

## Student Services Council Meeting Minutes

September 20, 2023  
2:00 – 4:00 pm, Zoom

<b>ATTENDEES</b>	Larry Maxey, Chair	Jennifer Park	Olivia Picolla
	Marisa Alioto	Pilar Ezeta-Rodriguez	Claudia Perkins
	Grace Aumoeualogo	Anne Hedekin	Agustin Rivera, Jr.
	Alex Berry	Kyung Ae Jun	Karina Sandoval
	Robyn Bolden	Suzanne Khambata	Ryan Shumaker
	Ailene Crakes	Charlie Lieu	Andrew Tanjuaquio
	Lynn Dang	Gilda Maldonado	Karla Trutna
	Leticia Diaz	Mark Manasse	
	Nellie Dougherty	Vicki Miller	

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

<b>REMARKS</b>	<ul style="list-style-type: none"> <li>A Rising Scholar received Mesa support at court. The judge appreciated this.</li> <li>The special program solidarity mixer was a success.</li> <li>A Hoover HS student took tutor training and a supplemental course and decided to come to Mesa and be a tutor.</li> </ul>
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### AGENDA ITEM II: Review of Meeting Notes

<b>APPROVAL/ MODIFICATION</b>	Notes from April 19, 2023 were approved with no changes.
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### AGENDA ITEM III: Campus/District Updates

<b>UPDATES</b>	<p><b>EDU Emails</b></p> <ul style="list-style-type: none"> <li>We think it's too soon to move to a single sign-in. We need more time to transition to the new email. Single sign-in will move to 2024.</li> <li>Students aren't sure how to sign up or where to look for email messages. Students are confused by it.</li> <li>Some students aren't receiving SARS notifications and others.</li> <li>A video tutorial would help.</li> </ul> <p><b>CRM – Customer Relations Management Tool</b></p> <ul style="list-style-type: none"> <li>We're looking for a way to connect with students. Element 451 is being piloted by Miramar. We'll be moving in this direction.</li> </ul>
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	<p><b>Enrollment</b></p> <ul style="list-style-type: none"> <li>Enrollment is up.</li> </ul> <p><b>Umoja and Pride Center Coordinators; New Associate Dean Educational Partnerships</b></p> <ul style="list-style-type: none"> <li>These positions have been approved to go to the board and we expect to fill them.</li> </ul> <p><b>Pathways Onboarding</b></p> <ul style="list-style-type: none"> <li>We've been building Pathways principles for onboarding.</li> </ul>
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#### AGENDA ITEM IV: Old Business

<b>UPDATES</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
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#### AGENDA ITEM V: New Business

<b>UPDATES</b>	<p><b>A. Career Education (Berry)</b></p> <ul style="list-style-type: none"> <li><a href="#">See presentation</a></li> <li>There's funding for professional learning in matters related to career education. See form <a href="#">HERE</a>. Engage with your professional associations.</li> <li>We want to focus on paid internships. See the Mesa Internship Program on the slides.</li> <li>We can help by placing interns, connect with industry, invite the Career Ed team to a meeting.</li> <li>Career Education would like to collaborate with Student Services to help eliminate equity gaps in career outcomes through work-based learning, for example. <ul style="list-style-type: none"> <li>LINKS: <ul style="list-style-type: none"> <li><a href="https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics.aspx">https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics.aspx</a></li> <li><a href="https://www.calpassplus.org/LaunchBoard/SWP.aspx">https://www.calpassplus.org/LaunchBoard/SWP.aspx</a></li> <li><a href="https://livingwage.mit.edu/">https://livingwage.mit.edu/</a></li> <li><a href="https://smartasset.com/data-studies/salary-needed-to-live-comfortably-2023">https://smartasset.com/data-studies/salary-needed-to-live-comfortably-2023</a></li> <li><a href="https://cteos.santarosa.edu/sites/cteos.santarosa.edu/files/collegereports2022/San%20Diego%20Mesa%20College%20CTEOS%202022.pdf">https://cteos.santarosa.edu/sites/cteos.santarosa.edu/files/collegereports2022/San%20Diego%20Mesa%20College%20CTEOS%202022.pdf</a></li> <li><a href="https://stradaeducation.org/">The Power of Work-Based Learning (stradaeducation.org)</a></li> <li><a href="https://stradaeducation.org/">From College to Career: Students' Internship Expectations and Experiences (stradaeducation.org)</a></li> </ul> </li> </ul> </li> </ul> <p><b>B. TrueDialog Texting Platform (Lieu)</b></p> <ul style="list-style-type: none"> <li><a href="#">See presentation</a></li> <li>This is our new texting platform and several users have accounts. This will help us</li> </ul>
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	<p>communicate with students. We typically use emails or we'll call students to reach out to them, but these aren't students' preferred means of contact and are less effective.</p> <p><b>C. Asian American Native Hawaiian Pacific Islander Student Achievement Program (AANHPI-SAP) (Crakes)</b></p> <ul style="list-style-type: none"> <li>• <a href="#">See CCC Memo</a> and <a href="#">AB183</a></li> <li>• Mesa now has this grant which is meant to provide culturally responsive education to improve empowerment and achievement within these populations. This is ongoing funding for low income, first generation AANHPI students. Reach out to Ailene Crakes if you'd like to collaborate or need more information.</li> </ul>
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## AGENDA ITEM VI: Student Services Updates

