

**Student Services Council  
Meeting Minutes**

Nov 18, 2020  
2:00 – 4:00 pm, Zoom

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

**How are you feeling today?**



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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• Thanks to Student Affairs, Culinary, and all volunteers helping to share a Thanksgiving dinner with our students.</li> <li>• Transfer Saturday sessions have been very popular. A student shared that this is why she loves Mesa – because we care.</li> <li>• A shout-out to Larry Maxey’s work in supporting the Athletic Retention Technicians with their equity journeys has been outstanding.</li> <li>• A shout-out to Johanna who has been front and center in providing meals to our students and with supports outside and inside the college. Johanna has been an exceptional support for our students.</li> <li>• Our Music program offered an outstanding applied music performance yesterday. Students performed from home but sounded so beautiful.</li> <li>• Charlie was recently awarded by SDSU/CLEAD for his role in transforming our college in our transition to remote services and learning. Congratulations!</li> <li>• A student intending to drop learned that we are offering laptops. This allowed the student to stay in school.</li> </ul>
----------------	---

## AGENDA ITEM II: Review of Meeting Notes

<b>APPROVAL/ MODIFICATION</b>	Notes from October 21, 2020 were approved with no changes.
-----------------------------------	--

## AGENDA ITEM III: Campus/District Updates

<b>UPDATES</b>	<p><b>Thanks!</b></p> <ul style="list-style-type: none"><li>• Thanks to those who presented in the Board meeting and/or Community Form. You/we did amazing work.</li><li>• Thanks to those who coordinated all of the events this month that had so many positive impacts on students.</li></ul> <p><b>SB 116</b></p> <ul style="list-style-type: none"><li>• SB 116 allows us to provide disaster relief funds to students who are enrolled, have completed the FAFSA (Dream Act), and are affected by COVID. The application is very simple. We hope to distribute these funds by mid-December.</li></ul> <p><b>SP21 – No Drops for Non-Payment</b></p> <ul style="list-style-type: none"><li>• We will not be dropping for students for non-payment in Spring. This can impact areas. Holds will be placed on student records to recover these fees. Once students pay, funds will be distributed to areas.</li></ul> <p><b>Yesterday’s President’s Cabinet Meeting</b></p> <ul style="list-style-type: none"><li>• Pam is convening a taskforce to develop community standards and practices. The team is working with the LOFT to offer Bystander Training. To RSVP for a Bystander Challenge Workshop visit - <a href="https://forms.gle/s5LgPSV5LAZ9Hhsy5">https://forms.gle/s5LgPSV5LAZ9Hhsy5</a></li><li>• <b>Susan Topham</b> is our new Vice Chancellor of Educational Services</li><li>• <b>Danene Brown</b> will be taking a new position mid-December with a regional consortium.</li></ul> <p><b>SS Call to Action</b></p> <ul style="list-style-type: none"><li>• Our Student Services Call to Action goals are posted on our website and updates will now be included in our monthly updates.</li><li>• For more info on our Call to Action goals, click <a href="#">HERE</a>.</li></ul>
----------------	---

