

Student Services Program Review 2019/20 UPDATE

Mesa Academics and Athletics Program

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General Information (Student Services Program Review 2019/20 UPDATE)

2019/20 Student Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

- Name of Lead Writer: Valerie Pallares Herrera
- Name of Liaison: Melissa Williams
- Department Chair: Leroy Johnson
- Name of Manager/Service Area Supervisor: Ailene Crakes

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 Student Services Program Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

MAAP Goals for 2018-2019

To better market MAAP

For Mesa student-athletes and this campus to be more aware of Mesa Academic and Athletic Program (MAAP) services.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.4, Strategic Goal 4.1,

Institutional Learning Outcomes 2016/17: Communication, Information Literacy

Increase equity and mental health efforts

The student-athlete population historically has been comprised of marginalized students. For example, Mesa student-athletes have a large population of students of color and students with disabilities. In addition, many student-athletes have a lot on their plate and it can be overwhelming to juggle full time course load, a full time intercollegiate sport(s) and often times many of them have to work, they have financial issues, food and home insecurities, and the every day stresses of a college student.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 4.1, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.2,

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

ACTION PLANS FOR GOALS (REQUIRED)

Actions

MAAP Goals for 2018-2019

Goal

Goal: To better market MAAP

For Mesa student-athletes and this campus to be more aware of Mesa Academic and Athletic Program (MAAP) services.

Action: Continue and Expand Collaboration with Mesa Athletics

Describe the actions needed to achieve this objective:

Continue to work with Athletics in regards to the following:
1) Updating them on MAAP services and to encourage them to use the MAAP website and other services.
2) Ask Coaches to encourage their new Student-Athlete (SA) to participate in SA-101 and Summer CRUISE.

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

Collaboration between Valerie Pallares Herrera (counselor) and Ryan Shumaker (Athletic Director)

Provide a timeline for the actions:

An on-going process.

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

In future assessments, such as a future student-athlete focus group. I will ask if they attended SA-101. Also if they have used the counseling services available to them. Assessment will also be measured based on the feedback and collaboration given from Athletics.

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

Below are resources needed to achieve these objectives:
(1) MAAP Counselor and the Athletic Administration, faculty and staff
(2) Ongoing membership in the 3C4A and N4A

Action: Work with Communications Office

Describe the actions needed to achieve this objective:	Meet with Communications on marketing strategies to better advertise MAAP and it's services.
Who will be responsible for overseeing the completion of this objective:	MAAP Counselor Valerie Pallares-Herrera
Provide a timeline for the actions:	Meet with Communications in early Spring and implement ideas and changes within the next year.
Describe the assessment plan you will use to know if the objective was achieved and effective:	I can also tell by the administration, faculty and staff that reach out to me about this program as needed. Also, I can continue to present at Flex workshops.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	The Communications staff. If needed, I may utilize the Counseling support staff that supports MAAP. If materials need to be printed, then financial support.

Goal: Increase equity and mental health efforts

The student-athlete population historically has been comprised of marginalized students. For example, Mesa student-athletes have a large population of students of colors and students with disabilities. In addition, many student-athletes have a lot on their plate and it can be overwhelming to juggle full time course load, a full time intercollegiate sport(s) and often times many of them have to work, they have financial issues, food and home insecurities, and the every day stresses of a college student.

Action: More campus collaboration to increase equity and mental health efforts

Describe the actions needed to achieve this objective:	Reach out and work more with the following departments and programs in regards to equity and mental health: 1) Exercise Science 2) Student Health Center 3) Disability Support Program and Services (DSPS) 4) Student Success and Equity 5) Extended Opportunities Programs and Services (EOPS) 6) Tutorial Services 7) Umoja/Mesa Academy and Puente 8) Creating Rich Unique Intellectual Student Experiences (CRUISE) and Peer Navigator Program (PNP) 9) Financial Aid 10) Transfer Center 11) Career Center and the Work Based Learning and Internship Team Specifically, look at how we can provide resources, events, workshops that all
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	students need, especially students-athletes. It is my goal not to reinvent the wheel but to utilize all the great resources we have on this campus in a more effective and integrated manner.
Who will be responsible for overseeing the completion of this objective:	In regards to MAAP, the MAAP Counselor.
Provide a timeline for the actions:	An on-going process.
Describe the assessment plan you will use to know if the objective was achieved and effective:	To somehow track the SAs who are utilizing these services and events. Ask the campus based research team for data.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	The support and collaboration from administration, faculty and staff from the various departments and programs listed above.