UPDATES	<p><b>Student Services</b></p> <ul style="list-style-type: none"> <li>• Tech Update: email them to mesajourneys@gmail.com as well! We can help promote in our Mesa Journeys newsletter! Our new SS webpages will launch this Friday. Show and Tell Web Demo with Joel: <a href="https://docs.google.com/forms/d/e/1FAIpQLSffA7jAhczSbQzA18SLzqupWhLRWjIV9OYlbnO2o7-eiXTHkQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSffA7jAhczSbQzA18SLzqupWhLRWjIV9OYlbnO2o7-eiXTHkQ/viewform</a></li> </ul> <p><b>Student Affairs</b></p> <ul style="list-style-type: none"> <li>• Financial Aid: Fafsa and Dream Act applications will begin late December.</li> <li>• Outreach &amp; Promise: We have 1100 students in Promise. Promise Laptop Opportunity drawing - Applications close Sept 22 at 1PM. <a href="https://bit.ly/f23laptopdrawing">https://bit.ly/f23laptopdrawing</a></li> <li>• Student Health Services: SHS has COVID supplies.</li> </ul> <p><b>Student Development</b></p> <ul style="list-style-type: none"> <li>• Counseling: Appointments are available</li> <li>• Transfer: Transfer Center Links</li> <li>• <a href="https://www.sdmesa.edu/student-services/transfer-center/springsummerguestflyers2023/Ready%20to%20Transfer.pdf">https://www.sdmesa.edu/student-services/transfer-center/springsummerguestflyers2023/Ready%20to%20Transfer.pdf</a></li> <li>• Associate Degree in Transfer Updated Flyer:</li> <li>• <a href="https://www.sdmesa.edu/student-services/transfer-center/ADT%20Inforgraphic%2023.24.pdf">https://www.sdmesa.edu/student-services/transfer-center/ADT%20Inforgraphic%2023.24.pdf</a></li> <li>• Transfer Day/college fair October 12 10AM to 1PM rep visits and workshops following <a href="https://www.sdmesa.edu/student-services/transfer-center/2023transferday.pdf">https://www.sdmesa.edu/student-services/transfer-center/2023transferday.pdf</a></li> <li>• Application support flyer <a href="https://drive.google.com/file/d/1MTjyox3nTcRLXg91ovPa7GNb1ujB2LAI/view?usp=sharing">https://drive.google.com/file/d/1MTjyox3nTcRLXg91ovPa7GNb1ujB2LAI/view?usp=sharing</a></li> <li>• TCE Open House is next week: Tuesday &amp; Wednesday from 10am - 3pm: <a href="https://www.sdmesa.edu/student-services/career-">https://www.sdmesa.edu/student-services/career-</a></li> </ul>
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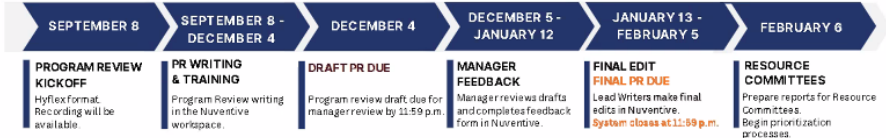
### **Student Success & Equity**

