

**Student Services Council  
Meeting Minutes**

February 17, 2021  
2:00 – 4:00 pm, Zoom

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

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• Appreciate crucial support provided to students across campus!</li> <li>• Mesa’s Veteran’s program achieved Silver Status for the 20-21 year.</li> <li>• Recently, focus groups were held by Mesa 2030. Student Services was very prominently mentioned by these students, including LatinX and Black students. They have much understanding of what Student Services brings.</li> </ul>
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**AGENDA ITEM II: Review of Meeting Notes**

<b>APPROVAL/ MODIFICATION</b>	Notes from November 18, 2020 were approved with no changes.
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**AGENDA ITEM III: Campus/District Updates**

<b>UPDATES</b>	<p><b>Chancellor’s Search</b></p> <ul style="list-style-type: none"> <li>• Open forums will begin next week to interact with our candidates for Chancellor. Please provide feedback.</li> </ul> <p><b>COVID Update</b></p> <ul style="list-style-type: none"> <li>• Mesa will receive about \$13M for our next fund. Lorenze will send a message shortly so we can learn how to engage with these funds. We want to make sure there is Dean approval for activities, so we are not duplicating efforts or supplanting other funds.</li> <li>• We will likely have two different roll outs.</li> <li>• We hope to open application process next week.</li> <li>• Students will receive this information and we should encourage them, as</li> </ul>
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	<p>well.</p> <p><b>Summer</b></p> <ul style="list-style-type: none"> <li>• We expect to continue remote instruction in the summer.</li> </ul>
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**AGENDA ITEM IV: Old Business**

<p><b>UPDATES</b></p>	<p><b>A. Student Services Call to Action Updates</b></p> <p><b>Outreach Call to Action</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See presentation</a></li> <li>• We are teaming with BFCC to infuse our onboarding process with Umoja principles. This infusion is demonstrated in our info nights and pre-enrollment workshops.</li> <li>• We’re arranging special Umoja sessions with our feeder schools.</li> <li>• Ambassadors are being trained in Umoja principles by BFCC.</li> <li>• We are connecting students to Mesa Academy early on and connecting Black and African American students to counselors.</li> </ul> <p><b>Promise Call to Action</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See presentation</a></li> <li>• Once students get to the Promise program, we want to enhance their engagement with a special focus on Black students.</li> <li>• Through surveys, we know that Black students are looking for places to connect and find community. Our goal is to enhance engagement.</li> <li>• We are working to connect Black students to our services and workshops and to create new workshops.</li> </ul> <p><b>Counseling Call to Action</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See presentation</a></li> <li>• The Counseling Equity Committee includes classified professionals and counselors. <ul style="list-style-type: none"> <li>○ First, we held an open house with live and recorded videos for faculty in particular. You can see these videos on the Counseling webpage.</li> <li>○ A second goal is to break down barriers. Students have felt that they need to have more input into what’s going on in Counseling. So, Counseling has created a “Share Your Voice” survey which allows students to share their thoughts about their experiences (barriers, areas for improvement, feeling heard). Counseling is receiving good data from this effort. Students are sent emails before their appointments with the survey instrument, so they know this opportunity will be available. Student can submit these anonymously.</li> <li>○ The third goal is to create a non-DMV kind of experience – connected, warm, humane. The current effort is to send out</li> </ul> </li> </ul>
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	<p>emails to Black students before the semester begins. Faculty are using a general template that they can then customize. Counselors have loved doing it and were all involved. Many have received positive comments from Black students.</p> <p><b>DSPS</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See presentation</a></li> <li>• DSPS is focusing on Black students receiving DSPS services. <ul style="list-style-type: none"> <li>○ The department wants to connect students to faculty; the team doesn't want to create unnecessary barriers. Although DSPS follows Title V, it recognizes the need to be flexible in their services to students with disabilities even if students have not yet verified their disability.</li> <li>○ The DSPS department is receiving training, grounded in equity practices, and is working with Allied Health this semester to help students with retention, completion, and success.</li> <li>○ Ashanti encourages us to think about language as DSPS has to make intentional shifts.</li> </ul> </li> </ul>
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**AGENDA ITEM V: New Business**

