

Student Services Monthly Updates are designed to tell our story of providing pathways that inspire, engage and empower our diverse students to learn and succeed. These updates also track our support of Mesa's journey of becoming the leading college of equity and excellence. We encourage you to review our highlights and dig deeper into departmental updates to learn about new employees, innovations, data, events/activities, student success stories, special recognitions and new policies/procedures impacting the way we serve students. Thanks to our incredible Student Services Team for their tireless efforts in creating the conditions that matter for our students to succeed.

- Ashanti Hands, Vice President, Student Services

Contents:

Admissions - Assessment - Career - Counseling - DSPS - EOPS/CARE - Financial Aid - HSI/Title V - Outreach & Community Relations - Peer Navigators/Summer CRUISE - STAR TRIO - Student Affairs - Student Health Services - Student Success & Equity - Transfer - Veterans & Records - Vice President Student Services

Monthly Update Highlights

Classroom Tutoring Program

HSI/Title V has recently received the first year long report for the Classroom Tutoring program and is excited about the preliminary results. For example:

- Retention and success rates were significantly higher in Spring 2016 for students who attended CT sessions. In Summer 2016, retention and success rates were both somewhat higher for students who attended CT sessions than for non-participating students, and success rates were significantly higher for students who attended CT sessions.
- There was no significant difference between the ethnicity, gender, or foster youth status of students who attended CT sections versus those who did not in either Spring or Summer 2016.
- In Spring 2016, African American and Latino students were overrepresented in the highest attendance category (9+ sessions), whereas Asian and White students were underrepresented. In Summer 2016, however, each ethnic group was proportionally represented in each attendance category.

Student Equity Direct Student Program

- The Office of Student Success & Equity received 74 applications/referrals 69 of these students received some assistance. For example, the Office gave out \$5300.00 in book vouchers, \$1525.00 in food vouchers, and \$850.00 in print cards. Total Financial Assistance for Spring 2016: \$7,675.00.

Summer CRUISE Outcomes

- Per 2015 Summer CRUISE Student Outcomes report, CRUISE participants were much more likely (84%) to be full time students in Fall 2015; first-time students were significantly more likely to both succeed (76%) and persist (93%) to Spring 2016; average GPA was almost a third of a point higher (2.66) than the comparison group (2.35).

Innovations & Data

- The Career Center finalized the contracts for a new job board called College Central Network. The job board is set to go live in early to mid-October.
- The high school Legacy program grew from just a handful of students to a very robust program that now includes over 700 students.
- EOPS innovations include: Borderless Scholars (NEW), FAST Scholars (Started Up again), New Orientation booklet created (NEW).
- Early FAFSA and Dream Act Application completion starts on October 1st. Additional workshops have been designed to accommodate inquiries on the subject.
- Launched Student Services Motivation and Morale Workgroup: The workgroup distributed its first newsletter and hosted its first event Fun Dip event.
- Many technology pilots are underway to test the feasibility for automated chat bots, live chat software, webinar recordings, live webinars, a new job portal, an event mobile app, and other ways to increase accurate information flow and timely triage and servicing of student support issues.
- Outreach launched an online reservation process for Campus Tours.
- Counseling is hosting in person Registration and Better Grades for Fee Waivers workshops and has launched YouTube videos introducing the Mesa community to our Counselors
- Assessment created an individual Score Report Resource Guided for students who complete their assessment at Mesa College
- Under the guidance of Student Equity and Career Services, space and resources have been secured for *The Stand*, Mesa's Food Pantry and Clothing Closet. The Stand addresses the increasing apprehension over food insecurity on campus.
- Mesa College participated in the launch of San Diego Community College District's San Diego Promise. SD Promise seeks to make community college free for deserving students. Mesa College is hosting 85 SD Promise students from San Diego Unified School District and Continuing Education. In addition to paying for enrollment fees and providing book grants, our students are receiving support through first year transition programs including Summer CRUISE, EOPS, DSPS, STAR Trio, Mesa Academy/UMOJA and Puente. Our campus SD Promise Coordinator is Genevieve Esguerra. Administrative oversight is provided by Vice President Hands.

