

Student Services Council
Meeting Minutes

Oct 21, 2020
2:00 – 4:00 pm, Zoom

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

AGENDA ITEM I: Welcome, Equity & Success Sightings

REMARKS	<ul style="list-style-type: none"> • The Stand sends out a huge acknowledgement to Student Affairs and the Bookstore which worked with Johanna to ensure a student with housing insecurities had his books to start the semester. • Shout out to the last Community Forum featuring work the Classified is doing around equity. <i>Next Steps</i> sessions are held on the 2nd Tuesdays from 10-11 and 4th Thursdays from 2-3. • A recent training with our new Athletic Retention Technicians with Larry Maxey was outstanding! Many folks had an experience of awakening to their privilege. It set the tone and enriched all. We find that individuals are ready to hear a different perspective. • Shout out to faculty who are personally invested in their students and make efforts so all students can participate and stay in class. • This is Undocumented Students Week. Borderless Scholars session was incredible! Amazing work and team! • Shout out to the Transfer Center for getting our students through application season! • Shout out to Ashanti for setting the tone – for calling us in, not out, as we learn and have difficult conversations with each other.
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AGENDA ITEM II: Review of Meeting Notes

APPROVAL/ MODIFICATION	Notes from September 16, 2020 were approved with no changes.
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AGENDA ITEM III: Campus/District Updates

<p style="text-align: center;">UPDATES</p>	<p>Transitions at Mesa</p> <p>Susan Topham</p> <ul style="list-style-type: none">• On November 1, Susan will become Vice Chancellor for Educational Services. We will still have close connections with her. <p>Tina Ricalde</p> <ul style="list-style-type: none">• Tina will step in as the Dean and Math and Science and continue in Allied Health. <p>Linda Hensley</p> <ul style="list-style-type: none">• Linda will oversee CCAP. <p>Leslie Shimazaki</p> <ul style="list-style-type: none">• Leslie will take on responsibilities for Social and Behavioral Sciences and continue to work in Humanities. <p>We're looking to fill open dean positions July 2021.</p> <p>New Deadline for P/NP: November 30</p> <ul style="list-style-type: none">• We want to continue with our Holiday event tradition. This year, on December 2nd around noon, we'll have a drive-through style feast with gifts. Mark your calendars! <p>How Do We Move Forward from "The Incident"?</p> <ul style="list-style-type: none">• The National Conflict Resolution Center has worked with us. Next steps: professional learning opportunities. First, we'll have bystander training. This will include sessions for employees and students. Claudia Perkins and Janue Johnson have worked with the President and will work with USD's Restorative Justice group. We'll also work with SpeakOut Now. When we know better, we can do better. <p>Equity and Excellence: We are all invested in both!</p> <ul style="list-style-type: none">• Mindset: All the work we do centers on changing hearts and minds. We are all invested in equity and excellence Each individual needs to look at how we carry on day by day. Did I bring my equity and excellence to the table? Instruction and Student Services are all equally invested in equity and excellence.
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AGENDA ITEM IV: Old Business

<p style="text-align: center;">UPDATES</p>	<p>Student Services Call to Action</p> <ul style="list-style-type: none">• We have placed a call to all Student Services areas to develop focused and intentional strategies to serve our Black students by addressing structures and systems of oppression. When we create this for one group, it changes our thinking. Then all student experiences will be improved while we close equity gaps. This is a calling; it's not measured by how big; it's measured by the impact. All of it matters. We will share some of this at the BOT meeting on November 12. We'll add this to the Black Lives Matter resource webpage. This will hold us accountable to what we say. Thank you to each of you for the time you have invested!• Thoughts? What has the experience been and what are you expecting going forward.<ul style="list-style-type: none">• Counseling held an open house with Black and Chicano Studies; the department held a student panel. This project is headed in a very positive direction.• The TCE department enjoyed the process as much as the future activities and outcomes. The department took a look at an important piece of data: the qualitative data around all activities they've done for the last 2-3 years with an equity lens. It was a great process for identifying where there are gaps.• A story: a prospective student in sat in the parking lot wondering if she should come onto campus. She saw the Pride flag and that was enough. How do we show our Black students that this is a place for them? Ways we say, "We see you." As you're working with students, let them know about this work. Connect with them; make sure what we're doing works.• See Student Services Call to Action
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AGENDA ITEM V: New Business

<p style="text-align: center;">UPDATES</p>	<p>Mesa Journeys Survey Results</p> <ul style="list-style-type: none">• See presentation here.• We are looking to improve our intake of all students. In part, we use the Mesa Journeys tool for this.• Inquiry: How do we know if this program is effective? What does "effective" mean? How do we measure success? Is success completing the tool? Reaching out to services? If a user joins a program, is that success?• We launched a survey; around 280 students complete this survey.• Findings:<ul style="list-style-type: none">○ How are students finding Mesa Journeys: Many through Summer and Winter CRUISE, the Mesa welcome email, and the website.
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- Did students follow-up by visiting programs? Most students did not.
- How many office visits did students make: Almost half are not visiting any offices. (COVID-19 could be the reason for this.)
- How many students joined programs? A third did not join any programs.
- Are programs reaching out? A third said they weren't contacted.
- How do students want to be contacted? Most surveyed would like programs to contact them by email.
- Asking students to rate qualities related to Mesa Journeys: Most students responded on the higher end. But many students didn't know what to do next with results.
- There is a correlation between the number of outreach efforts and students' use of services.
- Students need consistent, comprehensive, and readily available information. See [video](#).

