

**Student Services Council  
Meeting Minutes**

April 21, 2021  
2:00 – 4:00 pm, Zoom

<b>ATTENDEES</b>	Ashanti Hands, Chair	Pilar Ezeta	Charlie Lieu
	Johanna Aleman	Anne Hedekin	Larry Maxey
	Marisa Alioto	Vicki Hernandez	Mark Manasse
	Ivonne Alvarez	Erika Higginbotham	Vicki Miller
	Raquel Aparicio	Leroy Johnson	Agustin Rivera, Jr.
	Ailene Crakes	Kyung Ae Jun	Charles Shimazaki
	Leticia Diaz	Suzanne Khambata	Andrew Tanjuaquio
	Claudia Estrada-Howell	Trina Larson (Rec Sec)	Karla Trutna

**AGENDA ITEM I: Welcome, Check-In, and Equity/Success Sightings**

<b>REMARKS</b>	<p><b>In Honor of George Floyd</b></p> <ul style="list-style-type: none"> <li>We want to acknowledge and celebrate the Chauvin verdict: guilty on all counts. We are feeling happy and sad at the same time, and we are celebrating justice! We can perhaps give ourselves permission to be excited and to feel hopeful. And yet, businesses are boarding their windows in preparation for what may come.</li> <li>Pilar speaks for many of us, “I am feeling grateful for this verdict and devastated for the Floyd Family as George is not here.”</li> <li>And yet police shootings continue. We have systemic problems. But the problem is not just “out there.” It’s about what we do, too.</li> <li>We need to think about how we are educating future police officers, future bystanders, future first responders. We want to have this level of accountability. It starts with us, too.</li> <li>The George Floyd legislation calls for significant changes.</li> <li>Please respond to the Campus Police survey in your email inboxes.</li> </ul> <p><b>Equity/Success Sightings</b></p> <ul style="list-style-type: none"> <li>Thanks to Leroy for working on a sensitive student matter. The student is now enrolled and full-time!</li> <li>SHS did such an incredible job with the “Rise Up” event. Larry, Your contribution was amazing.</li> <li>Scholarship recipients have received notification of their awards. \$180K!</li> <li>Jump start was a huge success! 150 families signed up and man family members attended. Thank you for creating an enthusiastic path for future Mesa students.</li> <li>We held our first virtual job fair last week – it was so fantastic. We had almost 300 participants. A shout-out to this event!</li> </ul>
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	<ul style="list-style-type: none"> <li>• Thanks Admissions and the Thekima Mayasa for your support of a recent student. This partnership ensured that a student did not fall through the cracks.</li> </ul>
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**AGENDA ITEM II: Review of Meeting Notes**

<b>APPROVAL/ MODIFICATION</b>	Notes from March 21, 2021 were approved with no changes.
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**AGENDA ITEM III: Campus/District Updates**

<b>UPDATES</b>	<p><b>Return to Campus Assessment</b></p> <ul style="list-style-type: none"> <li>• Thanks to all of you for completing the form.</li> <li>• Now we want to look at the services students and departments really want to conduct on campus.</li> <li>• The most important thing to note is that we have no idea what it will look like for us to return to campus.</li> <li>• Pam shared that indicators are good for a return to campus on the horizon.</li> <li>• Groups are convening to discuss.</li> <li>• Think about how you're doing as individual offices; also check with your counterparts at sister campuses to see what they're doing so we have consistency for students.</li> <li>• We also have to comply with OSHA standards.</li> <li>• Cleaning standards have changed.</li> <li>• We will continue with masks and temperature checks.</li> <li>• Our priority is to think about how we'll serve students as they rotate back on campus. We'll also have to think about safety in spaces.</li> <li>• We will work with Lorenze to address concerns.</li> </ul> <p><b>HEERF 2 &amp; 3 Funds</b></p> <ul style="list-style-type: none"> <li>• The Deans will be reviewing to ensure items are COVID related. Ashanti will meet with Lorenze on Friday to discuss what we can move on now and what might need to hold on until the money arrives on campus. Thank you for thinking so big!</li> </ul> <p><b>Report to the Board: Deadline April 30</b></p> <ul style="list-style-type: none"> <li>• We will highlight our SS Call to Action. Deans will work with areas to identify some outcomes.</li> <li>• We'll also include a section on COVID-19 that relates to what we've created since the pandemic.</li> <li>• We'll talk about distribution of funds to students.</li> <li>• We'll include a Basic Needs update and Project Success.</li> </ul>
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	<p><b>Feel, Heal, and Be Real</b></p> <ul style="list-style-type: none"> <li>• Next Thursday at 4:00 pm.</li> <li>• Thereafter, we'll hold them once a month through the summer.</li> </ul> <p><b>Guided Pathways Meta Major Survey</b></p> <ul style="list-style-type: none"> <li>• Please submit your feedback asap. The deadline is Tuesday. Also, please reach out to your student networks.</li> <li>• Thereafter, we'll hold them once a month.</li> <li>• Link: <a href="https://17qbql3c.optimalworkshop.com/questions/I513epgp-0-0">https://17qbql3c.optimalworkshop.com/questions/I513epgp-0-0</a></li> </ul>
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**AGENDA ITEM IV: Old Business**