Events & Activities

- Mesa will be hosting the district counselors' workshop on Friday, November 4th
- CDAIE hosted the first in a 4 part series on Cultural Competency Training with Dr. Tanis Starck from SDSU on 9-2-16.
- Fall 2016 Welcome Week was a great success. We reached out to over 3600 students, plus we had over 35 different campus department sessions/ events take place during the 5 day welcome week. Fall 2016 Club Rush: 158 student contacts & 300 student signs ups for various clubs

- In support of Constitution Week, outreach hosted Constitution Day tables where students could come and spin the wheel to get a question about our Constitution. Students who answered correctly received some Mesa College swag and all students walked away with a pocket Constitution booklet. The ambassadors also promoted voter registration and assisted over 60 students to register to vote.
- Student Health Services will hold Peace With Police on October 18th
- Admissions hosted 72 students at our Fall International Student Orientation.

Student Success Stories

- The additional resources for students (food pantry at ASG, back packs from Equity) have been greatly appreciated by students who've received the help. STAR TRIO looks forward to the opening of the Student Engagement Center and being able to refer students for additional support.
- Jordan Agricola was accepted to the Student Veterans of America Leadership Institute in Dallas, Texas. Jordan was one of a hundred student veterans from throughout the nation to attend this Institute. At the Institute these student veterans were introduced to various resources to help them become better student veteran leaders on their campuses as well as in the civilian work force. The Leadership Institute was hosted by Student Veterans of America and their corporate sponsor Raytheon.

Policies/Procedures

- New Student Orientations are being conducted by Marichu and the adjunct counselors (rather than student workers) in a small group format. The switch from peer lead to counselor lead workshops provides students an immediate connection with a counselor. Counselors are also able to make appointments with the new students immediately after the orientation. This switch has refocused the orientation on the student's need rather than on covering program dos and don'ts.
- There have been a number of new and revised procedures that affect supporting students with disabilities. These changes have been made to align with recent legal interpretations. The procedures associated with the updated board policies can be found in AP 3105.1 and AP 3105.2.

Admissions

Employee Updates

- Ebony Tyree resigned to begin her full time teaching career.
- Deyanira Preciado-Bayardo was promoted to an SST in the Residency Office.

Events & Activities

The International Student Orientation for new students was held August 1-4, There were 72 students that attended this mandatory event.

Innovations & Data

The high school Legacy program grew from just a handful of students to a very robust program that now includes over 700 students.

Special Recognition

All the staff in the Admissions Office did an outstanding job to assist the students navigate the beginning of the Fall semester with questions answered, manual enrollments, picture ID's and more.

Assessment

Special Recognition

The entire Assessment Staff (Joshua Taylor, Naayieli Bravo, and Amy Bettinger) should be commended for stepping up to provide timely and efficient service to students from City College who were displaced when the City College Assessment Center was closed and moved to a new location on campus. This close happened during late-July/early-August - the Fall registration rush period. The rush of students looking for Assessment services coupled with other campus assessment obligations, such as International Student Orientation testing, stretched department resources and required creative and flexible problem solving from the entire staff.

The Assessment Staff should also be recognized for their maintained enthusiasm and participation in re-visioning the department and its charge in light of its reorganization earlier this year.

Career

Employee Updates

We have our first ever Transfer Center intern: Camille Harris.

Events & Activities

The Career Center hosted a region X Internship Summit at the Marina Village on August 16th, the event has very successful and attended by over 45 participants. On August 30th & 31st the TCE hosted and "Open House" for the campus community showcasing all of the wonderful services provided by the center.

Innovations & Data

Innovation: In collaboration with the other SDCCD campuses the department hosted its very first Employer Advisory Board on September 13, 2016. The board is comprised of local employers and career center leaders.

Innovation: The Career Center finalized the contracts for a new job board called College Central Network. The job board is set to go live in early to mid-October.

Student Success Stories

18 students participated in the summers paid internship pilot. The internship experience was very successful for students. All 18 students success stories were collected. SSS Example 1: "This summer internship program was a great opportunity and experience. I was able to gain more experience in my career field and interact with people who have the same career passion as me in the workplace. I definitely feel more prepared to start a new job in my career field. I learned so much from everyone around me. I would recommend this summer internship to anyone." Dorian Lopez, Mesa Student

Special Recognition

I would like to give special recognition to my entire team for being cohesive, hardworking, and committed to student success!