- The Pride Center is hosting this academic year Free HIV Testing in collaboration with San Ysidro Health—CHIP Program. Last August, 27 community members (students, faculty, and staff) got tested. Folks who get tested receive a 25-dollar gift card.
- The new Pride Scholars program welcomed 116 students. Pride Scholars will receive counseling services, book vouchers, school supplies, meal and transportation assistance, and individualized case management to connect students with on and off-campus resources.
- The Pride Center introduced its new service, QueerStyle Revival, an additional clothing service on campus to support students in finding gender-affirming clothing. The Pride Center is accepting donations this FA23 semester. The Pride Center is preparing to celebrate LGBTQIA+ History Month in October. More information about events and activities will be shared soon with the campus community.
- AVANZA: Peer Navigators are hosting a game night.
- EOPS: Dreamer Resource Center and Borderless Scholars – The DRC will hosted their Fall 2023 Virtual / In Person Borderless Scholars Workshops to students.
- Dreamer Resource Center and Borderless Scholars – FREE legal immigration consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars are partnering with JFS/HELS to offer FREE legal immigration consultations! Visit our website at:  
<https://www.sdmesa.edu/student-services/eops/borderless-scholars/resources.shtml> and [www.jfssd.org/HELS](http://www.jfssd.org/HELS)
- DRC Workshops: <https://drive.google.com/file/d/1u0Oy0q-QVYEP6d-7Seu8BCCR057qmGnA/view?usp=sharing>
- Connecting with the FAST Scholars and NextUp Team over breakfast and lunch at 72Fifty:  
<https://drive.google.com/file/d/1FBihQUSjTcVI1c9SKKST2zizGnO5CjWL/view?usp=sharing>
- Latino/a/e Heritage Month:  
[https://www.instagram.com/p/CxOFbAhMO2Z/?img\\_index=1](https://www.instagram.com/p/CxOFbAhMO2Z/?img_index=1)
- Fall Parent Café: Here is a link to the flyer:  
<https://drive.google.com/file/d/1mJL0MgINQarrThT6-LDjXS4PnNfKQDcG/view?usp=sharing>
- DSPS: Mesa College is excited to announce the new Mesa Test Proctoring Center! To learn more, please visit the <https://www.sdmesa.edu/student-services/student-success-equity/test-proctoring-center.shtml>

### **Campuswide Administrative Units/Partners**

- Research: The SS data dashboards will be complete by the end of the September.

## AGENDA ITEM VII: Institutional Effectiveness Updates

<b>UPDATES</b>	<p>Mesa Pathways</p> <ul style="list-style-type: none"><li>The success coaching program is underway. Almost 250 students will participate with 46 success coaches. They are planning a mixer on Halloween from 1-3. All are welcome to join.</li></ul> <p>Committee on Outcomes &amp; Assessment</p> <ul style="list-style-type: none"><li>We are working on annual deliverables – handbook update, annual cycle.</li></ul> <p>Program Review</p> <ul style="list-style-type: none"><li>Visit Mesa Program Review webpage to access Nuventive:<a href="https://www.sdmesa.edu/about-mesa/institutional-effectiveness/program-review/index.shtml">https://www.sdmesa.edu/about-mesa/institutional-effectiveness/program-review/index.shtml</a></li><li>This is an update year. The draft is due Dec 4.</li></ul>  <p>Mesa Pathways</p> <ul style="list-style-type: none"><li>SS Council Report</li></ul> <p><b>Mapper:</b></p> <p>Mesa will be working with the Foundation for California Community Colleges on an implementation plan for the Program Pathways Mapper (PPM) at Mesa College and will be provided at no cost.</p> <p>The PPM will enable students to:</p> <ul style="list-style-type: none"><li>Explore education programs and degree types across education systems</li><li>Save education program maps and use for course planning with advisor</li><li>Removes the barrier of “hidden curriculum” for first year students</li><li>Reduces excess credits, credit loss during transfer, and overall student debt</li><li>Clarifies the enrollment and transfer process</li><li>Provides access to program information and career data so students can make informed decisions about their future</li></ul> <p>Read more about the Program Pathways Mapper: <a href="https://foundationccc.org/our-work/student-success/strengthening-pathways-to-student-success/program-pathways-mapper/">https://foundationccc.org/our-work/student-success/strengthening-pathways-to-student-success/program-pathways-mapper/</a></p> <p><b><u>Academic and Career Pathways: Call for Participation</u></b></p>
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Your Academic and Career Pathway (ACP) needs YOU to help implement a greater sense of community for students in your ACP with equity impact. Our Academic and Career Pathways are designed to help students explore related programs in areas that interest them and connect students to relevant resources and support.

