



*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

**Monthly Update Highlights ♦ Admissions ♦ Assessment ♦ Associated Student Government ♦ AVANZA: Peer Navigator and CRUISE Programs ♦ Career ♦ Counseling ♦ DSPS ♦ EOPS/CARE ♦ Evaluations ♦ Financial Aid ♦ Outreach & Community Relations ♦ STAR TRIO ♦ Student Affairs ♦ Student Development ♦ Student Health Services ♦ Student Success & Equity ♦ Transfer ♦ Veterans & Records ♦ Vice President Student Services ♦**

## Monthly Update Highlights

### Employee Updates

- Terrence Hale and Patricia Rodriguez hired as new full time counselors. Patricia specifically as the STEM Conexiones counselor. Camille Harris hired as adjunct counselor, after completing her internship here at Mesa.
- EOPS welcomed our newest EOPS/Special Pops Counselor, Jesus Gaytan. He will be working with Borderless Scholars and formerly incarcerated students. Three interns will be joining us this fall, Carol Thompson, Jina Deutsh and Marcy Osuna.
- Mary Garcia, adjunct counselor will be assisting with the STEM Core by providing student support as needed.
- Laura Cormode came back from retirement and was hired to fill Financial Aid's vacant SAT position.
- Alicia Lopez joined the Career Center team on June 5th. She comes to us with a background in education. Alicia was a middle and high school English teacher before she transitioned into career services. In her previous role she was a graduate assistant for the USD Career Center. We are happy to have her join the Mesa family as our Senior Student Services Assistant.
- Title V - Program Activity Manager, Monica Romero was promoted to Associated Dean, Career Technical Education here at Mesa College.
- Zulma Duran joined the Student Services team as a Project Assistant in the Administrative Suite.

## Events & Activities

- On Friday, June 30th, members of the DSPS Team had an opportunity to participate in the SDCCD DSPS Advisory Committee, where DSPS was able to interface with community partners to highlight the services each provider has to offer. Additionally, DSPS was joined by a Mesa College DSPS Student Ambassador, who was able to speak to the benefits of DSPS and his positive experience working with our office.
- The Annual Mesa Student Services Council Retreat was held on July 7th at the Marina Village. Topics included Lollipop Moments, Safety, Looking Back & Moving Forward, Moving the Needle: Student Success & Equity and Mesa Journeys.
- The International Student Orientation began the week of July 31st.
- BSI, Equity, and SSSP integration workshops were held this summer in support of an integrated plan that will be vetted this fall and submitted to the state in December.
- Student Health Services provided the film "Midnight" with a panel presentation which was robust. Panel members from the LGBTQ community spoke about their personal stories which brought the film's message to life. Starla Lewis provided a cultural African American perspective.
- Transfer CSU and UC workshops have been offered all summer long. Planning for Transfer Day (Oct 3, 10-1) is ongoing.
- VP Hands hosted a Mesa College Equity Event with Drs. Frank Harris & Luke Wood and representatives from the College Futures Foundation.
- During CRUISE, Dean Maxey facilitated five parent workshops designed to assist parents as their children transition to college.
- Our Mesa Motivation & Moral (M&M) Committee hosted a Summer Picnic in June (including a Student Services Trivia Contest) and a Progressive Potluck in July

## Innovations & Data

- The new online Placement Assistant that students can use to help them determine their English and math placement levels has been a hit among students, staff, and faculty.
- Assessment hopes to have online ESOL testing ready for students before the end of the semester.
- In July, the Career Center completed the development of their "Destination Survey" that seeks to inform us about our class of 2016 and 2017 graduates and their current employment and transfer status.
- As of June 30, 2017, Outreach made 57,768 contacts in 2016-17. This is a 61% increase over last year (2015-16).
- STAR TRIO is developing success videos for their website and to present to new students during program orientations.
- Lieutenant Diana Medero of the SDCCD College Police worked with Claudia Perkins to establish sanctions for skateboarding on campus, including a Skateboarding Safety Workshop and Campus Community Service. The campus community service in this case would include handing out flyers to spread awareness regarding our skateboarding policy, since skateboarding is prohibited on campus.
- The Veterans Advisory Council website has been developed and is now available.

## Policies & Procedures

- The Career Center is working on developing a new "check out system" for students that use our services and pre/post workshop surveys going live in the fall.
- Our Peer Navigator/CRUISE Program will now report to the Dean of Student Success & Equity.

## **Student Success Stories**

- Many CRUISERS have expressed gratitude towards the PNs and CRUISE. Our evening students shared how scared they were coming to Mesa, but felt relieved knowing they now have support. The CRUISE and Peer Navigator programs will look into new methods to connect with CRUISERS.
- Two special population students in EOPS, a currently homeless student and former foster youth student have taken on the role as leaders of the EOPS Club. They are very interested in addressing housing and food insecurities issues on our campus. Three EOPS/Borderless Scholars are peer navigators on our campus and have taken on a leadership role both in our office by taking ownership of the upcoming Borderless Scholars Welcome Back Event and outside of our office through their Cruise involvement.
- All STAR TRIO student workers who were eligible to transfer, did so.