Counseling

Employee Updates

- New Adjuncts: Patty Rodriguez and Cristina Carrillo
- New Contract Faculty: Anne Hedekin, Miriam Pacheco, Raquel Sojourner

Events & Activities

Mesa will be hosting the district counselors' workshop on November 4th Facilitation of BGFW, Intro to Counseling Services, and Registration Workshops Participation in MMAP and Embedded Counseling Services The MAAP website was updated and reformatted per Kristy Carson - www.sdmesa.edu/maap MAAP Coordinator plans to pilot the GradesFirst Communication Feature. CDAIE hosted the first in a 4 part series on Cultural Competency Training with Dr. Tanis Starck from SDSU on 9-2-16. CDAIE co-sponsored the event with Mr. Lee Mun Wah on "Creating a Community in a Diverse Environment" on 9-9-16.

Innovations & Data

Data for August 2016 Appointments - 503 Drop-ins - 4,099 Workshops - 286 Data for September 2016 Appointments - 776 Drop-ins - 1,685 Workshops - 49

Special Recognition

Judy Sundayo presented at the International Convention of the Association of Black Psychologists in Washington D.C. on Poetry and Healing, 8-11-16.

DSPS

Employee Updates

On September 1st, DSPS welcomed Rebekah Corrales as the new full-time Counselor/Learning Disability Specialist. Rebekah had been working with the department at Mesa as an adjunct DSPS Counselor for the last couple of years while she was working full-time as a Learning Disability Specialist with the district CalWorks program. We are excited to have Rebekah join us in her new role!

Events & Activities

DSPS Counselors and support staff participated in the Summer CRUISE events and enjoyed the collaboration and the opportunity to work with such amazing students.

Policies & Procedures

There have been a number of new and revised procedures that affect supporting students with disabilities. These changes have been made to align with recent legal interpretations. The procedures associated with the updated board policies can be found in AP 3105.1 and AP 3105.2

Special Recognition

DSPS Adjunct Counselor, Paul Hayes, had a research article published in the Rehabilitation Counseling Journal. His research centered around homelessness and employment perceptions of Veterans with Post Traumatic Stress Disorder. This was a culmination of a lot of hard work and dedicated research with colleagues from San Diego State University. Way to go, Paul!

EOPS/CARE

Employee Updates

- Julie Chang previously an EOPS Intern is now EOPS Adjunct Counselor
- Marlee Compton- MSW Intern
- Shelly Leyendekker- MSW Intern

Events & Activities

August 1 & 4- Summer Cruise- Counselors participated in the day and evening sessions August 1-30 New & Continuing Orientations Began August 9 FAST Scholars Orientation August 11 Borderless Scholars Orientation August 15 New Faculty Institute – Sade Burrell August 18 Convocation Participation August 26 Started EOPS Director Screening Process August 29 MSW Interns started August 31 CARE Year-end Report Due August 31 Outreach classroom presentations for basic skills classes September 6 Outreach classroom presentations continue September 7 Regional EOPS Meeting September 12 EOPS Director Interviews September 15 EOPS/CARE SSARCC Budget Report Due September 20 Student Success Series Workshops Began September 22 College Connection Meeting September 22 Umoja Workshop September 22 SDSU Adrianna Gonzales presentation to EOPS Students September 26 Academic Senate Meeting September 27 CCAC Work Group (Foster Youth) Meeting September 27 Student Services Fair September 28 UCSD EOPS Student Appointments September 28 SDSU Intern Training Mission Trails September 28 Chair Of Chairs Meeting

Innovations & Data

Borderless Scholars (NEW) FAST Scholars (Started Up again) New Orientation booklet created (NEW) Students received • Parking Permits (NEW) • ASG Cards • Buss Passes(NEW) • Book Grants • Honor Fees waived for Honor Societies(NEW)

Student Success Stories

Fernando Echegaray dropped out of high school during his junior year and came to Mesa as an EOPS student once he received his GED a couple of years later. His passion was research and he obtained opportunities through the Bridges to Baccalaureate program to complete research at UCSD and to present at research and national conferences. He grew tremendously as a student and ultimately accepted admissions at Cornell University fall of 2016. He plans to complete a PhD/MD program.