**AGENDA ITEM IV: Old Business**

<b>UPDATES</b>	None
----------------	------

**AGENDA ITEM V: New Business**

<b>UPDATES</b>	<p><b>Student Services Call to Action Updates</b></p> <p><b>Career</b></p> <ul style="list-style-type: none"><li>• <a href="#"><u>See presentation</u></a></li><li>• Our call to action is two-fold:<ul style="list-style-type: none"><li>○ Career Peer Ambassador Team: A workshop series was created and placed in as many Black Studies courses and special programs as possible. 108 students participated. A low number of Black students attended. We will keep thinking about how to improve this.</li><li>○ The Career Coordinators will bring career workshops to Black Studies and programs, for example. A panel for Black professionals is planned.</li></ul></li><li>• Transfer, Career, and Evaluations: The teams have come together to create a unified plan to make Black students feel welcome and supported in the TCE space. TCE will partner with other departments to recruit and retain Black students. We will use intentional outreach and incorporate student voice.</li></ul> <p><b>EOPS</b></p> <ul style="list-style-type: none"><li>• <a href="#"><u>See presentation</u></a></li><li>• We want to increase the number of Black students in EOPS who achieve their goals. We did increase numbers from 18-19 and 19-20.</li><li>• We are working with the District so we can query our applications for race/ethnicity.</li><li>• We are working with Financial Aid to determine what students may be eligible.</li><li>• We are partnering with Outreach to reach prospective students.</li><li>• We are partnering with programs and departments across campus to help us connect with Black students.</li><li>• We are offering workshops.</li></ul> <p><b>Student Health Services</b></p> <ul style="list-style-type: none"><li>• <a href="#"><u>See presentation</u></a></li><li>• Our goal is to support Black students in asking for and receiving mental health services. This is critically important for Black students because of the trauma they have experienced throughout their lives related to race and racism in the US.</li></ul>
----------------	--

- We want to offer culturally relevant care and options for therapy.
- Although we have two African American therapists, we are pursuing a community-based program to meet students where they are – within their communities where they feel safer and more at home.
- This community-based group will consult with SHS to strengthen our campus program.

### **Regional Strong Workforce Marketing Completion Project**

- [See presentation](#)
- Mesa received \$50,000 to help support students in getting to the finish line. Equity is foremost in this project.
- The project has focused on students in business and economics degree programs.
- Data:
  - The project considered 640 students who were close to completion but had not received a degree due to many factors.
  - Disproportionate impacts were identified.
  - Counselors Rico and Marrujo added qualitative data and the group coded it.
    - Category One: 158 students were ready to graduate.
    - Category Two: 58 students needed to reapply to graduate.
    - Category Three: 417 students were missing a class or two or needed a different ed plan.
- Interventions & Re-engagement
  - A Constant Contact Email Campaign
  - *Apply to Graduate Parties* initiative – these were very successful. As an incentive, coordinators included an opportunity drawing during the party and career information. Students loved it.
  - For students in the third category, a short meeting with a counselor to look at ed plans and make necessary changes.
- The team continued drilling down to look more closely at race/ethnicity and gender relative to graduation status (ready to graduate; need to reapply; missing classes or need a different ed plan)
- Preliminary Recommendations
  - Inform students of value of earning an associate degree, specifically for disproportionately impacted students.
  - Provide more education and communications with students and faculty.
  - Create better mapping, so students know where they are in their journey. This would help to keep them on track.
  - Award degrees automatically.
- Next Steps
  - We will look at those who've applied to graduate, continue to hold Apply to Graduation Parties, and begin phone outreach.
  - We received a second round of funding which begins January 2021.

