

## 2018 Mesa Student Services Retreat: **Feedback**

### Mission | Vision | Values | Goals Worksheet

#### Vision: Student's Choice for Learning and Success

#### Feedback:

Descriptive
<ul style="list-style-type: none"> <li>Very Direct</li> <li>Students having different opportunities available to learn and succeed</li> <li>Students actually made a decision to go to college and take the steps to apply and start a program. To start on a road to succeed.</li> </ul>
Positive
<ul style="list-style-type: none"> <li>Appropriate assuming inclusiveness</li> </ul>
Room for Improvement
<ul style="list-style-type: none"> <li>Would be a good idea to <b>reflect current initiatives</b> on campus by coming up with an <b>overall theme</b>.</li> <li>Perhaps a vision that supports <b>equity, success, pathways</b>, ect.</li> <li>Does not capture what/who/how we support – <b>Impact lives</b> – Students achieving <b>success – equity &amp; excellence</b></li> <li>Very succinct, but no mention of <b>equity</b>.</li> <li>Okay that it's short, but <b>lacks depth</b>. Students come to Mesa for a different version of what their life looks like now. Students come for answers and support because Mesa might be the only place they receive <b>support and specifically student services</b>. Additionally, <b>students crave meaning in life</b> and choose Mesa for support in creating a better life for themselves.</li> <li>Still good but with so much change in <b>pathways &amp; equity</b>, I think perhaps the vision is to be more than the "choice." The goal of purpose of student services to serve students. We don't capture service when we make our vision a 'choice' for students.</li> <li>Our vision is to keep...<b>learning</b> to improve students student access. Our vision is to be... the ones who <b>help remove barriers to access to success</b>. Our vision is to provide.... <b>access</b> to students to learn &amp; be successful. Don't like "choice", and there's no mention of <b>equity</b>. Want to be more clear that we want to be an institution where <b>students feel like they belong</b>.</li> <li>Mesa Student services → Students don't choose Mesa for its services, so this seems off. The language isn't <b>visionary</b>; it's yucky. Intention is to want our students to feel this is where they want to be. Add something about <b>equity</b>. I would like my mind to be slightly blown by the vision.</li> <li>Initially didn't think it sounded correctly but went through it and finally felt it. So if it takes a while to understand it may need to be <b>reworded</b>.</li> <li><b>Too general and broad</b></li> </ul>
Questions
<ul style="list-style-type: none"> <li>First thought is the choice for learning &amp; success for why they come to Mesa or begin to connect to student services? Or is it we approach students w/ this vision and this is how we design programs. What perspective? We also need to remember students are living to "get a better job" I like the goal to <b>inspire the total development and students</b>.</li> </ul>

Mission: *San Diego Mesa College Student Services provides pathways that inspire, engage, and empower our diverse students to learn and succeed.*

**Feedback:**

Positive - General
<ul style="list-style-type: none"><li>• I like it! Great choice of words to Inspire, engage, and empower.</li><li>• Good!</li><li>• Think this is good.</li><li>• Appropriate</li><li>• What stated in the mission is fine. It describes what we do here at Mesa to make the student succeed</li><li>• This is good. I like the word “pathways” because it includes a scope of departments</li></ul>
Positive with Addition(s)
<ul style="list-style-type: none"><li>• Really well written! Maybe a mention about <b>career</b>? (Help we provide to choose and reach the goal.) Also add equitable. “...provides <b>equitable</b>..”</li><li>• Nothing is missing. Providing pathways for those is what we do so well. I like what someone said “<b>equitable pathways</b>”</li><li>• Add equity – <b>equitable pathways</b></li><li>• Provides <b>equitable pathways</b> what...? Provides equitable support that inspire, engage, and empower...?</li><li>• I feel like this does inform our world in student services. Maybe the <b>equity can added</b> but overall I do like this!</li><li>• Include <b>equity for all students</b></li><li>• I think this still captures what we do and who we serve. I look at it and think of the word “<b>opportunity</b>.” I don’t know if that could/should be incorporated. “...provides pathways and opportunities...”</li><li>• Include words such as equitable, transferable, valued</li></ul>
Room for Improvement
<ul style="list-style-type: none"><li>• <b>Include actions that are more measurable.</b> Inspire, engage, &amp; empower cannot be directly measured. Is it about supporting students to meet educational &amp; career goals?, etc. How to <b>define</b> learning &amp; succeeding.</li><li>• <b>Welcome or invite students.</b> Create a welcoming and accepting environment. Also add equitable.</li></ul>

## Values

**Diversity:** We value equity and inclusiveness and are strengthened by the cultural mosaic of our community.

**Civility:** We value authentic respect, communication, and interaction with others, and promote an environment that encourages the responsible exchange of divergent opinions.

