

SAN DIEGO
MESA COLLEGE



Program Review

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

Student Services - Student Affairs

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.

Since the last comprehensive review there has been a significant increase in student conduct violations and complaints. This wave of violations is not strongly correlated to any single data point (ie student demographics, instructional departments), except as mentioned below in the trends section, and the root causes are likely both complex and nuanced. For lack of a better way to describe it, students and people in general are less able to negotiate solutions among themselves through interpersonal communication and de-escalation, which among other factors has resulted in the increased frequency of violations.

Overall, Student Affairs has been able to adapt to many of the challenges encountered as a result of COVID, primarily through heavy utilization of hourly project assistants.

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.

Student Affairs at this time has not undergone major changes to our services beyond those imposed as a result of COVID-19 mitigation methods.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.

The ability to hire a group of between 4-6 hourly Project Assistants has, overall, provided a significant benefit to Student Affairs. These workers help manage the front counter, assist contract staff with their responsibilities, provide event support, and maintain office coverage.

However, the presence of these hourly workers has also highlighted the specific need for full-time professional support in our service area. There are many tasks and responsibilities with which hourly Project Assistants are not able to adequately engage, and in many cases the need to closely supervise project assistants while they perform their work creates a burden, rather than a benefit, for contract staff.

This need is especially apparent with regards to discipline and compliance, which are confidential processes that have become increasingly more common since the return to campus after the end of COVID pandemic mitigation. Coupled with the rise of violations noted above, these two factors indicate a strong need for additional full-time professional support for discipline and compliance, which is currently being managed by just one employee.

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

Reviewed & Accurate

Related Documents for Charts and Graphs

Executive Summary Complete

Yes

Summary and Reflection

Data Reflection

Trends observed in program/service area's data.

We continue to see falling levels of participation in areas such as campus life and student government; taken collectively with other available data both campus-wide and nation-wide this may not be surprising. Enrollment has been declining fairly consistently for many years and students have been reporting through surveys that they overwhelmingly attend community college (or any college, for that matter) to achieve better employment and wages. Within this emerging dynamic, students may not feel the need or desire to form relationships on-campus in the same ways as previous years. Meeting students in the spaces that they occupy, and tempering expectations of their participation compared to the past, will be essential to rebuilding campus communities.

Regarding conduct violations, many of the students involved in violations and complaints exist on the spectrum of mental health support services. While this correlation has not been explored enough to draw any meaningful conclusions on its relationship with conduct violations in general, it once again highlights the need for additional support for students through DSPS, Student Health Services, and Student Affairs (where the conduct coordinator is based at Mesa College).

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

Fortunately, Student Affairs has had considerable success with both identifying equity gaps and closing them. Our area of greatest importance in regards to equity is the yearly scholarship cycle, and also our greatest achievement; within two years of identifying those equity gaps, Student Affairs and the Mesa College Foundation were able to close and, in some cases, reverse equity gaps across the entire portfolio of awards. We have continued to monitor our student demographics in regards to scholarship cycles and likewise continue to make changes to the overall program and process with the goal of increasing accessibility and equity.

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.

We decided that the old outcomes should be made less specific to better reflect and connect to our Student Affairs mission; furthermore, we took steps to make restorative justice practices more apparent in our student affairs outcomes.

Related Documents for Charts and Graphs

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.

In terms of equity trends in the scholarship program, our approach to addressing the gaps were two-pronged: greatly expand our scholarship application support resources (workshops, office hours, targeted outreach to under-represented student populations), and separately provide training to our reviewers with a focus on making equitable judgments when reviewing applications. These dual efforts have been highly effective at addressing scholarship equity gaps, most of which have been closed since the expanded support and training programs were instituted. Generally speaking, due to the clear success of these efforts, we have incorporated the expanded services into our standard planning and they are now a regular part of the scholarship cycle.

The trends regarding conduct violations are, unfortunately, less clear than those regarding scholarships, and there may not be a realistic way for Student Affairs to meaningfully affect student behavior on a campus-wide scale. Having said that, the integration of restorative practices into our conduct processes has greatly improved the frequency of positive outcomes over the last several years. We would like to take this opportunity once more to emphasize that the increase in conduct violations is significant and unprecedented at Mesa College; the

Summary and Reflection

increased caseload is becoming unsustainable for a single conduct officer to manage without dedicated support.

What other factors (internal or external) might also impact the above data trends and equity gaps?

We need more human resources, not just in our unit but across the campus and district, without which we are far less able to accommodate special projects or provide the kind of individualized attention that has been proven to benefit student success.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

Are there any edits or updates to the Executive Summary above?

Are there any edits or updates to the Data Reflection above?

Are there any edits or updates to the Practice Reflection above?

Summary and Reflection

Welcome Week

Unit Goal: Goal 1: Welcome Week, the goal is 500 points of contact with new and returning students through the WW Info Booths

Goal Status: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2023 - 2024

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 2: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Volunteers / Staffing 2. Seek supplementary funding</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 12/04/2023</p> <p>Action Plan Update: The stated goal for Welcome Week during the fall 2023 semester was to reach 500 points of contact (essentially a head count of students) at the two Welcome Week Info Booths active on campus between August 21 and August 25. In short, we achieved that goal. In order to track student points of contact at the booths we printed a specific number of campus maps and then counted how many maps remained at the end of each day. 750 maps were printed, and 237 maps remained after the conclusion of the event, providing an estimated total of 513 points of contact. Our priority moving forward, with regards to Welcome Week, is to create a more accurate and more effective means of tracking how many students engage with the Welcome Week Info Booths. As should be obvious, counting the remaining handouts works, but cannot provide accurate data on how many students are being served by an event like Welcome Week. Administering surveys and instructing booth volunteers to log their contact have not proven effective in the past, for a variety of reasons, but there may be ways to leverage technology -- or better organization of the volunteers -- such that more detailed and accurate counts are possible.</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: Completed</p>
	<p>Submission Date: 09/14/2023</p> <p>Action Plan Update: Welcome Week has concluded for Fall 2023</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: On Track</p>

Restorative Practices

Unit Goal: Goal 3: Restorative Practices, the goal is to reach a total headcount of 100 participants through various restorative justice educational outreach programs

Summary and Reflection

Goal Status: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2023 - 2024

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 3: X
- Pathways and Partnerships - Objective 3: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: Seek supplementary funding</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 12/04/2023</p> <p>Action Plan Update: Our goal, as stated, was to serve 100 students at the various events organized for Reflect, Restore, Unite Week. We managed to achieve this goal, although just barely; we counted 40 students at the Card painting event, 35 students at Hot Cocoa and CoCo, 10 students at the Candy Exchange, and 15 students at the Movement event. Much like our Welcome Week goal, our top priority now is two develop more effective tools or procedures for measuring how much engagement our events experience with the campus community.</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: Completed</p>

Scholarship Cycle

Unit Goal: Goal 2: Scholarship Cycle, the goal is to increase the total amount of black and latine/x scholarship applicants by 5%

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Completion - Objective 3: X
- Pathways and Partnerships - Objective 1: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Expand outreach to targeted groups 2. Provide equity training for reviewers</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	

Summary and Reflection