Action: To bring a motivational speaker to campus on mental health & encourage SAs to utilize the campus based mental health resources

Describe the actions needed to achieve this objective:	Work with the Deans of Student Development, Exercise Science, and Student Success and Equity on support and funding for this speaker/event. Obtain support from the coaches to bring their SAs to this event. Possibly open this event to other student groups on campus and/or the whole campus. To encourage SAs to attend mental health events and resources that are provided on campus. For example, the Comfort Tents, the Real Talk discussion on mental health among the African American community, the QPR Suicide Prevention Workshops and much more.
Who will be responsible for overseeing the completion of this objective:	MAAP Counselor with help from the Counseling support staff and Exercise Science.
Provide a timeline for the actions:	The goal is to bring the speaker to campus spring 2020. It is crucial to see if there is funding and if not, apply for funding by early spring or January. As for encouraging the use of campus based resources and events that will be on-going.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Need to explore this more. May need to consult with the Mesa Research Team. Possible options may be a number count of total attendees and an event evaluation/satisfaction survey.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Motivational speaker: Location/space on campus, marketing needs, funding and campus support. Using Campus Based Services: Marketing needs and collaboration.

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

GOAL STATUS REPORT (REQUIRED)

Action Statuses

MAAP Goals for 2018-2019

Goal

Goal: To better market MAAP

For Mesa student-athletes and this campus to be more aware of Mesa Academic and Athletic Program (MAAP) services.

Action: Continue and Expand Collaboration with Mesa Athletics

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

Continue to work with Athletics in regards to the following:
 1) Updating them on MAAP services and to encourage them to use the MAAP website and other services.
 2) Ask Coaches to encourage their new Student-Athlete (SA) to participate in SA-101 and Summer CRUISE.

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

Collaboration between Valerie Pallares Herrera (counselor) and Ryan Shumaker (Athletic Director)

**Provide a timeline for the
 actions:**

An on-going process.

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

In future assessments, such as a future student-athlete focus group. I will ask if they attended SA-101. Also if they have used the counseling services available to them. Assessment will also be measured based on the feedback and collaboration given from Athletics.

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

Below are resources needed to achieve these objectives:
 (1) MAAP Counselor and the Athletic Administration, faculty and staff
 (2) Ongoing membership in the 3C4A and N4A

Status for Continue and Expand Collaboration with Mesa Athletics

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:

To visit practices to share updates with students, and continue weekly meetings with the athletic director

Action: Work with Communications Office

Describe the actions needed to achieve this objective:

Meet with Communications on marketing strategies to better advertise MAAP and it's services.

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

MAAP Counselor Valerie Pallares-Herrera

Provide a timeline for the actions:

Meet with Communications in early Spring and implement ideas and changes within the next year.

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

I can also tell by the administration, faculty and staff that reach out to me about this program as needed. Also, I can continue to present at Flex workshops.

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

The Communications staff.
 If needed, I may utilize the Counseling support staff that supports MAAP.
 If materials need to be printed, then financial support.

Status for Work with Communications Office

No Status Added

Goal: Increase equity and mental health efforts

The student-athlete population historically has been comprised of marginalized students. For example, Mesa student-athletes have a large population of students of colors and students with disabilities. In addition, many student-athletes have a lot on their plate and it can be overwhelming to juggle full time course load, a full time intercollegiate sport(s) and often times many of them have to work, they have financial issues, food and home insecurities, and the every day stresses of a college student.

Action: More campus collaboration to increase equity and mental health efforts

Describe the actions needed to achieve this

Reach out and work more with the following departments and programs in regards to equity and mental health:

objective:	<ol style="list-style-type: none">1) Exercise Science2) Student Health Center3) Disability Support Program and Services (DSPS)4) Student Success and Equity5) Extended Opportunities Programs and Services (EOPS)6) Tutorial Services7) Umoja/Mesa Academy and Puente8) Creating Rich Unique Intellectual Student Experiences (CRUISE) and Peer Navigator Program (PNP)9) Financial Aid10) Transfer Center11) Career Center and the Work Based Learning and Internship Team <p>Specifically, look at how we can provide resources, events, workshops that all students need, especially students-athletes. It is my goal not to reinvent the wheel but to utilize all the great resources we have on this campus in a more effective and integrated manner.</p>
Who will be responsible for overseeing the completion of this objective:	In regards to MAAP, the MAAP Counselor.
Provide a timeline for the actions:	An on-going process.
Describe the assessment plan you will use to know if the objective was achieved and effective:	To somehow track the SAs who are utilizing these services and events. Ask the campus based research team for data.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	The support and collaboration from administration, faculty and staff from the various departments and programs listed above.