# **Admissions**

## **Employee Updates**

Ivonne Alvarez, Dulce Lopez, and Amy Meyers continue to work on the PeopleSoft implementation team.

## **Events & Activities**

The International Student Orientation began the week of July 31st.

## **Innovation & Data**

Our office handled 8,876 phone calls; processed 154 Petitions to Challenge and 5,375 applications were submitted.

## **Policies & Procedures**

We have been heavily impacted in Residency as Veteran students previously received the Board of Governors Grant under the California Choice Act but no longer qualify for this benefit.

# Assessment

## Innovations & Data

- Unduplicated Drop Ins: 1,115
- Unduplicated Appointments: 92

## Student Contacts via Reason Code

- Accuplacer English: 569
- Accuplacer Math: 640
- Placement Assistant (July only): 380
- Orientation: 691
- 3rd Party Scores: 93
- ESOL: 49
- MT2C Referrals: 11
- Distance Vouchers: 13
- Email Inquiries Received: 224
- Phone calls handled: 891

## MMAP - Online Placement Assistant Pilot: Phase 2

Following the initial MMAP pilot in the Spring with a small group of Kearny and Madison High School students, there was much collaboration and many adjustments were made to the assessment logic present in the Placement Assistant.

Since the Placement Assistant launched on 7/17/17, the Assessment Office has provided tracked services to over 720 students. As of 7/31/17, the Assessment Office has provided access to the Placement Assistant for over 380 of those students, permitting those students to assess in both English and Math. Some of these students also completed Accuplacer assessments before and/or after the PA.

The English logic has placed the students into the following placement levels:

### English

- Accuplacer Test = 2 students
- R3/W3 courses = 60 students
- R5/W5 courses = 357

### Math

- Accuplacer Test = 39 students
- M30 courses = 13 students
- M45 courses = 145 students
- M50 courses = 219 students

## **Digitizing CELSA for online ESOL testing**

We have been working closely with the HSI Grant, ESOL faculty, and District Student Services to close equity gaps for students who need to take the CELSA. Currently, students who need to take the CELSA (ESOL test) must make an appointment and then must take the paper and pencil CELSA test. Josh Taylor has taken the lead for our department to research different ways that we can digitize the current CELSA and has been working closely with District Student Services to get it online to help enhance and improve the ESOL assessment for students. We hope to have online ESOL testing ready for students before the end of the semester.

## **Student Success Stories**

The Placement Assistant has been a hit. Students, staff, and faculty alike have all been impressed with the results they have seen, but our students have been the most grateful. To find out that you don't need to spend two hours and a ton of anxiety on the Accuplacer has lifted a weight from the shoulders of many. We have collected some anecdotes from students during the rollout that provide context to the success of this tool for our students. While only a handful are listed below, they show the wide scope of success our students are having with this tool:

- A Mesa football player was able to be placed into transfer level English and Math with the PA a week after Accuplacer put him into English 49 and Math 96.
- Another student took an Accuplacer test and attended a registration workshop in June, placing into Math 38 and English 43. She had some doubts about her placement results, and came to see us in July to get information about challenging her initial placement. When she completed the PA, she gained eligibility for ENGL 101 and Math 104. She was ecstatically happy and wants all the higher-ups to know that this is awesome.
- A new student found out she was a few points shy of being able to clear her placement using her prior CSU ELM/EPT scores after she completed her on-campus Orientation. The PA placed her into transfer levels courses.
- A student trying to bypass the Accuplacer brought in her SAT scores; unfortunately, her English SAT wasn't high enough to be exempt. The PA cleared her for both English and Math without having to send those SAT scores to District.
- A student returning to school after an absence was very afraid of finding out his skills had eroded. With the PA, he didn't have to take the test he was dreading.
- A student having a problem getting transcripts from her prior college planned to take the assessment test instead. The PA saved her 2 hours and cleared basic prereqs so she could get the classes she needed.
- A student disappointed with the assessment that placed her in English 49 completed the PA a week later and was able to be placed into English 101.
- Another student was very thankful that Naayieli was able to guide him to and through the Placement Assistant rather than the Accuplacer; as a result, he was placed in college coursework without needing to take the exam that was making him nervous.

## **Policies & Procedures**

Assessment & Testing created a resources page that is only accessible to faculty and staff on Testing website. This page contains documents and reference materials on the Multiple Measures Pilot, Accuplacer, Alternative Measures, and other documents that might aid in assisting students with assessment and placement questions. The internal website address is [www.sdmesa.edu/testing-docs](http://www.sdmesa.edu/testing-docs)

## **Special Recognition**

Assessment & Testing staff - Joshua Taylor, Naayieli Bravo, and Amy Bettinger - deserve special recognition for being at the forefront of the MMAP Placement Assistant launch. They have embraced this change that has helped our students place into courses that are better aligned to their proven ability in English and math based off of their high school data even though it has completely changed the flow of students in the office and they type of interaction that they have with students. They have remained enthusiastic, flexible, and optimistic as we have worked through the implementation of the Placement Assistant. Congratulations - and thank you! - to the staff on their continued work on this exciting pilot!

