

SAN DIEGO MESA COLLEGE

Student Services Annual Report

2018-2019

Points

of

Pride



Ashanti Hands, Ed.D.

Vice President, Student Services

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Message from Vice President Hands



Mesa College Student Services are designed to provide pathways that inspire, engage and empower our diverse students to learn and succeed. Every month, each of our departments prepares a [Monthly Update](#) that tells the story of how they contribute to the Student Services mission and the College's vision of becoming the leading college of equity and excellence. This report is a compilation of the amazing work that took place in 2018-2019, highlighting points of pride from throughout the year. Special thanks to our incredible Student Services departments and Leadership Team for their tireless efforts in creating the conditions that matter for our students to succeed.

Best,

Ashanti Hands

Vice President, Student Services

Student Services Departments



VICE PRESIDENT STUDENT SERVICES | DR. ASHANTI HANDS

STUDENT AFFAIRS DEAN VICTORIA MILLER	STUDENT DEVELOPMENT DEAN AILENE CRAKES	STUDENT SUCCESS & EQUITY DEAN LARRY MAXEY
ASSESSMENT & TESTING ASSOCIATED STUDENTS FINANCIAL AID OUTREACH & COMMUNITY RELATIONS, MESA PROMISE STUDENT AFFAIRS OFFICE STUDENT HEALTH SERVICES	ADMISSIONS CAREER COUNSELING EVALUATIONS STUDENT DEVELOPMENT OFFICE TRANSFER VETERANS & RECORDS	AVANZA CRUISE/PEER NAVIGATORS CALWORKS DSPS EOPS, CARE, NEXT UP, FAST BORDERLESS SCHOLARS, RE-START STAR TRIO STUDENT SUCCESS & EQUITY OFFICE

Points of Pride/2018-2019

Student Affairs



The division of Student Affairs offers many programs and services that support the success of students both in and out of the classroom. We empower students and provide guidance that supports their educational, mental, physical, financial well-being and builds their capacity for leadership and service. Through the collaboration of the six departments within the division of Student Affairs, including Assessment and Testing, Associated Students, Financial Aid, Outreach/Community Relations, Student Affairs, and Student Health Services, we have had a year filled with innovation, growth, engagement, and enthusiasm!

Assessment & Testing

We are particularly proud of how far we have come; this July we celebrated our two-year anniversary of offering the Placement Assistant at Mesa College! Thousands of students

have been placed using this tool, and we have seen the process change to include all students, no matter what their educational background consists of. In addition, Mesa's Assessment office has been able to use that experience to lend support to both City and Miramar as they transitioned to the new District Placement Assistant which made its debut with the CCCApply and Campus Solutions switch.

During Fall Semester, Assessment staff attended the "California Community College Assessment Association Southern California Regional Conference" at Saddleback College. Following this conference there has been so much excitement towards implementing some of the ideas to repurpose Mesa's Assessment Center. We have collaborated with Admissions, Counseling, EOPS, TCE and the Promise Program to utilize the Assessment lab computers to accommodate larger groups of students.

This spring, we officially transitioned to the District Placement Assistant. We have seen a shift in our department as we are helping more students remotely, but still receive lots of questions about the changes. In addition, we are collaborating with counseling to help students complete the ever-important orientation step.

Many students still come in to the office expecting to take an exam, so Placement Assistant continues to be considered good news for students! The fact that the Placement Assistant is simple, easy and quickly processed is very beneficial for students who feel an urgency to get a prerequisite cleared in order to register for a class right away.

Assessment practitioners continued to collaborate with Outreach to carry out the annual Pre-Enrollment Workshops. During the month of April, classified professionals Amy Bettinger and Naayieli Bravo continued to collaborate with Outreach to go out to Mesa's feeder high schools and assist over 270 students with completing the Placement Assistant. Assessment staff was able to successfully serve our incoming students and help them complete their assessment, an important first step to starting at Mesa.

Assessment office members participated in last spring's annual "Jumpstart Your Success: Cash In on Community College" event. Amy Bettinger and Naayieli Bravo held an open lab where students were able to complete their Placement Assistant. They also hosted a resource table and had the opportunity to meet a number of prospective students and their parents.

Associated Students



The beginning fall is busy time for students, especially members of the Associated Students (AS) and other student organizations, but the Mesa College AS hits the ground running with a broad spectrum of major events that included the Homecoming Tailgate Party, which is part of the Spirit Week campus-wide series of events surrounding our Homecoming Game, and the planning and implementation of the Fall 2018 AS Leadership Retreat. This retreat is designed to create a sense of community between the AS's various new and continuing members and the staff of the Student Affairs office with whom they will be working, as well as provide them with the training and insight they need to understand the landscape of student representation and advocacy. A bit later on in fall, the AS also organized and

hosted our annual Thanksgiving Feast again in November. Scheduling the event for the week prior to Thanksgiving has proven very successful, and this year's event was also extremely popular. Yet again, every bite of food was consumed!

In March, ten student representatives from the Mesa College Associated Students and campus clubs attended the American Student Association of Community Colleges National Student Advocacy Conference in Washington, DC. The student leaders presented two initiatives to the staff of four California state representatives: an initiative to encourage college to perform cyber-security audits through grants provided by the federal government and a call to declare the first week of April as Student Mental Health Awareness Week. Both presentations were well-prepared and delivered; the students really outdid themselves with their presentations during this year's trip. The Associated Students continue to advocate and represent the needs of our diverse student population.

During fall and spring semesters, the Associated Students in conjunction with the Office of Student Affairs and the Office of Equity and Student Success continued to host the Leadership, Equity, Action, Development (LEAD) Cultural Competency Series. This series involves a sequence of workshops and discussions on multiculturalism, class, gender, privilege, power and oppression hosted by Dr. Tanis Starck, the Assistant Dean of the SDSU School of Education. Students were given the opportunity to reflect on their own identity, how identities intersect, and how they influence one another. Participants were able to demonstrate recognition of one another's differences and connections in an effort to understand, learn, and appreciate the multicultural world in which we live.



Financial Aid

The 18-19 academic year has been a year full of first times, testing our critical thinking skills, our ability to adapt to ongoing change, and our ability to respond through action to, "How fast can we...?" Through it all, we have learned as much about ourselves as about the new Campus Solutions system, recognizing that we are experiencing growing pains with a lot of work yet to be done to fine tune our processes and finding the right rhythm. The end of the 18-19 academic year means that the Financial Aid Office has completed the first full year cycle of aid processing and disbursing aid. From the Student Financial Aid fairs, Jump Start to Mesa College/Cash In Community College, to

the most recent Basic Needs Summit, we have hosted, participated, and collaborated on a variety of campus activities all focused on better serving, better understanding, and better reaching out to our students.

