

**Student Services Council  
Meeting Minutes**

April 20, 2022  
2:00 – 4:00 pm, Zoom

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>• One of our work-studies in the Admin Suite came to class to begin an exam and the instructor took the temperature of the class to see how they were feeling. The response? They were feeling tired and under-confident. The students took the test and when they were done, the instructor said she wouldn't grade the test because she could see the students needed more time with the material. Instead, they went over the exam and scheduled another exam later.</li> <li>• We had an engaging day with Jumpstart students! UC High sent a note expressing how comfortable adult learners felt here.</li> <li>• We have 366 students registering for Commencement. It's higher than previous years at this time.</li> <li>• 981 of our students were admitted to SDSU! This is up from pre-pandemic.</li> <li>• Happy birthday to Lucio Lira and Nellie Dougherty!</li> </ul>
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**AGENDA ITEM II: Review of Meeting Notes**

<b>APPROVAL/ MODIFICATION</b>	Notes from March 16, 2022 were approved with no changes.
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**AGENDA ITEM III: Campus & District Updates**

<b>APPROVAL/ MODIFICATION</b>	<ul style="list-style-type: none"> <li>• The first draft of our Institutional Self-Evaluation Report (ISER) has been released. Beth Cain shared a link last week. Please review the Student Services section and others to provide your input.</li> <li>• We are not dropping students for non-payment.</li> <li>• CHP and FHP lists are with the President. She will consult with the leadership and make final decisions.</li> <li>• We'll keep you posted on any changes related to vaccinations and other matters.</li> <li>• We are offering a number of incentives to encourage students to return to campus. We just sent out an email today regarding a \$200 transportation grant.</li> </ul>
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## AGENDA ITEM V: New Business

<p>UPDATES</p>	<p><b>A. Remote Work Policy</b></p> <ul style="list-style-type: none"><li>• We won't do any fixed schedules right now. We don't know enough right now. We need to have more conversation and dialogue. The SSLT and Exec teams are actively working on this. VC Smith sent a link to the Jira form, but folks should speak to their supervisors and managers first.</li><li>• We've currently had two rounds of approvals. With the support of supervisors, folks may submit ad hoc requests.</li><li>• There are three levels of approval: VPSS in consultation with deans; then VPAS; then the District office.</li><li>• Once approved, the VPSS hopes to be notified so she can communicate information back out to managers and supervisors.</li><li>• One request to all: think about this looks like for your whole departments. We need to rethink how we do things. Do we have virtual counters in addition to our in-person services? One goal would be to offer services as students need them. We just want to do this with intentionality.</li><li>• What does it mean to approve an ad hoc request? An ad hoc request is ideal for an employee who primarily needs to work in person but has projects that they can work from home.</li><li>• Requests are rolling and would be in place until the end of June.</li></ul> <p><b>B. Pride Center</b></p> <ul style="list-style-type: none"><li>• <a href="#">See Presentation</a></li><li>• The Pride Center is meant to be safe, supportive, diverse, and inclusive.</li><li>• We are invested in learning about what the community needs. Lucio has connected with a researcher who is conducting focus groups. For example, students responded that they'd like a place that will accommodate those with disabilities. Intersectional inclusion was a theme in many other ways. Respondents expressed interest in mental health, validation, and in a comfortable place to read and learn.</li><li>• The Pride Center created an informational flyer which includes a QR code for students to share and the Center to collect data.</li><li>• The Center matters because LGBTQIA+ students can feel alienated and depressed, for example. The Center is a place where students can feel validated, and can relax and "be" in their identities.</li><li>• The center welcomes students, faculty, classified professionals, and administrators who identify as LGBTQIA+ or who are allies.</li><li>• The Center will hold Safe Zone and other training, celebrations, workshops, leadership opportunities, and academic and personal counseling and support, for example.</li></ul>
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	<p><b>C. Outreach &amp; Retention Project</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See Presentation</a></li> <li>• This project was meant to reach out to students whose college debt has been forgiven at Mesa/SDCCD. Peer callers spoke to students about services and shared how to access these services.</li> <li>• The idea was to inform students of this and track the students' responses so we can program better and support our students better.</li> <li>• Outreach Ambassadors and folks from Basic Needs and Student Affairs made over 3,000 student-to-student calls.</li> <li>• Many students reached are excited to come back. Those who don't plan on coming back cited the campus closure as a key reason. Financial hardship was also an important issue. Some already graduated and/or transferred.</li> <li>• This was a very successful effort. The Ambassadors loved connecting with students.</li> </ul>
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**AGENDA ITEM VI: Student Services Updates**