# **Associated Student Government**

**No Summer Update**

# **AVANZA: Peer Navigator and CRUISE Programs**

## **Employee Updates**

The Peer Navigator program brought back three returning PNs and welcomed nine new PNs!

## **Events & Activities**

Five week Summer CRUISE program started on Tuesday, June 27th and will conclude August 3rd. We are excited at the opportunity of piloting multiple weeks to best support students. In addition, CRUISE piloted two evening sessions designed to help our Student Veterans, Continuing Education, and non-traditional students.

## **Innovations & Data**

Pre and post surveys were updated to capture more accurate information about a student's experience at CRUISE. Survey now focuses more on gauging an incoming student's college readiness, and their perspective about Mesa.

## **Student Success Stories**

Many CRUISErs have expressed gratitude towards the PNs and CRUISE. Our evening students shared how scared they were coming to Mesa, but felt relieved knowing they now have support. The programs will look into new methods to connect with CRUISErs.

## **Policies & Procedures**

Updates for CRUISE and Peer Navigator programs will occur after event concludes.

## **Special Recognition**

So many lists. Everyone that participated in our PN training, and CRUISE event. We wouldn't be as successful had it not been for the collaboration and participation of everyone!!! Huge thanks to all!

# Career

## Employee Update

Alicia Lopez joined the Career Center team on June 5th. She comes to us with a background in education. Alicia was a middle and high school English teacher before she transitioned into career services. In her previous role she was a graduate assistant for the USD Career Center. We are happy to have her join the Mesa family as our Senior Student Services Assistant.

## Events & Activities

We had two new employers participate in tabling events during June and July. The first was Mendocino farms, hiring cooks and production team members. Secondly, we had the City of San Diego Fire-Rescue Department on campus looking to fill over 10 positions.

## Innovations & Data

In July, the Career Center completed the development of their "Destination Survey" that seeks to inform us about our class of 2016 and 2017 graduates and their current employment and transfer status. We will be delivering these results in our NEW annual Career Center report launching in the fall of 2017 on our website.

Another project the Career Center has been working on in June/ July is the development of our new internship book which will showcase over 15 company and student profiles. This book will be available on our website in the fall of 2017.

In July the Career Center collaborated with the office of Student Equity and developed a feedback survey for students that used "The Stand" food pantry and professional clothing closet. The results were as follows for the use of the professional clothing; The in the Spring of 2017 the Stand provided 283 items of professional clothing to 74 students, from those served 56 survey responses were received. 48.3 % of students used the Stand for clothing services, 57.9% of those students used the clothing for a job interview and of those 22.8% obtained a full-time or part-time job!

With all the excitement building in Career Services we thought it would be a perfect time to update our website! Coming this fall we will have a brand new Career Center Website!

## Student Success Stories

In June our career counselor Raquel Sojourner received an email from a student that read as follows:

Hello Ms. Raquel Sojourner,  
Thank you so much for your excellent counseling and being my professional reference. After I got the advice from you, I felt confident for the face-to-face interview. When I felt nervous in the interview, your words "I am great. I can do it" sounded to my ears and reminded me to smile and look at the interviewer's eyes. It worked. Today, I got a job offer after the first time of interview. I appreciate your teaching the interview skills to me. Thanks again for your help.

AND another from a different student:

Hi Raquel! I got an offer from Qualcomm today! I'm so excited! They will have all sorts of fun social and networking happenings in there and I will definitely take advantage of all of those! I'm also secretly hoping that this would turn out to be a longer term position in the end, since the manager said something like "we have a gap in Python skills in our team". So next I will practice my Python skills, prepare my work attire and practice introducing myself :) Thank you so much for tips and all Raquel! You rock :)

### **Policies & Procedures**

The Career Center is working on developing a new "check out system" for students that use our services and pre/post workshop surveys going live in the fall.

### **Special Recognition**

Claudia Estrada would like to recognize the wonderful, amazing support of ALL of our team members for accomplishing this great work. We especially want to thank our Dean that has been very supportive with all of our projects. We are excited about the future of Career Services at Mesa!

# Counseling

## Employee Updates

- Terrence Hale and Patricia Rodriguez hired as new full time counselors. Patricia specifically as the STEM Conexiones counselor. Camille Harris hired as adjunct counselor, after completing her internship here at Mesa.

## Events & Activities

- ISO began for the spring cohort, July 31
- Promise Event, July 29 a great success in organization, Miriam Pacheco
- ADVOC8 Program: making great strides under the leadership of Adam Erlenbusch, with the assistance from Counseling Staff person, Roxann Ascencio

## Innovations & Data

- 4801 students seen on Drop In Counseling
- 666 students through appointments
- 5266 total unduplicated student count

## Student Success Stories

A Project Rebound (program for formerly incarcerated) student had her appeal approved to be a Criminal Justice major at SDSU. She worked closely with Ramiro Hernandez, Chris Kalck and Leroy Johnson. She came by to give us all hugs!

## Policies & Procedures

The adjunct counselors in the Transfer/Career area now see students on drop-in situations, assisting general counseling. This new cooperative effort aids in the training of all counselors, and improves our overall cohesiveness.

