



Student Services Council Meeting Minutes

September 18, 2024
2:00 – 4:00 pm, Zoom

ATTENDEES	Larry Maxey, Chair	Erika Higginbotham	Jennifer Park
	Johanna Aleman	Jose Hueso	Kari Parker
	Ivonne Alvarez	Kyung Ae Jun	Olivia Picolla
	Alex Berry	Suzanne Khambata	Saúl Quiroz
	Lynn Dang	Charlie Lieu	Cynthia Rico
	Nellie Dougherty	Lucio Lira	Karina Sandoval
	Shalamon Duke (Mentor Match)	Vicki Miller	Andrew Tanjuaquio
	Pilar Ezeta-Rodriguez		

AGENDA ITEM I: Welcome, Check-In, and Equity/Success Sightings

REMARKS	<ul style="list-style-type: none">Folks are working hard on the issues arising with the SSO transition.Shout-out to Financial Aid!Shout-out to Ivonne for helping and triaging.
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AGENDA ITEM II: Review of Meeting Notes

APPROVAL/ MODIFICATION	Notes from April 17, 2024 were approved with no changes.
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AGENDA ITEM III: Campus/District Updates

UPDATES	<p>DSSC</p> <ul style="list-style-type: none">We will now have two faculty representatives, adding a categorical counselor in addition to the general counseling chair. <p>AB2683: Title IX Sexual Harassment Requirement for Students</p> <ul style="list-style-type: none">This will be placed in Canvas as a to-do item. <p>AB91</p> <ul style="list-style-type: none">Southwestern College has begun enrolling students.But Region X is waiting for Sacramento.
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	<p>September 15</p> <ul style="list-style-type: none"> • We transitioned to District’s new website. <p>September 19</p> <ul style="list-style-type: none"> • Transitioning to a new credit card payment system district-wide. There is a multi-factor verification requirement. <p>Junior Achievement Center</p> <ul style="list-style-type: none"> • SS Leads made a visit to this center. We’re looking to work with the center on financial literacy requirements our students have. This may also be something cohort groups could take advantage of. <p>Election Guide</p> <ul style="list-style-type: none"> • We want to be proactive. SA and SHS are developing activities to help us support students after the election. General Counseling is also thinking about this and preparing to respond. <p>SDICCCA</p> <ul style="list-style-type: none"> • Mesa will host the October SDICCCA Fellows meeting. <p>Thanksgiving</p> <ul style="list-style-type: none"> • The SS Center will be open 8-4:30, M-W. Departments will be open.
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AGENDA ITEM IV: Old Business

UPDATES	None
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AGENDA ITEM V: New Business

UPDATES	<p>A. Mentor & Match Platform, Dr. Shalamon Duke</p> <ul style="list-style-type: none"> • “Mentoring Moments Matter” (Motto) • Since COVID the landscape for mentoring has changed. It can happen in a few minutes or over years. • The Mentor & Match platform connects students with mentors on campus. We have models for this, like the Student Success Coaches, but this may open the opportunity for more cohorts of students. • This program is facilitated through a mobile platform (iOS, Android) that features mentor cards with mentor pictures and points of interest and personal qualities that may be important for prospective mentees. • An algorithm will help make matches. Students will then receive a “deck of cards” of potential matches that students can swipe through.
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- Mentors can include any Mesa employee.
- Mentors receive resources, including training videos, a mentor directory, crisis/basic needs resources, and student/mentor access to 24/7 mental health services.
- Mentors & mentees can set audio or video appointments through a calendar function.
- It’s used for A2MEND, Puente, and API cohorts, for example.
- The point is to meet the important mentor needs students have with the ease and guardrails the platform offers.
- A liaison (and sub-liaisons) at Mesa would be assigned to oversee the exchanges and send push notifications, for example.

B. Building Evacuations Plan

		Name	Office Phone	Cell
Emergency Facilitator				
	Primary Designee	Larry Maxey	2881	(619) 370-8002
		Vicki Miller	2698	(858) 395-9230
	Liaisons	Trina Larson (Campus Level)	2678	(619) 204-7434
		Zulma Heraldez (Parking Level)	2699	(661) 623-9510
Floor Captains				
1 st Floor	Lead Captain	Jennifer Park	2632	(562) 235-5480
	Co-Captain	Skyler Dennon	2952	(619) 417-7593
2 nd Floor	Lead Captain	Suzanne Khambata	2774	(619) 675-6736
	Co-Captain	Agustin Rivera	5991	(858) 663-5581
3 rd Floor	Lead Captain	Andrew Tanjuaquio	2779	(858) 774-2077
	Co-Captain	Karla Trutna	2632	(619) 980-1967
4 th Floor	Lead Captain	Leticia Diaz	2468	(619) 246-3620
	Co-Captain	Lisa Abuyo	5021	(619) 734-5150
Evacuation Area Coordinator				
	Primary Designee	Courtney Lee	2699	(619) 944-3757
		Saul Quiroz	2820	(818) 521-1033
Other Assigned Personnel				
Building PA System	Primary Designee	Larry Maxey	2881	(619) 370-8002

