SAN DIEGO MESA COLLEGE

Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Student Services - Outreach/Promise

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
OUTREACH & COMMUNITY RELATIONS
Successes:
As we ease into a post-COVID world, Outreach has supported students' return to campus, taking advantage of multiple modalities to reach and serve them.
Outreach Ambassadors provide general information, more tailored information, and humanized care to students virtually via Ivy Chat, at our in-person counter, and through tours and events held on-campus and off-site.
Outreach Ambassadors are embedded in high schools, forming personal relationships with counselors and students, representing Mesa and supporting students in their matriculation journey.
Outreach offers pre-enrollment workshops and registration events for our feeder high school students in ways that work for those students, at Mesa or at their schools.
Outreach helps to facilitate students' enrollment in hybrid pre-registration workshops which support students' educational planning.

PROMISE DATA
Successes:
In Spring 2023, Mesa College received 300 Promise applications and secured 95 signed Promise contracts as of 2/1/23, which was before the signed contract deadline of 2/6/23.
In Fall 2022, between 8/4/22 and 9/9/23, we received 500 submissions for the Fall 2022 Promise Emergency Grant and were able to distribute around 154 awards of $250. In that same timeframe, we received 198 applications for the Fall 2023 Promise laptops and awarded 50 laptops to Promise students.
In Spring 2023, between 4/11/23 and 4/22/23, our office received 391 applications for the Spring 2023 Emergency Grant for Promise students. Currently, the office is reviewing applications for eligibility to distribute 168 awards of $250 each for a total of $42,000.

OUTREACH & PROMISE
Challenges:
2022-2023 was a transitional year for Outreach. Not only did it mark a period in which the team was helping to construct and respond to new normals for students, it was a time of promotional opportunity during which all contract staff turned over in the department.
New personnel, ideas, and voices presented opportunities and fresh perspectives for Outreach, but this occurred in an especially challenging year. In Spring 2023, our registration deadline for Fall (which governs our timeline for high school student matriculation) was moved forward six weeks. The team, which was fully supported by Student Services leaders, nonetheless lacked institutional memory which made navigating the terrain challenging.
As a team, we were working to understand the concept of a plane while building and flying one. We learned a lot. The experience has excited us to goal-set and to put new programming and structures in place to provide groundwork for a changing, growing, and adaptive Outreach program.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.
Outreach Partnerships

CCE
As a part of its Mesa Pathways work, Outreach has collaborated with the College of Continuing Education to provide guidance and encouragement for students choosing to transition to for-credit college. This is a large population of students who can benefit from the economic opportunities resulting from higher ed certificates and degrees.
In Spring 2023, Outreach led the first CCE Mesa Day for students at our on-campus, non-credit college. Whole CCE classes attended to learn about our services, instructional programs, and special programs, like Promise. The CCE Workgroup will continue to meet in 23-24 joined by additional CCE faculty and with plans to expand our

partnership and outreach.

Grant Programs
We partner with emerging grant programs, like that which serves APY students, and our Kapwa, Umoja, and Puente learning communities to help programs reach students before they arrive at Mesa.
In 2023, we requested and received a contact list for feeder high school students that was disaggregated by race/ethnicity to support this effort.

Guided Pathways, Strong Workforce, Enrollment Management
Outreach plays a key role in Mesa's Pathways efforts through its CCE workgroup; through Strong Workforce by informing students of the college's CTE programs; and through Enrollment Management by facilitating students' movement through the matriculation process. We're a part of the conversations that will influence Mesa's work and outcomes through 2030.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.
The department's personnel turnover came at a critical and transitional time for student enrollment and retention. Enrollment and retention numbers will be influenced by students' post-pandemic needs and by the innovations, systems, structures, and people we put in place to connect with our future students. Understanding this, the team is thinking ahead to 23-24.

2023-2024 will be a year for envisioning and thinking big, mission- and goal-setting, professional learning, and making what we learn practical and actionable.

Our Outreach SST has a strong relationship with our feeder high school lead counselors. In 23-24, we will further develop these relationships so that, together, Mesa and the high schools can collaboratively build a programmatic arc from career planning to registration over the course of an academic year, tailored to each high school.