## Special Recognition

Goes to all of General Counseling and the Transfer Career Center for responding to the long student lines. Particular recognition to the Counseling Support Staff for their flexibility, reaction to student needs, and handling emergencies as they arise, specifically Jennifer Phelps.

# **DSPS**

## **Events & Activities**

- Laura Gorham and Joseph Pritchett hosted two webinars and an in-person session on the benefits of Educational Planning for students with disabilities. We plan to continue to provide this resource to students in the coming year, with hopes of growing participation, especially with our incoming student population.
- On Friday, June 30th, members of the DSPS Team had an opportunity to participate in the SDCCD DSPS Advisory Committee, where we were able to interface with community partners to highlight the services each provider has to offer. Additionally, we were joined by a Mesa College DSPS Student Ambassador, who was able to speak to the benefits of DSPS and his positive experience working with our office.
- In July, members of DSPS attended the Association on Higher Education and Disability (AHEAD) Virtual Conference. This year's theme was Equity and Excellence: Access in Higher Education, and the sessions provided insight into current trends and best practice in the field of Disability Support Services.
- Throughout the summer, we have worked to ensure that our incoming students have awareness to the available supports offered through Mesa College DSPS. We have maintained a presence at the Summer Cruise events and recently had an opportunity to share information about Disability Support Programs and Services at the Planting Promises event.

## **Innovations & Data**

During the months of June and July, we had a total of 572 student appointments and 244 drop-ins. Additionally, our proctoring center administered 181 exams to students with disabilities.

# **EOPS/CARE**

## **Employee Updates**

EOPS welcomed our newest EOPS/Special Pops Counselor, Jesus Gaytan. He will be working with Borderless Scholars and formerly incarcerated students. Three interns will be joining us this fall, Carol Thompson, Jina Deutsh and Marcy Osuna.

## **Events & Activities**

- EOPS Advisory Board Meeting took place in June.
- EOPS Orientations have started and will run through mid-September.
- EOPS counselors participated in CRUISE as workshop facilitators. We also had counselors and staff participate in the Meet and Greet event. EOPS orientations we aligned with Summer CRUISE, so that students could attend an orientation on the last day of summer CRUISE.
- EOPS participated in the Promise Students Orientation.

## **Innovations & Data**

EOPS online application was launched in July providing greater accessibility to students. Paper applications are still available for students that prefer to apply using those. We have received over 300 applications.

## **Student Success Stories**

Two special population students in EOPS, a currently homeless student and former foster youth student have taken on the role as leaders of the EOPS Club. They are very interested in addressing housing and food insecurities issues on our campus. Three EOPS/Borderless Scholars are peer navigators on our campus and have taken on a leadership role both in our office by taking ownership of the upcoming Borderless Scholars Welcome Back Event and outside of our office through their Cruise involvement.

## **Policies & Procedures**

EOPS will now pay for health fees for new and continuing EOPS students.

## **Special Recognition**

We would like to recognize Julie Chang. Julie is one of our adjunct counselors and has taken on a leadership role in the office. Has contributed too many special projects such as Achievement Ceremony in the Spring but most recently has been instrumental in getting compiling the information for the Counselor Training binders, working on the Power Point presentation and collaborating with Karen and Nellie to make the training happen. Big shout out to Nicole and Kevin who helped put the binders together.

# Evaluations

## Special Recognition

A three-year Mesa student left Claudia Estrada a voicemail on 7/27/17: "Saw Danielle Short and I had never had someone be so clear and helpful. She is so smart, she was very helpful. I will be referring my son to visit your office." Thanks to Danielle.

# Financial Aid

## Employee Updates

- Laura Cormode came back from retirement and was hired for our vacant SAT position. Her first day was 7/10/17. Her knowledge and expertise allowed her to jump right in with minimal training.
- Emmanouil Powell began his partial SAT responsibilities packaging students in an approved Out of Class to help with the workload under the current SAM system limitations.

## Events & Activities

- Financial Aid participated in the Promise event on 7/28, we also participated in the Cruise Navigator events June 29 thru August 3rd.
- Lilibeth Rodriguez attended the Cal Grant Program Regional Training session at UCSM.
- Appeal Workshop was provided on 6/16/17.
- Gilda, Natosha (Tosh) and Lilibeth (Lili) continue the ERP assignments.
- Pilar Ezeta provided financial aid workshops to new Ambassadors, Cruise Navigators.

## Innovation & Data

Current system maintenance has been limited to the minimum and is continuously failing affecting this year's ability for the Financial Aid office to proactively process aid applications in a timely manner.

Data thru June 2017 & July 2017

- Bog Waivers = 14,115 students received BOG A, B and C totaling \$10,863,405.
- Cal Grant= 1,100 students received
- Cal Grant B or C totaling \$1,474,935.
- Pell Grant = 5,101 students received Pell totaling \$18,923,886.
- SEOG Grant = 1,018 students received SEOG totaling \$537,614.
- Direct Loans = 428 students took out loans totaling \$1,460,661.
- PLUS Loans = 32 parents took out loans totaling \$128,416.
- Osher Scholarship = 33 students totaling \$30,500.
- Miscellaneous Awards = 198 students totaling \$148,923.
- 17/18 FAFSA received roughly around 19,000.