<p><b>UPDATES</b></p>	<p><b>Keeping it Safe During COVID</b></p> <ul style="list-style-type: none"> <li>• Masks are number one! Go and get a good mask from a medical supply store. A three or two-ply mask is a must. Be sure to pinch the metal piece at the bridge of the nose and eliminate gaps along the sides.</li> <li>• Goggles are also helpful (the kinds they use in chemistry).</li> <li>• Purell is the tried and true hand sanitizer.</li> </ul> <p><b>Project Success</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See presentation</a></li> <li>• Project Success is a collaborative effort with the Dept of Ed with the intent to improve graduation and retention, as it realties to students who have taken out loans. We are thrilled to bring this – elevating the programs we currently have.</li> <li>• Emergency Aid <ul style="list-style-type: none"> <li>○ We are receiving a grant so that students can receive emergency support of up to \$500 within three days, following an easy application process.</li> <li>○ The application process will be housed under equity.</li> <li>○ Please share the word with students. We hope this will be available in March.</li> </ul> </li> <li>• Financial Literacy <ul style="list-style-type: none"> <li>○ We currently offer these classes, but through Project Success we will be able to offer more tools on an electronic platform. This is an enhancement. Not additional work.</li> </ul> </li> </ul>
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- Default Rate Management & Repayment Success
  - When students enter repayment, this service reaches out to them to help them avoid default and late repayment issues. Expenses for this are paid by Department of Ed through Project Success
- Counseling & Career Program (Vita Navis)
  - Super Strong Assessment: we want student to look at career from the beginning of their educational journeys. This is a GREAT way to support our undeclared students.
- Resource Page
  - Forthcoming. All will be housed through the Equity website.

### **Humanizing Tutor Data**

- [See presentation](#)
- MT2C, the office of IE and the Communications Office worked on this project over the last year.
- 248 students responded about their online tutoring experiences.
  - High Marks: Setting an appointment, tutoring platform, likelihood to use tutoring services again.
  - Students provided positive remarks which helped the MT2C team members know that they are moving forward in a positive direction.
  - This will also inform tutoring practices post-pandemic.
- Humanizing Tutoring
  - All tutors work through a central tutoring program. All undergo the same training.
  - Students who receive tutoring have higher overall success rates. This is true for our disproportionately impacted groups where we see equity gaps closing. This is not causation but correlation.

### **HSI STEM Grant**

- [See presentation](#)
- Lety Lopez and Donna Budzynski are working with the campus to develop our next HSI grant application.
- Highlights of STEM Conexiones: Huge successes in STEM peer mentoring. We've seen an increase in accessing services and seeing equity gaps shrink. We're seeing greater retention and success in STEM courses.
- STEM tutoring is likewise having positive impacts. At our last external evaluations, of 200 students, many responded with feelings of confidence, belonging, and having the sense that they know where they need to go if they need services.
  - Check out our dashboard. [sdmesa.edu/HIS](https://sdmesa.edu/HIS)
- The next grant has the same goals: retention and success.
- The new grant will be another five-year grant for \$5M. We are working with a grant writer, steering committee, and ideas workgroup.
- Key Theme: Increasing Equity & Excellence in teaching. Thinking of studio spaces and remodeling classrooms to create flipped classrooms. (See Indiana University for a great example). We want to create increased

	<p>interdisciplinary conversations. Want to look at Pathways, bottlenecks to consider companion or accelerating courses and to expand peer mentoring. This is all about Pathways – want to look at student/STEM cohorts and at improving onboarding and STEM career prep. We’d like to have a STEM open house and expand our lecture/workshop series.</p>
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**AGENDA ITEM VI: Student Services Updates**

