

Schools and Divisions Program Review 2019/20 UPDATE

Vice President of Student Services Office

**Created on: 07/31/2019 04:52:00 PM PDT
Last Modified: 01/28/2020 12:42:09 PM PDT**

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General Information (Schools and Divisions Program Review 2019/20 UPDATE)

2019/20 Schools and Divisions Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

- Name of Lead Writer: Ashanti Hand, Vice President, Student Services
- Name of Liaison: Charlie Zappia, Dean, Social/Behavioral Sciences and Multicultural Studies
- Name of Manager/Service Area Supervisor: Pamela Luster, President

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Schools and Divisions Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018-19

Administrative Leadership

Provide administrative leadership for a comprehensive student services division.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 2.2, Strategic Goal 4.1, Strategic Goal 5.2, Strategic Goal 6.2,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

Institutional Effectiveness

Enhance meaningful institutional effectiveness processes including data dissemination in student services

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 4.2, Strategic Goal 6.3,

Institutional Learning Outcomes 2016/17: Critical Thinking

Equity

Improve placement processes to promote student equity and success. Improve integration and assessment of equity initiatives.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.2, Strategic Goal 3.1, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.4, Strategic Goal 5.2, Strategic Goal 6.2,

Institutional Learning Outcomes 2016/17: Communication, Information Literacy

Technology, Student Success & Equity

Collaborate and support student services departments and programs to design, test and implement innovative technologies that promote student success and equity

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 2.4, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 5.2, Strategic Goal 6.2,

Institutional Learning Outcomes 2016/17: Communication, Information Literacy

Safety

Complete the Student Services Evacuation Plan

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 6.1,

Institutional Learning Outcomes 2016/17: Communication

ACTION PLANS FOR GOALS (REQUIRED)

Actions

2018-19

Goal

Goal: Administrative Leadership

Provide administrative leadership for a comprehensive student services division.

Action: Satisfaction

Describe the actions needed to achieve this objective:


Identify and implement a tool/method for assessing the satisfaction of student services leads

Who will be responsible for overseeing the completion of this objective:

Ashanti Hands, Vice President for Student Services

Provide a timeline for the actions:

Spring 2019 - decided to shift from survey (which was implemented by VP Hands when she first started this position) to relying on dialogue regarding needs at our Summer Retreat. Summer 2019 - discussed needs at MSSC Retreat Fall 2019 - discussed items from the retreat with the Student Services Leadership Team. Identified areas where action can be taken and discussed a plan for moving forward. Summer 2020 - will review items

<p>and outcomes with leads at the Mesa Student Services Council Retreat. This cycle will repeat</p> <p>Describe the assessment plan you will use to know if the objective was achieved and effective:</p> <p>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):</p> <p>Supporting Attachments:</p>	<p>Discuss process and findings at Mesa Student Services Council (MSSC) Retreat, MSSC Meetings if/as needed and with the Student Services Leadership Team. Meeting needs will determine effectiveness.</p> <p>None</p>
<p> Results from "What do you need to be successful?" activity! (Word Document (Open XML))</p>	

Goal: Institutional Effectiveness

Enhance meaningful institutional effectiveness processes including data dissemination in student services

<p>Action: Point of Service Surveys</p>	
<p>Describe the actions needed to achieve this objective:</p> <p>Who will be responsible for overseeing the completion of this objective:</p> <p>Provide a timeline for the actions:</p> <p>Describe the assessment plan you will use to know if the objective was achieved and effective:</p> <p>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):</p>	<p>In Fall 2019 , establish process and implement Point of Service Surveys for select Student Services departments</p> <p>Ashanti Hands, Vice President for Student Services Charlie Lieu, College Technical Analyst, the Office of Communications and Institutional Research</p> <p>August 2019/Sept 2019 - Determine process and identify departments October 2019/November 2019 - Distribute Surveys December 2019/Jan 20 - Share results with Department Leads March 2020 - Begin SSLT discussions regarding data and make plans for rolling out a division wide plan</p> <p>Data Review and Departmental assessment of effectiveness of our processes, questions etc.</p> <p>N/A</p>

Action: Program Review Data Packets

Describe the actions needed to achieve this objective:

Work with Institutional Effectiveness to determine best way to survey Student Services Team and lead writers for usefulness of Program Review Data Packets.