**Innovation:** We value creativity, fresh-thinking, and new ideas that advance our practice and services to students.

**Excellence and Continuous Improvement:** We value accountability through on-going, meaningful reflection and dialogue about the holistic student experience which informs our planning, growth, and progress.

**Access, Learning, & Success:** We value and support our students in pursuit of their personal and educational goals; we commit ourselves to support them and ensure that we are good stewards of our resources.

**Leadership:** We value and support all members of our college community and are committed to fostering a synergistic environment that promotes teamwork, communication, active participation, and professional development.

**Integrity:** We value honest, clear dialogue and action with our students and college community.

## Feedback

Positive - General
<ul style="list-style-type: none"><li>• Excellence and continues improvement</li><li>• It's fine, covers all areas</li><li>• Like that under Diversity, equity and inclusiveness are both used which are both distinctly important.</li><li>• Excellent wording</li><li>• I like the definitions because they demonstrate our interpretations, we should represent them, show them, use them. I agree with Olivia, place them in offices.</li><li>• I like that each definition begins with "we value." I like that it's a pledge to our students</li><li>• Great and appreciate that civility is included</li><li>• Looks great!</li></ul>
Positive with Addition(s)
<ul style="list-style-type: none"><li>• Under Access, Learning and Success, should add the word <b>students</b>. For Ex: <i>we commit ourselves to support them and ensure that we are good stewards of <b>student</b> resources</i></li><li>• Mention of <b>career-readiness</b></li><li>• Add <b>equity</b> somewhere.</li><li>• The definitions show how we are interpreting the meaning. I think an important aspect of equity is to include the concept of it w/o hitting one on the head. I like Diversity being defined in terms of equity vs the suggestion that we value equity defined as diversity. Somewhere we need to think about the <b>institution learning and being willing to adapt and make change to create a more equitable space.</b></li></ul>
Room for Improvement
<ul style="list-style-type: none"><li>• <b>Drop the definitions.</b></li><li>• I agree with Suzanne, maybe the <b>definitions should be tweaked.</b></li><li>• <b>Innovation to me does mean continuous improvement.</b> Maybe excellence and continuous improvement should be separate</li><li>• <b>I don't think we need excellence &amp; continuous improvement as a value.</b> Do we need to call it out if it's engrained in everything we do already?</li></ul>

## Goals

**Goal 1:** Strengthen pathways in Student Services to promote access, learning, success, and engagement for our diverse student population.

**Goal 2:** Systematically use data to inform decision-making in Student Services.

**Goal 3:** Advance innovative methods of service delivery to students, including the use of technology.

**Goal 4:** Enhance the effectiveness of partnerships and collaborations.

**Goal 5:** Promote and support professional development opportunities for faculty and staff.

**Goal 6:** Promote a safe learning environment for students and employees.

## Feedback:

Positive
<ul style="list-style-type: none"><li>• Very good, I like!</li><li>• These goals are ongoing and timeless</li><li>• Really like them, especially 2 &amp; 3</li></ul>
Positive with Addition(s)/Tweaks
<ul style="list-style-type: none"><li>• Promote <b>equitable pathway</b>. Enhance <b>clear communication</b>. Equity is a part of everything.</li><li>• Goal #1 <b>Enhance clear communication</b> with colleagues. Students, and the public</li><li>• <b>Communication</b> to students #1 then to campus community, classroom, faculty, etc.</li><li>• Goal 3 – <b>include equity w/ service delivery methods?</b></li><li>• Goal 5 – <b>Professional learning</b> instead of development to reflect language used on campus</li></ul>