The Financial Aid Office has processed and assisted by providing **\$44,031,423.08** to students in the form of waivers and aid, as follow:

• Federal Pell Grant	\$16,825,138.73	• AmeriCorps	\$20,760.29
• FSEOG	\$504,192.45	• Subsidized Loans	\$706,358.00
• Cal Grants	\$1,507,454.00	• Unsubsidized Loans	\$91,861.00
• Chafee Grant	\$60,000.00	• PLUS Loans	\$453,487.00
• Student Success Grant	\$1,270,174.00	• Private Loans	\$471,688.00
• Federal Work Study	\$328,604.14	• Osher Scholarship	\$22,824.00
• CCPGs (BOG waivers)	\$21,094,930.00 (in	• Outside Scholarships	\$163,375.00
waived enrollment fees)			

Outreach Office & Community Relations

EXPANSION OF OUTREACHING EFFORTS

The Outreach Department has been involved in numerous activities on and off campus in collaboration with other Student Services Departments and community partners. Outreach has been consistently expanding our circle of influence. This year we began providing services to students as far back as Pre-K, Elementary and Middle School. The effort has been very effective in showcasing the student support programs and services available at Mesa College. In the 18-19 school year, Outreach provided campus tours, services, support, and assistance to approximately 30,816 prospective students and their families.

SOCIAL MEDIA

Outreach officially has an Instagram (@sandiegomesaoutreach) and Facebook (San Diego Mesa Outreach) page to better connect and engage with students and prospective students. It's been a huge success with students we serve in the community. This enabled us to reach students who are unable to visit the Mesa Campus. We've established a pretty strong following and we continue to utilize social media to share Mesa College's programs and services. Stay tuned for an Outreach twitter page this Fall!

MIDDLE SCHOOL ENGAGEMENT ACTIVITIES

Mesa College Outreach has expanded its services to middle schools and elementary schools to support our District Outreach's early commitment to college program. Through the spring semester, we have been conducting outreach at the middle schools and elementary schools by request. To carry this effort out successfully, we have collaborated with our Career Department and Work Based Learning teams to create a presentation that is suitable for college and career assemblies. This interactive presentation introduces students to Mesa's programs and services, incorporates Career and Work Based Learning information, and best of all is student friendly. A Mesa student Q&A panel portion follows this presentation. Outreach has provided a number of different services ranging from providing support for student panels, presentations, and interactive activities to over 1,000 students at the Elementary and Middle Schools. Participating High Schools: Creative Performing Media Arts Magnet Middle School (CPMA), Lewis Middle School, Marston Middle School, and Spreckels Elementary.

PRE-ENROLLMENT BUNDLE

We have continued to partner up with Assessment and Counseling to offer our feeder high schools a "Pre-Enrollment Bundle." Our pre-enrollment bundle includes one-on-one Student Ambassador assistance with the Admissions Application and the online orientation, assessment via the Placement Assistant and Pre-Registration (workshop dedicated to creating a two-semester abbreviated plan) with Counseling. By offering Pre-Registration workshops at the high schools as a part of our Pre-Enrollment Bundle, we are able to remove a barrier for some of our high school students. They are able to complete their Student Success & Support Program (SSSP) steps including their education plans even before they graduate and without having to make an extra trip to Mesa. In addition, the opportunity to have a Pre-Registration workshop is offered to all schools that participate in our Pre-Enrollment workshop. This change was due to the success of last year's pilot (during which we offered it to only three high school sites). Outreach, in collaboration with the Counseling Department, has offered pre-registration workshops to six high schools within our feeder area (Clairemont High School, High Tech High School, Madison High School, Mark Twain High School, Point Loma High School, and Mission Bay High School). The pre-registration workshop has hit a record number of 281 students who have completed an abbreviated educational plan with a counselor. We are so excited to participate in innovations such as these and are working with counselors to spread the word about our new and improved assessment practices. Participating High Schools: Clairemont HS, High Tech High School, High Tech High Media Arts, High Tech High International, Madison HS, Mission Bay HS, Patrick Henry HS, Point Loma HS, and Twain HS.

MESA INFORMATION NIGHTS / NOCHES DE INFORMACION

During these sessions prospective students and their families have had the opportunity to learn more about Mesa College's programs and services and are able to have their questions answered in a welcoming and intimate setting. Prospective students and their families have heard from our student services and special programs such as: Financial Aid, Transfer, Career, CRUISE, DSPS, EOPS, CTE and are able to ask current students questions during the Student Ambassador panel. We offered six (6) separate sessions, three (3) in English and three (3) in Spanish. The Spanish sessions are held offsite in the space of one of our community partners, Access Inc., which is an education, career development, and immigration agency for the San Diego County immigrant and youth population. During 18-19, we served over 125 students and their families! Participating High Schools: Clairemont HS, High Tech High School, High Tech High Media Arts, High Tech High International, Madison HS, Mission Bay HS, Patrick Henry HS, Point Loma HS, Twain HS, Grossmont HS, La Jolla HS, Lincoln HS, Mt. Everest Academy, Serra HS, and The Learning Choice Academy.

OUTREACH AND NEXTUP PARTNERSHIP

Outreach is in partnership with the NextUP program, which is under the umbrella of the Extended Opportunity Program and Services (EOPS). NextUP is a supplemental component of EOPS and designed to support the educational goals and well-being of current and former foster youth. Outreach oversees the marketing of the NextUP program, both on-site and off-site. To successfully market this effort, a graduate intern for NextUP was hired, Janelle Brown-Peters. Janelle serves as the Outreach/ NextUP specialist and is joined by a NextUP student ambassador, Yesenia Jacobo. Both the Grad Intern and NextUP ambassador have been outreaching to foster youth agencies, educational organizations, and schools throughout San Diego County, presenting at all of our feeder high schools during our pre-enrollment workshops and have presented in PG 120 courses, and tabled on campus. We are currently in the process of exploring a pathway for our Mesa NextUP students to USD's Torero Renaissance Scholars program. The benefit to our NextUP students would be the following: tuition costs fully covered, housing assistance, and work-study opportunities. This spring we developed a partnership with the Torero Renaissance Scholars Program and are looking forward to coordinating more events with them this upcoming fall. We have also developed partnerships with Voices for Children and Wahupa Educational Services. NextUP has presented to over 800 prospective students!

Presentations to Foster Youth agencies, educational organizations and schools: Just in Time, San Diego Youth Services Transitional Housing Program, Walden Family Services, Continuing Ed's Gateway to College program, Monarch School, San Pasqual Academy, Promises2Kids, YMCA Youth & Family Services, Southeast Collaborative, Oasis Clubhouse, and Urban Corp.

SAN DIEGO PROMISE PROGRAM

The Promise Program at Mesa is thriving! The passage of AB 19 enabled us to serve 675 first-time, full-time students at Mesa College, regardless of need. A total of 455 students received a \$400 book grant through our local San Diego Promise program. The Promise Program also funded student fees and \$250 book grants for 138 second-year Promise students.



This spring semester, Promise hosted a total of six Study Hall sessions to provide students with a space and snacks to prepare for midterms and finals. We also collaborated with Student Affairs to offer two "Art of Inclusive Communication Workshops" for Promise students. Year 2 Promise students completed 562 community service hours as part of Promise requirements.

One key highlight of this year was the implementation of a mid-semester online progress report. This online progress report process enabled us to go green and collect meaningful faculty feedback to support students in their academic endeavors. Over 450 students completed the online opt-in process and over 1,150 grades were submitted by faculty members. Students appreciated learning exactly what resources to utilize to improve their grades. Faculty members appreciated the ease of the new online process.