Mesa has asked that SDUSD and SDCCD outreach planning happen before the next academic year, rather than "on the fly" during the academic year, so we can develop new programming that is well conceived, organized, and funded. SDUSD and SDCCD have agreed to this, and we will meet on June 6th to outline the calendar for 2023-2024.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Related Documents for Charts and Graphs

Executive Summary Complete
Yes

Data Reflection

Trends observed in program/service area's data.
Outreach
This year's adjustment to an earlier registration date was difficult for our department, high school students, and their counselors.

We find that the HS students we serve tend to be immersed in their senior year experiences and not on the abstract concept of college and registration so early in the year. This is despite the information we provide on the importance of early registration and the support we give them to register. The new timeline, therefore, has the potential to disadvantage incoming high school students, and it's important that we anticipate this trend and respond to it.

Summary and Reflection

The past registration timeline allowed students to finish their senior years and breathe; attend Reg Fest over the summer, receive guidance, and enroll as soon as their registration date opened. This year, we're reaching out in different forms - through counselors, through group activities, and individually - but it's been challenging to interest seniors in early- and mid-spring. As a result, most of our feeder students will unprecedentedly register with or after the general population. This may be an early indicator of decreased success which, as a College, we will then have to work to remedy after the fact.

Spring 2023 has been a time of doing what we can, learning, and reflecting. Next, we will work with our HS partners to reconceive our onboarding arc. Because further down the road we know that students often have difficulty choosing a major - the basis for their ed plans - we want to add a career planning component and begin the year with this.

We'll have to work to better prepare students starting long before the Spring semester given our new normal. As the department has in the past, we want to reinvigorate our connection with parents. We will explore different modalities and formats and continue to innovate.

The greatest asset is our team which is committed and open to experimenting. In Spring 2023, we held our first Reg Fest sessions off-site at two high schools. The first didn't work very well. The second was hugely successful. Going forward, we want to lean into our abilities to adjust and adapt, finding the secret sauce for each of our high schools and populations.

PROMISE
Starting 2023, Promise eligibility has expanded and has created new entry points for special populations: returning SDCCD students, SDCCE students, and students who are undocumented, US veterans, formerly incarcerated, or former/current foster youth. Due to these new entry points, the district has seen a nearly 200% increase in Spring applications. This has resulted in increased full-time enrollment at Mesa. In Spring 2022, we saw 587 full-time Promise Year 1 students. In Spring 2023, this increased to 845, a 44% increase.

Fall 2023 enrollment is projected to increase significantly. At the time of the report (4/12/23), the district saw 1,347 Fall 2023 Promise applications, a nearly 80% increase from the year prior – 750 applications for Fall 2022 (the final application count for Fall 2022 was 4,487, nearly six times the initial 750 count).

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
We have not yet had these discussions as a new team. We will begin them in summer 2023.

Data Reflection Complete
Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.
OUTREACH
Please see the response embedded in the "Trends" question.

PROMISE
The Promise program is structured to increase likelihood of success, from the campus engagement and academic self-reporting requirements to requiring that students meet with counselors at least once every semester. To

ensure Promise students understand their responsibilities and to encourage contact with student services and academic services (through self-reported academic progress), we require students to submit mid-term progress reports which require students to identify strategies they can take to strengthen their academics. We also require students to attend at least one campus activity and visit a counselor every semester. We check that these requirements have been met and when they have not been submitted or completed, we regularly email and call students with missing requirements. When the District removed students from the Promise program for falling under the 12-unit minimum enrollment requirement, our office emailed information about how to appeal and with information on additional services. Thanks to the Outreach Ambassadors, we were also able to call over 200 removed students to follow up to ensure they knew about the appeal option and the process. We also offered two drop-in sessions for removed Promise students to ask questions and troubleshoot their appeal process. Students also visit, call, and email the office regularly for additional support.

What other factors (internal or external) might also impact the above data trends and equity gaps?
PROMISE
While we advertise Promise requirements to include meeting with a counselor every semester, submitting a progress report (with strategies for academic recovery, if needed), and campus engagement attendance, there are no penalties for not completing these. I have heard there were gift cards or other materials to incentivize participation but I understand there is no funding for Promise for such enterprises. Promise also puts on remote and in-person Promise events to encourage fellowship and engagement, but lack of funding has limited events to no- or low-cost events such as Zoom sessions and study-sessions at the Avanza center. With the projected influx of Promise students and the increased diversity of the incoming Promise cohorts, planning engaging and fun projects will continue to be a challenge without the resources and tools.