Who will be responsible for

Ashanti Hands, Vice President for Student Services

overseeing the completion of this objective:

Provide a timeline for the actions:

Fall 18/19 Program Review Cycle - individual data packets were provided to Student Services co-hort based departments/programs. Spring/Summer 2019 - Work with the Office of Institutional Research to collect information for data packets, Fall 2019 - The Office of Institutional Research created and presented a draft of the Student Services Program Review Dashboard to the Mesa Student Services Council Fall 2019 - The Student Services Program Review Data Dashboard as presented to the Mesa Student Services Council for feedback and review and was implemented for use with the 2019/20 Program Review cycle. The Dashboard can be found at the following link -

https://public.tableau.com/profile/sdmesaresearch#!/vizhome/SS_ProgramDataDashboard_published/Intro?publish=yes

Describe the assessment plan you will use to know if the objective was achieved and effective:

Use of the Student Services Program Review Dashboard will be assessed and improved regularly via the Program Review Assessment cycle and through presentations and discussions at at our MSSC Summer Retreat and/or Fall Meeting.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities,

None

**Classified
Staff,
Faculty,
Other):**

Goal: Equity

Improve placement processes to promote student equity and success.
Improve integration and assesment of equity initiatives.

Action: Placement Assistant

**Describe the actions
needed to achieve this
objective:**

Work with Institutional Effectiveness to create a 2 year Placement Assistant Report

**Who will be responsible for
overseeing the completion
of this objective:**

Ashanti Hands, Vice President for Student Services in collaboration with the Office of Research and Planning.

**Provide a timeline for the
actions:**

In Spring 2019 The Office of Institutional Research created the Math and English Placement and Enrollment Rates by First Term of Enrollment Dashboard. (See: <https://www.sdmesa.edu/about-mesa/institutional-effectiveness/institutional-research/data-warehouse/Placement.shtml>) The Dashboard was reviewed by Mesa's Placement Assistant Team. Feedback was provided and the dashboard was posted on the Office Institutional Research's website. In Spring 2020 Vice President Hands will reconvene Mesa's Placement Assistant Team to review review and provide feedback on the tool.

**Describe the assessment
plan you will use to know if
the objective was achieved
and effective:**

The tool will be assessed in Spring 2020.
We will check findings against college indicators.

**List resources needed to
achieve this objective and
associated costs (Supplies,
Equipment, Computer
Equipment, Travel &
Conference, Software,
Facilities, Classified Staff,
Faculty, Other):**

None

Goal: Technology, Student Success & Equity

Collaborate and support student services departments and programs to design, test and implement innovative technologies that promote student success and equity

Action: Technology, Student Success and Equity

**Describe the actions
needed to achieve this
objective:**

Perpetual review and analysis of student utilization of student services technologies is necessary to achieve this objective. The data to be analyzed includes website statistics and click behavior, questions logged to FAQ/chat applications, mobile app usage and focus groups and surveys with the students and student services personnel.

Who will be responsible for overseeing the completion of this objective:

We will also meet with student service departments and programs to assess technology needs, system and software upgrades, web site edits and redesign, and telecommunication improvements. In addition, collaborate with committees such as Mesa Student Service Committee and Mesa Information Technology to evaluate the accessibility, reliability, safety, and security of technological systems.

Ashanti Hands, Vice President for Student Services in collaboration with Charlie Lieu, College Technical Analyst, the Office of Communications and Institutional Research

Provide a timeline for the actions:

Up to two times per year.