Next: Continue to use Mesa Journeys and promote the tool. Charles Shimazaki has joined our team to support these efforts.

Q6. (Optional) It looks like Mesa Journeys is not working well for you. Can you tell us how we can improve?

- *"I just believe, I need to get more information to be able to join. Or if I have questions it'd be nice to get answers back from a person and not a website."*
- *"Have more information sent out to students on what Mesa journey does for students"*
- *"More explanations of MJ and their services could help. Some people learn in different ways, so a 30 minute meeting or a meeting with a counselor or professor would be more helpful with navigation of MJ and their recommendations."*
- **RP Group's: Through the Gate Transfer Study**
 - Meet Minh Anh: <https://youtu.be/UMllaV0wpUs>

AGENDA ITEM VI: Student Services Updates

<p style="text-align: center;">UPDATES</p>	<p>Student Services</p> <ul style="list-style-type: none">• We have Feel, Heal, and Be Real next Thursday, Oct 29 at 4:00.• M&M: M&M is hosting its Creepin' it Real on Thursday from 2-3. Dress up – or not. Come, play bingo, and vote.• Tech Update: Wanted to acknowledge Admissions and Outreach for implementing their chatbots.• All USA PTK Scholarship: Encourage students! Students do not need to be a PTK member to apply---it's for all students http://www.sdmesa.edu/student-services/student-affairs/scholarships/index.shtml <p>Student Affairs</p> <ul style="list-style-type: none">• Student Affairs: The Hunger and Homeless Awareness Committee is meeting with reps from all Student Services areas to create a week and, later, maybe a month of events. A note to reach out to students to apply for scholarships and join AS. Your personal recommendation means a lot. The SS Helpline is up and active. We are answering the 1-619-800-2230. Feedback from students is very positive.• Financial Aid: Encourage student to begin applying for Financial Aid for next year.• Outreach & Promise: Outreach has been connecting with high schools and fostering future Olympians. Promise Study Tricks Workshop is an opportunity for students to pop in to get some tips.• Student Health Services: SHS groups are all active and on the website. Look for the link on the SHS website for their presentation on "Avoiding the Twindemic." Encourage students to get their free flu shots.• Testing & Assessment: Assessment is creating wonderful infographics to connect with our Black students and all students. <p>Student Development</p> <ul style="list-style-type: none">• Admissions: Thanks to all for doing such an amazing job during these unprecedented times. Admissions sees so many students and hears what they think about many things. They help to explain many policies related to COVID. We are all in this together. Today, we helped 201 Kearny students get their Spring priority registration dates and times for Spring 2021. Of these, 35 needed their residency cleared. Our phone tree is up.• Career/Evaluations: Career Peer Workshops are happening now. We actually have more attendance now that we are remote. Evaluations is working on a regional internal marketing project to encourage student graduation. A list of 600 students who are almost done or done with their degree but didn't apply has been generated.
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	<p>Evaluations will host ongoing Application Graduation Parties to support these students.</p> <ul style="list-style-type: none"> • Counseling: The Counseling Conference is scheduled for the end of October. Counseling has received its phones and they are very helpful. x2538 is active. • Transfer Center: National Transfer Awareness Week. Transfer will have four two-hour workshops. • Veterans/Veterans Success Center: Our wellness counselor is seeing students. We'll be starting a virtual front desk next week from 10-2. We have 14 new applications for work study students. <p>Student Success & Equity</p> <ul style="list-style-type: none"> • AVANZA, CRUISE, and Peer Navigators: AVANZA is available from 8-5 to students every day through the help line in the morning and AVANZA in the afternoon. • Basic Needs: Twenty students have been receiving meal vouchers every week; this will continue through the first week of November. Please volunteer for our markets and other opportunities. • CalWORKs: CalWORKs is partnering with regional offices to create workshops with current and prospective CalWORKs students. • DSPS: October is Disability Employment Awareness Month. A webinar will be held Wed, October 8 at 3:00. • EOPS: This is the Undocumented Student Week of Action. We're hosting California Dream Act and a number of events. <p>Campuswide Administrative Units/Partners</p> <ul style="list-style-type: none"> • Institutional Effectiveness: IE is integrating the SS Program Review Data Dashboard with our prior dashboard, so four full years of data will be available on one dashboard. • HIS/STEM: See attachment • Tutoring: We just completed a three-year study of the Tutoring programs. It's clear how much Tutoring is closing disproportionate impact. Thanks so much to Kyung Ae for your strong support of this survey.
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AGENDA ITEM VII: Institutional Effectiveness Updates

UPDATES	<p>Mesa Pathways</p> <ul style="list-style-type: none"> • Our SET committee will be looking at the work of Pathways to review and provide input to ensure that work is happening through an equity lens.
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<p>UPDATES</p>	<p>Mesa 2030</p> <ul style="list-style-type: none">• There's still time to provide feedback to this ten year plan that looks forward what Mesa aspires to be in ten years. Our overarching goals are equity and excellence. There are five primary goals beneath that. At the last meeting, we looked at how we are using our space based on our future needs. We also looked at wayfinding and how people are greeted coming onto campus. <p>Budget and Resource Allocation</p> <ul style="list-style-type: none">• We're looking at different funding sources and committee mission and goals. <p>Program Review</p> <ul style="list-style-type: none">• We want to align program review with our funding request process so the processes are related and connected. <p>CARES Act</p> <ul style="list-style-type: none">• We will have until May 2021 to expend these funds. If you have ideas, thoughts, needs, to work with deans. If it's possible, we'll find a way to yes.
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