Bolden	Kyung Ae Jun	Agustin Rivera, Jr.
	Catherine Cannock	Suzanne Khambata	Ryan Shumaker
	Ailene Crakes	Trina Larson (Rec Sec)	Gilda Maldonado
	Leticia Diaz	Charlie Lieu	Andrew Tanjuaquio
	Erika Higginbotham	Larry Maxey	Karla Trutna

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• Ashanti is so excited about the number of activities of support we have around events. It’s like the university experience. Amazing!</li> <li>• Associate Student leaders are incredible. They’re working with DSPS and with other great partnerships.</li> <li>• A lot of students are in the Assessment Center enjoying transfer workshops!</li> <li>• October is Disabilities Awareness Month. Athletics wants to create a Wheelchair Basketball team in October to help us understand this experience.</li> <li>• The development of the Resiliency Fund with great input from students.</li> <li>• One of an Outreach Ambassador was moved into KUSI; student will be followed through the whole year until the presidential election. She’s talking about immigration reform, first-time voter, LatinX.</li> <li>• The Financial Aid Fair was a total success. Students loved the gas cards.</li> <li>• Charlie has been walking out to the parking lot and have helped people in the lot jump their cars. Add to Charlie’s resume: Automotive Support On-Call.</li> <li>• We are working with a student who has taken one class a semester for ten years. He’s now at USD studying math and doing great.</li> <li>• Due to Veterans event last week, several students are now transferring to UCSD. Power Five: UCSD, SDSU, USD, Cal State San Marcos, and Point Loma – came to our campus through Vicki. Vicki</li> </ul>
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	<p>will also do this in spring. Glad to help out students!</p> <ul style="list-style-type: none"> <li>• We're going to have an I400 RegFest on November 12-13 (and maybe the 14<sup>th</sup>); how can we as a student services team get together and serve students proactively.</li> <li>• The FAST Center has helped to help many students. Organizations and High Schools are supporting events and advertising. Now more students are coming forward.</li> <li>• Kyung Ae attended SSSC last week with a primary focus on food insecurity and homelessness. Kyung was so proud to attend these sessions and think about all the great things Mesa is doing.</li> <li>• Catherine Cannock reports that the STEM Center has expanded its outreach to serve more students.</li> <li>• Nina in MT2C sees students coming more frequently as they settle into the awesome tutoring experience.</li> <li>• Anthony reports that formerly incarcerated student time needs to be monitored which may be a new experience for faculty. His student has shared how much easier her transition has been because of his support and Mesa.</li> <li>• Andrew shares how great it is to provide students with references to support services. To see how helpful this is to them.</li> <li>• ASVP Robyn Bolden attended a basic needs conference in Houston and felt so proud to be part of this team.</li> </ul>
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**AGENDA ITEM II: Review of Notes**

<p><b>APPROVAL/ MODIFICATION</b></p>	<p>Notes for September 18, 2019 were approved without changes.</p>
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**AGENDA ITEM III: Campus Updates**

<p><b>UPDATES</b></p>	<p>Point of Service Surveys</p> <ul style="list-style-type: none"> <li>• Financial Aid, Admissions, Veterans and Records, Student Accounting will be distributing a Point of Service Survey.</li> </ul> <p>Promotional Templates and Resources / Office of Communications</p> <ul style="list-style-type: none"> <li>• New templates will be expanding for promoting events</li> <li>• Communications will now be able to create a Mesa logo for any program, including student programs</li> </ul> <p>Cross-Functional Campus Solutions Training</p> <ul style="list-style-type: none"> <li>• Friday, November 8, 8-1: Admissions, V/R, DSPS, EOPS, CalWORKS, Student Accounting will be closed. We need signage to announce.</li> <li>• Others can attend, but those offices can't closed.</li> <li>• If you miss ours, you can attend at another college, but their personnel will be given priority.</li> </ul>
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	<p><b>Student Financials</b></p> <ul style="list-style-type: none"> <li>• Direct Deposit: Will not be available for a while.</li> <li>• Drop for Non-Payment: Not available; may be available in summer 2020</li> <li>• Payment Plans: May have a payment plan by spring or fall 2020.</li> <li>• We have to release transcripts even if students have financial (money or equipment) holds on their accounts (AB1313).</li> <li>• The use of EBT has been approved on campus.</li> </ul> <p><b>Travel Ban</b></p> <ul style="list-style-type: none"> <li>• Iowa has been added. These bans exist because states have exclusionary laws against protected groups.</li> <li>• Has our website been updated? <ul style="list-style-type: none"> <li>○ Lorenze will send; Ashanti will request website update</li> </ul> </li> </ul> <p><b>Teacher Pipeline</b></p> <ul style="list-style-type: none"> <li>• This program is meant to help educate students to go into teaching who reflect the populations we serve. Our goal has been 50 students who would then go to National University in an affordable way.</li> <li>• We have a similar program with SDSU in a bilingual credential. We want to encourage students</li> </ul> <p><b>Emergency Notifications</b></p> <ul style="list-style-type: none"> <li>• A test will be done of our communications system soon. Ashanti will also check on this.</li> </ul> <p><b>Student IDs</b></p> <ul style="list-style-type: none"> <li>• Student IDs will now include information on suicide prevention.</li> </ul>
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**AGENDA ITEM IV: Old Business**

<b>UPDATES</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
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**AGENDA ITEM V: New Business**