Describe the assessment plan you will use to know if the objective was achieved and effective:

By analyzing qualitative (focus group and surveys) and quantitative data (click behavior and website statistics), we can determine and prioritize where we should augment our technology infrastructure and practices to best serve the student and matriculation process. We will also track project requests completed by the College Technical Analyst. Through perpetual review, we can determine to what ends previous objectives were achieved or effective.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Informatics technologies that facilitate reporting, data collection, and review of pertinent data are a core component for the success of this goal. Some examples include SiteImprove, the website click analytics software, and Heatmap.me, which visualizes website click data. Accurate and agile informatics are paramount to facilitate school leadership in making smarter, more informed decisions. Collaborate with Mesa College Research department, Mesa College Technology Services Team, and attend student success and technology conferences.

Goal: Safety

Complete the Student Services Evacuation Plan

Action: Implement the Evacuation Plan through training and evacuation exercises.

Describe the actions needed to achieve this objective:

Continue training exercises (eg., radio communications) and an annual evacuation drill.

Who will be responsible for overseeing the completion of this objective:

The Student Services administrative unit has formed an ad-hoc workgroup that meets every other month to monitor and assess building safety matters, plan safety exercises, address resource needs, and update the Evacuation Plan. The workgroup includes Student Services managers and evacuation coordinators, evacuation plan floor captains, the Occupational, Environmental Health & Safety Coordinator, and College Police representatives, as needed. The work group is led by Trina Larson.

Provide a timeline for the actions:

This work is ongoing throughout the year.

Describe the assessment plan you will use to know if the objective was achieved and effective:

Our activities are self-assessed at debriefing sessions, recorded on the the SS Center Evacuation Assessment (BEEP) form (see attached) and monitored by the Occupational, Environmental Health & Safety Coordinator. We focus on the speed and safety with which we evacuate and the clarity of communications and reporting relationships.

List resources needed to achieve this objective and

None

associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Supporting Attachments:

[SSCenter Evacuation Assessment.pdf \(Adobe Acrobat Document\)](#)

GOAL STATUS REPORT (REQUIRED)

Action Statuses

2018-19

Goal

Goal: Administrative Leadership

Provide administrative leadership for a comprehensive student services division.

Action: Satisfaction

Describe the actions needed to achieve this objective:

Identify and implement a tool/method for assessing the satisfaction of student services leads

Who will be responsible for overseeing the completion of this objective:

Ashanti Hands, Vice President for Student Services

Provide a timeline for the actions:

Spring 2019 - decided to shift from survey (which was implemented by VP Hands when she first started this position) to relying on dialogue regarding needs at our Summer Retreat. Summer 2019 - discussed needs at MSSC Retreat Fall 2019 - discussed items from the retreat with the Student Services Leadership Team. Identified areas where action can be taken and discussed a plan for moving forward. Summer 2020 - will review items and outcomes with leads at the Mesa Student Services Council Retreat. This cycle will repeat

Describe the assessment plan you will use to know if the objective was achieved and effective:

Discuss process and findings at Mesa Student Services Council (MSSC) Retreat, MSSC Meetings if/as needed and with the Student Services Leadership Team. Meeting needs will determine effectiveness.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff,

None

Faculty, Other):

Supporting Attachments:

 Results from "What do you need to be successful?" activity! (Word Document (Open XML))

Status for Satisfaction

Current Status:

Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

We have identified an annual process for identifying and addressing departmental needs for success.

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: Institutional Effectiveness

Enhance meaningful institutional effectiveness processes including data dissemination in student services

Action: Point of Service Surveys

Describe the actions needed to achieve this objective:

In Fall 2019 , establish process and implement Point of Service Surveys for select Student Services departments

Who will be responsible for overseeing the completion of this objective:

Ashanti Hands, Vice President for Student Services
Charlie Lieu, College Technical Analyst, the Office of Communications and Institutional Research

Provide a timeline for the actions:

August 2019/Sept 2019 - Determine process and identify departments
October 2019/November 2019 - Distribute Surveys
December 2019/Jan 20 - Share results with Department Leads
March 2020 - Begin SSLT discussions regarding data and make plans for rolling out a division wide plan

Describe the assessment plan you will use to know if the objective was achieved and effective:

Data Review and Departmental assessment of effectiveness of our processes, questions etc.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

N/A

Status for Point of Service Surveys


Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

In Spring 2020 we will review data from Fall and implement a plan of action for Fall 2020.