## Student Success Stories

- Distressed non-resident parent and the student both experiencing being at risk of homelessness in different cities were properly assisted and continue to receive the navigational help needed to begin the 17-18 academic year.

## Policies & Procedures

- We implemented new process for administering the Osher Scholarship to minimize paper and for productivity.

- Changes in regulatory verification process greatly alleviated the number of forms and supporting documentation that selected students were previously required to submit. After the IRS Data Transfer Retrieval Tool was breached, regulatory flexibility was offered to students and parents requirement to submit the IRS transcript when they attempt to obtain the document is not possible. These students/parents may submit a signed copy (with wet signature) of the Tax Return form kept at home.

### **Special Recognition**

A big thank you and note of appreciation, to recognize all the Financial Aid Office staff whom against all odds made it possible that students could have their 17-18 award letters in July. In the midst of packaging, and disbursing summer aid, the Financial Aid system (SAM) failed 3 times (after tests were performed) going on the 17-18 "live data ". It was not until the 2nd week of June when students began to receive their 17-18 notifications on next steps, documents needed, etc... and by that time we have already received over 20K aid applications. The earliest estimates in which we would have been able to provide students with their award letters was set for the 1st week of classes, August 22nd and yet thanks to them and after 213.5 hours of overtime in 6 weeks 6,603 students began to receive their award letters on 7/22/17.

# Outreach & Community Relations

## Employee Updates

- Outreach held first and second interviews for the 2017-18 ambassador team and made nine offers. We are excited for our team to get through the hiring process and get them started as soon as possible.

## Events & Activities

- Outreach Student Ambassadors, Joshua Quiroz and Tommy Bonds provided a campus tour for approximately 55 UCSD Upward Bound students. The students were led to many different departments on campus and exposed to the many support services and programs offered at Mesa College.
- Outreach Student Ambassador, Joshua Quiroz, provided a campus tour for ESOL students from Continuing Education. This tour was coordinated with Professor Jaime Lenke who is working on bridging CE ESOL and Mesa ESOL. This tour was the beginning of a partnership and collaboration to help CE ESOL students have a better understanding of Mesa College and to help facilitate their successful transition.
- Outreach continues to support the San Diego Promise Program at Mesa College and coordinated the "Planting Promises: Promise Scholarship Meet & Greet" event on Friday, July 28, 2017 for the incoming (2017-18) cohort of Promise students. Dr. Ashanti Hands provided the students with an engaging and uplifting welcome to Mesa College that was followed by their next steps as students in the program. During the event, students were able to visit, and sign up for, different support programs and services at the resource fair, reconnect with their Peer Navigator, meet the other Promise students in their cohort and take photos with them against the Mesa College step-and-repeat, play a variety of different games, and contributed to an art piece by writing their promise/hope/what they want to accomplish in the year on a bean and place it in the "soil" on the board. There were approximately 80 Promise students in attendance with 13 support programs and services tabling, and our Student Ambassadors and Peer Navigators.

## Innovations & Data

- As of June 30, 2017, Outreach made 57,768 contacts in 2016-17. This is a 61% increase over last year (2015-16).

## Special Recognition

- Special thank you to Karla Trutna and Van Chhum for all of their hard work and dedication to ensuring that the Promise students are provided with informative, engaging, and FUN opportunities at Mesa College.
- Special thank you to the Peer Navigators for all of their help with the Planting Promises event and for welcoming and guiding the new Promise students through CRUISE and through their first registration season.
- Special thank you to the various departments, programs, and services who participated in the Planting Promises event and engaged with our students in informative and meaningful ways: ASG, Career Center, Counseling, DSPS, EOPS, Financial Aid, Mesa Academy-Umoja, Mesa Bookstore, Mesa Tutoring and Computing Center (MT2C), SEEDS, Star Trio, Student Health Services, and Transfer Center.

# STAR TRIO

## Employee Updates

- Thuan Le participated in Classi-Con, Tutor Retreat, Planting Promises & Priority 4 TRIO Training.
- Marichu Magana & Brandon Williams conducted workshops for CRUISE.

## Events & Activities

Developing success videos for the website and to present to new students during program orientations.

## Innovation & Data

Program participants: 46 (8 new, 38 continuing).

## Student Success Stories

All of our student workers who were eligible to transfer, did so.

## Policies & Procedures

Revised orientation to focus on "connections." Due to changes in FAFSA (income eligibility is determined by tax return data from prior, prior year rather than the preceding calendar year), the FAFSA can no longer be used to determine eligibility for STAR TRIO. Some applicants may be required to submit their prior year income tax records for eligibility determination.

## Special Recognition

All of our student workers who were eligible to transfer to the 4-yr universities, did so: Andy Cruz, Harker Russell, Dalia Gonzalez, Sandi Doan, Wenfei Xu, Lourdes Villagran, and Nam Do.