Special Recognition

I have worked with Jackie for the past 13 years. She is the type of person that will adjust her schedule, give up her lunch, pick up something before work, or volunteer to work on a Saturday. She is our EOPS Student Services Technician. Jackie's responsibilities include, front desk duties, application review, answering phones and outreach, but her primary role in EOPS is managing the budget. She purchases supplies, contacts vendors for outreach items, researches the best value on graduation regalia, tally's all expenses from faculty and staff and awards book vouchers, book grants and EOPS grants, all the while never complaining about the changes to PeopleSoft. She has been very instrumental in helping me this year as Acting EOPS Director. Without her help, students would have gone without any funding and faculty and staff would not had been able to participate in

the variety of conferences, student run activities or been able to help our students with all their transfer regalia, such as EOPS sashes, honor pins, certificates and cap & gowns.

Jackie is loved by all because she truly cares about the people she works with and the students she serves. Her colleagues walk with her at lunch, take vacations with her and she even belongs to a number of committees on campus, such as; the Diversity Committee, The Safety Committee, Festival of Colors and of course the Commencement Committee. She willingly gives up Saturday's to help with outreach or student activities, such as Jumpstart and parent nights.

She not only works well individually because of her strong work ethic and sense of responsibility, but she also works great in a team environment with her "can-do" attitude. Jackie sits quietly behind her desk and works, works works..... Never for accolades, never for a pat on the back, she does it just because she enjoys what she does.. I don't know what this office will do if she ever retires. Jackie has worked for the district for 33 years, but she is still going strong! ☺

Financial Aid

Employee Updates

Completed hiring process for the SSA - Foster Youth Liaison. Selected individual is yet to be publicly announced.

Events & Activities

Sponsored the Fall 16 Financial Aid Information Fair for both day and evening students. The activity was well attended during the morning but not in the evening. The committee requested evaluation of the time appropriateness for better students participation.

Innovations & Data

Early FAFSA and Dream Act Application completion starts on October 1st. Additional workshops have been designed to accommodate inquiries on the subject.

Policies & Procedures

SAP for Financial Aid Recipients changed to accommodate the BS program in regards to maximum number of units attempted. In collaboration with the Counseling Department, a list containing the number of units required by the core educational programs was created. The list will assist the committee to identify students enrolled in programs that require more than 60 units to complete and thus, outside the current system delimited maximum number of units that been set-up at 90.

Special Recognition

Financial Aid Fair planning committee: Pilar, Cathy, and Sky. They do an extraordinary job maneuvering the logistics of the event for the benefit of our students.

HSI/Title V

Employee Updates

In August we welcomed Eva Parrill as the new Senior Clerical Assistant for the LOFT. This is an equity funded position that reports to the Dean of the LRAS. For the HSI/Title V Grant, the new grant team started for Year three of the grant:

- Agustin Rivera Jr. - Student Success Specialist (Peer Navigator & Summer CRUISE program)
- Denise Rogers - HSI Professional Development Specialist
- Toni Parsons - HSI Math Course Re-designer
- Juan Bernal - HSI Math Course Re-designer
- Jill Moreno Ikari - HSI English Course Re-designer
- Laura Mathis - HSI Personal Growth Course Re-designer
- Tracey Walker - HSI ESOL Course Re-designer
- Jaime Lenke - HSI ESOL Course Re-designer
- Mariam Kushkaki - Classroom Tutoring Coordinator

Events & Activities

See Peer Navigator / Summer CRUISE monthly report.

Innovations & Data

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Policies & Procedures

The grant removed the overall Curriculum Coordinator position and the Gateway Course Re-designer from the grant structure. This was done after assessment of the needs of the campus to accomplish the grant's objectives and it was found that the funds would be better utilized to increase the ESOL and Math course re-design positions.

Special Recognition

Ikuko McAnally - she holds EVERYTHING together - A stellar person and student advocate!

Outreach & Community Relations

Employee Updates

We begin the year with a team of eight (8) Student Ambassadors. Four are returning from last year: Brittani Kaigler, Cassie Casares, Claudia Sanchez, and Lynn Nguyen. Four are completely new to our Outreach family: Bryce Washington, Jeffrey McKennie, Joshua Quiroz, and Tommy Bonds.