In the fall 2019 semester, we will serve over 1,500 San Diego Promise students across two cohorts—almost 1,000 students in Year 1 and 533 students in Year 2. AB 2 will fund student fees for second year students, allowing district Promise funds to support part-time students and special populations.

Student Affairs Office



The Office of Student Affairs hosted multiple events, programs and initiatives throughout the 2018-2019 academic year in an effort to create a sense of community. Our events have been impactful and reflective, while encouraging learning both in and out of the classroom. We are thrilled that this year we partnered with various departments and service areas to promote and encourage student success, equity, mindfulness and restorative justice.

In November, Student Affairs and the Committee for Diversity, Action, Inclusion, and Equity hosted the opening of Mesa College's Serenity Space. We are thrilled to offer this calm space for students to use as a place for relaxation, meditation, tranquility and quiet prayer. This new space is located on the 4th floor of the 1400 Student Services building and will be open daily from 9am to 6pm.

Student Affairs and the Associated Students contributed notably to the calendar of events for Homelessness Awareness Month through Days of Service, the Associated Students Thanksgiving Feast, the Season of Giving Donation Drive, and through direct support at the Farmer's Market set up by the Office of the Dean of Equity. In addition, Student Affairs collaborated with the AS to host a student resource fair called "Sweets and Support," with representatives from Feeding San Diego and Legal Aid Society of San Diego present to give more information about their own programs and support

services. In addition, Student Affairs organized several opportunities for Mesa College students to provide community service through Days of Service, a program that aims to connect students to organizations dedicated to the good of the public. Two opportunities were organized; a day at Kitchens for Good and a day at the Jeff & Deni Jacobs Child Development Center. The involvement and support received for this week's efforts was exceptional and we will continue to grow these initiatives.

While there continue to be many tales of triumph over adversity in Student Affairs, the most notable success was the Jumpstart Your Success: Cash In on Community College, a special day of information and activities for potential future students from local high schools and our community areas. This year's event was held on Saturday, March 16, and was attended by more than **450** prospective students and their family members. Workshops included information of Financial Aid, Promise Program, Next Up/ Foster Youth, a student panel, along with various resources and departments providing guidance and support. Notable demonstrations included performances by the Mesa Dance Team, simulations of gas pressure and volcanic eruptions from the Physical Sciences department, and solar viewing through equipment set up and provided by the Astronomy department. We concluded the day by offering an opportunity drawing of \$250 Scholarships and bookstore gift cards for eight students who confirmed attendance to Mesa College! This impactful event was a collaborative partnership between Student Affairs, Financial Aid, Outreach, Student Development, and the office of Student Success & Equity, among other great campus departments. We are thrilled by the success of this event and will continue to strive for excellence!

The Office of Student Affairs continues to closely collaborate with the National Conflict Resolution Center for the presentation of their Art of Inclusive Communication workshops. These workshops focus on drawing parallels between people of different backgrounds and frames of mind, and using those parallels to build bridges rather than walls. The skills and insights provided by this training are far-reaching and applicable to everyone, but are most valuable to faculty or staff members who frequently interact with students and members of the public. Trainings were held continuously for students, professional classified staff and faculty. We are thrilled to have hosted a special workshop for the Promise Cohort and the feedback received was exceptional! Surveys taken after the workshop indicate a broadly positive response to the activity, with several participants noting that they were particularly moved by how different their perspective on communication became once they learned more about their workshop partners.



The Office of Student Affairs was also thrilled with the outcome of the annual Scholarship Awards Ceremony. Through the generosity of community and campus donors, Mesa College's Scholarship Program distributed \$167,425 to 172 students through 96 separate scholarship opportunities. We received a total of 2,676 applications across 144 opportunities from 578 students. The total number of applications submitted was much higher than last year; with an overall increase of almost 59.6%, or more 1,081 individual applications. This is an astounding development, easily the largest single increase in

scholarship applications ever seen in a single year at Mesa College, and a stark testament to the effort that Student Affairs, the Foundation, and the Office of the Vice President of Student Services have invested in the 2018-2019 scholarship cycle. In this case, the targeted initiatives at advertisement and outreach included classroom presentations and scholarship application workshops hosted by Student Affairs. The Scholarship Committee has also continued to explore innovations and new directions for this event, culminating in a complete re-design of the ceremony from a dinner on Friday evening to a luncheon on Saturday, while also carrying past innovations forward, most importantly the electronic check-in and notification system, which likewise continues to improve with every iteration.

Student Health Services

The Student Health Services department at Mesa College has made great efforts to have a positive impact on our students' lives by raising awareness of self-care, as well as mental and physical wellness. The Student Health Services has again reached out to a significant number of our students on campus this year, through programs, events, and support groups including the following:

- 2018-2019 Total Office Contacts: 6,330 (including 722 in March alone, a record high!)
- Fall 2018 First Mass Vaccination Flu Shot Event: SHS served 270 students (in just one day!).
- Our comprehensive five-point campus flu protection plan included over 1,000 free flu vaccines during the flu season.
- Fall 2018 Get Real, Inside and Out, presented by Veronica Gerace
- Spring 2019 College Health Assessments: 575 gathered
- Spring 2019 The Death Experience: SHS served over 500 students
- Spring 2019 Suicide Prevention, presented by Linda Gibbins-Croft: SHS served 130 tutors
- Spring 2019 Comfort Tent & Comfort Cart: SHS served more than 300 students

Points of Pride/2018-2019

Student Development



The School of Student Development is committed to providing comprehensive programs, services, and activities that address students' unique needs, while promoting their success in higher education. This is a big year for the school as the division supports institutional priorities and continues to collaborate with instructional partners to enhance student learning and maximize positive student outcomes.

In an effort to support Mesa's Promise students and enrollment management goals, Personal Growth face-to-face and online course offerings have more than tripled. Additionally, classes are being offered at the high schools. Student

Development is excited to be able to support early college programs to high school students in order to provide them with an opportunity to gain exposure to college courses, while learning about real world applications, connecting with college faculty, and preparing for higher education. This opportunity allows high school students to gain an understanding of what college courses will be like and helps them to get acclimated to the academic environment prior to completing their studies.

In addition to existing Personal Growth classes aimed at supporting the needs of Puente and Mesa Academy/UMOJA students, the Counseling Department will begin offering courses designed to meet the unique needs of the Asian Pacific Islander Americans and student-athletes. The school is pleased to share new additions to the growing family of Personal Growth courses available to students.

As part of the division's focus on equity minded approaches, continued dialogue is occurring at the joint school meetings for the School of Student Development and Student Success and Equity. These meetings have provided both schools with an opportunity to look at ways to address visible gaps in opportunities and outcomes for our students, along with increasing the prospects for students to participate in higher education opportunities.

Additionally, Student Development is continuing to look at ways to interpret data with student support in mind, along with keeping Mesa's definition of equity as a fundamental value and goal as we aim for equity in access and opportunities for all.

The School was pleased to hire two faculty in general counseling to help focus on equity minded approaches. These include a faculty assigned to serve the needs of Mesa College's student athlete population, and a faculty with an emphasis on online counseling and advising. The School is continuing to look at ways to expand services to student veterans through the new temporary location for the Veterans Resource Center, Veterans Internship Program, and counseling support. Furthermore, the division is proud of the progress and impact made by the Career Peer Ambassador Program. Through the support of Strong Workforce funding, the program continues to work towards supporting students through their career journeys by providing peer-to-peer services in the form of resume building, guidance with job search, as well as other career readiness services.