<b>UPDATES</b>	<p>SS Program Review Data Dashboard</p> <ul style="list-style-type: none"> <li>• Kyung Ae Jun presented the SS Program Review Data Dashboard which is easy to filter for data analysis. The Dashboard is found <a href="#">HERE</a>.</li> <li>• An exciting innovation for Student Services!</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>• M&amp;M: We will have some new members. There will be a transition meeting. We have a chili cook-off costume contest at the end of October. Please everyone come. It's a great opportunity</li><li>• Tech Update: We will establish a laptop loaner program in SS. David Fierro has laptops that need new hard drives. We hope to kick this off very soon at Mesa. Due to popular demand, we will have our upcoming Mesa Journey's FLEX event. November 1. The School of Business and Technology will be holding their department meeting at the Mesa Journey's event.</li></ul> <p>Student Affairs:</p> <ul style="list-style-type: none"><li>• AS/Clubs: We are hosting hunger and homeless week, collaborating closely with SSE, EOPS, AVANZA. A week of informative and impactful events. Day of Service: Kitchens for Good. We are in the kitchen cutting and cooking. We're having a documentary followed by a fair. We're all working all together. On October 29, Vicki is sharing a safety program: Bystander Training. AS is funding the LEAD Series (Leadership Equity Action Development. Please volunteer for the Thanksgiving AS event: Thursday, November 21.</li><li>• Financial Aid: The full Dream Act fall schedule of workshops was shared. Students who support children (&gt;50%) can receive greater Cal Grants. Students are expecting the money in fall but funds won't be distributed until spring. FA will communicate with the Cal Grant students. 2<sup>nd</sup> Pell disbursement: November.</li><li>• Outreach: Madison HS in the house today – you may have seen over 100 students in Mesa. The ambassadors are now at their sites.</li><li>• Promise: We've had academic success workshops this week. We have one tomorrow in AVANZA to help students sign up with counselors. We have hotspot Counseling and Assessment (Stephanie Barnes – M 12:30-3; F in Counseling from 12-3). We've sent out emails to faculty for Promise student progress. Counseling is right there to support.</li><li>• Student Health: We hosted our domestic violence awareness event today. Individual stories. Comfort Tents are happening every month.</li><li>• Testing &amp; Assessment: Collaborating with Financial Aid on Dreamer workshops.</li></ul> <p>Student Development</p> <ul style="list-style-type: none"><li>• Admissions: Spring is upon us. Physical schedules: November 7. Online schedule live on Monday. We are working on cleaning up residency.</li><li>• Counseling: Counseling is heavily involved in Mesa Pathways; liaisons are working closely with their departments. Most departments are at</li></ul>
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the mapping stage (what a program would look like if completed in 2 or more years). Some departments have mapped; others are being mapped. Counseling wants to support programs and clear up any misconceptions about Counseling's role in Mesa Pathways. Ryan offers to bridge gaps with Instruction. We have stepped up some pre-registration workshops in advance of October 25 deadline for full matriculation.

- Transfer: All students must apply for graduation in the MySDCCD portal. Students see if their petitions were approved/denied by looking at Advising tab. We have students getting into SDSU and UCSD. Transcripts are taking longer than a month to evaluate. Tomorrow we have a Lunch and Learn with Point Loma. We are holding two application workshops a day, thanks to collaborations. Transfer Day was a huge success. We collaborated with Veterans to have the Power Five come out the same day. The Transfer Report is due soon. Any input? Let Anne know.
- Veterans, and Records: The Power Five Transfer Day: our turnout was at least 50 students. All campuses thought it was a great event. Voc Rehab: Oct 25, 8:30-1:00. Hoping this rep will come out every month. Students are set up for every half hour on Oct 25. See flyers for the soft opening of the Veterans Resource Center and Veterans Celebration Week. We are taking part in the Mesa Journey's FLEX.

#### Student Success & Equity

- CRUISE and Peer Navigator Programs: Xxx
- DSPS: We are working with Janue in the LOFT to institutionalize professional learning related to individuals with disabilities. Our Touchstone group is still going strong to support students on the Autism spectrum.
- EOPS: A group of six will be attending the EOPS conference. We are piloting equipment to connect internet to landlines. It is much quicker. We pay student fees for transfer applications. Circle of Care is held every two weeks to support CARE students. EOPS has nine Mac laptops to lend. We're collaborating with the IRL to lend refurbished Dell laptops to STEM/EOPS students. Next Up and FAST students have had campus visit opportunities. More to come. We can transport students using two vans we purchased. To give them to a broader exposure. Leticia will compile fee waiver options for students. We had a great Undocumented Student Week of Action. Our effort is to build networks on and off campus. A law passed to offer immigration consultations for students and employees within regions. We hope to become a hub. We receive funds through Catalyst to offer consultations in the office. Project Restart will have focus groups to better understand students to better understand identity and varying experiences. Formerly incarcerated students are not permitted to have picture ID that can be in control of the patrol

	<p>officer. Meal cards remain in office and students must be accompanied to the bookstore to purchase books. STAR TRIO is on the fifth year of its grant cycle.</p> <ul style="list-style-type: none"> <li>• The Stand: Farmer’s Market tomorrow. Bring your bags and volunteer.</li> </ul>
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**AGENDA ITEM VI: Institutional Effectiveness Updates**

<p><b>UPDATES</b></p>	<p>Student Equity and Achievement</p> <ul style="list-style-type: none"> <li>• We’re disaggregating data and establishing goals.</li> </ul> <p>Master Planning</p> <ul style="list-style-type: none"> <li>• This is the time to think about what we need and to provide feedback on what we hope Mesa to become over the next five or ten years.</li> </ul>
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**AGENDA ITEM VII: Roundtable and Committee Updates**

<p><b>UPDATES</b></p>	<ul style="list-style-type: none"> <li>• In the fall, we’ll be having student feedback areas on campus located in the busy areas on campus.</li> </ul>
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