Related Documents for Charts and Graphs

Practice Reflection Complete
Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.
Since the above was written, Outreach & Community Relations has gone through additional staffing transitions. The Acting Outreach Coordinator role is now filled by the former Promise SST and the Assessment SST is now also Acting Promise SST, which means that the team is now one full-time Classified staff member short from what is was in Spring. Additionally, we are operating with 9 Student Success Specialists (SSS) and 3 Project Assistants in Outreach – this is down from Spring 2023, when we had 10 SSS and 4 Project Assistants. Despite these challenges, Outreach continues to provide all of the services and supports stated above. Having gone through the changed registration timeline from Spring 2023, in communicating with our High Schools and other partners, we are preparing for another condensed outreach and matriculation season. Though we are finding challenges fitting the matriculation events and support within a shorter time period, we are collaborating with our partnered schools to strategize.

The Promise team continues to support our current and applying Promise students. At the time of writing these midyear updates, Mesa is managing and supporting 1093 Year 1 Promise students and 642 Year 2 Promise students (2023-2024 academic year). To support the Year 2 Promise students, the team emailed and called 118 out of the 642 Year 2 students who were missing a financial aid application to remain eligible for Promise support. In their tracking and follow-up efforts, the Promise team has also reached out to 132 Promise students without abbreviated and comprehensive education plans. The Promise team has also managed the Fall 2023 Promise laptop student-aid opportunity, reviewing 209 applications for eligibility and selecting 33 students who receive laptops.

Summary and Reflection

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

With another upcoming condensed matriculation cycle, Outreach, in collaboration with its feeder high schools and partners, continues to struggle to plan the spring matriculation support schedule. However, we are better prepared than we were last cycle.

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

The Promise program continues to track Promise students' counselor visits, progress reports, and other requirements such as abbreviated education plans, comprehensive education plans, milestones, campus engagement, and financial aid application (for Year 1 Promise students transitioning to Year 2). With the help of the Student Success Specialists and Project Assistants, we continuously call Promise students who are missing requirements, who are at risk of falling under the 12-unit requirement, and who have emergency aid awarded.

YEAR 3 Updates (2024 - 2025)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

---2024-2025 Successes and Challenges Update---

Successes:
The Promise program is much more than a free-tuition program – it is a completion program that promotes success through campus engagement and leadership, mid-term progress reports which guide Promise students in understanding how GPA is calculated and how to keep track of their academics, connections and referrals to other student support services and programs, and recognition and award celebrations. In the 2024-2025 academic year, Promise had one Student Services Technician, who:

- Tracked and troubleshooted 2754 applications (2349 for fall and 405 spring) to the Promise program Mesa College;
- Tracked and supported 1825 Promise students in Fall 2024 and 1715 in Spring 2025;
- Worked with Counseling to plan and host the Promise Counseling Workshop Series for both semesters – every series included 5-6 workshops on transfer, graduate school, SDSU/UCSD transfer, the healthcare profession and Allied Health programs at Mesa, time management and study skills, and a rock-painting mental health workshop;
- Hosted the Promise Candy Land themed End-of-Year event celebrating Promise students who have successfully completed their Promise requirements and those who have applied to graduate.
- Worked with Outreach to promote the Promise program at college fairs, community events, and high school visits;
- Worked with AVANZA to host Promise Orientations and troubleshoot matriculation, Promise, and enrollment issues at each of the Summer CRUISE sessions;
- Worked with Outreach to plan and host a makeup registration assistance event after CRUISE for students who did not attend CRUISE or still had registration issues – this one-day Friday event saw 180 students

The Outreach and Promise offices provided the following hours of support in the 2024-2025 academic year:

- 427 hours of visits to feeder high schools
- 472 hours of answering questions on Ivy-Chat (the Olympia chat bot found on the Mesa website)
- 286 hours of campus tours
- 42 hours of tabling at college and career fairs and community events
- 70 hours for Cal-SOAP events
- 918 hours supporting events hosted by other offices and departments such as Transfer events, Spirit of Mesa, Voter Registration, Thanksgiving Feast, Day of the Dead, etc.