# Student Affairs

## Events & Activities

### Summer CRUISE participation

Student Affairs staff participate in the Summer and Winter CRUISE events at a variety of levels, the most notable being the Icebreaker, the Financial Literacy workshops and the “Speed Dating” information tables. The Financial Literacy workshops focus on giving students experience with successfully managing personal finances in an unchecked consumer culture, while the “Speed Dating” information tables provide simple and concise introductions to various Student Services departments and their roles. The different CRUISE events were attended variably, based on their individual availability, by Kathy Fennessey, Claudia Perkins, Shanelle Watkins, and Courtney Lee, covering the areas of financial responsibility, student conduct, student engagement and student clubs, respectively. Generally speaking, participation in these events allows Student Affairs staff to emphasize the basic concept that greater engagement on campus is strongly correlated with greater levels of student success, and to demonstrate ways that new students can become engaged with the Mesa College campus community.

### Club Webpage Overhaul

In June, Courtney Lee completed preliminary work on establishing a new framework through which student club documents and information will be presented on the Mesa College website. The plan is to split the current singular student clubs page into three parts: a page for information on starting and registering a club, a page for necessary club documents and other information, and a page that will be populated with entries for each active and registered student club. All of these pages would still be linked through the Student Affairs webpage, and would likewise be linked together to provide ease of navigation. From the back-end, this new framework would greatly streamline the process of updating club information on the website, which is a true boon for the ICC’s advisor. We also hope to eventually integrate a sort of mini-calendar, which would display only club-related events on the Mesa College Calendar as a sidebar on the club pages. Once implemented, this new arrangement should make it far easier for students to locate the information they need with regards to joining, starting or maintaining a student club. Update for Student Conduct Our Student Conduct Officer, Claudia Perkins, attended the FBI Threat Assessment Campus Training this summer at Cerritos College. The event featured key note speakers providing information regarding campus safety protocols, student travel, social media safety, mental health resources and law enforcement

## Innovations & Data

### Planning Meetings

Another new facet of Student Affairs activities has taken the form of regular “planning meetings” that are attended by all of the Student Affairs staff members. We schedule these meetings about twice a month, or once every other week. The goal of these meetings, aside from actually planning the details of Student Affairs major events and assigning tasks to appropriate staff, is to foster a workplace environment where cooperation is the key ingredient. In spite of the simplicity of such a concept, we have already recognized and enjoyed the benefits that the increased teamwork brings with it, such as greater confidence in project timelines and the collaborative distribution of tasks to reduce or eliminate bottlenecks. These planning meetings are a partial outgrowth of

the Mesa Journeys project, which prompted us as a department to define and evaluate our ongoing processes, and we intend to preserve them an essential part of our office routine going forward.

### **Student Conduct News:**

Lieutenant Diana Medero of the SDCCD College Police worked with Claudia Perkins to establish sanctions for skateboarding on campus, including a Skateboarding Safety Workshop and Campus Community Service. The campus community service in this case would include handing out flyers to spread awareness regarding our skateboarding policy, since skateboarding is prohibited on campus.

The Student Affairs Office assisted over 100 students in the months of June and July. In every case we provided guidance, general information, and identified resources for a wide variety of student needs. We also participated in Summer Cruise, where among other things we informed students of their rights and responsibilities on campus. In particular, we highlighted our “See Something, Say Something” campaign so that incoming students will be assured that we are a campus that listens to our student’s concerns.

### **Special Recognition**

The Assessment Office for their coordination with the new implementation of the Multiple Measures Assessment Program (MMAP) Pilot. Under Genevieve Esguerra’s leadership, the Assessment team of Josh Taylor, Naayieli Bravo and Amy Bettinger have done an exceptional job rolling out the program to our new students. They are taking the time to connect with each student while helping place the student accordingly. The attention and care they are providing each student has created a sense of value, appreciation and belonging for our new students. Great work to Team ASSESSMENT!! MMAP is an incredible change for our campus and has already had a positive impact on our students. The feedback has been remarkable! Once again Mesa continues to be the leading College of Equity and Success!!

# Student Development

## Employee Updates

- Terrence Hale and Patricia Rodriguez have started in July as the contract counseling faculty for general counseling.
- Patty Rodriguez is our HSI Stem Counselor.
- Mary Garcia, adjunct counselor will be assisting with the STEM Core by providing student support as needed.
- Camille Harris is the new adjunct counselor in the TEC Center

## Events & Activities

- Integration workgroup meetings continue to take place this summer. Thank you to Larry Maxey and Wendy Smith for being an integral part of the integration team, along with the members of the Student Success and Equity Committee.
- The Dean of Student Development worked collaboratively with Bridget Herrin, Alanna Milner, and Jennifer Kearns to complete the Military Times survey.

## Innovations & Data

- The SARS Scheduling system was implemented in the Veterans Resource Center in order to better track student contact.
- The Student Development website was developed this summer and it includes a welcome video from the Acting Dean of Student Development, along with information on the joint school meetings.
- The Veterans Advisory Council website has been developed and is now available!
- Under the leadership of Leroy Johnson, chair of counseling, the adjuncts in Transfer, Evaluation, and Career Center assist general counseling as needed during peak.