<p><b>UPDATES</b></p>	<p><b>Student Services</b></p> <ul style="list-style-type: none"> <li>• M&amp;M: We are coordinating an event in conjunction with The Stand. Folks will be able to donate some items. And there will be a drawing opportunities.</li> <li>• Tech Update: We provided Constant Contact training to the Pride Center and Rising Scholars. If you're program is interested in learning more, we'd love to provide that training. We're making great progress in updating our Mesa Journeys checklist. These checklists will be in the new version of Mesa Journeys.</li> </ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"> <li>• Assessment: Assessment is very busy with challenge exams. Amy is there to help.</li> <li>• Student Affairs: The Scholarship Awards Ceremony will be held on April 28 at 4:30 PM. Please join! Commencement will be held in person this year. May 27<sup>th</sup> at 4:00 pm. We will be doing a volunteer call-out. If you're interested in volunteering, keep an eye out for an invitation that will be sent out soon.</li> <li>• AS: AS hosted a Random Acts of Kindness event. AS applications are available for positions next year.</li> <li>• Financial Aid: We are testing the campus logic software to help expedite and simplify their verification process. We lost one of our technicians yesterday. Farewell to Thuy Nguyen.</li> <li>• Outreach &amp; Promise: We have a visit this week with Hoover HS. This Friday, Promise students will be in the Quad taking photos. This Saturday, Outreach will be at the Linda Vista Cultural Fair. We are accepting Promise applications for fall.</li> <li>• Student Health Services: Don't take off your masks. There are surges and</li> </ul>
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other variants ahead. Go get your booster! If a student says they have COVID, call Suzanne ASAP. Students are stressed out right now. We have two Be Calm forums a week. There's a therapist at each of the meetings.

### **Student Development**

- Admissions/Records: We now have 17,800 students! Our student population is rebounding. Priority registration will begin on May 2.
- Career/Evaluations: Our virtual Career Fair will be held next week. We have close to 1,500 students who have activated their Handshake accounts. We are currently hiring Career Ambassadors. We've developed use a tool, Career Compass, to help students understand their strengths and possible careers.
- Counseling: We are looking to hire two more adjuncts now and take on two SDICCCA interns for the Fall. We will hold a lot of pre-reg workshops. Let students know we're here on drop-in. We want to see students and triage them. Some students don't meet the criteria for an appointment, but they don't necessarily need an appointment. Have students call and email. The BFCC counselors will be working with Black students who don't have an ed plan on file.
- Veterans/Veterans Success Center: Vicki Hernandez has taken a position with the Department of Veterans Affairs. Thanks to Ivonne and the whole Veterans team for your great work and support. We will hold our Veterans Success Ceremony on May 18, 5-7 pm. Post-pandemic, veterans will now need to take at least one class on campus in order to get their full housing allowance.
- Transfer: We are holding Transfer Talks all week, except Wednesday. We're doing spotlight transfer videos this year. We're waiting to hear from some UC's. SDSU: 981 students will transferred!

### **Student Success & Equity**

- Basic Needs/The Stand: We were happy to present at the Basic Needs Alliance yesterday. We've completed a HEERF request to reimburse students who have paid for bus passes. Next year, we will be able to help students with their bus passes. We're going to help students in need of regalia.
- AVANZA: We've been busy planning a virtual and in-person game night. We finished our Peer Navigator interviews last month. We'll be reaching out for presentations soon. We're also working on summer CRUISE.
- CalWORKs: We're planning our end of the semester celebration. We're still accepting students.
- EOPS: We have our Transfer Recognition event on May 3 from 5-6:30. We have about 65 RSVPs so far. We're doing holding two personal growth classes this summer.
- DSPS: We're screening for our new IA position.

## AGENDA ITEM VII: Institutional Effectiveness Updates

<b>UPDATES</b>	<p>Institutional Effectiveness</p> <ul style="list-style-type: none"><li>• We are working on some data sets for Student Services, for example, counseling data related to career services and data related to the LGBT+ community.</li></ul> <p>Mesa Pathways</p> <ul style="list-style-type: none"><li>• The Student Success Team project is in the works and the team looks forward to piloting next year. Please share your interest via a Google Form. The Fellows recently shared a retrospective video for Pathways. The Pathways full report is <a href="#">here</a>.</li></ul>
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