Status for More campus collaboration to increase equity and mental health efforts

No Status Added

Action: To bring a motivational speaker to campus on mental health & encourage SAs to utilize the campus based mental health resources

Describe the actions needed to achieve this objective:	<p>Work with the Deans of Student Development, Exercise Science, and Student Success and Equity on support and funding for this speaker/event.</p> <p>Obtain support from the coaches to bring their SAs to this event. Possibly open this event to other student groups on campus and/or the whole campus.</p> <p>To encourage SAs to attend mental health events and resources that are provided on campus. For example, the Comfort Tents, the Real Talk discussion on mental health among the African American community, the QPR Suicide Prevention Workshops</p>
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Who will be responsible for overseeing the completion of this objective:

and much more.

MAAP Counselor with help from the Counseling support staff and Exercise Science.

Provide a timeline for the actions:

The goal is to bring the speaker to campus spring 2020. It is crucial to see if there is funding and if not, apply for funding by early spring or January. As for encouraging the use of campus based resources and events that will be on-going.

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

Need to explore this more. May need to consult with the Mesa Research Team. Possible options may be a number count of total attendees and an event evaluation/satisfaction survey.

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

Motivational speaker: Location/space on campus, marketing needs, funding and campus support.

Using Campus Based Services: Marketing needs and collaboration.

Status for To bring a motivational speaker to campus on mental health & encourage SAs to utilize the campus based mental health resources

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:

Continue to seek out a motivational speaker. Also, continue to promote The Stand and Farmer's market pop-ups, and mental health events and services.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Student Services Program Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Student Services Program Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Mesa Academics and Athletics Program

(REQUIRED) Program name

MAAP (Mesa Academics and Athletics Program)

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

In Spring 2020, I will work with the institutional research office to develop assessment tools, surveys and a focus group for student-athletes at Mesa College.

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

Based on previous assessments, the program needed an onboarding/orientation system for student-athletes. In the summer of 2019 I collaborated with the Cruise program to offer incoming student-athletes an onboarding process. Students were to participate in the 3day cruise, followed by a "Student-Athlete 101" (SA-101) session. During SA-101 students learned about CCCAA rules and eligibility, NCAA transfer rules and requirements, how to select courses for the 1st semester, as well as class room etiquette and tips for 1st semester college students. Cruise was offered throughout 6 weeks in the summer and SA-101 was offered 4 weeks out of the summer, 2 of those sessions being before the priority registration date.

In addition, A Personal Growth course for student-athletes seemed necessary. This Fall 2019 I taught a PERG 120 course with a emphasis in athletics. Half the class was filled with student-athletes, and the other half was general population. Having this class in place helped myself and the athletic program to monitor student progress more closely, while also giving the student-athlete content that was more relatable to their current lives as a student-athlete. I have recieved verbal feedback from students inthe course that they have learned a tremendous amount in the classroom and some some students have even advocated for their teammates to visti the athletic counselor.

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

Based on the previous assessments, having an "in-house" counselor (located full-time in the ES building) has elevated road blocks for student-athletes to recieve counseling services. Student-athletes can schedule appointments one of three different ways, therefore the services are quicker to access now. There has also been an improvement in wait time to meet with counselor that same day for drop-in services. Given the location of the counselor, coaches can also be a part of the counseling appointment, therefore creating a more holistic style of student services on the athletic side.

Given this new location, a resource that would be useful is having a simplified MAAP website, where students have a clear cut road map of how to recieve counseling services.

Please provide any other comments.

N/A

Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: Mesa Academics and Athletics Program

Program Name

(REQUIRED) Type your program/ service area name.

MAAP (Mesa Academics and athletics program)

Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.

(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?

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 the MAAP Outcomes Report for fall 2017 and spring 2018, student-athletes who used MAAP services have a higher success and retention rate than general students, with the exception of the measure where it was slightly less was taking online/hybrid courses.