Challenges:

The glitches, issues, and delays from the overhaul of the FAFSA application for the 2024-2025 year delayed

admit/deny process for the Promise program, since the completion of a financial aid application is a requirement for Promise eligibility. There were also severe glitches and delays with the California Dream Act Application which forced some undocumented or mixted status students to submit a FAFSA application as a "workaround." Without knowing if financial aid or Promise would cover tuition costs, students waited on enrolling in classes and registering for CRUISE. By the time Mesa College received FAFSA information, it was too late to register for CRUISE. Additionally, drop for nonpayment was removed to accommodate students waiting for financial assistance notice which impacted many of our Promise students -- classes were so full that students could not meet the 12-unit enrollment to meet Promise eligibility. To support these students, our staff from Outreach, Promise and Assessment & Testing held additional support days that tied matriculation support and campus tours to provide some orientation to incoming students. Additionally, with some collaborative work with Counseling and Art Department, we were able to offer a late-start ARTF 100 class exclusively to our Promise students to meet their 12-unit enrollment requirement. The severe delays in financial aid applications, our staff from Outreach, Promise and Assessment & Testing have been working on troubleshooting and supporting students, especially on a one-on-one basis with financial aid, Promise, enrollment, and orientation through the end of November.

There were severe impacts experienced by all contract and student staff in our office and our students, especially in our CCAP high schools with the implementation of single sign-on. Our teams, who were already navigating how to troubleshoot financial aid and matriculation delays and issues, also had to visit our partnered high schools to help troubleshoot students who were unable to access their Canvas courses and student email accounts. We also fielded several hundreds of single sign-on inquiries and troubleshooting requests via phone and in-person at the same time.

The 2024-2025 academic year also saw many staff changes, office moves, and transitions. The Acting Promise SST, who joined in January 2024, left the next year and in January 2025 we welcomed a new Classified Professional to the Promise SST position who provided Promise program services from the Assessment office in I4-201. In the same month, the Assessment office and two large computer labs in I4-201 were closed to provide space to KUP Village. The Assessment SST and Promise SST were moved to I4-410 on the fourth floor, where Cal-WORKS previously worked. When the Spring 2025 term began, the Assessment SST went on AFT-supported Education Leave. The I4-410 office was challenging – it was difficult to serve the 2700+ Promise applicants and 1800+ Promise students. In previous years, Outreach and Promise used the Assessment computer labs to host registration events at CRUISE, Outreach workshops for prospective students and applying students, Promise enrollment events, and other registration support. However, with the labs no longer available, our teams needed to use computer labs away from the Student Services building to hold registration events. This created the challenge of moving large audiences from the Student Services building to computer labs at the other end of campus.

The location, size, and arrangement of the 4th floor Promise office was not conducive to fostering a welcoming student support environment, so the Promise SST and Outreach SST were moved into the Outreach office on the 1st floor on July 1, 2025. While the environment is much more open and welcoming, we are now facing the challenge of not having enough workspace – the 7 workstations are not enough for our 17-member team (1 coordinator, 3 SSTs, 4 Project Assistants and 9 Outreach Ambassadors).

In addition to these transitional challenges, the funding for our Project Assistants and Outreach Ambassadors was cut entirely. Fortunately, we were able to secure some funding from another department to hire 6 of our team members through the end of December 2025.

---2024-2025 Curricular/Service Changes and their Impact Update ---

In the last years of having our Assessment office, due to educational policy changes regarding placement, the duties of the Assessment SST had decreased to troubleshooting Placement Assistance and facilitating just a handful of challenge exams a year. However, she had assumed a great deal of the Promise and Outreach duties, which was very helpful with the

Summary and Reflection

Placement Assistance and challenge exams were returned to Admissions as of January 2025. The Assessment SST is now an Outreach SST and has continued performing Promise and Outreach projects and initiating innovative projects with our feeder high schools to vastly improve the matriculation process for our students from our feeder high schools.

Outreach and Promise also began strategizing how to outreach and support adult learners (aged 25+). We began working on this priority toward the end of the academic year and we expect to see impacts starting in the 2025-2026 year.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.

--- 2024-2025 Data Reflection Update ---

In the 2025-2025 AY, according to data received from the district office, we received 2349 Promise applications for Fall (a 4.7% decrease from 2464 applications from the previous Fall) and 405 Promise applications for Spring (a 16% decrease from 482 applications from the previous Spring). However, our cohort of Promise students was larger after census. In Fall 2024, Mesa has a Promise cohort of 1825 students for Fall 2024 (a 5.3% increase from the 1732 students from the previous Fall) and a cohort of 1715 for Spring 2025 (a 2.2% increase from the 1678 from the previous Spring).

