

**Student Services Council
Meeting Minutes**

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

ATTENDEES	Ashanti Hands, Chair	Pilar Ezeta	Larry Maxey
	Johanna Aleman	Anne Hedekin	Mark Manasse
	Marisa Alioto	Vicki Hernandez	Al’Asia Metaphor
	Ivonne Alvarez	Wencit Hersh	Vicki Miller
	Raquel Aparicio	Erika Higginbotham	Claudia Perkins
	Vanndaro Chhum	Kyung Ae Jun	Olivia Picolla
	Ailene Crakes	Trina Larson (Rec Sec)	Cynthia Rico
	Leticia Diaz	Charlie Lieu	Charles Shimazaki
	Nellie Dougherty	Gilda Maldonado	Natalia Trinh
	Darien Duong		

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

REMARKS	<ul style="list-style-type: none"> EOPS has a CE student who attended a Borderless Scholars workshop. Through his experience, he learned that he could start his own business and his family did! Loving the DSPS presentation on ableism at the recent joint school meeting. Last week, a student who has taken a break from school wants to reenroll but has a balance. We can now waive those balances. This is such great news for our students. At yesterday’s President’s Retreat, a discussion centered on how students learn about our services and a student advocated for Mesa Journeys.
----------------	--

AGENDA ITEM II: Review of Meeting Notes

APPROVAL/ MODIFICATION	Notes from October 20, 2021 were approved with no changes.
-----------------------------------	--

AGENDA ITEM III: Campus/District Updates

UPDATES	<p>Chancellor’s Forum</p> <ul style="list-style-type: none"> Please join the Chancellor’s Forum on November 29, from 2:30-4:00. <p>Limited Services Thanksgiving Week</p> <ul style="list-style-type: none"> We will have some limited services next week on Monday - Wednesday.
----------------	--

	<p>Winter Holiday</p> <ul style="list-style-type: none"> We will have regular services on Monday and Tuesday, December 20-21. <p>Supervisors & Manager Note: Next Steps with Vaccine Compliance/Exemptions</p> <ul style="list-style-type: none"> Please review to a recent email from VC Smith and share any question/comments with your deans. The Leadership Team meets weekly to discuss these comments. Please initiate the interactive process requested in the email. The goal is to make a reasonable accommodation when possible. Remote work in Spring is not likely to be approved. See the email you've received for more information, including timelines and action steps. <ul style="list-style-type: none"> Per 10/25/21 EEOC: <ul style="list-style-type: none"> Medical Exemptions: The District is looking for specific information about why an employee can't take the vaccine for a specific period of time. All current exemptions have been processed and employees have been notified. Religious Exemption: Require a statement of religious belief. The District expects to have these all processed by 11/23/21. HR will hold an informational session during the first week of December for managers and supervisors. <p>We expect to have about 1,800 courses in-person during the spring.</p> <ul style="list-style-type: none"> We want to provide safe and open spaces for them. Thank you for the role you are playing in helping us get there! <p>Equity Walk and Equity Talk, co-authored by Estela Bensimon</p> <ul style="list-style-type: none"> We're thinking about supplying this book to MSSC, so we can all read. It's a wonderful follow-up to last year's Call to Action – the lessons of which we continue to embed in our work and grow in our practice.
--	--

AGENDA ITEM IV: Old Business

<p>UPDATES</p>	<p>A. Return to Campus: Needs/Concerns</p> <ul style="list-style-type: none"> Given the traffic we expect in the building, how will we manage capacities in spaces? How many days/week will we be here? What hours? <ul style="list-style-type: none"> This is a standing item on the SSLT agendas. This information should be discussed at the department level and be shared with Deans who will take it back to SSLT. We are open to making just-in-time shifts, as needed. We want to keep the dialogue open. We are still discussing service hours districtwide. Some options will be to pull back on evening hours. We might limit hours to 8-6. Working remotely on Fridays is unlikely to happen, but we may limit hours of face-to-face operations on those days.
-----------------------	--

AGENDA ITEM V: New Business

<p style="text-align: center;">UPDATES</p>	<p>A. Integrated Career & Ed Planning</p> <ul style="list-style-type: none">• See presentation• See brief• Many students go to college unaware of their strengths and interests. They don't know what their options are or what the ed pathways are. This further reinforces economic and social inequity.• Career planning is iterative including exploration, goalsetting, and career and ed planning.• The goal is to help students make intentional decisions.• We need to front-load career planning and include that into students' path throughout their ed journey. <p>B. Year-End Celebrations</p> <ul style="list-style-type: none">• Year-End celebrations help students build community and celebrate their successes. We have many affinity groups now doing this. This requires a great deal of juggling and resources to create celebrations that truly embody the identities of students in affinity groups.• Larry and Jacqueline will call a meeting for all groups organizing year-end celebrations.• For many programs, the funding will come through General Funds. The Business Office will supply those funds (amount TBD). There are restrictions on these funds, so we may augment with equity or other funds.• We will make use of the new quad.• We will also develop calendars so all VIPs will be there, etc.• We appreciate the intent of these celebrations. We want to do it in an orderly and organized way.• We want students to leave feeling successful, accomplished, and connected.
---	--