## Special Recognition

- To Barbara Plandor for working collaboratively with the Trina Larson and Angie Avila to get us started with SARS for the tracking petitions in the VPSS Office and Veterans Resource Center.
- To all the Student Development Supervisors: Ivonne Alvarez, Cheri Sawyer, LaWanda Foster, Barbara Plandor, Claudia Estrada for all their hard work and getting the staff evaluations completed on time.
- Thanks to Bridget Herrin, Alanna Milner, and Jennifer Kearns for working collaboratively with the Dean of Student Development and assisting with the data needed for the Military Times Survey.
- Thanks to Leroy Johnson, Chair of Counseling for starting a practice that allows adjunct faculty in Transfer, Evaluation, and Career Center to assist general counseling as needed during peak.
- A big shout out to Lisa Kushchnick, Greg Perez, Enrique Chang, Dakota Cantu, and Dylan Hardie for their hard work in the Veterans Resource Center. They were incredibly helpful and cleaned the center. Their willingness to do this show their continued commitment to the center and student veterans. It continues to be a pleasure working with these student workers and I appreciate them all.
- A warm welcome to Gail Fedalizo for returning to his assignment in the Veterans and Records office after a two year assignment in Continuing Education. We are happy to have him back supporting our student veterans and providing assistance with VA certifications.
- Thank you to Angie Avila for assisting our student veterans with all their needs, along with playing an instrumental role in helping with the VAC website. Her support and dedication is appreciated.

# Student Health Services

## Events & Activities

- Provided the film "Midnight" with a panel presentation. The film was extraordinary. We all experienced a range of emotions. The panel discussion after the film was robust. Panel members from the LGBTQ community spoke about their personal stories which brought the film's message to life. Starla Lewis provided a cultural African American perspective.
- Mark Malebranche RN, PhD attended the Summer Assessment Institute.
- Mark Malebranche RN, PhD and Fredy Dominguez attended the Promises tabling event on July 28th. We already have had a student contact us for services.

## Innovations & Data

Student Health is an underutilized service in the summer owing to the lower number of students. In June-July we served 136 students.

Our innovation is to provide Allied Health students, enrolled for fall 2017, physicals and vaccinations during Summer to prepare for their program entrance. This enables students to obtain their prerequisites at a much reduced cost.

## Student Success Stories

Fredy Dominguez, Peer Educator, graduated with an associate degree in Liberal Arts and Sciences Studies - Chemistry. Fredy is leaving Student Health at the end of summer.

## Special Recognition

Laura Milligan RN, FNP served in a humanitarian effort for 2 weeks in July. Laura served the Iraqi people in a hospital/clinic outside of Mosul. Laura remarked that the hospital/clinic was an escape from the 120 degree heat outside, where people lived. Laura recalled that while the Iraqi people were non-English speakers the children were easy to communicate with through the universal language of love, play and comfort.

# Student Success & Equity

## Employee Updates

Jesus Gaytan, EOPS - Special Populations Counselor, started July 3<sup>rd</sup>.

## Events & Activities

- Dean Maxey attended the CCEAL working group meeting and participated on a panel highlighting the college's work around equity and student success.
- During CRUISE, Dean Maxey facilitated five parent workshops designed to assist parents as their children transition to college.
- Summer CRUISE, Peer Navigator Program and the Avanza Student Engagement Center were officially transferred to the school of Student Success and Equity.

## Innovations & Data

### SSE Direct Student Support

We haven't completed our data for summer; however, our current standing:

- 35 students were evaluated for services this summer
- 29 students received financial assistance.
- We gave out \$3160.40 in assistance
  - \$2000 for books
  - \$950 in food cards
  - \$150 in print cards
  - \$266.40 for bus passes

### The Stand

- 57 students accessed The Stand for food and or professional clothing this summer.

### Special Recognition

- Sasha Verastegui and Lupita Fernandez for their efforts in continuing to build our CalWORKs program here at Mesa. Thank you for your hard work and commitment to supporting our students.
- Thank you to Pahua Vang for all of her hard work while bouncing back and forth between the campus and ERP. We appreciate that you continue to support us and keep us on task. Thank you.

# Transfer

## Employee Updates

- Welcomed Claudia Estrada-Howell back from maternity leave.
- Hired Camille Harris (former intern) as an adjunct in transfer and career as an adjunct.

## Events & Activities

- Transfer CSU and UC workshops have been offered all summer long.
- Transfer Day planning is ongoing. Transfer day is October 3rd from 10 to 1pm. College tour Bus trips are being planned with City and Miramar. Details to follow. Transfer Awareness Month is October.
- Transfer Evening fair is Nov 6th. Some campuses are open for Spring of 2018; providing ongoing application assistance for interested students. New application system, live for CSU campuses.

## Innovations & Data

June

- 53 appointments
- 16 drop ins

July

- 84 appointments
- 77 drop ins
- 68 self-help walk-ins

Very proud of the TC team...We completed a revision of Mission Statement, Goals, and SSOs. SSO mapped to the SSP plan and to the ILOs. All transfer workshops have been revised and updated by Shawn Fawcett. Mary Garcia is working with Patty on the STEM grant.

## Student Success Stories

Recently two students (new to the transfer center) shared with the staff that they were very pleased with their experience in the Transfer center and were able to get all their transfer questions answered.