In the 2024-2025 AY, the office also began adopting a system for tracking types of support interactions. Because most of our interactions are with people without a CSID, the system we implemented relies on manual counts, so the following numbers, if inaccurate, are lower than actual numbers. Below are the hours our team spent on selected interactions.

- 286 hours for CAMPUS TOURS
- 427 hours for visits to our feeder HIGH SCHOOLS for 1-on-1 matriculation troubleshooting
- 42 hours for TABLING at college and career fairs, high school and middle school events, and community events
- 472 hours for IVY CHAT (answering questions posed to Olympia, the chat bot that is located on the Mesa website
- 3 hours for PHONE BANKING (calling students and applicants to remind them of missing requirement items)
- 70 hours for Cal-SOAP events
- 918 hours for SPECIAL EVENTS hosted by other offices and departments such as Transfer events, Spirit of Mesa, Voter Registration, Thanksgiving Feast, Day of the Dead, etc.

---2024-2025 Equity Gaps Update ---

Based on the headcount data on the Student Services Program Review Dashboard, Promise is underutilized by all ethnic groups except Latine. Whereas Latine students make up 40.5% of all Mesa Students, they comprise of 51.8% of Promise Program participants. All other ethnic group representations in Promise is 0.4%-2.0% below their respective all-Mesa-student percentages.

Promise participants had a course success rate of 80.7%, compared to the 78.3% rate for any student services participant and 76.3% of all-Mesa-student rate. Disaggregated by ethnicity, Promise participants in every ethnic category, except “Unknown,” had higher course success rates than their respective demographic group in any student services participant and all-Mesa-students. The Unknown Promise success rate was less than 2.0% that of Unknowns of any student services participants and 0.02% below that of the Unknown All Mesa Students.

However, there remained equity gaps course success rates with an 8.0% equity gap for Promise Latine students and 5.8% equity gap for Black/African American Promise students in course success rate. Latine Promise students also showed a 1.4% equity gap and Black/African American Promise students with a 2.1% equity gap for course completion rates.

Summary and Reflection

Adult learners are largely underrepresented in the Promise program group. Compared to 36.1% of the entire Mesa student population, adult learners make up only 10.4% of the Promise group. However, this is largely due to the eligibility requirements. To be eligible for Promise, applicants must be first-time college students with no previous college enrollment. If this is not the case, they may be eligible if they were SDCCD students, but they must have not enrolled in three main semesters (Fall or Spring) and the summers in between. There are some exceptions for those in Track 3, which allows for applicants with previous college enrollment if they are SDCCE students/alumni, LGBTQIA+, a US veteran, foster youth, undocumented, or justice involved.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.
---2024-2025 Practices Update ---

Based on the Data Dashboard, compared to all-Mesa student success rates, Promise students have higher rates of success, both as a whole and disaggregated by race/ethnicity. This is possibly due to the fact that the Promise program is much more than a free-tuition service.

Each semester, Promise students are required to complete and submit an online self-reported academic progress report form. We design this form so that students need to examine their scores and grades for each class in a way that guides them through the process of assessing course progress and the formula for calculating GPA. Students are also asked reflective questions about how they rate their confidence in understanding the materials covered in their courses; how often they communicate with their professors; any challenges they have faced balancing work, academics, and extracurriculars; other significant responsibilities or obligations that impact their studies, how they rate their stress management skills; and their awareness, knowledge, and utilization of academic support programs, wellness and financial support services, student supports, and other tools.

Promise students are also required to attend at least one campus engagement event or program. This is very open and can be fulfilled by engaging in Promise social media activities, attending Club Rush, sports game, Transfer fair, PN Game Night, EOPS workshops, scholarship workshops, virtual workshops or interactions, etc. Though the definition of "campus engagement" is left very open, it is embedded into the Promise program, to encourage socialization with other students and staff and connect them to programs and services, all to foster a sense of community and belonging, which increases academic persistence and success, and also future professional success.