Events & Activities

Outreach hosted a "Kissing Booth" as part of the College's larger Welcome Week activities. The booth was located in the M+S Circle on two days for two hours/day and students who asked questions about the campus, etc. received a Hershey Kiss in return. The Student Ambassadors promoted the iMesa app, encouraged students to register to vote, and shared their student experiences about how to be successful at Mesa. Over the two tabling sessions, they assisted over 130 students. In support of Constitution Week, outreach hosted Constitution Day tables where students could come and spin the wheel to get a question about our Constitution. Students who answered correctly received some Mesa College swag and all students walked away with a pocket Constitution booklet. The ambassadors also promoted voter registration and assisted over 60 students to register to vote.

Innovations & Data

We worked with Daniel Stromwall, Technical Analyst, and Joel Arias, Communications, to enable online campus tour reservations. We are starting with our most popular tour times and will expand once the Student Ambassador schedules are finalized. Available tour times are placed in the Mesa online calendar and prospective students can sign up via the form on the calendar. The ability for prospective students to schedule tours online will help to streamline the process and makes it available and convenient for them to schedule after hours.

Student Success Stories

The College Promise program is currently being coordinated through the Outreach Department and the efforts that the Outreach Coordinator, Outreach staff, and Student Ambassadors have made to reach out to students in the program is commendable. Students who would have fallen through the cracks have come back to say "thank you" because of the level of service and support they received have helped them successfully transition from high school or Continuing Education to college. Many students have remarked that if it were not for the help they received from the department and from the Promise Program, they would not be able to pursue higher education.

Special Recognition

Karla Trutna deserves a special shout out for her work as the Acting Outreach Coordinator for successfully keeping the department running and successful in its Outreach efforts from January-July.

Cassie Casares, Student Ambassador, deserves special kudos for her participation in the SEEDS Sustainability Summit. Cassie is not only an ambassador, but also a SEEDS Scholar and she co-facilitated four sessions of the "Students for Enviro-Justice" workshop for visiting students.

Peer Navigators/Summer CRUISE

Employee Updates

The Peer Navigator program proudly has 16 second-year, full-time students serving as mentors/role models for new first-year students at Mesa. The 2016-17 Peer Navigators are:

Fabiola Beas	Jazmine Lahbabi	Bill Newell
Wyatt Beale	Helen Ma	Eddie Razo
Natchel Bello-Luna	Jeffrey McKennie	Jerry Romero
Brenda Cardenas	Anthony Mejia	Emma Sousa
Marlena Gonzalez	Olha Mosezhna	Toviya Trejo
		Hy Truong

Events & Activities

Summer CRUISE program was a success! Event was held during the first week of August (1-4) and welcomed over 350 students. CRUISE also piloted an evening CRUISE to outreach and serve Continuing Education, Student Veterans, and non-traditional students. Pilot program had about 30 students participate. Initial feedback from both sessions has been strong. Peer Navigators welcomed their students by holding a "Welcome Back Power Snack" breakfast on August 22nd. CRUISE-ers were also treated to a new space (I4-203). Peer Navigators and CRUISE participants have a new place to connect and better integrate to the greater campus. First monthly workshop was held on September 26th and 28th. Both workshops covered time management, study skills, and how to use office hours. Total of 30 students attended both workshops.

Innovations & Data

Per 2015 Summer CRUISE Student Outcomes report, CRUISE participants were much more likely (84%) to be full time students in Fall 2015; first-time students were significantly more likely to both succeed (76%) and persist (93%) to Spring 2016; average GPA was almost a third of a point higher (2.66) than the comparison group (2.35). Through debriefs with respective departments, positive feedback and great recommendations were provided. Some include: providing lively music during opening (Mesa ensemble?), eliminate the bleacher experience and group PNs with students on gym floor, and spreading out events throughout the week instead of all in one day.

Student Success Stories

Summer CRUISE tried something new this year with our evening session. Student Veterans were provided with similar resources as the morning CRUISE. In passing, a counselor shared how a student vet told her "CRUISE changed my life." The counselor went on to share how the resources provided during the evening session successfully facilitated the transition to Mesa. In addition, all participants are provided a Peer Navigator to stay connected with Mesa.

Policies & Procedures

As a result of CRUISE and Peer Navigator experiences, many items were added to the PN handbook. Training PNs on classroom management is necessary. Observations during CRUISE revealed a need for better structure in each workshop and how to better engage students who are not participating

Special Recognition

Peer Navigator team. They successfully guided all CRUISE participants through four days of activities, connected with students, and helped create a welcoming environment for new students.

