

**Student Services Council
Meeting Minutes**

February 19, 2020
2:00 pm – 4:00 p.m. Student Services Center, I4-402

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| ATTENDEES | Ashanti Hands, Chair | Anne Hedekin | Gilda Maldonado |
| | Johanna Aleman | Vicki Hernandez | Larry Maxey |
| | Ivonne Alvarez | Leroy Johnson | Vicki Miller |
| | Raquel Aparicio | Kyung Ae Jun | Agustin Rivera, Jr. |
| | Van Chuun | Suzanne Khambata | Monica Romero |
| | Ailene Crakes | Trina Larson (Rec Sec) | Nate Talo |
| | Leticia Diaz | Charlie Lieu | Andrew Tanjuaquio |
| | Claudia Estrada-Howell | | |

AGENDA ITEM I: Welcome, Introductions, Success Sightings

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| REMARKS | <ul style="list-style-type: none"> • A workshop on our scholarship process and equity was held today. The data shows that white students are less likely to apply for scholarships, but more likely to receive scholarships. Students for whom language is a second language also received scholarships in fewer numbers. We tend to award students who've accumulated more units. The higher a students' GPA, the more likely they are to receive a scholarship. This data has been eye-opening to reviewers and will help all of us to be more mindful of what we value when supporting students. The faculty and professional staff who attended said, "We need to do something about this." • The student who has been nominated for the Jack Kent Cook scholarship is AMAZING. • A student who was trying to get to SDSU called Vicki Hernandez. The student's transcript was missing a grade. Vicki found that the grade had been recently posted. Vicki called SDSU and the student now has spring admission. • Counseling is working on expanding its online services. • EOPS has partnered with a group who support women scholars from Mesa. This group has awarded two \$2000 scholarships. Those students who didn't receive an award, received phone calls with encouragement and \$150 gift cards. • Many peer navigators are transferring! • Every supplemental workshop was full! Transfer, yay! |
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| | <ul style="list-style-type: none"> • Last week, the Onboarding and Career Exploration and all of its subgroups met. It's an amazing group! Folks continued working even when it was time to leave. • Thanks to Agustin for his support in the safe and efficient evacuation of our building last night. • The Veterans Success Center pop-ups with Prez Pam have been very exciting! • We have outstanding scholarship numbers. Shout out to Jen Parks and her role in our scholarship success this year. • The Mesa 2030 committee met yesterday and presented data from the sharing session in Dec 4. The Student Services Center was cited as one of the top three places for students to come and study because of the friendly personnel here. • Abi was walking back from lunch and saw The Stand was in need of help unloading food. He stepped right in. • It was great to be able to be open on a Saturday to see and help so many students with interesting stories. IT stepped in when a glitch occurred. There were friendly faces at Student Accounting and Financial Aid. • We have four students from China and all of them are healthy. They won't come this semester, but will come next semester. • Institutional Research looks forward to supporting students and their success. • Fabiola Beas, a prior Peer Navigator, is applying to four grad programs. She has one acceptance already. • We all had a hand in a baseball student's success who transferred. • A student ran up to Ashanti saying he was so scared to attend college at 70 years old. He wife had been in a car accident. He's restarting his life, and meeting with a great DSPS account. Vicki joined and directed the student to Zulma who then carried on the support. He was directed to EOPS, is involved in Project Restart. |
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AGENDA ITEM II: Review of Meeting Notes

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| APPROVAL/ MODIFICATION | Notes November 20, 2020 were approved with no changes. |
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AGENDA ITEM III: Campus/District Updates

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| UPDATES | <p>Retirement</p> <ul style="list-style-type: none"> • Chancellor Carroll, Vice Chancellor Surbrook, and Lynn Lasko will be retiring. We appreciate everyone's service! |
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| | <p>Budget</p> <ul style="list-style-type: none"> • The state proposes: <ul style="list-style-type: none"> ○ Funds to create food pantries at every college. ○ Faculty fellowships for diversity. ○ Additional funds for CTE. <p>Report on Employee Cultural Climate</p> <ul style="list-style-type: none"> • We do this survey every four years. It’s standard across the district plus some distinct questions for campuses. • See the full report at this LINK. <p>Report on Student and Employee Diversity</p> <ul style="list-style-type: none"> • See the full report at this LINK. <p>Rate Increases</p> <ul style="list-style-type: none"> • Non Resident Tuition rate will increase to \$290/unit. • The international student application fee will remain at \$100. This goes back to support them. • The State has approved an increase in the parking and health fees. <p>Spring Break will be March 30-April 3</p> <ul style="list-style-type: none"> • The building be closed, so encourage employees to take vacation at that time. |
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AGENDA ITEM IV: Old Business

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| UPDATES | N/A |
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AGENDA ITEM V: New Business

