

Mesa College Student Services

IMPACTFUL PRACTICES

Most impactful practices/programs/services implemented by your department/program during this transition to remote services.

Department	Practice
Student Development	<ul style="list-style-type: none"> The utilization of technology and online resources as a means for providing services to students. Participation in the online submission of petitions
Counseling	<ul style="list-style-type: none"> Spreading zoom appointments to all of our counselors, allowing a counseling response to all student needs. Implementing Online Pre-Registration Workshops One practice implemented by counseling that has been impactful was being available to see students right away. The availability of counseling appointments, phones, and emails were detrimental to providing students access to counseling.
CRUISE & Peer Navigator Program	<ul style="list-style-type: none"> Peer Navigators are still holding their monthly one-on-one meetings with their mentees via Zoom. Talking points have shifted to focus on the current situation and refer mentees to appropriate on campus departments. To reach a broader audience, PNs are working on creating town hall meetings (Zoom) to help address any concerns on a larger scale. Summer CRUISE is transitioning to online sessions, as well as holding PN training.
Student Health Services	<ul style="list-style-type: none"> Telemedicine has been established for new and recurring student visits with a Nurse Practitioner, Physician and Mental Health Clinicians. We have group counseling meetings set up for students.
Transfer Center	<ul style="list-style-type: none"> With Bridget's help we emailed 1000 students about the microsite program- within hours I was getting emails regarding how to fill out the CSU app as well as fielding questions from other interested students. We created an appeals tutorial along with updated appeals related documents. Other region 10 schools are using our appeals info and Fall 2020 COVID-19 FAQs
EOPS & Special Programs	<ul style="list-style-type: none"> Wellness Check-Ins- All counselors are assigned a list of students, counselors check in with students via a personalized phone call or email; check ins occur on a daily basis
Student Affairs	<ul style="list-style-type: none"> Moved the Common Application/ Disciplinary background checks for students via an easy online process. Notified students and processed Scholarship checks for this academic year vs next term. This is allows students to access funds now when in most need. Came up with a very creative way to recognize student recipients in place of the ceremony

Department	Practice
DSPS	<ul style="list-style-type: none"> • Implemented a new online information and appointment request form which has helped with facilitating communication with students. • Implemented a new phone/shift communication log to facilitate staff communication.
Transfer Career Evaluation	<ul style="list-style-type: none"> • Same day counseling appointments for Career & Transfer. • All of our online tools for TCE such as: How to Apply for Graduation Powtoon, Virtual Interview Help, and online GPA calculator.
Veterans Records & VRC	<ul style="list-style-type: none"> • Moved all forms to our website including information required to receive VA benefits. • Included the names and email addresses of staff to assist with questions. • Continued Vocational Rehab Counselor meetings for the semester. They are now via Zoom
Assessment and Testing	<ul style="list-style-type: none"> • Emails sent after Placement Assistant (PA) submission – After each PA or Orientation submission, we are contacting each student with a friendly “how can we help you with your next steps?” email. We are hoping this opens up student interaction as they attempt to navigate their onboarding steps.
Outreach and Promise	<ul style="list-style-type: none"> • Implemented various modes of communication to connect with students directly, including Google Voice Phone, Olympian Chat, and Instagram Takeovers. • Assist students one on one with CCCApply, the San Diego Prose application, connecting to FA, and answering other questions
Admissions	<ul style="list-style-type: none"> • Google Voice- we have a google phone number that rings at 6 staff members' cell phones and on my laptop. This allows us to continue to be accessible to students. Students are able to leave voicemails and/or text us. • Implemented a FAQ for the admissions website that we update weekly. We document students' calls and emails and see the common thread and then update our FAQ's.
CalWORKs	<ul style="list-style-type: none"> • All CalWORKs program documents have been transitioned to fillable PDF forms with a checkbox of acknowledgment. There is no need to print or scan documents back to us. • All counseling appointments can be made online, over the phone or by email.
Financial Aid	<ul style="list-style-type: none"> • Staff having remote access to their desktop. Desktop grants them access to DocuSign. • Ability to redirect faxed documents submitted by students as imaged into our secure share drive that can be easily reviewed by office staff to continue processing student application files

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DEPARTMENT NEEDS

What is the greatest need your department has at this time?