Substantiating Evidence:

 Fall 2019 Point of Service Survey Summary (Adobe Acrobat Document)

Action: Program Review Data Packets

Describe the actions needed to achieve this objective:

Work with Institutional Effectiveness to determine best way to survey Student Services Team and lead writers for usefulness of Program Review Data Packets.

Who will be responsible for overseeing the completion of this objective:

Ashanti Hands, Vice President for Student Services

Provide a timeline for the actions:

Fall 18/19 Program Review Cycle - individual data packets were provided to Student Services co-hort based departments/programs. Spring/Summer 2019 - Work with the Office of Institutional Research to collect information for data packets, Fall 2019 - The Office of Institutional Research created and presented a draft of the Student Services Program Review Dashboard to the Mesa Student Services Council Fall 2019 - The Student Services Program Review Data Dashboard as presented to the Mesa Student Services Council for feedback and review and was implemented for use with the 2019/20 Program Review cycle. The Dashboard can be found at the following link - https://public.tableau.com/profile/sdmesaresearch#!/vizhome/SS_ProgramDataDashboard_published/Intro?publish=yes

Describe the assessment plan you will use to know if the objective was

Use of the Student Services Program Review Dashboard will be assessed and improved regularly via the Program Review Assessment cycle and through presentations and discussions at at our MSSC Summer Retreat and/or Fall Meeting.

**achieved and effective:
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

None

Status for Program Review Data Packets

Current Status: Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

We have identified an annual process for collecting, disseminating and assessing Student Services Program Review Data.

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: Equity

Improve placement processes to promote student equity and success.
Improve integration and assesment of equity initiatives.

Action: Placement Assistant

Describe the actions needed to achieve this objective:

Work with Institutional Effectiveness to create a 2 year Placement Assistant Report

Who will be responsible for overseeing the completion

Ashanti Hands, Vice President for Student Services in collaboration with the Office of Research and Planning.

of this objective:

Provide a timeline for the actions:

In Spring 2019 The Office of Institutional Research created the Math and English Placement and Enrollment Rates by First Term of Enrollment Dashboard. (See: <https://www.sdmesa.edu/about-mesa/institutional-effectiveness/institutional-research/data-warehouse/Placement.shtml>) The Dashboard was reviewed by Mesa's Placement Assistant Team. Feedback was provided and the dashboard was posted on the Office Institutional Research's website. In Spring 2020 Vice President Hands will reconvene Mesa's Placement Assistant Team to review review and provide feedback on the tool.

Describe the assessment plan you will use to know if the objective was achieved and effective:

The tool will be assessed in Spring 2020.
We will check findings against college indicators.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

None

Status for Placement Assistant

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

We will meet in Spring 2020 to review data. At this meeting, next steps will be determined. The Taskforce is likely to dissolve as the District is now leading these efforts.

Goal: Technology, Student Success & Equity

Collaborate and support student services departments and programs to design, test and implement innovative technologies that promote student success and equity

Action: Technology, Student Success and Equity

Describe the actions needed to achieve this objective:

Perpetual review and analysis of student utilization of student services technologies is necessary to achieve this objective. The data to be analyzed includes website statistics and click behavior, questions logged to FAQ/chat applications, mobile app usage and focus groups and surveys with the students and student services personnel.

We will also meet with student service departments and programs to assess technology needs, system and software upgrades, web site edits and redesign, and

Who will be responsible for overseeing the completion of this objective:

telecommunication improvements. In addition, collaborate with committees such as Mesa Student Service Committee and Mesa Information Technology to evaluate the accessibility, reliability, safety, and security of technological systems.

Ashanti Hands, Vice President for Student Services in collaboration with Charlie Lieu, College Technical Analyst, the Office of Communications and Institutional Research

Provide a timeline for the actions:

Up to two times per year.