Student Voices: on Resume Support



Great help, my resume looks very professional now.

Very informative, knowledgeable, and provided great insight to resources of the Career Center.

The career peer ambassador was extremely helpful in getting my resume up to date and refining my professional summary.

Great help! I have much more confidence now in both my resume and the skills to manage and keep it up to date.

Additionally, key Student Development members participated in the Equity Crosswalk Activity, allowing each participant to look at the School's equity assets, including practices, policies, structures, programs, and personnel. Each attendee participated in an activity designed to better understand how programs and initiatives are contributing to student success measures broadly and in terms of equity.

The following are additional highlights of activities and programs under the School of Student Development:

Admissions

Admissions has focused its efforts on providing students with registration assistance during the Campus Solutions implementation. Additionally, the office continues to look at ways to improve its practices for Residency, International and Allied Health programs. Plans are underway to continue reassessing services to improve the student experience. 2018-2019 Admissions data appears below, including data for Allied Health programs admissions.

Services in the Admissions Office	# of Student Contacts
Admissions Drop in Services: Manual Registration, Enrollment Verification, Applications, Late Withdrawal, SSN, DOB, Student Identification Card, Name change etc.	7,500
High School Dual Enrollment: Clairemont, Kearny, La Jolla, Madison, Mission Bay, Morse, Patrick Henry, Point Loma, and University City, Dimensions, High Tech High, SET, and Thrive	3,161
International Students Support	1,597
International Student Applications	148 received; 109 admitted
Petition to Challenge	177
Residency Support	3,223
Veterans Records and Student Contact	300+

Allied Health Program	# Applications Submitted & Reviewed	# of Admitted Students
Animal Health Technology	151	32
Dental Assisting	96	24
Health Information Technology	88	64
Health Information Management	41	32
Medical Assisting	44	32
Phlebotomy	106	32
Physical Therapist Assistant	120	32
Radiologic Technology	69	32

Veterans Resource Center

The Veterans Resource Center is excited to benefit from funding received from the state to enhance services for our student veterans. Availability of the funds has allowed the team to focus on the structure, services, and minimum program standards. The center will be able to benefit from a new location, D-101. The new temporary location opened on July 22, 2019, allowing students to enjoy this newly furnished space.

Transfer Center

The Transfer Center is pleased to have rolled out the CSU APPLY Application Sessions this fall. The workshop included a presentation and counselors were available to answer questions. Many counseling faculty were represented, General Counseling, EOPS and STAR/Trio assisting students. Transfer Day was early October of 2018 and contact was made with over 375 students, with over 60 colleges and universities in attendance.



The Transfer Center participated in several bus trips this year. These include collaborative efforts with the STEM Center which made it possible to send students to USD, for DSPS students to tour UCSD, and for Mesa to join City and Miramar Colleges on the STOMP trip to UCLA. The Transfer Center also collaborated with UCSD alumnus Cheyenne Mercer to host the first ever transfer panel with former Mesa students who are currently attending UCSD. Prospective Tritons had an open forum for questions related to students' transition a new campus and to upper division expectations at a quarter system school.

The Center continues to support professional learning opportunities for faculty, along with supporting students through college rep visits, mini fairs, and student workshops to name a few.

The Center is pleased to announce that the Transfer Recognition Luncheon hosted over 132 students, faculty, staff and administration. Dr. Pam Luster and Mesa alumnus Cheyenne Mercer were the guest speakers. The team is still waiting on transfer numbers from UCSD; however, 785 students were admitted to SDSU and 58 students were admitted to CSU San Marcos.

Career Center

The Career Center worked diligently in the 2019-2019 year to bring new and exciting programming to Mesa students. In the fall of 2018, the Career Center had a very successful Career Week with one of the largest collaboration efforts to date. The team worked alongside multiple faculty, staff, students, and employers for this event. One of the biggest highlights of the year was the start of the Career Peer Ambassador (CAP) Program. The CAP program is a career readiness learning community at the San Diego Mesa College Career Center. It was piloted in the spring semester of 2018, and student leaders were selected and trained to provide peer-to-peer career coaching services to Mesa College students. Through this program, participating students have had the opportunity to learn from Career Peer Ambassadors about résumé writing strategies and career readiness resources. They also have opportunities to develop a better understanding of how to communicate their skills and experiences through well-formatted résumés, to build their confidence in the job/internship search, and to gain awareness of career events and opportunities at Mesa College. Between July of 2018 and April of 2019, the Career Peer Ambassadors offered over 1,257 hours dedicated to walk-in résumé-building sessions at the Career Center. Ambassadors spent approximately 198 of those hours meeting with students and holding 221 student sessions. The Career Center has collected 185 completed pre- and post-assessments from participants of the peer-to-peer resume building services. The Career Peer Ambassador Program has made a positive impact on the Mesa College community and continues to provide increased access to career services.

Evaluations Office



The Evaluations Office focused on student outreach this academic year. The team worked collaboratively with programs such as Geographic Information Systems, Health Information Management, and Health Information Technology provide students with information regarding evaluation services and the process for petitioning for graduation. The office continues to work towards assessing and improving its outreach to students, so that students can have an increased level of awareness and knowledge of services available in order to support the completion of their studies at San Diego Mesa College.

General Counseling

The general counseling department has focused its efforts on working together to support the success of the Mesa Pathways goals. Additionally, the department continues to work collaboratively with instructional departments to provide assistance to faculty with hard-to-fill classes. The ability of instructional faculty to have tabling set up outside the counseling office provides them with a chance to reach out to students and promote their classes, while building relationships and getting to know the counselors. Tabling will be available until August 23, 2019 for fall 2019 classes.

As part of its annual and ongoing assessment of outcomes, the counseling department piloted a new intake form that students complete before their scheduled counseling appointments. While prior student survey outcomes exceeded the established benchmarks for student learning, students still needed a platform to voice their thoughts. These findings resulted in the development of a pre-appointment student-needs assessment which was implemented in the spring. Building on the existing relationship with our campus-based researchers, the department's outcomes survey will now be administered with the students who participated in the pilot. The results will be collected and presented as part of the

department's annual outcomes departmental retreat, with an ongoing goal of improving counseling services while supporting students' success.

See below for information on student contacts for general counseling:

Date	Drop-Ins	Appts
July	87	7
August	46	9
September	103	14
October	133	25
November	4	0
December	98	13
January	102	25
February	98	9
March	91	11
April	120	10
May	134	13
June	121	14
Total	1,137	150

Date	Drop-Ins	Appts	Groups	Workshops	Phone Calls
7/1/18-12/31/18	16,413	2,331	430	1,542	12,834
1/1/19-6/26/19	12,383	2,423	130	858	10,537
Total	28,796	4,754	560	2,400	23,371

General Counseling Retention and Program Updates

ALLIED HEALTH

The counseling and allied health departments maintain strong communication to ensure that students have current program information. Specialized counseling workshops for various departments, including Radiologic Technology, Physical Therapist Assistant, Medical Assisting, and Health Information Technology/Management were expanded. Availability of these specialized counseling workshops allow the departments to take a more proactive approach to ensure that students receiving counseling service prior to beginning their programs. Additionally, the counseling department is working towards training an additional counseling faculty who can provide support to students pursuing allied health programs. This will result in expanded support and counseling services. The department continues to be an active participant in the creation and augmentation of the online applications so that they are both student friendly and operationally sound.