AGENDA ITEM VI: Student Services Updates

<p style="text-align: center;">UPDATES</p>	<p>Student Services</p> <ul style="list-style-type: none">• M&M: On Tuesday, November 30, we will hold a Thankful Taco Tuesday Event to be held in our plaza area. This will be a great celebration with food and for fellowship. On Wed, Dec 8 we'll have a coffee event with a white elephant event in the AS multi-purpose room.• Tech Update: You'll find our live chat bot and agent on the home page; we now have a Paper Cut printer and a Kik scanner on the first floor. We continue to offer a Constant Contact training. We continue to work on our steps for the next iteration of Mesa Journeys.
---	---

Student Affairs

- Student Affairs: We disbursed Project Success moneys and will hold a Thanksgiving Feast. Each student will receive a to-go meal. Scholarships kick off Dec 6. We will have Commencement on campus this year.
- AS: We had a successful Homecoming. Today, we held a Warm and Fuzzy Distribution. Tomorrow, we will have the Thanksgiving Distribution from 2-4.
- Financial Aid: Next week will be the last appeals committee for the fall semester. There will be no FA disbursements during Thanksgiving Week. The last processing date for Fall will be December 10.
- Outreach & Promise: The Promise Program is now accepting early HS graduates.
- Testing & Assessment: Assessment is working with students needing to take challenge exams.

Student Development

- Student Development: Larry, Ailene, and Andy are working on the SEA report, due Jan 1.
- Admissions/Records: We are moving as fast as we can to support students in continuing with their journeys in all kinds of ways. Thanks for providing your helping hands. We will start registering HS students on December 1. We have our initial CCAP rosters.
- Career/Evaluations: We created a [career flyer](#). We have a new job board and two new team members. Please encourage students to apply for graduation. We are currently finishing up the effort to have a live chat.
- Counseling: It's taking about 120 days to evaluate transcripts. We are working on SARS texting. Terrance Hale will soon be our International Students liaison.
- Veterans/Veterans Success Center: Veterans Week was very successful. We had about 50 folks show up to the Center's grand opening and about the same number of students coming to workshops. We will complete our military-friendly survey process in early December. We are looking to move up to gold level over time.
- Transfer: The ADT Business 2.0 was just approved. This is very helpful to students trying to transfer. We received a Foundation Grant for application fee reimbursements. We are extending [lab hours](#) through December 15. Mesa was recognized recently for an important transfer award: **Mesa College has been named a 2021 Equity Champion of Higher Education** *Mesa excels at awarding Associate Degrees for Transfer (ADT) to Black and Latinx students*

Student Success & Equity

- SSE: Larry presented to a professional team at the district focused on the success of Black students. The workgroup was very impressed with our Call to action.
- EOPS: Petra's retirement will be celebrated on Monday, Nov 29. We'll host a Dreamer's Resource Center grand opening on Tuesday, December

	<p>7 with a virtual option. Rising Scholars, NextUp, FAST, and Borderless Scholars will be presenting at the Fall 2021 HS Counselor Conference.</p> <ul style="list-style-type: none"> • DSPS: Thanks to The Stand for the workshop collaborations. Clockwork goes live next week. This will help students, including those who take classes across the District. • The Stand: We're partnering with Student Affairs to hold another successful Hunger and Homeless Awareness Week. We are partnering with other offices to hold workshops related to a healthy return to campus. Basic Needs just received permanent funds by the state. There will be a food distribution in the parking garage tomorrow from 10-1. <p>Campuswide Administrative Units/Partners</p> <ul style="list-style-type: none"> • MT2C: Ambassadors, Counselors, and Work Experience is helping us develop a teacher training/tutoring pipeline along with our HSs. This complex collaboration actually happened and is helping students see college as a reality. • Institutional Effectiveness: IE is supporting the CCE Pathways group & Karla.
--	--

AGENDA ITEM VII: Institutional Effectiveness Updates

UPDATES	<p>Mesa Pathways</p> <ul style="list-style-type: none"> • We were able to finalize five of the funding requests received. For the others, we're requesting more information. We should know and be able to share out by the next meeting. • Our Scale of Assessment was read at yesterday's President's Cabinet Retreat. • Our program maps have been a labor of love and have been in the works for a couple of years. We also created our ACPs. Next, we need to formalize updates to our maps and getting those onto our website. • We'll also develop a plan to make sure this information is up-to-date with the new Technology workgroup. <p>Planning & Institutional Effectiveness</p> <ul style="list-style-type: none"> • We met and read articles at yesterday's President's Cabinet Retreat. <ol style="list-style-type: none"> 1. CCCSE: The Continued Impact of COVID-19 on Community College Students 2. #RealCollege 2021: Basic Needs Insecurity During the Ongoing Pandemic 3. Students Speak: Understanding the Impact of the COVID-19 Pandemic on Their Transfer Journey 4. Be a Transfer Advocate: How Faculty Can Strengthen Students' Transfer Success • The Dashboard is also awesome Mesa Graduate Survey Data Dashboard
----------------	--

- We're moving Program Review into its next stage. The team is reviewing that. They are identifying potential leads to help with collaborations & partnerships.

Committee on Outcomes & Assessment

- We are looking at new platforms.

Budget & Resource Allocation Committee

- We meet tomorrow.

Program Review

- Mona King is doing a great job of connecting with folks to help them create effective program review.

Accreditation

- Bridget is our new Accreditation Liaison Officer. Ailene, Markus, and Karla will lead the Student Services Standard.