## AGENDA ITEM VI: Student Services Updates

<b>UPDATES</b>	<p><b>Student Services</b></p> <ul style="list-style-type: none"><li>• M&amp;M: Happening Next Monday! You're invited to join us for a FriendsGiving Mix &amp; Mingle on Monday, November 23rd from 12:00 p.m. - 1:00 p.m. Come socialize with your Student Services team members before the holidays. All administrators, staff, faculty, and NANCE employees are welcomed! Join us on <a href="#">Zoom</a>.</li><li>• Safety: Only work at the office if it's essential. Be safe on campus. :)</li><li>• Tech Update: We've been meeting with our power Mesa Journeys users. Based on our research, Constant Contact seems like a great tool for communicating and marketing Mesa Journeys! We're also looking at how to follow up with students after they complete Mesa Journeys. For example, they might receive an email from specific departments. Charlie has met with David Fierro to talk about enhancing technology like WiFi access for students and staff and putting in new printers.</li></ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"><li>• Student Affairs: Hunger and Homeless Week has been amazing. Warm and Fuzzy has been an outstanding distribution event, that included blankets, goodies and \$50 gift cards. When we return from Thanksgiving, scholarships will be available! The deadline will now be due in March! We've had 25 <a href="#">All-USA PTK scholarship applications</a> this year.</li><li>• AS: The AS is hosting a Blast from the Past event featuring AS alums to share news of life after Mesa. They will hold this event in January.</li><li>• Financial Aid: Thanks to all who supported the Osher Scholarship process in which 500 eligible students applied. We went live with 4,635 emails to eligible students who can apply for an automated loan. Students have the option to accept or decline the loan and take other steps to receive this money. Financial Aid <a href="#">Loan Packaging</a>. See direct loan letter <a href="#">HERE</a>.</li><li>• Outreach &amp; Promise: Coffee Hours has been amazing. Thanks to TCE for your partnerships. We're inviting early HS graduates to apply. We have 180 students on our interest list. Thanks to Agustin for his work on Winter CRUISE so all Promise students can attend! Outreach is hosting a virtual outreach desk. Students want a Reg Fest. We will be hosting a mini-Reg Fest. Students are ready for Spring, but need to know what to do.</li><li>• Student Health Services: SHS has been working feverishly on COVID-19 cases. Please be safe. <i>Be Calm</i> is held twice a week now. This and other groups help students feel less isolated.</li><li>• Testing &amp; Assessment: Assessment is doing great work with Kearny students to help them get started strong. The Call to Action infographics are coming along really well.</li></ul>
----------------	--

	<p><b>Student Development</b></p> <ul style="list-style-type: none"> <li>• Admissions: Enrollment for Spring has begun; we will soon be enrolling our CCAP and ACP students; we have three ENGL 101 courses during intersession. We are working with students who are continuing to ENGL 205 to ensure they transition effectively.</li> <li>• Counseling: A huge shout-out to our Dean, the counselors, and classified!</li> <li>• Transfer Center: It takes a village to transfer a student. We are working steadfastly to make student dreams come true.</li> <li>• Veterans/Veterans: Veterans Week went really well. We are busy certifying students and getting them set for Spring.</li> <li>• SEA: A year-end report is due in January. We plan to highlight professional learning and the LOFT It is in the works.</li> </ul> <p><b>Student Success &amp; Equity</b></p> <ul style="list-style-type: none"> <li>• SSE: We will be calling 165 Black students who have dropped out. If you're interested in participating, email Larry to let him know.</li> <li>• AVANZA, CRUISE, and Peer Navigators: Winter CRUISE - January 12 - 14 from 1:30p to 3:30p; click here: <a href="#">Interest form</a> (scroll down on the page).</li> <li>• CalWORKs: CalWORKs is partnering with the region to reach out to prospective students.</li> <li>• EOPS: An SST position will close on November 22<sup>nd</sup>. We have legal services available for employees, students, and families. These are free legal immigration services; click here: <a href="#">Immigration Legal Service</a> (scroll down on page).</li> </ul> <p><b>Campuswide Administrative Units/Partners</b></p> <ul style="list-style-type: none"> <li>• Institutional Effectiveness: The SS program review dashboard will be complete so Ashanti can share the link. The information is available but is now on two dashboards. The information will soon be available in one dashboard. SS Data <a href="#">Dashboard</a></li> </ul>
--	---

**AGENDA ITEM VII: Institutional Effectiveness Updates**

<b>UPDATES</b>	<p><b>Mesa Pathways</b></p> <ul style="list-style-type: none"> <li>• The SET committee will be working with Pathways to ensure our approaches are equitable. Lots of great work is taking place.</li> </ul> <p><b>Mesa 2030</b></p> <ul style="list-style-type: none"> <li>• Lots of exciting activities around facilities planning.</li> </ul> <p><b>Accreditation</b></p> <ul style="list-style-type: none"> <li>• We are on track for our mid-term report.</li> </ul>
----------------	--