Describe the assessment plan you will use to know if the objective was achieved and effective:

By analyzing qualitative (focus group and surveys) and quantitative data (click behavior and website statistics), we can determine and prioritize where we should augment our technology infrastructure and practices to best serve the student and matriculation process. We will also track project requests completed by the College Technical Analyst. Through perpetual review, we can determine to what ends previous objectives were achieved or effective.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Informatics technologies that facilitate reporting, data collection, and review of pertinent data are a core component for the success of this goal. Some examples include SiteImprove, the website click analytics software, and Heatmap.me, which visualizes website click data. Accurate and agile informatics are paramount to facilitate school leadership in making smarter, more informed decisions. Collaborate with Mesa College Research department, Mesa College Technology Services Team, and attend student success and technology conferences.

Status for Technology, Student Success and Equity

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

In Spring of 2019, Student Services administered two surveys to gain a better understanding of how we can better use technology to serve students and student services personnel. 200 students took the Student Services Technology Survey and 68 Student Services personnel participated in the Student Services Technology. See attached for the survey results.

One of the questions asked in the Student Services Technology survey was “Mesa Student Services is thinking about creating an “equipment rental” program where you can check out devices and tools to support your learning. What devices/tools/items would you like to be available to check out? Based on the results of this data, many students indicated they would be interested checking out laptops. In partnership with the Mesa Technology department, student services plan to pilot a free laptop rental program in the spring of 2020.

Another question asked in the survey was whether there we enough computers available in the Student Services building. 54% of the respondents indicated yes, and 11.5% no. Additionally, many students also shared they wanted access to software such as Photoshop and other Adobe products. We plan to work with the Mesa

Technology department to install more computers in the Student Services building, including a few Mac computers, with the Adobe programs installed.

We found the information gathered in the survey to be very useful. We plan to administer this survey annually to continue to assess and learn how we can further improve services and equity through the use of technology.

Substantiating Evidence:

④ Student Services Technology Goal Survey.pdf (Adobe Acrobat Document)

④ Student Services Technology Survey 2019.pdf (Adobe Acrobat Document)

Goal: Safety

Complete the Student Services Evacuation Plan

Action: Implement the Evacuation Plan through training and evacuation exercises.

Describe the actions needed to achieve this objective:

Continue training exercises (eg., radio communications) and an annual evacuation drill.

Who will be responsible for overseeing the completion of this objective:

The Student Services administrative unit has formed an ad-hoc workgroup that meets every other month to monitor and assess building safety matters, plan safety exercises, address resource needs, and update the Evacuation Plan. The workgroup includes Student Services managers and evacuation coordinators, evacuation plan floor captains, the Occupational, Environmental Health & Safety Coordinator, and College Police representatives, as needed. The work group is led by Trina Larson.

Provide a timeline for the actions:

This work is ongoing throughout the year.

Describe the assessment plan you will use to know if the objective was achieved and effective:

Our activities are self-assessed at debriefing sessions, recorded on the the SS Center Evacuation Assessment (BEEP) form (see attached) and monitored by the Occupational, Environmental Health & Safety Coordinator. We focus on the speed and safety with which we evacuate and the clarity of communications and reporting relationships.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

None

Supporting Attachments:

④ SScenter Evacuation Assessment.pdf (Adobe Acrobat Document)

Status for Implement the Evacuation Plan through training and evacuation exercises.

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

The evacuation plan works smoothly. In drills, the building is evacuated quickly (in 4-5 minutes) and in an orderly way. The evacuation zone is well managed and communications are becoming more effective. We want to continue working on radio communications and developing capacity to capably manage increasingly difficult evacuation scenarios through training. Because the building was built to be open and transparent, some personnel are concerned about our safety in an active shooter situation. In response, on May 30, 2019, Student Services employees attended a three-hour ALICE training. To follow up, departments have been asked if they'd like a department-specific ALICE training.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

MANAGER'S REVIEW

Appendix

-
- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Schools and Divisions Analysis Section** (Form)
-

Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Vice President of Student Services Office

(REQUIRED) Program name

Vice President Student Services Office

(REQUIRED) Are you on target with your assessment schedule?