STAR TRIO

Employee Updates

Olivia Flores accepted a contract position at Continuing Ed Cesar Chavez. Juan Contreras serves as an adjunct counselor on Thursdays. Brandon Williams is a new adjunct (from Cuyamaca) and works on Tuesdays and Thursdays.

Events & Activities

STAR TRIO staff participated in numerous activities on campus including the Financial Aid Fair. Marichu attended the Creating Community in a Diverse College Environment workshop. Petra attends the CLDA training. Thuan manned the booth at the FA Fair and has conducted outreach presentations in PG classrooms.

Student Success Stories

The additional resources for students (food pantry at ASG, back packs from Equity) have been greatly appreciated by students who've received the help. I look forward to the opening of the Student Engagement Center and being able to refer students for additional support.

Policies & Procedures

New Student Orientations are being conducted by Marichu and the adjunct counselors (rather than student workers) in a small group format. The switch from peer lead to counselor lead workshops provides students an immediate connection with a counselor. Counselors are also able to make appointments with the new students immediately after the orientation. This switch has refocused the orientation on the student's need rather than on covering program dos and don'ts.

Special Recognition

Petra deserves the spotlight for participating in CLDA. She is enthusiastic and shares what she's learned.

Student Affairs

Events & Activities

Fall 2016 Welcome Week was a great success. We reached out to over 3600 students, plus we had over 35 different campus department sessions/ events take place during the 5 day welcome week. Fall 2016 Club Rush: 158 student contacts & 300 student signs ups for various clubs

Innovations & Data

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Student Success Stories

What started out as a complaint regarding financial aid has now become a student success story (and hopefully will continue). Gilda has worked closely with a student and her mother regarding the student's financial aid application. Gilda took extra time to make sure that they clearly understood the documents needed and the options available. The great news is the mother was so happy she emailed Gilda and myself a note of appreciation. In addition her daughter, our student stopped by my office just to meet me in person and to say THANK YOU! *This student is first generation, single parent home and has had a lot of challenges attending Mesa. The mother is now thinking of attending college now too!

Special Recognition

Kathy Fennessey, Claudia Perkins and Courtney Lee! The three of them have created a tremendous amount of support during my transition to Mesa. They have been so resourceful and provided great guidance during the start of the semester. Team Student Affairs ROCKS!!

Student Health Services

Events & Activities

Welcome Week: we served 550 students with academic success seminars. Financial Aid Fair: we served 224 student with mental health information and giveaways.

Innovations & Data

We will hold Peace With Police on October 18th.

Student Success Stories

A student in mental health crisis was seen in August. After treatment she now reports that she is doing great in school.

Special Recognition

Vicki Miller has done a great job supporting our students, staff and faculty.

Student Success & Equity

Events & Activities

SDICCCA Intern Training - Sept. 30. Mesa hosted 40 of our regional SDICCCA Interns at a training which focused on Student Services & Student Success & Equity. Participants were provided with historical and relevant information regarding the vision, policy, practices and institutional resources designed to improve educational achievement and student success & equity in the California Community Colleges. The interns were also provided with information intended to expand their understanding of how their future roles as instructional and student services faculty are critical to the overall student success and equity efforts, along with practical ways that they can impact outcomes.

Innovations & Data

STUDENT EQUITY: DIRECT SUPPORT PROGRAM Spring 164, Updated 6/6/16 Final Report We received 74 applications/referrals 69 of these students received some assistance from us. We gave out \$5300.00 in book vouchers We gave out \$1525.00 in food vouchers We gave out \$850.00 in print cards The largest total amount given to one student was \$375.00 plus a backpack Total Financial Assistance for Spring 2016 \$7,675.00 We gave out 41 backpacks 14 students received only a backpack from us 98.5% (68) of students assisted have completed orientation and assessment 76.8% (53) of students assisted have education plans on file 98.5% (68) of the students assisted were still enrolled in classes at census 8.6% (6) Students finished spring semester on Probation 8.6% (6) Students finished spring semester on Disqual (4, 1st and 2, 2nd) 24.6% (17) students finished the semester with 3.5 or better 5.79% (4) students finished spring with a 4.0 (all these students have a cum GPA of 4.0) 15.9% (11) Students have a CUM GPA of 3.5 or better 28.98% (20) students finished with below a 2.0 21.7% (15) students have a cumulative GPA below a 2.0 STUDENT SUCCESS AND EQUITY COMMITTEE: At our first meeting of the year, September 16, the committee determined to focus on two goals for the 16/17 Academic year: 1. To give priority to programs and activities that promote a sense of belonging and build community. This recommendation came out of the focus group work of M2C3 which revealed that marginalized students don't feel a sense of belonging on the campus. 2. To work with SSSP and other initiatives to pilot a program, Second Year Experience (SYE) that will promote clear pathways for our students.