- The PA system is not currently working. The line is still valid but now that we’re on Microsoft, it’s not working.
- The team will meet and then we’ll bring information back to MSSC.

AGENDA ITEM VI: Student Services Updates

UPDATES	<p>Student Services</p> <ul style="list-style-type: none"> • M&M: Participate in this month's activities sent by Pahua. • Safety: See evac plan update above. • Tech Update: Mesa Journeys Newsletter; please add your events to the events calendar. Talk to Charlie about access or training. <p>Student Affairs</p> <ul style="list-style-type: none"> • Student Affairs: Next week is our big pep rally from 12-2. • Financial Aid: There have been several challenges with financial aid. There was a big overhaul to FA. It will be positive eventually, but
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	<p>challenging now. The app won't be available until Dec 1. This will make the next academic year difficult. Much of this is not under our control. What we used to do in April/May was done in late July. Student notifications were delayed. FA has been working with different offices to help students. Dream Act applicants' applications have been delayed and they're just now being processed. We'll be in a better place in mid-October in terms of funds distributed. Campus of Record changes: This is handled by FA. If a student has already been awarded certain types of financial aid, they may be ineligible for some services at colleges not attached to the college of record, but it's very difficult to change this once funds have been awarded. Saul and Pilar handle this. They are not processed mid-year/post-fall.</p> <ul style="list-style-type: none"> • Outreach & Promise: We are having a Cal-SOAP college and career fair on Wed, Oct 23. Hosted on Mesa campus. Departments can reserve a Mesa table. If you're interested, let Jen know. Cal-SOAP College & Career Fair on Wed, October 23rd. 6pm-8pm on Mesa campus. If you would like to represent your program or office at the fair, you can do this free of charge. Please just submit a table request. • Student Health Services: A recent email went out related to COVID. Vaccines will be available on October 9. We'll be giving out free flu shots for students. Narcan boxes have been delivered. There's one on the 2nd and 4th floors. Narcan will not harm someone who has no narcotics in their system. <p>Student Development</p> <ul style="list-style-type: none"> • Admissions/Records: We've been working on fraudulent applications with Veterans & Records. • Career/Evaluations: Open house next week from 12-2. • Counseling: Counselors will be attending the District Counselor Conference at Miramar College on Friday, October 25th. There will be no Counseling Services, but the office will be open with staff. We will update our website and post announcements • Veterans/Veterans Success Center: We had a successful fundraiser at the recent BBQ for the veterans' emergency fund. • Transfer: Transfer Day is coming up Oct 10. HBCU October 28. Transfer application deadlines are coming up. All Transfer Events can be found here: https://www.sdmesa.edu/student-support/transfer/transfer-events.shtml <p>Student Success & Equity</p> <ul style="list-style-type: none"> • EOPS: Rising Scholar expungement clinic tomorrow. • DSPS: Stay tuned for some exciting Disability Awareness events coming in October! • The Stand: We've provided students through our pantry and have provided emergency housing and transportation. Cal Fresh application support through Monica at The Stand, Wednesdays, 9-4.
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	Campus Wide Administrative Units/Partners <ul style="list-style-type: none"> Accounting: There will be no drops for Summer 2024 and Fall 2024 but holds for outstanding charges for these terms will be placed on October 1, 2024. New credit card system goes live tomorrow. Right now, we're only accepting fees for mandatory fees. Research: IE is working on the SS program review dashboard. We conducted a survey of the students who participated in CRUISE this summer. We will share with MSSC soon.
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AGENDA ITEM VII: Institutional Effectiveness Updates

UPDATES	<p>Program Review</p> <ul style="list-style-type: none"> Deadline December 2nd. Be sure to meet the due dates. <p>Accreditation</p> <ul style="list-style-type: none"> We're addressing the recommendations the Accreditation team identified.
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