Department	Need
Student Development	<ul style="list-style-type: none"> Continued communication and access to information.
Counseling	<ul style="list-style-type: none"> Our biggest needs are increasing counselor familiarity with technology. Everything we do is slowed down and is slowly starting to get back to a speed approaching face to face activity. Some staff and counseling faculty would highly benefit from updated technology/software. Also, limited email space has been one of the main challenges for staff and counselors.
CRUISE & Peer Navigator Program	<ul style="list-style-type: none"> Some PNs have cited a need for equipment (laptop/access to wifi). For the most part, PNs are able to attend Zoom meetings by way of the phone option. The PN program is in the process of new hires for the next year. We are unsure of how to go about collecting signatures and requesting candidates to get background checks and TB testing
Student Health Services	<ul style="list-style-type: none"> We are researching telemedicine laws, policies, protocols, forms and standards of care. We need Electronic Health Records to simplify the process and cover all of the legal and ethical issues.
Transfer Center	<ul style="list-style-type: none"> More student engagement. We can only directly email the students who have signed up on our list. Would like to get more transfer info out to students who might be feeling overwhelmed and disconnected from the process.
Student Affairs	<ul style="list-style-type: none"> We are working on finding different ways to engage students and create a sense of campus life/ community via remote services and remote campus. We have provided spaces to create engagement; however those spaces are not being filled. Therefore we need to seek new ways to encourage and promote involvement
DSPS	<ul style="list-style-type: none"> DSPS is a paper heavy department (all paper student files) we have a need to access 2,000 student files so that we can provide the best possible service to student. Although we have been able to transfer most important paperwork to Canvas and have access to remote desktops, there are some documentation that we do not have access to.
Transfer Career Evaluations	<ul style="list-style-type: none"> We would like to be able to communicate better with students so that they know these services are available to them. For example, we need all Mesa students to have access to the online job board right now. For this we would need a student upload so that students could opt into this service.

Department	Need
EOPS & Special Programs	<ul style="list-style-type: none"> • Professional learning- currently providing individualized and group training on outlook web access, zoom, and some features on campus solutions.
Veterans Records & VRC	<ul style="list-style-type: none"> • Our greatest need is the technology for all staff. Network and hardware deficiencies are frustrating for the team. • On the bright side, we are gaining hardware for the staff from the campus and hope this removes any frustrations with the hardware issues they are encountering at home.
Assessment and Testing	<ul style="list-style-type: none"> • We know that many new students rely on face-to-face interaction to get their questions answered and to receive accurate information for their next steps. We are currently working on adding new modalities in order to connect with students in a new way however, we would love to hear what other departments are doing and how we can best connect/direct students to them.
Outreach and Promise	<ul style="list-style-type: none"> • Because individual connection/engagement are at the core of our practices, our staff and ambassadors have been using personal resources to complete their tasks (personal cell phones and laptops). Having access to work-specific technology or a stipend to supplement the use of these personal tools would support our efforts.
Admissions	<ul style="list-style-type: none"> • The greatest need for our office is creating ways for students to reach us. We have Google Voice, SD Admissions email and are looking at Olympia chat. We want to be accessible to students.
CalWORKs	<ul style="list-style-type: none"> • We will need more time for professional learning and get compensated for the time. Will need access to students' paper file to properly assist the current students. We will need district program laptops for staff to use to assist students.
Financial Aid	<ul style="list-style-type: none"> • Ability to provide better information on "lost" checks or a more efficient way to be the intermediary (messenger) between District Finance/ Accounts Payable and the student when checks need to be Void & Re-issued or investigated for potential fraud. Easier way for document submission.

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EQUITY EFFORTS

How are/will you ensure that equity is at the heart of your practices and delivery of services for students?