In order to address the increasing apprehension over food insecurity on campus, Student Services has launched a food pantry and clothing closet. The pantry is located on the second floor of the Student Services Building. The food pantry is being supplied through monthly food drives and campus competitions as well as community donations. In addition to providing immediate food relief, the food pantry will provide information on CAL Fresh, 211 San Diego, as well as community food pantry resources for students. Oversight of the food pantry will be done via the Student Success and Equity Department (SS&E). Additionally, SS&E is working in conjunction with the Career Center to offer a Professional Clothing Closet for students within the same space as the food pantry. The Professional Clothing Closet seeks to provide a way for students to access free professional and business casual attire appropriate for career fairs, interviews, and the workplace. Inventory will include suits, blazers, skirts, button-down shirts, and more. It is important for students to look professional throughout their job search and when they enter the professional world. This service will help the students by increasing their self-esteem, look their best for interviews and make lasting positive impressions. The closet is being supported by donations from faculty, staff, administrators, and community members.

Student Success Stories

Our direct support program provides the Student Success and Equity Department with the opportunity to directly and immediately address and support our students through difficult circumstances. Below are two expressions of appreciation from our students: Hey Johanna, I just wanted to thank you for everything you did for me today. I can't express enough gratitude for you and Mesa college. It's honestly been really tough for me this past few months, It's just really hard for me to ask for help, and today all I did was mention my situation and you stepped up to offer your help. Thank you so much Johanna, and please thank all of your team for me, you guys are amazing. Sincerely; DH I just want to thank you for the other day. It really helped and although I'm still in a pickle. I am grateful and appreciative of what it is that you do (for all of us). So on behalf of all those who struggle, Thank you. I'll be seeing you soon just to stop in. I'll also keep you posted on what is happening with the financial aid situation. JA

Special Recognition

Johanna Aleman and Claudia Estrada for their work in the development and implementing of the Mesa College Food and Clothing Pantry (to be officially named). After months of dialogue and planning, the space is in the beginning stages of utilization and no doubt will be a great resource for our students. Thank you Johanna and Claudia.

Transfer

Employee Updates

We have our first ever Transfer Center intern: Camille Harris.

Events & Activities

TCE Open House, Bus trip to UCSB (Sep 9)

Innovations & Data

We now have a Transfer Services video to share with professors.

Student Success Stories

While arranging a class presentation for an English professor, found out that her husband is a veteran, and that he had been helped by me (while she attended some of the counseling sessions I had with him)

Policies & Procedures

Transfer Center counselors now create ed plans for students, after the use of TCE services.

Special Recognition

Adjunct Counselor Mary Garcia for volunteering to create a GPA workshop for students.

Veterans & Records

Employee Updates

Jim King Classified Staff, to support our VA work study student tutors in the Veterans Resource Center (VRC).

Events & Activities

Participated in the Summer Cruise experience, with a dedicated presentation for our incoming student veterans. It went well. The presentation helped prepare them for the steps they need to take to access their benefits, develop their comprehensive education, and to become a successful student.

Innovations & Data

Certification of enrollment for veterans and dependent: August 2016: 506, Adjustment: 263. September 2016: 136, Adjustment: 156 Working on Signage for the VRC. Window signs as well as pillar wraps.

Student Success Stories

Jordan Agricola was accepted to the Student Veterans of America Leadership Institute in Dallas, Texas. Jordan was one of a hundred student veterans from throughout the nation to attend this Institute. At the Institute these student veterans were introduced to various resources to help them become better student veteran leaders on their campuses as well as in the civilian work force. The Leadership Institute was hosted by Student Veterans of America and their corporate sponsor Raytheon. Felicia Cinatl was accepted to George Washington University for their Nursing program. She will begin in the Spring. Daniel McDonald was accepted to San Diego State University. He will begin in the Spring. Thailina Saetern to SDSU as well.