<b>UPDATES</b>	<p><b>A. Student Services Call to Action Updates</b></p> <p><b>AVANZA, Peer Navigators, CRUISE</b></p> <ul style="list-style-type: none"> <li>• <i>See presentation</i></li> <li>• The PN team worked to identify services available for African American and Black students. Findings: The most popular programs: Mesa Academy, UMOJA, Black Studies Department, and Black Lives Matter resource page. <ul style="list-style-type: none"> <li>○ The PN team met regularly and then held two focus groups for Black and African American students.</li> <li>○ Findings: <ul style="list-style-type: none"> <li>▪ There's a need for more CRUISE participation.</li> <li>▪ Bring in a keynote speaker during CRUISE</li> <li>▪ Advocating health services</li> <li>▪ Creating Black and African American student hotlines for help.</li> <li>▪ 832 CRUISERS 70+ identified as Black, ut in this remote environment the PNs weren't always aware because students weren't on camera.</li> </ul> </li> </ul> </li> </ul> <p><b>Financial Aid</b></p> <ul style="list-style-type: none"> <li>• <i>See presentation</i></li> <li>• <i>Bitly link for check-ins</i></li> <li>• To increase the number of Black students who apply for financial aid application and financial aid file.</li> <li>• To accomplish this, the FA office will collect data, reach out to students, and working with them directly.</li> <li>• This is a population of about 1,200 students.</li> <li>• With the help of the BFCC, FA was able to figure out how to do a hot-spot to help. FA has decided to create a space. We now have check-in events on two Fridays per month for confidential 1:1 conversation with students.</li> <li>• For now, Pilar is reaching out to students and had our first check-in last</li> </ul>
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Friday.

- Not all students showed up, so we're thinking about other methods of contact.
- 633 students didn't meet SAP. We want to figure out how to support this population. Question: Why didn't you appeal? Too cumbersome?
- We're listening and learning.

### **Admissions**

- *See presentation*
- Our Call to Action is something we received with a tremendous sense of responsibility. Ivonne deeply thanks Raquel and Ailene. Nothing would have been possible without the team.
- Everyone was invested in learning.
- The team designated time during each weekly meeting for professional learning about Black Lives Matter and equity.
- This gave the team the words and ideas they needed. Next, the question became: how do we apply what we've learned? Again, the implementation has been a powerful learning experience.
- The team looked at barriers we have created.
- We want to increase dual enrollment and CCAP participation, for example.
- We worked with Kearny early graduates as our first group.
- The team reached out to students for matriculation support and future registration.
- 218 Black students were part of this spring support population focused on. We created a lot of content to be intrusive and reach out. We need to make it difficult for students to quit. When students dropped, we reached out and asked students why.
- Checklists are so important for students we're supporting, especially those who need additional help.
- If each of us attached ourselves one student, we would have an impact.
- Part of the student contact required 28 points of contact. We have to be tenacious.
- It would be so helpful to know what information they're asking for. The follow-up is key.
- Making it difficult for students to quit is a cultural change.
- Using things like checklists is how we institutionalize our practices.

### **Career, Transfer, Evaluations**

- *See presentation*
- In addition to individual departments' Calls to Action, we created an action plan for equity, inclusion, and diversity.
- We see this as ongoing work.
- All team members participated.

