



Student Services Council Meeting Minutes

October 20, 2021
2:00 – 4:00 pm, Zoom

ATTENDEES	Johanna Aleman	Vicki Hernandez	Gilda Maldonado
	Marisa Alioto	Erika Higginbotham	Vicki Miller
	Ivonne Alvarez	Kyung Ae Jun	Agustin Rivera, Jr.
	Raquel Aparicio	Mona King	Claudia Perkins
	Ailene Crakes	Trina Larson (Rec Sec)	Cynthia Rico
	Nellie Dougherty	Charlie Lieu	Ryan Shumaker
	Ian Duckles	Larry Maxey, Chair	Andrew Tanjuaquio
	Darien Duong	Al'Asia Metaphor	Karla Trutna
	Pilar Ezeta	Cat Le	Sasha Verastegui
	Anne Hedekin		

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

REMARKS	<ul style="list-style-type: none">• Kudos to Counseling, Assessment, and Admissions for helping the Kearny early grads get started at Mesa!
---------	-----------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA ITEM II: Review of Meeting Notes

APPROVAL/ MODIFICATION	<ul style="list-style-type: none">• Our notes from September 15, 2021, were approved with no changes.
---------------------------	---------------------------------------------------------------------------------------------------------------------

AGENDA ITEM III: Campus/District Updates

UPDATES	Return to Campus <ul style="list-style-type: none">• Be sure to pay attention to Chancellor and Vice Chancellor updates, in particular recent messages highlighting our 3-day onsite work schedule effective November 1 and vaccination & exemption requirements
	Accreditation <ul style="list-style-type: none">• We are in the process of identifying Team Leads for our Accreditation Standards. Please review email Ashanti sent and let her know if you are interested in serving as a lead and if so, which Standard(s), you are interested in leading. If you have someone in your area that you think would shine in such a capacity, please share that information as well. Final decisions will be made shortly thereafter. Please submit this information by day's end today

	<p>BOT @ Mesa!: November 4, 2021</p> <ul style="list-style-type: none"> • Save the Date: Mesa's Campus Meeting for the SDCCD Board of Trustees will take place on November 4th at 4pm. As we have done in the past, community members will have the opportunity to meet virtually with board members prior to our presentation.
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA ITEM IV: Old Business

UPDATES	<p>A. Return to Campus</p> <ul style="list-style-type: none"> • Any thoughts or questions? <ul style="list-style-type: none"> ○ Student Leader Question (Cat!): How will we work with students coming onto campus in spring who may have COVID? All students taking on-campus classes, are required to be fully vaccinated.
----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA ITEM V: New Business

UPDATES	<p>A. Program Review</p> <ul style="list-style-type: none"> • See <u>presentation</u> • Program Review was on hiatus for a year but has resumed with a new opportunity to dive more deeply into equity, in part, with pandemic experiences in mind. <ul style="list-style-type: none"> ○ How has the pandemic impacted equity in our areas? ○ Moving petitions online increased equity, making us more accessible to students. ○ EOPS became more flexible in how they interpreted the required student contacts, meeting the needs of all students. ○ Trying to meet students' basic needs became difficult in remote conditions. We were able to move some things online, but quickly realized that we needed to provide some on campus distributions. ○ Increased accessibility - we even saw students who had never come into counseling come because it was easier. General Counseling show rate is also very high! ○ But also – we lose students. They disappear when we lose touchpoints with them. ○ What practices have we implemented to improve equity and success? <ul style="list-style-type: none"> ○ We will continue the remote modalities implemented in Admissions because for those students who are comfortable working online, it works really well. ○ TCE is using video and putting all workshops online. ○ The peer navigators have moved 1:1 sessions, workshops,
----------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- and game nights online.
- Veterans will continue to keep hot spots and host virtual front desk. Students love to hop online for 1:1 help.
 - What have areas implemented that they'd like to change/discontinue?
 - We tried a “feel, heal, and be real” dialogue for students; we marketed it as a forum for dialogue, but when students dropped in, they didn’t really want to have a big conversation. Instead, they asked for the immediate help they needed. So, we’re opening sessions just to talk about immediate needs and concerns.
 - When teaching online, Ailene did lots of fancy videos and graphs – but maybe didn’t think about accessibility. Fancier does not mean better. As a student, she learned so much from faculty who didn’t have a fancy class. It’s all about how we convey information and demonstrate care. Accessibility is more important than fancy.
 - How have collegewide practices implemented since the last program review impacted programs?
 - Using Mesa Journeys is used to welcome students onto campus. Thanks to Charlie and his team!
 - The chat bot – everyone has jumped in to be accessible to students when needed. The collaboration has been unprecedented, and it’s helped us improve that tool.
 - All of the online practices, EWs, financial aid. The online process for everything is amazing!
 - We may have to talk to students to find out. The Basic Needs program is so much further along since the last program review. We now have ARTs and Pathways Fellows since the last program review that have impacted students in many ways. We may need to sit down with students to see what we’ve learned. At SET, we are formulating a list of innovations that SS has participated in to make them visible and to understand their impacts.