Check out our ACPs here: <https://www.sdmesa.edu/academics/v2/academic-career-pathways/>

Join us to learn more! The ACP Workgroup meets bimonthly during our Mesa Pathways working meetings. Our next meeting is Wednesday, September 27th from 12:45 - 2:15pm.

If you are interested in becoming involved, please reach out to Marisa Alioto ([malimoto@sdccd.edu](mailto:malimoto@sdccd.edu)) or to Howard Eskew ([heskew@sdccd.edu](mailto:heskew@sdccd.edu)).

#### **Mesa Success Coaches:**

Over the summer, the Mesa Success Coaches workgroup implemented their planned expansion of the Mesa Success Coaches Program, which included the following milestones:

- Recruitment of 35 coaches.
- Development of a Canvas shell for the coaches with templates for communication and a directory of campus resources.
- An orientation to onboard coaches.

With the start of the academic year, the program has formally begun, and with the help of the Office of Student Success and Equity, 225 students, all of whom self-identify as Black/African American or Latinx, have requested and been matched with a coach. Due to the overwhelming demand, an additional 11 coaches have been recruited and oriented to the program in one on one meetings for a total of 46 coaches. Coaches will meet as a cohort on a monthly basis to touch base, share insights and offer support. A mid-semester and end of semester of coaches is also planned to evaluate

Most coaches have been matched with five students, though some have more or fewer. All coaches have made initial contact with their students and success stories are already being reported! Some preliminary data shows that students who are being contacted via text are more engaged compared to students who are being reached via email.

Coaches are eager to be more involved in-person with the students they are coaching. To meet this need, a Halloween mixer has been scheduled for October 31st from 1-3pm (details forthcoming).

Kudos to core workgroup members: Ian Duckles, Gina Abbiate, Pahua Vang and Leslie Shimazaki for their hard work to make this program a reality!

	<p><b><u>College of Continuing Education (CCE):</u></b>  The College of Continuing Education Workgroup is working on details for a second CCE Day at Mesa, which will be held in Spring 2024.</p> <p>Program videos for English and Math have been edited and the ESL video is in the process of being edited. Upon completion of all, these videos will be added to the newly revamped web page, the expected launch date is TBD.</p> <p>The CCE Workgroup meetings are the first Friday of each month from 10:00 - 11:00 am. If you are interested in the work of the CCE Workgroup, please contact Cat Prindle (<a href="mailto:cprindle@sdccd.edu">cprindle@sdccd.edu</a>) or Jen Park (<a href="mailto:jpark002@sdccd.edu">jpark002@sdccd.edu</a>) for additional information.</p> <p><b><u>Next Mesa Pathways Working Meeting:</u></b> Our next Mesa Pathways Working Meeting will take place on September 27th from 12:45 - 2:15pm (meetings are held online via Zoom).</p> <p><b><i>To learn more about Mesa Pathways:</i></b> <a href="https://www.sdmesa.edu/mesa-pathways/">https://www.sdmesa.edu/mesa-pathways/</a></p>
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