FIRST YEAR EXPERIENCE

The First Year Experience Program welcomed its last cohort in 2018-2019 that consisted of 106 students. It is important to note that 82% of FYE students were also Promise students. FYE, CRUISE and Outreach/Promise continued their collaboration in supporting their shared students. Participating students used the support services in place and many continue to serve as Peer Navigators and Ambassadors. Special thanks goes to FYE coordinator and counselor Amber Alatorre for her dedication serving as program coordinator.

INTERNATIONAL STUDENTS

The International Student Departure Workshop was held on May 10th in honor of 48 international students representing 18 countries who left San Diego Mesa College at the end of the spring semester. A similar event was held in the fall on November 30th with 24 departing international students in attendance. These new alumni indicated plans to transfer to 4-year colleges and universities, graduate and commence practical training employment opportunities, or return home to contribute their newfound knowledge and education to their homeland. Of those who were admitted to other colleges and universities, the majority will be attending institutions in California:

- San Diego State University (18)
- California State University San Marcos (1)
- California State University Northridge (1)
- UC Berkeley (3)
- University of Southern CA (1)
- University of San Diego (2)

- California State University Long Beach (2)
- San Jose State University (2)
- UC San Diego (12)
- UCLA (1)
- Art Center (1)
- Chapman (1)
- Woodbury University (1)

5 others will be transferring out of state with 7 others remaining in California community colleges.

KEARNY FAST TRACK

The Kearny Fast Track program continues to thrive. Students in the program reported that they chose to go this route because of the option to get a head start with college courses. Student data continues to reflect increased success and completion rates compared to Mesa College native students.

MAAP MESA ACADEMICS & ATHLETICS PROGRAM

As part of the department's equity efforts, the counseling department was able to hire a full time counseling faculty dedicated to supporting the needs of Mesa's student-athletes. The availability of this position has allowed the department to expand services to student athletes. Specifically, students and coaches have been able to benefit from being able to access a counselor in the Exercise Science Department. They have almost instant access to the student-athlete counselor and are able to seek assistance, ask pertinent questions, and obtain time sensitive information. As situations arise, the counselor is able to assist students and coaches in providing intervention as needed. Continued collaboration with other departments resulted in the availability of registration workshops for student athletes. Additionally, the switch to the new system has allowed the faculty to help a large volume of students navigate the new portal and register for their classes in a timely manner.

MESA ACADEMY/UMOJA

UMOJA students have consistently had higher success rates than those achieved by a comparison group with increases of 6%-20%, higher grade point averages, and higher persistence especially in their transition from fall to spring classes. As UMOJA/Mesa Academy students have moved toward completion, the program provided transfer application support.

Mesa's UMOJA/Mesa Academy program coordinator Professor Michael Temple supported students in 18-19 by participating in the Student Leadership Summit, UMOJA Conference, UMOJA Winter Retreat, UMOJA Symposium, activities that support the mission of UMOJA, like the Student Leadership Summit, Winter Retreat, UMOJA/Mesa Academy Program Club Rush Week, Financial Aid Fair, and the Historical Black Colleges and University Fair at Grossmont College, and he hosted events for Black History Month. Furthering this culture of participation, a Mesa UMOJA student was selected to participate in UMOJA's Consortium Student Leadership Planning Committee.

MET

MET students continue to outperform their part-time provisional and general student peers. MET 10th graders who performed exceptionally well in PERG 110 during fall 2018 were allowed to take courses in other instructional areas during spring 2019. All but one completed their classes successfully. During spring 2019, MET students engaged in conversations with Drama faculty to create a class that would allow the students to develop their own production.

PROMISE

Promise 2018-2019 had some great accomplishments. During the scholarship award ceremony, three-second year Promise students each won three scholarships, including the President's Scholarship that was awarded to student Harley Sobreo. In addition, student Yolanda Granados was selected as the 2017-2018 Mesa Promise cohort student speaker at the Promise end-of-the year celebration and was highlighted on the district website, as well as in local news channels.

In regards to Counseling and the Promise program, the Mesa Promise Counseling office delivered Academic Success Workshops for two weeks in the months of October and April to target students who can benefit from counseling support and intervention based on their mid-semester progress reports. A total of 189 Promise students were seen by the Promise counselor during designated drop. During the period of July 2018 to June 2019, a total of 1,068 Promise students were seen in the general Counseling Office for the following reasons: academic, personal and career guidance, as well as for their progress reports. Also, this past spring 2019, Hot Spot Counseling was piloted in the Learning Resource Center for 2 hours a week from the first week of April to the end of May. The program looks forward to continuing to expand services provided to students.

PUENTE

2018-2019 was another successful year for the Puente Project. The program is excited to be able to support students' ability to complete transfer level coursework within one year. Beginning fall 2019, Puente English courses will include English 101

& 205, allowing program participants to complete two semesters of transfer level (Reading and Composition and Intermediate Composition) in one year.

Additionally, Puente is continuing to look at ways to improve the program and services provided to students. The Puente website and interest form were updated to facilitate the process for students. Additionally, the Puente Project mentor component increased from 5 to 15 this year, providing Puentistas with an opportunity to build the social and cultural capital that they will need in order to support their success as college students and career professionals.



Puente Project activities and events have continued to increase while continuing the traditional core program components. These include Noche de Familia, the Puente Project Motivational Conference at UCR/UCSD/UCLA, a Puente Motivational Hike, an End of the Year Celebration, a visit to Balboa Park's Museum of Man exhibit on "Race: Are we so different?," a Chicano Park Day Celebration, various mentor mixers, and campus wide events.

Lastly, Puente Project also was a huge supporter of the second annual Raza Grad Celebration, which was a collaboration of various departments, administrators, faculty, and classified professionals. Many Phase 3 students participated in the event and proudly celebrated with their family members while Phase 1 students helped organize and promote the event, as well as volunteered to work the event.

SECOND YEAR EXPERIENCE (ADVOC8)

During the 2018-2019 academic year, SYE/ADVOC8 admitted 28 students into the program and 23 students were able to successfully complete the fall requirements of maintaining a 2.0 GPA, 12 units, and attendance/tracking of one campus or community event. In spring 2019, four ADVOC8 students were admitted to various institutions to include California State University, University of California, and independent institutions, and they consisted of students majoring in the fields of Business, Communications, and Kinesiology. The average grade point average for the cohort was 3.1. Some of the students saw great successes and internship possibilities through the mandatory requirement as they explored their career identities. Other students were able to explore work based learning opportunities by seeking internships, engaging in job shadowing, gaining field experience, and conducting informational interviews. The students who completed this requirement were exposed to various opportunities that align with their future careers. On another success note, the program was able to implement the first ever "ADVOC8 Fridays," allowing students access to a dedicated time and space at the AVANZA Center to meet with the Program Coordinator and other peers for assistance on various educational objectives. Many of the students that were admitted to the universities used this time for application assistance with counseling faculty.