## Policies and Procedures

Transfer and Career counselors started doing general drop in counseling for one hour each day. The new application for Cal State Apply is live. PowerPoint training will be available for counselors after August 7th. Anne Hedekin received training on Taskstream.

## Special Recognition

Voice mail left for Claudia Estrada-Howell singing Danielle Short's praises for superior service provided in the TEC.

## **Veterans & Records**

### **Special Recognition**

Thanks to Leroy Johnson and Anthony Reuss for assisting with Veteran folders.

# Vice President Student Services

## Employee Update

- College Technical Analyst, Daniel Stromwall resigned from his position. Student Services hosted a farewell celebration in honor of his amazing work with our areas.
- Title V - Program Activity Manager, Monica Romero was promoted to Associate Dean, Career Technical Education here at Mesa College.
- Zulma Duran joined the Student Services team as a Project Assistant in the Administrative Suite.

## Events & Activities

- Our Mesa Motivation & Moral (M&M) Committee hosted a Summer Picnic in June (including a Student Services Trivia Contest) and a Progressive Potluck in July.
- VP Hands hosted a Mesa College Equity Event with Drs. Frank Harris & Luke Wood and representatives from the College Futures Foundation. The visit included a tour with College Ambassadors, visits to The Stand and The LOFT and a Stakeholders Meeting with President Luster, Larry Maxey (Student Equity), Monica Romero (Title V) and Leslie Shimizaki (New Faculty Institute).
- Student Services held our Annual Mesa Student Services Council Retreat at the Marina Village. Topics included Lollipop Moments, Safety, Looking Back & Moving Forward, Moving the Needle: Student Success & Equity and Mesa Journeys.
- VP Hands welcomed new students at our CRUISE and Mesa College SD Promise events. The Classified Senate, including Johanna Aleman, Yolanda Catano, Zulma Duran, Kathy Fennessey, Trina Larson, Charlie Lieu, Danielle Short, and Dawn Whiting provided an icebreaker activity for each CRUISE summer cohort.
- VP Hands, Daniel, Johanna, and Trina participated in ClassiCon events.

## Innovations & Data

- Student Services areas successfully collected, input and/or reviewed Program & Student Services Outcomes that were input into Taskstream.
- I am pleased to share that San Diego Mesa College has entered the 4<sup>th</sup> phase of our Multiple Measures Assessment Program (MMAP) Pilot. Knowing that the assessment and placement process is perhaps the single most influential factor in determining whether students will achieve their educational goals, a group faculty, staff, students and administrators have worked collaboratively to launch our new **Mesa College Placement Assistant**. The Placement Assistant helps to determine course placement using multiple measures rooted in prior academic experience including high school GPA and course grades.

Effective Monday, July 17, 2017 the Placement Assistant will be the first option available to students who have recently (within the last 10 years) attended a United States High School for 3 or more years and have not already started their math and/or English sequence. This change has the ability to affect thousands of students every year and we predict it will support equity efforts by closing equity gaps in our placement process and honoring the capacity of our students to perform at college level.

The [Assessment & Testing](#) site will be updated on Monday, July 17<sup>th</sup> to include our new pilot. The site will serve as a great tool when discussing our placement process/options with students. Be sure to visit the site on Monday.

## Policies & Procedures

- Effective July 1, 2017 all new student services employees will receive a Welcome Letter from the VPSS and a copy of Strengths Finder 2.0 book.
- To assist with annual planning we moved the collection of information for our annual Student Services Plan to summer.
- The VPSS office worked with the Associate Dean of Research, Bridget Herrin, to collect information that will allow Student Services areas to have program specific data packets to assist with Program Review.
- Our Peer Navigator/CRUISE Program will now report to the Dean of Student Success & Equity.
- Confirmed Student Services Fall Hours. Hours can be found [here](#).

## Special Recognition

Special thanks to Mesa Colleges 2016-17 Multiple Measures Assessment Program (MMAP) Committee for helping to launch our Online Mesa Placement Assistant, closing equity gaps honoring the capacity of our students to perform at college level.

<b>Name</b>	<b>Position</b>	<b>Department</b>
<b>Ailene Crakes</b>	Acting Dean	Student Development/Counseling
<b>Alanna Milner</b>	Classified	Institutional Effectiveness
<b>Andrew MacNeill</b>	Dean	English/Basic Skills
<b>Ashanti Hands</b>	Vice President	Student Services
<b>Bridget Herrin</b>	Associate Dean	Research
<b>Chris Sullivan</b>	Faculty	Basic Skills
<b>Daniel Stromwall</b>	Classified	Student Services
<b>Genevieve Esguerra</b>	Supervisor	Outreach
<b>Gina Abbiate</b>	Faculty	Mathematics
<b>Joel Arias</b>	Classified	Office of Communications
<b>Joshua Taylor</b>	Classified	Testing
<b>Karla Trutna</b>	Classified	Outreach
<b>Michelle Toni Parsons</b>	Faculty	Mathematics
<b>Tracey Walker</b>	Faculty	English as a Second Language
<b>Wendy Smith</b>	Faculty	English

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