Every semester, Promise collaborates with Counseling to host Promise Counseling Workshop Series designed to guide students in their academic and professional pursuits. In the 24-25 year, we offered the following sessions – some in person and some via Zoom:

Fall 2024
-The Transfer Timeline
-Transferring 101
-College Student 101
-Graduate School
-Heart & Stones: A Mental Health Workshop

Spring 2025
-Graduate School
-SDSU/UCSD Transfer Resources
-Transfer Process 101
-Your Future in healthcare: Allied Health programs in SD Community Colleges
-College Student 101: Time Management/Study Skills/Mental Health Resources
-Heart & Stones: A Mental Health Workshop

Summary and Reflection

In addition to this, Promise collaborates with Outreach to host regular fun and social events to foster community togetherness. In 24-25, Promise offered Fuel for Finals, Cocoa & Cookies, Candy Corn Guesses, and a fun celebratory end-of-year celebration with a Candy Land theme.

Each year, Promise has been able to provide emergency grants or laptops for eligible Promise students. In the 2024-2025 academic year, we issued over 250 Promise students direct aid up to $250 (dependent unmet need determined by financial aid), for a total of $63,000. Those who were unable to receive aid due to eligibility or other circumstances were connected and referred to resources such as the food distributions and Basic Needs.

The Promise team initiates highly intrusive tracking, which includes customized emails, text messages, and phone calls through phone banking. This is done throughout the year to remind applicants of missing items, remind Promise students to submit their Progress Report or Campus Engagement requirements, to remind Promise Year 1 students that they need to submit a FAFSA or CADAA for the next academic year to continue receiving aid and to maintain their Promise eligibility for the next year. At every opportunity, the team also provides referrals for support services, such as MT2C tutoring services, DSPS or counseling services, Basic Needs, etc.

---2024-2025 Other Factors Update ---

It is possible that students who know about the Promise program are predisposed to being already supported and resourced, thereby skewing success data in favor of the Promise program. However, according to the Data Dashboard, 85.5% of Promise students, compared to 53.3% of all mesa students or 76.9% of student services participants, receive some type of aid, which indicates that most Promise students have need and therefore do not come from resourced backgrounds.

Additionally, both Promise groups, those who did not receive aid and those who did receive aid, had higher rates of course success compared to their counterparts in student services participants and all Mesa students. Promise students who received aid had a 79.2% course success rate compared to 76.9% of student services participants and 74.1% of all Mesa students. Promise students who did not receive aid had an 88.0% course success rate compared to 83.1% for student services participants and 79.8% of all Mesa students.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

YEAR 5 Updates (2026 - 2027)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.

Summary and Reflection

Review Outcomes Report. Review the unit’s outcomes assessment process for 2025 - 2026. Discuss connections to unit goals/action plans/resource requests.
Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 5.

OUTREACH Goal 1: Strengthen and enhance partnerships with feeder high schools.

Unit Goal: OUTREACH Goal 1: Strengthen and enhance partnerships with feeder high schools to promote effective information dissemination as it relates to our programs, services, and matriculation processes.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (✓)
- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 2:** Expand partnerships with K-12 institutions to enhance program offerings and increase access for minoritized students. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (✓)
- **Pathways and Partnerships - Objective 5:** Develop and implement technologies, including website redesign, that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning (✓)

Action Plans	Updates
Action Plan Status: Active	**Submission Date**: 11/26/2024

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan: OUTREACH Goal 1: Strengthen and enhance partnerships with feeder high schools to promote effective information dissemination as it relates to our programs, services, and matriculation processes. SO: Pathways and Partnerships: In an effort to improve post-pandemic success, the Outreach office will work with feeder high schools to better tailor its offerings to better meet needs of matriculating students' and improve equitable outcomes. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Action Plan Update**: Outreach sends Outreach Ambassadors to assigned high schools weekly to provide matriculation support to the students there. Depending on the unique needs of the students there, they provide informational sessions on Mesa College and its offerings, Promise Program and other ways to finance college education at Mesa, and offer a sense of what Mesa student life is like. They also provide guidance on completing and submitting the Mesa College application, Promise Program application and FAFSA/California Dream Act applications. one-on-one matriculation support for students who encounter challenges and issues. Outreach has developed unique relationships with the high schools which vary depending on the needs of the school. For example, Outreach produces a one-day on-campus event called "Madison at Mesa Day" which provides an abbreviated version of Jumpstart but with the addition of additional matriculation support for Madison students. This is done in collaboration with Promise Program, Assessment & Testing, and many of the colleagues working within the Student Services building. From conversations with the head counselor at Twain High School, we have learned that the students there, who predominantly belong to disproportionaly impacted communities, need very frequent, close, and robust supports. Twain also has expressed more interest in the career programs. Thus, we have collaborated with CTE to invite Twain to the CTE networking events, campus events and customize tours and informational sessions for the students. There were two heavy unique challenges for the 2024-2025 year that impacted our relationships with our high schools: the severe delays and glitches from the 2024-2025 FAFSA renovations and transition to Single-Sign On. Due to the massive impacts from these two events, the Outreach team fielded hundreds of calls, LiveChat inquiries, walk-ins and emails to help resolve SSO complications and made frequent visits to our CCAP high schools to assist with troubleshooting SSO issues. The FAFSA complications delayed many of the matriculation and enrollment processes, including that of Promise since completion of FAFSA or California Dream Act Applications is a requirement for the program. Thus, our teams from Outreach and Promise created addtional contacts with the high schools and other applicants to field questions about what might happen, navigate around the delays and glitches, and provide access to other Student Services supports. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