Special Recognition

Howard Eskew-Professor, Business. Working alongside the Student Veterans Organization and the San Diego Financial Literacy Center to organize and provide financial literacy workshops free of charge to our student veteran population. Next workshop will be held on Oct. 20, 2016 4:30pm at the VRC.

Vice President Student Services

Employee Updates

Victoria Kerba Miller, Dean of Student Affairs joined the Student Services Administrative Team on August 15, 2016

Events & Activities

Hosted Annual MSSC Retreat in July. Convocation 2016: Facilitated participation of Dr. Claude Steele as keynote speaker. Coordinated Teaching Men of Color: Fall 2016 Professional Development Series Hosted Student Services Title IX Workshops, August 2016 Hosted department specific Student Services Outcomes Workshops, September 2016 Hosted Student Services Accreditation Writing Workshops June & July 2016

Innovations & Data

- Launched Monthly Updates.
- In conjunction with Proyecto Exito initiated planning efforts for mesa's student engagement center.
- Mesa College participated in the launch of San Diego Community College District's San Diego Promise. SD Promise seeks to make community college free for deserving students. Mesa College is hosting 85 SD Promise students from San Diego Unified School District and Continuing Education. In addition to paying for enrollment fees and providing book grants, our students are receiving support through first year transition programs including Summer CRUISE, EOPS, DSPS, STAR Trio, Mesa Academy/UMOJA and Puente. Our campus SD Promise Coordinator is Genevieve Esguerra. Administrative oversight is provided by Vice President Hands.
- Tech Analyst Worked with the Peer Navigator and Summer CRUISE programs to facilitate the campus immersion tour for Summer CRUISE. Summer CRUISE students were able to use an augmented reality mobile app (LayAR) to scan checkpoints around campus. After scanned, students are presented with a fact sheet that has information about the departments and programs in that building. The tour was designed to be a fun way to help students get introduced to the many facilities on campus, and to understand where on campus they can get help with various questions. This augmented reality scanning technology is in the process of being repurposed and piloted for NFI trainings, and eventually Outreach self-service tours.
- Working with the Transfer Center to build, record, and market various webinar presentations in preparation for the transfer rush in October.
- We will be testing the usage of iPads to help facilitate event sign-in and student tracking. Worked to better utilize the many features in SARS with various departments. This includes turning on new email alerts (SHS), creating better tracking of student resource utilization (transfer/career, student engagement center), and enabling web based registrations for drop-in appointments (counseling). Most of these feature implementations are still underway, but we are beginning to feel the progress/efficiency that comes with these improvements.
- As part of the perpetual content evaluation process with AskMesa and the website, I collaborated with the Peer Navigator program, the Office of Communications, and Institutional Research departments to conduct a student focus group evaluating our AskMesa knowledge base as well as the Mesa website. The focus group lent us much data on the content we need to create for AskMesa, and where there are gaps on the website pertaining to the student user experience. The two most requested improvements were surrounding transfer and student club information.
- We have begun strategizing improvements for those topics that will be implemented over the school year. Elsewhere, many technology pilots are underway to test the feasibility for automated chat bots,

live chat software, webinar recordings, live webinars, a new job portal, an event mobile app, and other ways to increase accurate information flow and timely triage and servicing of student support issues.

- Making strides to help train student services personnel to utilize modern website best practices. Using website statistical and behavioral analytics to guide the proposed strategic improvements, we have begun working through the planned improvements department by department. This process has included the review and optimization of many student services websites/webpages in order to improve readability and navigational consistency (student affairs, testing/assessment, MAAP, etc.). These optimization efforts, though on-going, will benefit the student's user experience on the website particularly in finding accurate information quickly and also in creating similar navigational patterns across the website.
- Launched Student Services Motivation and Morale Workgroup: The workgroup distributed its first newsletter and hosted its first event Fun Dip event

Special Recognition

We would like to recognize the Peer Navigators for working so hard to help facilitate the Summer CRUISE and a successful start to the new semester. Moving to their new location has presented the PN program with some logistical challenges, and the students have embraced those challenges without complaint. We have seen several instances where the peer navigators have gone over and above to make sure they are finding an appropriate solution for their peers who are facing obstacles that interfere with their academic goals/plans. We think student led support resources like the PN program are a fantastic way to reduce intimidation and barriers for students who have problems and who may not know where to ask for help.