The Student Services Administrative Office regularly assesses at least two of the following outcomes on an annual basis:

1. The office of the VPSS will collaborate with the Office of Research and Planning to create, enhance and/or distribute Student Services data reports.
2. The office of the VPSS will provide the appropriate leadership to ensure that practices and new initiatives are complementary, monitored and assessed in ways that are equity - centered and align with the college vision.
3. The office of the VPSS will use technology to improve processes, documentation and user friendliness of process and services.

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

1. The office of the VPSS will collaborate with the Office of Research and Planning to create, enhance and/or distribute Student Services data reports.

The vice president of student services queried the usefulness of Program Review data packets with Student Service leads at the October 2017 MSSC Meeting. Leads expressed verbal satisfaction with the packets. Requests were made for new programs to be added. This summer 6 new programs were added. At our October 2019 MSSC Meeting, the Office of Institutional Effectiveness & Research presented a draft of the new SS Program Review Data Dashboard which can be found [HERE](#). We also highlighted our [Equity Reflections](#) document to help departments generate equity-minded discussion and planning.

In Fall 2019, the VPSS Office worked with Kyung Ae and the Office of Institutional Effectiveness to create and administer Point of Service Surveys for select Student Services departments (Financial Aid, Admissions, Veterans & Records and Student Accounting). A total of 165 students responded 77% of respondents strongly agreed or agreed that the office was attentive to their needs and that they were treated courteously. 84% were satisfied with the service they received the day of their visit. 79% of those providing written feedback included positive comment. While there is indeed room for

improvement, we have learned that select departments are providing services that are meeting the needs of our students. A detailed summary of results can be found [here](#). The dashboard disaggregates responses by department, gender and ethnicity.

2. The office of the VPSS will provide the appropriate leadership to ensure that practices and new initiatives are complementary, monitored and assessed in ways that are equity -centered and align with the college vision.

In partnership with the Center for Urban Education (CUE) and under the leadership of the vice president for student services, Mesa's CUE Advisory Committee created an Equity Crosswalk for Institutional Equity. The goal of the crosswalk is to provide an organizing tool to better understand how an initiative is contributing more broadly to student success and more specifically to equity. The Crosswalk will aid leaders with identifying which student success measures are being supported through programming, which may be under-supported, and finally, which signature programs are directly supporting equitable outcomes along specific measures. The crosswalk was piloted with the HSI, SSSP, Strong Workforce and SET committees. Feedback was captured, edits were made and a final crosswalk was produced. The Success, Equity and Transformation (SET) Committee will launch the Crosswalk in fall 2019, Student Services departments will be the first to implement the crosswalk.

3. The office of the VPSS will use technology to improve processes, documentation and user friendliness of process and services

Spring of 2019, Student Services administered two surveys to gain a better understanding of how we can better use technology to serve students and student services personnel. 200 students took the Student Services Technology Survey and 68 Student Services personnel participated in the Student Services Technology. According to the Student Services Technology Survey, the top 4 ways students preferred to learn about events, services, and programs provided by Student Services at Mesa College are email, from their instructors, the Mesa College web site, and counselors. Students indicated if Mesa College started an equipment rental program, they would be most interested in checking out laptops, tablets, calculators, phone/computer chargers, and voice recorders. Students shared that the Wifi connection and Internet speed as elements needing improvement.

In the Student Services Technology Goal survey, 93.1% of the personnel respondents felt the technology analyst was extremely or very responsive to their tech request/question. 96.4% received their tech solution on time and 89.3% indicated the work or service provided helped to improve student equity and innovation to their program, service, or department. Feedback from the respondents include:

- 'Our website updates and help with the Online Orientation have helped our Equity efforts.'
- 'We created a new and equitable system for students and prospective students to request tours and campus visits.'
- 'Zoom allowed us to participate in a remote meeting for Campus Solutions training for City, Mesa, and Miramar Colleges. This directly affected creating technology for students and inter office procedures.'

Complete survey results can be found in our 'Student Services Technology Survey' and 'Student Services Technology Goal Survey' responses. These documents are

housed in the Goal Status Report section under "Status for Technology, Student Success and Equity".

(REQUIRED) Based on your assessments, what resource needs have you identified?