Next year, the SYE/ADVOC8 Program will be merging with Promise's second year students. Through this merger, more students will be able to take advantage of four dedicated counselors. The workshops, planning, requirements, and opportunities have been designed to support the success of students and we anticipate the future outcomes will be indicative of this collaboration.

STEM COUNSELOR

Last year, "hot spot" counseling services were provided in the STEM Center in order to provide STEM majors with direct access to a counselor. Students appreciate the value of this resource, as reflected in a recent grant evaluation.

Next year, the STEM Core program will be growing to include two cohorts. The first cohort began with Math 96x in fall 2019 semester, which will move forward with Chemistry 152, 152L, Math 104, and Math 141 in spring 2020. The second cohort began with Math 104 and Math 141 in the fall 2019 semester and will move forward with taking Chemistry 152, 152L and Math 150 in the spring 2020 semester.

Veterans Services



The 2018-2019 academic year inaugurated Mesa's Veterans Internship Program (VIP) with four veteran interns. Students like these who successfully complete the program are awarded an \$1,800 stipend, funds made available through State grant monies. More globally, the program provides participants with an opportunity to build connections with other military personnel and obtain relevant work experience to support career success. This opportunity has resulted in the ability to strengthen relationships with CSU San Marcos to help students secure internships in

various STEM fields. This program is made possible through the collaboration of counseling, veterans office, work-based learning, and our campus technical analyst.

The Veterans counseling faculty has been involved in regional meetings and conferences as part of the annual training for veteran counselors and veteran specialists. San Diego Mesa College will be hosting the Region X meeting in February of 2020. Additionally, the Student Veterans Organization advisor was able to connect with student veterans with the plight of our deported veterans who were not granted their citizenship after military service. These individuals fell through the cracks and are struggling to make their way back to the country they sacrificed everything for. Ramiro Hernandez and former Trustee, Peter Zschiesche visited the Deported Veterans House a.k.a. “The Bunker” in Tijuana, Mexico. They met the founder and director, Hector Barajas, who was able to gain his citizenship through his long hard fight and also served as the keynote speaker during the Veterans Celebration Week. They also built a partnership with the Employee Resource Center which resulted in the ability to deliver donations from Mesa College.

This past year’s Veterans Week Celebration featured a Veterans Appreciation board, flag dedication fundraiser, free admission to home games for both men and women’s basketball during the week, a barbeque, Veterans Writers Reading, Supporting our Deported Veterans Panel, Relaxation Tent, VA programs presentations, Wounded Warriors Presentation, transfer workshop, Mesa VIP information workshops, swag bags provided by the veterans office, and other events and resources.

Two veterans accounts were established with the foundation which include the Veterans Emergency Relief Fund and Veterans Programs. Over \$1,300 were raised in donations and breakfast purchases for the Breakfast Social that took place in March. The funds help support the Veterans Emergency Relief Fund and the Veterans of Mesa Scholarship. Mesa College hosted the Veterans’ Recognition Ceremony which included 14 student veterans participants.

A member of the Veterans Advisory Council established a fundraiser through Operation Gratitude designed to fund care packages for deployed troop’s members. The goal of raising \$500.00 was surpassed due to Kelsey’s Graham’s initiative.

Orientation

The Online Orientation continues to serve the campus. Once a student has submitted the complete orientation, they are now emailed a link for the Mesa Journey tool. This assists the college in providing students with recommendations for programs and support. One of the new pieces of the CRUISE Orientation is that the career information gathered during the CRUISE event is now being used and inputted into SARS. This will help us with our efforts to put a bigger emphasis on Career Planning before Education Planning.

Personal Growth

The Mesa College Personal Growth (PERG) Workgroup was established spring 2015 to develop a community of practice for Personal Growth faculty. Discipline faculty who represent each of the courses offered (PERG 110, 120, 130 and 140), including a minimum of one online faculty member, serve on this committee. The Chair serves as the Department Outcomes Coordinator for PERG. The PERG Workgroup meets monthly each semester and is responsible for developing, implementing, and assessing curriculum meetings and professional learning opportunities throughout the year. These include an all-day retreat each spring. Additionally, the PERG Workgroup oversees the annual assessment of course learning outcomes. Workgroup priorities include focusing on data, student success, and ways to support struggling students, along with providing equity minded approaches in the classes. Additionally, the team worked towards requesting a student success dashboard for PERG courses/faculty, and the development of a CANVAS shell for shared resources. Fall 2018 professional learning workshops and plans for spring 2019 include Open Educational Resources (OER), culturally relevant course syllabi, CANVAS, active learning, best practices, and learning outcomes.

As part of the Counseling Department’s efforts to focus on equity minded approaches, the Personal Growth course offerings continue to expand in both face to face and online modalities. In addition to offering Personal Growth courses for UMOJA/Mesa Academy, Puente, and SD MET HS: San Diego Metropolitan Regional, Career, and Technical High School, the department is offering courses from a student-athlete perspective and Asian Pacific Islander perspective.

Personal Growth faculty have continued to focus on ways to prepare for the Canvas transition and to foster equity minded teaching approaches.

Mesa Pathways

General Counseling Faculty participated in several Pathways activities (February 8, May 9th and June 4, 2019) and collaborated with instructional faculty in order to map out program requirements. These included the following: suggested semester-by-semester course sequencing, the identification of key academic and student support services, and the identification of momentum points in students' completion trajectory.

The overall response of these collaborations has been very positive. Instructional faculty have learned more about students' course taking patterns in the areas of course and program completion, as well as the complexities associated with the transfer process. These collaborations provided counseling faculty with the opportunity to learn current and future curricular changes, course learning outcomes, and skill attainment. The general assessment is to continue creating a space, and time for these conversations to continue. Aside from the mapping activity, there are several counseling faculty serving on pathways inquiry groups who are providing input to the areas of proactive student support services, career exploration, differentiated orientations, and research. Counseling faculty are happy to work alongside instructional faculty to share about the student experience and provide support as needed.



Points of Pride/2018-2019

Student Success & Equity



CalWORKs

The San Diego Mesa College CalWORKs Program is gaining stride as the department has grown from small beginnings: from 22 students in year one to nearly 100 students by the end of 2018. The continued growth of the program is due to the collaboration with an array of San Diego Mesa College departments, San Diego Continuing Education, the County of San Diego Health, Human Services' contractors, ResCare, and PCG (Public Consulting Group). As the department makes more efforts to become more visible to the San Diego Mesa College community and strengthen collaborations with various institutions, it strives to significantly increase the number of students served during 2019-2020 academic year. Additionally, the CalWORKs department will be oriented toward providing more supportive programming for CalWORKs students in the upcoming year.