B. Student Success Teams

- See [presentation](#)
- Ian joined to share the rationale for the Student Success Teams, will share four frameworks, and then ask for our feedback. For the SST group, success means:
 - Completion
 - Term to term persistence
 - Course Success
- We want to streamline the completion process.
- Which would be the best Student Success Teams framework for Mesa?
 - Organize by student goals? This is comprehensive, but also very broad. It’s also resource intensive. It might require a lot of reinvention and reorganization.

	<ul style="list-style-type: none"> ○ By academic and career pathways? Many other colleges use this approach. This is fairly comprehensive. It's broad, so will capture students who don't need an SST and is labor intensive. There will be imbalance in the size of the various groups. ○ By existing affinity groups? The affinity groups are already doing student success teamwork and will formalize work that's already being done; but not every student will fit, and some will fit into multiple groups. ○ Using a modular/cafeteria program? Create coordinated resources that can be used by new or existing groups. This is flexible, focuses on students who need it, more affordable; but may leave too many gaps and be less proactive. ● Link for feedback; please share your feedback on these slides. <p>C. Student Services Dashboard</p> <ul style="list-style-type: none"> ● See dashboard: Student Services Program Review Data Dashboard ● See presentation: Lead Writer Training ● This year, we have 5 years of data on our one Dashboard! ● Navigate through the dashboard, using the tabs.
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA ITEM VI: Student Services Updates

UPDATES	<p>Student Services</p> <ul style="list-style-type: none"> ● M&M: We have an event on October 27. Stay tuned for an email about this Halloween event! There will be online and in-person activities. ● Tech Update: Students want programs recommended to them AND next steps. The team is reviewing program websites for the to-dos. The team will be asking for your approval on these soon. <p>Student Affairs</p> <ul style="list-style-type: none"> ● Student Affairs: Nov 1-5 we'll have events to launch the new student rights and responsibility's identity. ● AS: AS will be hosting a homecoming game. AS will provide free t-shirts to the first 100 students to attend. The AS will also have a sustainability / Halloween event, giving gift cards to the most sustainable costumes. ● Financial Aid: The application period for 22-23 began on October 1st. We are in the initial stages of hiring a new SSA position. Three project assistant positions will work with Promise students to support their financial aid needs. ● Outreach & Promise: Our first Promise Coffee hour starts tomorrow from 2-3. Outreach is using the Constant Contact tool for this. They will host these each month. ● Student Health Services: SHS has multiple presentations and events that
----------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>are supporting students with COVID and mental health issues, for ex.</p> <p>Student Development</p> <ul style="list-style-type: none"> • Admissions/Records: Friday is the deadline to enter data for priority appointments. The class schedule for spring has gone live! • Career/Evaluations: Career is moving to the Handshake job platform with a soft launch in November. We have new Career Ambassadors who are beginning training. Graduation deadlines are out and posted. • Counseling: Since the schedule has come out, please know that counseling will respond with more drop-ins appointments. Adam will be offering an EW workshop with a tie-in to second year experience this Friday. • Veterans/Veterans Success Center: Vet week is coming up in November 8-12. We've started a collaboration with The Stand, so that there will be food in the freezer in the Veterans Success Center (open M-Th 9-4). • Transfer: Transfer, transfer, transfer! We're giving workshops and triaging. 24/7 access! <p>Student Success & Equity</p> <ul style="list-style-type: none"> • AVANZA: We're piloting our second-year program. • CalWORKs: CalWORKs has counseling drop-in session on Wednesday 2-3pm HHSA/CalWORKs workshop on Monday & Thursday 11-12. • EOPS: This is Undocumented Student Action Week. EOPS is helping students with Transfer. • DSPS: We are transitioning to Clockwork, our fully online office management software. This will make a big difference in how we provide services to students. We're going to do an Ableism 101. • The Stand: We have partnered with Kitchen for Good to provide frozen, well-balanced meals. We're also providing workshops related to a safe return to campus. We're working with the CCCCO Foundation to add 15 peer mentors to help other students sign up for CalFresh. The Stand will be the subject of our next Community Forum.
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

AGENDA ITEM VII: Institutional Effectiveness Updates

<p>UPDATES</p>	<p>Mesa Pathways</p> <ul style="list-style-type: none"> • We received 13 project requests for funding. Decisions will be sent out mid-November. We're currently working on our scale of adoption. <p>Mesa 2030</p> <ul style="list-style-type: none"> • We're continuing to reflect on how Mesa2030 is threaded into our work. In SS, we'll be having further dialogue. <p>Committee on Outcomes & Assessment</p> <ul style="list-style-type: none"> • We're working toward our deliverables for 21-22, including a timetable,
-----------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

framework, communities of practice, and outcomes handbook.

Accreditation

- Folks will be invited to participate. Pick a spot or it will pick you!