1. The Office of the VPSS will collaborate with the Office of Research and Planning to create, enhance and/or distribute Student Services data reports.

No resource needs identified at this time

2. The Office of the VPSS will provide the appropriate leadership to ensure that practices and new initiatives are complementary, monitored and assessed in ways that are equity -centered and align with the college vision.

Human Resources - The Success, Equity and Transformation (SET) Committee will launch the Crosswalk in fall 2019, Student Services departments will be the first to implement the crosswalk.

3. The Office of the VPSS will use technology to improve processes, documentation and user friendliness of process and services.

Through the interest shared by our students on the Student Services Technology Survey, Student Services will explore the option of creating laptop rental program. We will work in partnership with the Mesa Technology department to refurbish laptops they were able to secure and rent them out to students for free. We plan to pilot a program with 10 units in spring of 2020. Possible resources may need are hard drives, memory, power cords, and laptop bags.

Please provide any other comments.

N/A

Form: "2019/20 Program Review Schools and Divisions Analysis Section"

Created with : Taskstream

Participating Area: Vice President of Student Services Office

School/Division Name

(REQUIRED) Type your School/Division name.

Vice President, Student Services

Part A: In this section, please analyze your School or Division in terms of student success metrics as well as your contribution to the College's identity of being an Hispanic Serving Institution.

(REQUIRED) A1. What metric(s) are you following most closely?

All Student Services departments and programs work to support positive and equitable student success metrics. This fall the Office of Institutional Effectiveness rolled out a [Student Services Program Review Dashboard](#). The dashboard provides disaggregated data on success metrics for 30 student services programs, including an overview of retention, success and GPA for the past three years (2016/16, 2017/18 and 2018/19). Student Services departments and programs will dive deeper into the data to determine which metrics they will pay attention. An example of success metrics we are reviewing is below.

In 2018/19 we found the following:

- On average, 100% of the Student Services cohorts programs had a higher retention rates than non-users of Student Services programs
- On average, 80% of Student Services cohort programs had higher success rates than non-users of Student Services programs
- On average, 30% of Student Services cohort programs had higher GPA's than non-users of Student Services programs

In 2019-2020, Student Services departments and programs will take a deeper dive into the data to determine which metrics to focus on. With the launch of our Crosswalk for Institutional Equity, we will be creating additional space for departments and programs to look at the following metrics with an equity lens:

- Access
- Progression
- Completion
- Post College Outcomes
- Pathway Efficiency

(REQUIRED) A2. Have you identified any racial/ethnic groups that are experiencing equity gaps in any of these metrics?

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

According to our [2019-2022 Equity Plan](#), Mesa College has equity gaps with the following student populations and metrics

- Retention: LGBT and Veterans
- Completion of Transfer Level Math and English: Disabled, Hispanic or Latino, Black/African American, Veterans
- Transfer: American Indian/Alaska Native, Black/African American, Foster Youth, LGBT
- Earned Credit certificate over 18 units: Black/African American, Native Hawaiian/Other Pacific Islander, LGBT

(REQUIRED) A3. What action, if any, has been taken to address these equity gaps?

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

Actions have been identified in [2019-2022 Equity Plan](#). Examples of Student Services support, via the School of Student Equity, include

- Categorical program supports
- Coordination and Planning
- Course Redesign Institute
- Equity Research
- Jumpstart Your Success outreach event
- Center for Urban Education partnership (this partnership is overseen by the Vice President for Student Services and included the establishment of our Equity Crosswalk and Equity Definition)
- Community College Equity Assessment Lab (CCEAL)
- Teaching Men of Color in the Community College (CORA)
- Equity Mini Grants
- Community Building
- Financial Literacy Initiative

- Athletics

(REQUIRED) A4. What actions, if any, have you taken as a result of the School Equity Reports?