Unit Goals, Action Plans, and Updates

OUTREACH Goal 2: Promote and cultivate an environment of development

Unit Goal: OUTREACH Goal 2: Promote and cultivate an environment dedicated to the personal, professional, and academic development of students and staff.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (✓)
- **Community - Objective 3:** Build a culture of communication that is evidence based, race conscious, institutionally focused, systemically aware, and equity advancing (✓)
- **Community - Objective 4:** Remove barriers to equitable participation by developing, incentivizing and creating structures for all employees to engage in and design professional learning (✓)
- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Scholarship - Objective 1:** Expand and prioritize professional learning experiences for all employees that create parity in outcomes across racial/ethnic groups and all disproportionately impacted groups (✓)
- **Scholarship - Objective 2:** Evaluate and improve Diversity, Equity, and Inclusion practice in classroom environments, campus activities, departments, schools, and administrative units (✓)

Action Plans	Updates
Action Plan Status: Active	**Submission Date**: 11/26/2024

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan: OUTREACH Goal 2: Promote and cultivate an environment dedicated to the personal, professional, and academic development of students and staff. SO: Community and Scholarship: Outreach will provide ongoing opportunities for the professional learning of classified professionals within an intentional and collaboratively developed framework. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Action Plan Update**: The Outreach Ambassador orientation was extended to 2 weeks and opened to returning Outreach Ambassadors, Project Assistants and contract staff. The orientation was also expanded to include disability awareness, improvisational activities to build trust amongst the team and build professional safety, and sessions on digital and video design for accessibility. Outreach also implemented and formalized weekly Friday meetings for our Outreach Ambassadors to include continued learning and education. For the Fall 2024 semester, we have integrated into our Friday meetings the following sessions: Art Gallery tour and Museum Studies overview, Mesa Garden tour and overview of TerraMesa, QPR Suicide Prevention training, Title IX training, training on DRC, Borderless Scholars and overview of supports for our undocumented students, and training on supporting our LGBTQIA+ students. The meetings have also been formally structured to include best-practices weekly feedback from the student ambassadors themselves to encourage continued professional self-reflection and ownership of professional development and learning. The student Outreach Ambassador team (which includes 11 Outreach Ambassadors, 4 Project Assistants, a Federal Work Study, an MIP intern, and a Veteran Work Study) are regularly encouraged to actively seek out campus programs and events to attend so that their knowledge and experience of Mesa's offerings and culture can be a resource for when they go out to represent Mesa at tabling and community events and at their respective high schools. Outreach has created an open calendar where all events are added and accessible so that team members can attend and report back. One Project Assistant has also been tasked to build upon the calendar and send out team members to events. Outreach team members are also encouraged to take on student-leadership positions on Associated Students, club leadership and other professional or learning community-related meetings and events during their Outreach shifts. The Associated Student Leadership Retreat is now a paid event for our student staff as it is considered a professional learning event that will contribute to their abilities and skills for their Outreach Ambassador position as well as their future careers. Contract staff is also encouraged to seek and attend professional workshops and conferences, such as the RP Group Strengthening Student Success Conference, district professional education workshops, etc. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