Department	Equity Efforts
Student Development	<ul style="list-style-type: none"> Given the increase in the use of technology, if providing remote services, it is important to gain a conscious effort to ensure that students have access to technology and provide support where needed.
Counseling	<ul style="list-style-type: none"> We'll ensure that equity is at the heart of our practice by continuing our efforts in Personal Growth classes, that are now totally online. We focus on equity as a part of our curriculum. One way that we'll ensure that equity is at the heart of our practices is to be fluid in our processes. We'll continue to be understanding to student situations by providing remote counseling services through video conferencing, phone, or email.
CRUISE & Peer Navigator Program	<ul style="list-style-type: none"> PNs: Currently working with Dean Maxey on creating ways for candidates to submit their paper work/next steps. One option is for SSE to mail out paperwork with return postage cost covered. CRUISE: Providing various versions to adjust as needed. For example, what a full online session looks like, a hybrid model (online/in person) and a return to original model (hopefully).
Student Health Services	<ul style="list-style-type: none"> We provide open equitable access to our services via text, phone calls and internet. We provide both group and individual mental and physical health care ever mindful that cultural norms/challenges need to be assessed and addressed in our interactions with students.
Transfer Center	<ul style="list-style-type: none"> We are being as intrusive as possible by communicating as much transfer information as possible via email and social media. We have set up GoogleVoice and email to accept calls and emails remotely for same day appointments etc.
Student Affairs	<ul style="list-style-type: none"> We are strengthening the ways we communicate with students. Students of concern have reached out and we are able to communicate at their own level of comfort via zoom, phone, or email.
DSPS	<ul style="list-style-type: none"> DSPS is intentional about using multiple methods to communicate with students including email, phone, zoom, and social media. Students are given preference for how they would like to "remotely" meet with a counselor and we are exercising flexibility on documentation on an individual basis.
Transfer Career Evaluation	<ul style="list-style-type: none"> We are looking at better ways to communicate with students intentionally not just by them finding our website or email.

DEPARTMENT	EQUITY EFFORT
EOPS & Special Populations	<ul style="list-style-type: none"> By acknowledging that every student is an individual of great worth this is to say that while systems and procedures may be universally communicated they will be individually applied.
Veterans Records and VRC	<ul style="list-style-type: none"> Equity in services will be via email communication and programming that meets the needs of our student veterans. The services and programming will include but not limited to services (currently virtual) such as personal & wellness or academic counseling, offering appointments with a VA vocational rehab counselor and one on one meetings with VA benefits staff.
Assessment and Testing	<ul style="list-style-type: none"> “At Mesa, equity is student-centered...We aim to provide opportunity to all students regardless of their educational goals and are here to set students up for success and we acknowledge all the different facets of our students’ identities.” We recognize that it is not a one-size-fits-all onboarding process for our students, and we want to make sure that students are comfortable enough to get their questions answered, fears allayed and are guided properly in their next steps at Mesa.
Promise and Outreach	<ul style="list-style-type: none"> We thrive on being intrusive, reaching out to ALL students, especially students who are first-generation college students (FGCS), to ensure they feel connected to our campus and most importantly set them up with the tools and resources to complete a program. In adding, we want to be sure we are reaching Promise students directly through all modes of communication: email, phone, video chat, and social media. We are heavily data driven, one example is our mid-semester progress report for the Promise program. This semester we have received over 300 class rosters containing 1,350 grades and feedback from faculty, and will be communicating with over 900 students to connect them with Counseling, Tutoring, and so much more.
Admissions	<ul style="list-style-type: none"> We are ensuring equity in our practice by listening to students and responding to their different needs without stereotyping them. We are also collecting data on what questions/needs students have and forwarding them to the department that can support them.
CalWORKs	<ul style="list-style-type: none"> Our program is very student-centered and we aim for equity in access and opportunities for all our students in our program. We will continue doing this by following-up with students on a weekly bases and provide a needs assessment to all of our students.
Financial Aid	<ul style="list-style-type: none"> We are doing our best that students receive the funds they need within the new margins.