For example:

MAAP annual program success rates was a 78% compared to 71% for general students

MAAP annual program retention rates was 92% compared to 86% for general students

MAAP retention rates for first generation students was 92% compared to 84% for general students.

(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?

According to the data, it is important to note the following when it comes to Student Headcount by Ethnicity:

- MAAP has a higher student headcount by ethnicity versus general students when it comes to students who identify as African American. Specifically 22% of MAAP students identify as African American compared to 6% for general students.
- MAAP student-athletes have a similar percentage to general students when it comes to students identifying as Latino/a. 33% for MAAP and 37% for general students

In regards to equity efforts, The Deans of Student Development and Exercise Science have made strides in providing equity minded work for student-athletes. A product of these efforts has been a full -time counselor for student-athletes, which seamlessly ties athletics with student-services. Through this, equity minded practices can continued, improved and to be re-created as needed. Listed below are ideas that have been implemented or in planning:

- Utilizing systems already in place, such as Peer Navigators
- Plans to increase collaboration with *Puente, Umoja, International, and Veterans programs*
- To provide data on how student-athletes are a disproportionately impacted group and use this data to gain funds for tutoring and equity minded ideas
- Improve the MAAP Progress Report and/or an early alert and follow-up system, hopefully via Campus Solutions
- More tutoring space, availability and academic coaches
- Student-athlete 101 summer sessions
- Using an equity lens to understand how student-athletes are perceived and the similarities and differences among different sports
- Utilize the Athletic Retention specialist more effectively
- A coaching checklist for each sport or a generic one to secure a clear pathway

(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?

With campus support and the summer onboarding process, I foresee that our Mesa student-athletes (SA's) will be more aware of student support services, utilize these services more and therefore their success, retention, persistence, graduation, and transfer rates should increase. In addition, it was great working with UMOJA and their learning community. I hope for more campus collaboration when it comes to supporting our student-athletes. I hope to have more collaboration with other groups such as Puente as well.

(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?

Ways in which Mesa College can support major and career exploration early on in a student-athlete's (SAs) experience are:

- Have SA's participate in SA-101 and Summer CRUISE
- More campus wide collaboration and support especially among MAAP, Athletics/EXSC, Career Center and different departments on campus
- Provide more professional development opportunities for Counselors when it comes to Career Counseling
- Continue to provide support for the Career Center when it comes to following faculty and staff resources; major and career exploration, assessment instruments, resumes, internships, peer navigators, workshops and events

- Personal Growth course for SA's
- Collaborate with the Work Based Learning and Internship Team

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

As mentioned in a previous section, data collected in an Outcomes report from 2017-2018 year showed 33% of student-athletes identifying as Latino/a for MAAP. The HSI grant aims to increase student connections through enhanced counseling services, workshops, and peer mentoring. SA's contribute to this by participating in the summer onboarding process, and utilizing the peer navigators assigned to them at CRUISE. Counseling services have been increased by having the counselor in the location of where the SA's train, and drop-ins are available on a daily basis.

(REQUIRED) A6. Have you identified resource needs?

Below are such ideas/resources that MAAP could benefit from:

- Obtaining or hiring another full time or adjunct Counselor to help with student-athlete, MAAP and equity issues and events
- Hiring a Student Services Technician/Eligibility Clerk to help with Exercise Science, Athletic, MAAP Counseling services and student-athlete needs
- To increase collaboration with *Puente*, *Umoja* and the *Committee for Diversity, Action, Inclusion and Equity*
- To provide data on how student-athletes are a disproportionately impacted group and use this data to gain funds for tutoring and equity minded ideas
- More tutoring space, availability and academic coaches
- Offer a new student-athlete orientation and market MAAP and student services better
- Create a student-athlete committee; a team of administration, faculty, staff and student-athletes who meet a few times a year to go over pressing issues and ideas for this population
- Continuing to present information at Flex workshops, such as "Journeys", to inform faculty about regulations and requirements placed on student-athletes
- Career and major exploration assistance; team building, leadership and networking opportunities. Collaboration with the Career and Transfer Center
- Continue to assist with food and housing insecurities

(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.

The program goals do address do address these implications/needs.

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?

It would be fair to assume that the previous counselor chose the area of focus based on the needs of the SA's. The result of hiring a full-time counselor has changed the style of counseling, creating an open availability of student-services as situations may arise in the SA's journey. The next step would be to promote SA 101 and Summer CRUISE to incoming freshman during the spring of 2020.