2018/2019 Program Highlights include:

- Strengthened collaboration efforts with San Diego Continuing Education Centers and DSPS
- Participation in a Welfare-to-Work educational workshop hosted at San Diego City College for students and CalWORKs office members.
- Greater connections with EOPS/CARE Program through attendance at monthly meetings
- Creation of the 1st ever CalWORKs Scholarship which was awarded at the 26th Annual Scholarship Award Ceremony

2018/2019 Student Highlights include:

- Among our 95 active students in 18-19:
 - CalWORKs students have been accepted to CSUSM and UCR
 - A CalWORKs student was accepted into the Health Info Tech program
 - A CalWORKs student applied to the Physical Therapy Assistant program

Disability Support Programs and Services (DSPS)

Employee Updates

In 2018-19, after serving as the acting coordinator, Erika Higginbotham assumed the role of permanent DSPS Coordinator. DSPS would like to recognize Counselor Melissa Williams who was promoted to Associate Professor. Melissa is a highly valued member of the DSPS team and we could not be more proud of all of her accomplishments and appreciate her contributions to the DSPS department and to the Mesa College community. DSPS Adjunct Counselor Paul Hayes retired on April 30. Paul was a counselor with DSPS for five years. We wish him all the best! DSPS welcomed Rebecca "Becky" Snow who will be our Adjunct Instructor in the DSPS High Tech Center and Kylie Ozols who is a NANC working with our classified professional staff. DSPS NANCE employee, Chantal Hernadez, accepted at full-time position at Miramar College in their Outreach department. Congratulations Chantal. We wish you well in your new role.

2018/2019 Program Highlights include:

- DSPS and EOPS collaborated to streamline the waiver process for students with disabilities who require a reduced course load as a disability related accommodation.
- DSPS participated in many of the Cultural Unity week celebrations, including the Approach Me: Rethinking Disabilities event and the Student Diversity Club lunch.
- Throughout the month, DSPS hosted representatives from UCSD, SDSU and National University for transfer students who will benefit from disability services.
- DSPS held its monthly Touchstone group on April 5th.
- DSPS attended the annual scholarship luncheon and supported two scholarship recipients.
- The Associated Students awarded DSPS with funds to support our annual grad/transfer celebration.
- DSPS coordinated with Outreach and hosted students from Mesa's dental assisting program, and Madison and Coronado High Schools who are interested in DSPS services.
- Members of the DSPS team collaborated with Outreach to participate in the Mesa College parent information nights and the Deaf transition night at Madison High School.
- DSPS continues to collaborate with CRUISE and assist with equity efforts. DSPS faculty had an opportunity to attend the 2017 CAPED (California Association of Post-Secondary Education and Disability) conference in Huntington Beach.

Extended Opportunities Programs and Services (EOPS)

CARE ♦ NextUp ♦ FAST ♦ Borderless Scholars ♦ Re-Start ♦ STAR TRIO

EMPLOYEE UPDATE

In 2018/2019 the program was fortunate to hire Leticia Diaz as its new program director. We are very excited to have her as part of our Mesa family. In addition, Melissa Zavalla joined the team as the new Student Services Technician for NextUP! Finally, at the very end of the academic year, Markus Berrien was hired to serve as a Special Populations Counselor for the NextUP Program. Throughout the year, the following came on board to support the program in various capacities:

- Danna Ley Arreola- New Borderless Scholars Project Assistant
- Rosa Palacios- New Borderless Scholars Adjunct Counselor
- Janelle Brown-Peters- New NextUp Project Assistant

During the Academic Year, 2018/2019 after many years of dedicated service to our students, Marichu Magaña retired from the STAR TRIO Program. We wish her the best as she embarks on a new chapter in life, she will be missed.

ACTIVITIES & PROGRAM HIGHLIGHTS

- NextUP opened the first-of-its-kind center for foster and former foster youth.
- NextUP tabled at West City Continuing Education to promote the program and at Mesa during Foster Care Awareness Month to promote NextUp and FAST.
- EOPS Recognized over 100 students who earned a certificate, associate's, and/or are transferring to a university at the EOPS Achievement Ceremony.
- Borderless Scholars created Undocu-Circles, space for the undocumented community and allies to come together and share community and conversations around topics such as current events, legislation updates, resources, and health.
- Just in Time conducted a workshop for NextUp/FAST students on their programs and services.
- Students met with an attorney during one-on-one immigration consultations.
- NextUp and Outreach efforts included pre-enrollment workshops at high schools for over 270 students.
- Under the leadership of Sade, Melissa and the Conference Planning Committee EOPS hosted the LIT conference for former foster youth.
- The STAR TRIO program served 233 students in 2018/2019. Fourteen STAR TRIO students received Mesa scholarships and 32 graduated this May.

STUDENT SUCCESS

Congratulations to our over 100 EOPS students that earned a certificate, associate's, and/or are transferring to a university! We will our students the best in their future endeavors!

Student Success & Equity

2018-2019 DIRECT SUPPORT TO STUDENTS

As of May 2019 –

- Students Assessed: 75
- Students Received Direct Support: 60
- Books: \$5,000
- Food: \$2,310
- Transportation: \$425
 - (in addition to EOPS's semester passes)
- Printing: \$60

The Stand

As the Leading College of Equity and Excellence, Mesa is committed to doing all we can to assist our students in meeting their basic needs. As a major equity initiative, **The Stand** provides students with immediate food relief, professional clothing, and information about other support programs like 211 San Diego, CAL Fresh, and community food pantry resources. The Stand is open to all students, and through embedded follow-up services, the college can intentionally focuses on disproportionately impacted students.

Farmers Market

According to our partner **Feeding San Diego**, we don't have a food problem in San Diego; we have a distribution problem. In our agriculturally rich region, food goes to waste in landfills every day because it can't be distributed. Accordingly, Mesa takes a "serve the whole community" approach and thereby mitigates any stigma students might experience using this valuable resource.

In 2018-2019, The Stand: Farmers Market distributed **125,036 pounds of free food**, serving a total of **7,595 households**.

Pop-Up Market

Through our partnership with Feeding San Diego, in the spring 2019 semester we were connected to The Ronald McDonald House as a secondary pick-up for Retail Rescue. Every week that school was in session we were able to have perishable food items to pass out to our students for free.

CalFresh

We held six CalFresh sign-ups at which 127 students initiated applications. Of these, 51 students were approved.

The Stand: Data	
1-Point Items Utilized	34,061
2-Point Items Utilized	16,789
3-Point Items Utilized	7,554
Total Points Utilized	58,401
Average Transactions/Month	1,745
High Month	3,190
Low Month	491
Total Items of Food	44,972
Students	1,781
Average/Student	25
Total Items of Clothing	1,586
Students	387
Average/Student	4
Students Using The Stand for Food	97%
Students Using The Stand for Clothing	25%
Students Using the Farmers Market	77%
Students Using the Pop-Up Market	40%
Students Who Would Recommend The Stand	83%

Points of Pride/2018-2019

Vice President of Student Services Office

2018-19 was an incredible year for Student Services. In our effort to transform the lives of our students, each year the Vice President for Student Services Office seeks to transform policies, practices and procedures in ways that allow us to meet students where they are and create conditions that matter for their success. Many of the outcomes of our efforts manifest themselves in the Schools of Student Affairs, Student Development and Student Success & Equity, The following highlights speak to the exciting work that came out of the small but mighty Vice President for Student Services Office staffed by Ashanti Hands, Vice President for Student Services, Trina Larson, Administrative Secretary, and Charlie Lieu, College Technical Analyst.