<p><b>UPDATES</b></p>	<p><b>Student Services</b></p> <ul style="list-style-type: none"> <li>• Student Services: We’re working on our Excused Withdrawal process. This will be shared with students shortly. We’re also looking at P/NP grading options. We are very close.</li> <li>• Tech Update/Mesa Journeys: We were able to secure the marketing contract for Mesa Journeys. Thanks to all who have connected with Charlie and Charles. We have a newsletter coming up and will have a process for departments to submit their projects for us. The first round of Welcome forms are looking great.</li> </ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"> <li>• Student Affairs: Scholarship info: <a href="http://www.sdmesa.edu/student-services/student-affairs/scholarships/index.shtml">http://www.sdmesa.edu/student-services/student-affairs/scholarships/index.shtml</a></li> <li>• Financial Aid: Financial Aid Updates and report: 1) encourage students to complete and submit the FAFSA application for 20-21 and the FAFSA / Dream Act Application for 21-22. March 2nd is the Dream Act deadline for Dreamers Cal Grant eligibility. 2) The large Spring 21 Financial Aid Disbursement (mainly grants) is scheduled for this Friday, 2/19/2021. Students enrolled in Direct Deposit will see the funds on their bank accounts by 2/26/2021. Students receiving paper checks via USPS are expected to receive their checks by 3/5/2021 (current delays within the USPS - out of our control) and 3) Preparations and configuration set-up for the 21-22 academic year is work in progress. Academic calendars were approved last week as well as the increase of non-resident tuition from \$290 to \$307 per units. Our cost of attendance/student budget will be updated. We are waiting to see if there is any increases to the Health Fee and parking permits before finalizing the student's budgets. 4) developing a calendar for check pickup.</li> <li>• Outreach &amp; Promise: Promise 2021 App is available - please share with prospective students. Promise Update - Students have been removed for no FA app and less than 12 units w/out an appeal or DSPS accommodations. If students have questions, please send us an email: <a href="mailto:sdpromisemesa@sdccd.edu">sdpromisemesa@sdccd.edu</a></li> <li>• Student Health Services: We worked with instruction on transferring 131 classes from all schools. We also enrolled our HS students, 82 fast track students, 55 MET and 150 from supplemental applications. We also enrolled 1232 CCAP/ACP students. Currently working on streamlining</li> </ul>
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practices for HS enrollment going forward with City and Miramar, and a processing calendar to capture all registration processes at all 3 colleges. Google voice and admissions phone tree is live, so send students our way.

### **Student Development**

- Student Development: We're excited by our Military Friendly designation we've also received a grant that will allow us to expand our services.
- Admissions/Records: We will assist students with add codes who have been attending since the first day of class. We worked with instruction on transferring 131 classes from all schools. We also enrolled our HS students, 82 fast track students, 55 MET and 150 from supplemental applications. We also enrolled 1232 CCAP/ACP students. Currently working on streamlining practices for HS enrollment going forward with City and Miramar, and a processing calendar to capture all registration processes at all 3 colleges. Google voice and admissions phone tree is live, so send students our way.
- Career/Evaluations: Career Services update: please share with students <http://bit.ly/Spring21CAPseries>
- Counseling: Please tell students that they can more easily access counseling services now, throughout the end of March. At today's counselor meeting we had a really vibrant meeting discussing the needs of students with what they are dealing with during COVID. The issues students are dealing with are still important.
- Veterans/Veterans Success Center: 1) planning and working on Veteran Recognition, 2) increasing our VA work study 3) military friendly designation and 4) increasing virtual front desk and hotspots
- Transfer: Hiring Peer Navigators! More info: [www.sdmesa.edu/pn](http://www.sdmesa.edu/pn)

### **Student Success & Equity**

- SSE: We will be initiating a 21-day equity challenge to do something every day – read an article, watch a video that highlights equity mindedness. 21 days becomes a habit embedding within our hearts and minds equity in all things. This personal intention.
- AVANZA: Hiring Peer Navigators! More info: [www.sdmesa.edu/pn](http://www.sdmesa.edu/pn)
- CalWORKs
- EOPS: We are accepting applications: STAR TRIO Application: <https://tinyurl.com/STARTRIOApplication>; EOPS, CARE, NextUp, FAST, Borderless and Project Restart: [www.sdmesa.edu/EOPS](http://www.sdmesa.edu/EOPS); To learn about upcoming workshops/events- <https://www.instagram.com/sdmesaeops/>; EOPS & Special Programs Virtual Achievement Ceremony- Thursday, May 13th from 5pm-6:30pm
- DSPS: DSPS updates-busy working with students and faculty getting accommodations settled for spring semester.
- Basic Needs: Mesa employees can direct students to The Stand website to fill out the Basic Needs application. Our next market is tomorrow. Volunteers 10-2, market 10:30-1, As of This week, We will have provided

	<p>38 Mesa students with emergency funds of \$500. We have been meeting with students and providing them with books. This week we also began our Hot lunch partnership with Culinary.</p> <p><b>Campuswide Administrative Units/Partners</b></p> <ul style="list-style-type: none"><li>• IE is updating dashboards: <a href="https://www.sdmesa.edu/about-mesa/institutional-effectiveness/institutional-research/data-warehouse/StudentCharacteristicsDash.shtml">https://www.sdmesa.edu/about-mesa/institutional-effectiveness/institutional-research/data-warehouse/StudentCharacteristicsDash.shtml</a></li><li>• HSI Update: <a href="#">Here</a></li></ul>
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