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| UPDATES | <p>Career Education – Tutoring and Student Services (Romero)</p> <ul style="list-style-type: none"> • See report at this LINK. • This CTE information can be tied to the work we do with students in Student Services. • We want to strengthen career education by integrating available supports. There’s a perceived gaps between student need and tutoring availability. • Although focused on Career Education, this information is applicable to all students. • Three key takeaways from a year of research: <ul style="list-style-type: none"> ○ Recommendation One: Tutoring for all, not just for remediation. There are different perceptions of tutoring if a student, faculty member or tutor. This is interesting. Recommendation: embed tutoring as part of what we do; not something optional. ○ Recommendation Two: Undo the perception that tutoring is |
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| | <p>only for those who are not doing well. Students report feeling too prideful, nervous, or shy.</p> <ul style="list-style-type: none"> ○ Recommendation Three: Provide professional learning for tutors, faculty, and staff, emphasizing that the object of tutoring is to empower students to develop their critical thinking and reasoning. ○ Most interesting were the different perceptions between students, faculty, and tutors. <p>Mesa 2030</p> <ul style="list-style-type: none"> ● This is our master planning process and plan. ● See data from December 4 sharing session at this LINK. ● Departments will be having sessions with our consultants who will be asking a series of questions to help us dream and articulate a vision for what our college will look like in ten years. ● Come into these spaces and talk about what this campus will look in terms of things like basic needs. ● An online survey will be sent out. ● When going back to departments, remember that this is very high level not in the weeds. Think globally. ● This will result in helping to rethink a lot of our processes. ● Our consultants will look at our comprehensive program reviews prior to meeting with us. ● But we're creating goals for the next ten years. Program review are short-term goals to help us move toward those larger goals. <p>Mesa's Instructional Committee Proposal</p> <ul style="list-style-type: none"> ● Vice President of Instruction Isabel O'Connor is proposing the creation of a council comparable to MSSC which would report to the President's Cabinet. See the proposal at this LINK ● MSSC supports the creation of Mesa's Instructional Council and offers the following suggestions: <ul style="list-style-type: none"> ○ Counseling Comment: We'd like to have the PERG workgroup chair participate in the Instructional Council. ○ General Comment: We'd suggest that it be specified that this would be an operational committee, like Mesa Student Services Council, not a governance committee. |
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AGENDA ITEM VI: Student Services Updates

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| UPDATES | <p>Student Services:</p> <ul style="list-style-type: none"> ● M&M: The BINGO scavenger hunt went very well. The next event will be on March 17 from 2-3 called, "We Missed Pi Day." It will be a pie contest. Email Amara for more information. ● Safety: The evacuation went very well last night! Folks went to their spots. It was great. A rule of thumb: wait to see if you're |
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excused before leaving campus. Also, we're working on the PA system. Please respond to a two-question survey.

- Tech Update: About a year ago, Leticia and Karla presented the notion of creating chat bots and we now have them. The College, Admissions, and Financial Aid have their bots up.
 - The bot tool is self-learning. It will try to look for answers to new questions. It also proposes the top questions that students tend to ask.
 - The bot only knows what you place on your webpages. If you know of a top question students ask, include it on your webpage so the bot can find the information.
 - The bot only lives on SS pages. Eventually, we'd like these bots to live on all pages.

Student Affairs:

- Student Affairs: We've had 600 scholarship applications this year.
 - We have been to classrooms, workshops, any space with students. By our sides, were tutors to help students write their essays. We've been intentional about increasing our applications.
 - Student Affairs and DSPS is co-hosting Autism Goes to College, Friday, March 27 from 12-2.
 - Join us for the tabling fair at Jumpstart, Saturday, March 21, 8:30-12. Spread the word.
 - Shakira Carter is now overseeing Title IX. Call Vicki or go straight to Shakira.
 - We're looking forward to SPEAK events, a group that Vicki chairs.
- Financial Aid: The loan part of spring semester funding has been disbursed. We're getting ready to disburse grants. The Student Services Fair will be held next week.
- Outreach: March's schedule has been established. We've solidified our fourth partnership. There are 60 early grads that have qualified for Promise.
- Student Health: SHS has been staying current with the Coronavirus. Ours is the SHS group in the region to host awareness events. We're working with area groups to support students with alcoholism and eating disorders, for example. The Comfort Tent is up and is a lot of fun. In front of the SHS office, are Coronavirus supplies and information. We are helping students to stay in school through quarantines. Suzanne is available at x2545.

Student Development

- Admissions: We've been working with faculty on census rosters. Some students are receiving expired add codes. Admissions is working with them. If students have been in classes but are

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| | <p>unenrolled, faculty can work with Admissions to help these students.</p> <ul style="list-style-type: none"> • Career: Career Fest is in the planning stage. It will be awesome! It will take place in early March. Let students know they can get help at the Career Center. Employers are hoping to see prepared students. We're piloting Café Leche at Career Fest and throughout the semester with coffee and sweet bread. • Counseling: Now is a good time to see counselors. A reminder that we have counseling liaisons to instructional departments. There's a list on the Mesa Pathways website. Our athletics counselor is available to see athletes. She also does hotspot times in the Exercise Science building. • Evaluations: This is graduation and commencement season! Important Deadline: March 20: apply to graduation so so students' names are on the program. The timeline for getting transcripts evaluated is up to 70 business days. Prereqs can be cleared in Counseling. • Transfer: A press release went out related to a microsite SDSU World Campus program. This is a pilot for 20-40 students. The application deadline for this special cohort will be March 16. We will have a UC Berkeley rep on campus. • VSC: We are at 803 visitors in two weeks. 41 students met the president at her pop-up. Voc rehab will be coming in for three days. We've had around 20 students at our Vets Hot Spot and students have been seeing their new dedicated counselor. <p>Student Success & Equity</p> <ul style="list-style-type: none"> • CRUISE and Peer Navigator Programs: The deadline is this Friday to apply for a peer navigator positions. • EOPS: We have space for students in our special programs. EOPS is cap but we are still accepting applications. Students can receive immigration consultations in the office. • Basic Needs: Direct student support, The Stand, the markets, and the resiliency funds are now all under Basic Needs. |
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AGENDA ITEM VII: Institutional Effectiveness Updates

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| <p>UPDATES</p> | <p>Mesa Pathways</p> <ul style="list-style-type: none"> • Brave Communications is developing definitions for terms in their glossary so that we can have a common language and understanding around Pathways. |
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