## AGENDA ITEM VI: Student Services Updates

<b>UPDATES</b>	<p><b>Student Services</b></p> <ul style="list-style-type: none"><li>• Tech Update: In our most recent newsletter, we had an increase of 200 students and an increased open rate. We are also rolling out Constant Contact training. If you're interested, Charlie/Charles will issue you accounts. <a href="https://www.emailmeform.com/builder/form/x2j6Y0To912SkZG7">https://www.emailmeform.com/builder/form/x2j6Y0To912SkZG7</a></li><li>• Jumpstart Resource Page: <a href="http://www.sdmesa.edu/academics/jumpstart/resource-fair.shtml">http://www.sdmesa.edu/academics/jumpstart/resource-fair.shtml</a></li></ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"><li>• Student Affairs: Virtual Commencement Ceremony - May 28th 3pm Grad Parade "Commencement 2021- June 4 11am -1pm. We are asking for your help in cheering on our students</li><li>• Outreach &amp; Promise: Upcoming Outreach Events: Linda Vista Multi-Cultural Fair "All the Places You will Go": April 24 from 10AM – 2PM. Mesa will give goody bags more info here: <a href="http://www.lindavistafair.org/">http://www.lindavistafair.org/</a></li><li>• Regional Community College Presentation Series: April 26 from 5:00PM - 6:00PM. RSVP Here: <a href="http://bit.ly/Go2Mesa2021">bit.ly/Go2Mesa2021</a></li><li>• Promise Coffee Hours: Various Dates in April &amp; May.</li><li>• Great opportunity for our Promise students to catch up with the Promise Team and</li><li>• Student Health Services: Nancy Bromma is retiring in June!</li><li>• Financial Aid: Check in link: <a href="http://bit.ly/FAcheckin">http://bit.ly/FAcheckin</a></li></ul> <p><b>Student Development</b></p> <ul style="list-style-type: none"><li>• Admissions/Records: The class schedule for summer is out.</li><li>• Career/Evaluations: Mesa Pathways Career Development Training: <a href="https://docs.google.com/forms/d/e/1FAIpQLSf-j3D6CPcxMbb9ci1EwjfpGvUOIT64ekTY8_d4MnJhTnLQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSf-j3D6CPcxMbb9ci1EwjfpGvUOIT64ekTY8_d4MnJhTnLQ/viewform</a></li><li>• <a href="https://www.instagram.com/sdmesatce/?hl=en">https://www.instagram.com/sdmesatce/?hl=en</a></li><li>• Veterans Recognition Virtual Ceremony: Friday, 21 May at 5:00 pm.</li><li>• Transfer: Microsite application deadline extended to May 15<sup>th</sup>; BA in Com stays the same at April 30<sup>th</sup>.</li><li>• Microsite application extended to May 15; Transfer Admissions Tracker please refer students to this webpage. <a href="http://bit.ly/TransferAccepted">http://bit.ly/TransferAccepted</a></li><li>• Transfer Center Flyer of Spring Events: <a href="https://drive.google.com/drive/folders/1Zb4NU7jYYpoNy9QQG3noVDRoIU7D7Alp">https://drive.google.com/drive/folders/1Zb4NU7jYYpoNy9QQG3noVDRoIU7D7Alp</a></li><li>• <a href="https://drive.google.com/file/d/1Q4KTEXsdRKhK8LvgA3gARjwP8uUZjdj/view?usp=sharing">https://drive.google.com/file/d/1Q4KTEXsdRKhK8LvgA3gARjwP8uUZjdj/view?usp=sharing</a></li></ul> <p><b>Student Success &amp; Equity</b></p> <ul style="list-style-type: none"><li>• EOPS: We are currently accepting applications for the SD Mesa College STAR TRIO Counselor Coordinator (restricted) position. Click on this link to</li></ul>
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	<p>view position post: <a href="https://www.sdccdjobs.com/postings/12314">https://www.sdccdjobs.com/postings/12314</a> The deadline to apply is Monday, May 3rd.</p> <ul style="list-style-type: none"> <li>• FREE IMMIGRATION LEGAL SERVICES are available for all California Community College students and employees! See flyer for details. Schedule a legal immigration appointment on this website: <a href="http://jfssd.org/HEL5">jfssd.org/HEL5</a> Follow EOPS- <a href="https://www.instagram.com/sdmesaeops/">https://www.instagram.com/sdmesaeops/</a> Follow NextUp- <a href="https://www.instagram.com/sdmesa_nextup/">https://www.instagram.com/sdmesa_nextup/</a></li> <li>• Spring 2021 SDCCD Virtual Dreamer Conference: Connecting Through Hope and Empowerment on Friday, April 23rd from 10am-1pm. Register at: <a href="http://tinyurl.com/SDCCDDreamerConference">tinyurl.com/SDCCDDreamerConference</a></li> <li>• DSPS: <a href="https://www.instagram.com/mesadsps/">https://www.instagram.com/mesadsps/</a></li> <li>• Basic Needs: Next dates for food Distributions: Monday May 3rd and Thursday May 20<sup>th</sup>.</li> </ul> <p><b>Campuswide Administrative Units/Partners</b></p> <ul style="list-style-type: none"> <li>• Tutoring: Is collaborating with Student Services in a number of ways.</li> <li>• Research: See <a href="http://bit.ly/CTEOS-SUMMIT">http://bit.ly/CTEOS-SUMMIT</a></li> </ul>
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**AGENDA ITEM VII: Institutional Effectiveness Updates**

<b>UPDATES</b>	<p>HSI</p> <ul style="list-style-type: none"> <li>• Update: <a href="http://bit.ly/HSIhighlights">http://bit.ly/HSIhighlights</a></li> </ul> <p>Mesa Pathways</p> <ul style="list-style-type: none"> <li>• Pathways is working on a report to show all the good work we're doing.</li> </ul> <p>Mesa 2030</p> <ul style="list-style-type: none"> <li>• We've completed the plan. There is work in place so that should we choose to float bond measures, we are ready.</li> </ul> <p>Planning &amp; Institutional Effectiveness</p> <ul style="list-style-type: none"> <li>• Working with the Mesa 2030 plan.</li> </ul> <p>Budget &amp; Resource Allocation Committee</p> <ul style="list-style-type: none"> <li>• The team finalized the rubric.</li> </ul> <p>Accreditation</p> <ul style="list-style-type: none"> <li>• We submitted our mid-term report. Accreditation will now focus on outcomes and equity. Right now, we're learning.</li> </ul>
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