In one example, the Student Services Administrative Unit has addressed equity gaps in our scholarship process. In Fall 2019, the Office of Institutional Effectiveness (IE) identified equity gaps among those who applied and those who received scholarships through the Mesa Foundation. As a result, VP Hands invited IE to present the information to the Student Services Leadership Team which brainstormed ideas for addressing gaps, including the creation of more inclusive promotion and marketing, of an Equity Workshop for scholarship reviewers, and of writing workshops for students, for example. Presentations were subsequently made to Student Affairs, Student Equity & Transformation Committee, and the Scholarship Committee, resulting in additional changes to our promotion, application, and review process, including the reassessment of the requirement for letters of reference.

(Note that equity reports are department-based; therefore, other department findings will be provided in individual Program Reviews.)

(REQUIRED) A5. How does your School or Division contribute to the College's identity of being a Hispanic Serving Institution (HSI)?

There are many ways that the Student Services division contributes to the College's identity of being an Hispanic Serving Institution. A few examples include:

- Provided oversight of the creation of our Equity Crosswalk designed to
- Oversight of programs/activities rooted in our Title V Proyecto Exito Grant, including the AVANZA Engagement Center, CRUISE and Peer Navigator programs along with financial support of our Athletics, Classroom Tutoring and Professional Learning Programs.
- Student Services programs helped envision our HSI Title V 2019 "Caminos E3: Equidad, Exito, Excelencia" grant
- Student Services counseling faculty have served as leads for our Raza Grad Celebration and associated events
- Student Services counseling faculty coordinate our Puente Program and host our annual Noche De Familia event
- Student Services provides programming for LatinX Hispanic Heritage Month
- EOPS hosts Undocumented Student Action Week
- EOPS provides oversight for the Catalyst Grant - these funds support our Borderless Scholars program which serves AB540, Undocumented, Dreamer, DACA recipients and mixed status families.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

An area that we will continue to focus on is collaborating and supporting student services departments and programs to design, test and implement innovative technologies that promote student success and equity. We have developed this focus by routinely updating and creating webpage, creating electronic applications and forms (i.e. Promise Electronic Progress Reports, AS Registration, Scholarship and Clubs interest list) and introduced ZOOM options for online meetings. New Student Services features include an events page and a new gallery tool. Adjustments was also made to our online scholarship system, Academic Works, such as removing redundant questions, clarifying directions, and utilizing some of the optimal tools and features in the program. Efforts have resulted in an increase in scholarship applications. We received a total of 2,676 applications across 144 opportunities from 578 students. The total number of applications submitted was much higher than last year; with an overall increase of almost 59.6%, or more 1,081 individual applications., 522 applications were submitted in the 2018-19 cycle compared to 381 in 2017-18. Partnerships between the LRC, NextUP, DSPS, Tutoring, and Career Education have resulted in the purchase and Fall 2019 rollout of a Knowledge Imaging Center (KIC) Bookeye Scanner, addressing Textbook Affordability. Students can use this machine to scan pages or sections from course reserves and textbooks. Students can make free digital copies that they can save on a thumb drive or send to via email.

Improvements were made to the Mesa Journeys tool. 6 new student service support programs were added to the program. In addition, a few of the questions and program descriptions were reworded and revised to provide better clarity and understanding for students. The backend database of the Mesa Journeys tool was also improved. The program now allows students to opt-out of programs they don't want to receive information from. When this is function is performed, their information is immediately updated within the system, before this had to be done manually. In turn, this provides program coordinators and supervisors a cleaner set of data when they reach out to students. Furthermore, the information collected in the database can now be edited by the end user. Allowing coordinators and supervisors to update emails that bounce back or revise student typos. Last, to increase the access of the Mesa Journeys tool by our students, a link to this program was added to the Online Orientation completion email as well as the confirmation email letter students receive when they are accepted to Mesa College. This way students have opportunity to learn about the wide array of services and programs available to them as soon as they start at Mesa College. Last, in an effort to further promote Mesa Journeys across campus, 2 flex workshops were provided to instructors and classified professionals during the summer and fall semesters. Over 80 participants combined, attended the event. Attendees learned about the Mesa Journeys tool and had the opportunity to work in groups and participated in a scavenger hunt activity in the Student Services building. Groups assumed the role of a Mesa student and visited various departments to learn about the services and benefits they provided.