Unit Goals, Action Plans, and Updates

OUTREACH Goal 3: Social media

Unit Goal: OUTREACH Goal 3: Create social media outlets to promote Outreach, Mesa College, and its programs and resources.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (✓)
- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (✓)
- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)
- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 5:** Develop and implement technologies, including website redesign, that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** OUTREACH Goal 3: Create social media outlets to promote Outreach, Mesa College, and its programs and resources. SO: Completion: Outreach will connect with students through social media to improve their sense of belonging; promote programs and services; and support students' access to resources.	**Submission Date**: 11/26/2024

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Cycle: 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Action Plan Update**: While the Outreach Instagram account existed, it was largely stagnant. This year, to boost our social media presence, Outreach hired a Project Assistant with social media skills and tv/cinema experience. This PA is charged with transforming the Outreach IG account into a resource for prospective students who cannot visit the campus in person to learn about the culture and offerings and to be a resource for current students to learn about campus events, opportunities, and updates on and changes to programs. Outreach also encourages our staff to actively seek and attend events on campus to gather materials for our IG account. We have also created a campus events calendar to support this. This PA has created several reels and posts and has employed IG trends to grab interest and interaction. Some of the events covered have been the tabling event at Monarch School, the HBCU Caravan, the Terra Mesa garden tour, Transfer Day Fair, Promise Day, FAFSA updates, and Latino/a/e Heritage Month events. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

PROMISE Goal 1: Marketing and Communication

Unit Goal: PROMISE Goal 1: Mesa Promise staff will consolidate information on Promise eligibility, application process, and Promise timeline. Information will be complete and concise, the language will align with District Promise information, and will be uniform across Mesa Promise webpage, Promise Canvas shell, and presentation and promotional materials.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (✓)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (✓)
- **Pathways and Partnerships - Objective 5:** Develop and implement technologies, including website redesign, that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning (✓)

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** PROMISE Goal 1: Mesa Promise staff will consolidate information on Promise eligibility, application process, and Promise timeline. Information will be complete and concise, the language will align with District Promise information, and will be uniform across Mesa Promise webpage, Promise Canvas shell, and presentation and promotional materials. Focusing on the Mesa Promise webpages, and keeping the website redesign in mind, craft concise and complete Promise information. Redesign the Promise Canvas shell based on the webpages, keeping language uniform. Base all future presentations and promotional items off of the Mesa Promise webpages. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 11/26/2024 **Action Plan Update**: The District houses the official language and the latest updates to eligibility on Promise Program. The Promise team has updated its website and Canvas to mirror the language and organization of information on the District site to streamline communication going out about the program. Additionally, the Outreach staff is currently being trained on modelling their speaking points about the program and application process to mirror what is on the District's Promise webpage. This will ensure that visitors taking campus tours, prospective students at college fairs, and students in our feeder high school all consistently receive correct and up-to-date information. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

PROMISE Goal 2: Community and Collaboration

Unit Goal: PROMISE Goal 2: Mesa Promise will collaborate with other offices and departments to create social events to foster community amongst students, faculty and Classified professionals.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** PROMISE Goal 2 :Mesa Promise will collaborate with other offices and departments to create social events to foster community amongst students, faculty and Classified professionals. In light of new eligibility entry points for the Promise program, initiate discussions with offices which outreach to those communities (VRC/Veterans and Records, Rising Scholars, Borderless Scholars, and NextUp and Fast Scholars) on how Promise opportunities can be promoted to these special populations. Discuss opportunities for collaborative social events to support special population Promise students. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 12/02/2024 **Action Plan Update**: Promise has been able to collaborate with Rising Scholars for an outreach event at the Kearny Mesa youth Transition Campus and with Borderless Scholars in promoting Promise opportunities to our undocumented students and students from mixed status families. Now that we have made these relationships, we will plan on putting on social events. However, there have been some slow downs due to two staff transitions in Promise. **Update Year**: 2024 - 2025 **Action Plan Progress**: On Track

PROMISE Goal 3: Community Outreach

Unit Goal: PROMISE Goal 3: Mesa Promise will collaborate with other offices and external community organizations to bridge students to the local community through learning opportunities.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (✓)
- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)

Unit Goals, Action Plans, and Updates

- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** PROMISE Goal 3: Mesa Promise will collaborate with other offices and external community organizations to bridge students to the local community through learning opportunities. Identify on campus, local and community organizations (especially those which serve historically minoritized groups) with opportunities for Promise volunteer or engagement. Connect Promise students to other volunteer and engagement opportunities through Handshake platform. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	