People

This year, Student Services hired or promoted 18 employees to help breathe new life into our vision. We welcomed the following individuals into the Student Services family:

- Celine Ahearn	Student Services Assistant	Admissions
- Marisa Alioto	Counselor Online	Counseling
- Rena Alspaw	Student Services Assistant	Admissions
- Raquel Aparicio	Supervisor	Admissions
- Markus Berrien	Counselor Next Up	Counseling
- Alexis Calderon	Student Services Technician	Admissions
- Leticia Diaz	Director	EOSP STAR TRIO
- Brianna Garcia	Student Services Assistant	Financial Aid
- Linda Gibbins-Croft	Mental Health Coordinator	Student Health Services
- Victoria Hernandez	Supervisor	Veterans and Records
- Erika Higginbotham	Coordinator/Chair	DSPS
- Valerie Pallares-Herrera	Counselor Athletics	Counseling
- Claudia Perkins	College EEO/504/Discipline Office	Student Affairs
- Olivia Picolla	Student Services Technician	Evaluations
- Lilibeth Rodriguez	Student Services Technician	Financial Aid
- Amara Tang	Student Services Assistant	Transfer Career Evaluations
- Karla Trutna	Coordinator	Outreach and Assessment
- Blanca Melissa Zavala	Student Services Technician	EOPS

Places

Student Services is a destination spot for members of our community. This year we created three new spaces that were uniquely designed to equitably meet the needs of our students.

- Serenity Room, located in I4-404, a place for meditation, prayer, reflection, relaxation and tranquility
- Veterans Resource Center, located in D-101, will amp up our existing VRC facilities.
- Fostering Academic Success and Transitions (FAST) Center, located in D-102 is a space serving the needs of our Former Foster Youth.

Equity Matters

In an effort to create a shared vocabulary, our CUE Advisory Committee generated a Mesa College definition for equity. Our definition is helpful in knowing how we, as practitioners, operationalize equity and how we measure the efficacy of equity efforts. Our full definition is below. Posters with an abbreviated definition have been circulated throughout campus.

Mesa's Definition of Equity

At San Diego Mesa College, equity is a fundamental value and goal. We will know we have achieved equity when we see parity in outcomes across racial/ethnic student groups and all student groups that have been historically marginalized within higher education. Our commitment to equity requires that minoritized students have access and support across all campus systems, from application to completion. We aim for equity in access and opportunities for all.

At Mesa, equity is student-centered. Our professional community respects students and their contributions, listens to students, and responds to students' different needs without stereotyping. We aim to provide opportunity to all students regardless of their educational goals. We are here to set students up for success and we acknowledge all the different facets of our students' identities.

We pursue equity through a culture of inquiry and data-informed decision making in the classroom and across campus areas. We are working to approach difficult conversations about systems of oppression with skill and humility. Mesa is committed to developing interventions based upon robust data collection and following through on our new ideas with inquiry into the success of their implementation. We aspire to work within integrated and equity-minded systems to ensure that everyone has what they need to succeed during their time at Mesa College.

In partnership with the Center for Urban Education (CUE), Mesa's CUE Advisory Committee created an Equity Crosswalk for Institutional Equity. The goal of the crosswalk is to provide an organizing tool to better understand how an initiative is contributing more broadly to student success and more specifically to equity. The Crosswalk will aid leaders with identifying which student success measures are being supported through programming, which may be under-supported, and finally, which signature programs are directly supporting equitable outcomes along specific measures. The Success, Equity and Transformation (SET) Committee will launch the Crosswalk in fall 2019.

Mesa Journeys



One of the best things about Mesa College is that we have many wonderful programs and services to help our students succeed. There are over 30+ programs and services to-date! While it is great that we have so many resources to help students, this can also be a challenge. How do we effectively advise and promote these opportunities to our students?

This led to the formation of the Mesa Journeys team. This group was tasked with creating an efficient way of presenting to students everything that we have to offer here at Mesa. After a year and a half of collaboration and hard work, the "Mesa Journeys" tool was developed.

Students can navigate to this web and mobile friendly tool to complete a short survey, which the program will use to provide a list of recommended programs and services that may help them with their educational journey here at Mesa College. The student can read a description of the program or visit their website. Furthermore, students can email the results to themselves.

With the “Mesa Journeys” tool students now have clear, actionable, and usable information they need to get off to the right start and most importantly “FINISH.” Click [here](#) to see how Mesa Journeys works.

Safety

One of Student Services goals is to promote a safe learning environment for students and employees, this year the Student Services Safety Team, under the leadership of Trina Larson, coordinated an ALICE Training (Alert. Lockdown. Inform.



Counter. Evacuate) with SDCCD Police. Twenty-five Student Services Center employees participated in the May 30th Training. This year we also updated evacuation team titles, invited new members, created building signage, and stocked safety backpacks for the evacuation team.

Motivation & Moral



Every year, our Motivation and Moral Committee provides monthly events that promote community and camaraderie throughout the building. This year’s events included our Meet and Greet for New Hires, a Back to School Brunch, a Costume Contest and Chili Cook-off, a Holiday Baking and Ugly Sweater Contest, a Valentines Love Song Trivia Challenge, a Spring Potluck, an Egg Hunt, an online college alum quiz, and the crowd favorite: the Student Services Ice Cream Truck which spread joy and sweet treats throughout the building.

Mesa Pathways

Mesa Pathways participated in Convocation activities, highlighted by an amazing [video](#) created by Olivia Picolla telling our Why and inviting the college community to engage the process. Inquiry Teams were bubbling with enthusiasm and presentations were made at the fall 2018 Presidents Cabinet Retreat. Our Mesa Pathways Coordinators Toni Parsons and Howard Eskew began their term in spring 2019. The Coordinator positions were designed to oversee implementation of the Mesa Pathways work plan, make recommendations, provide leadership, and oversee and serve as a liaison for inquiry teams. Additionally, the Shared Metrics Team conducted focus groups involving over 100 diverse students. These groups will help bring the student voice into our efforts and will lay a strong foundation for our work.

Vice President Hands provided administrative oversight for Mesa Pathways from summer 2017 until spring 2018 when responsibility transitioned to our new Vice President for Instruction Isabel O’Connor and our new Mesa Pathway’s Co-

Coordinators Toni Parsons and Howard Eskew. During the 2018-19 academic year, over 30 Student Services practitioners engaged in our Pathways process.

Technology

One Student Services goal is to advance innovative methods of service delivery to students, in part, through technology. Under the leadership of Charlie Lieu, student services is routinely updating and creating webpages, electronic applications, and forms (i.e. Promise Electronic Progress Reports, AS Registration). ZOOM options have been created for online meetings.

The new Student Services webpages features an events page and a new gallery tool. Efforts have resulted in increased scholarship applications, with an overall increase of almost 59.6%, or more 1,081 individual applications. Partnerships between the LRC, NextUP, DSPS, Tutoring, and Career Education have resulted in the purchase and fall 2019 rollout of a Knowledge Imaging Center (KIC) Bookeye Scanner, addressing Textbook Affordability. Students can use this machine to scan pages or sections from course reserves and textbooks. Students can make free digital copies that they can save on a thumb drive or send to via email.

This Spring, Student Services administered two surveys to gain a better understanding of how we can better use technology to serve students and student services personnel. Two-hundred students took the Student Services Technology Survey and 68 Student Services personnel responded. According to the Student Services Technology Survey, the top three ways students preferred to learn about events, services, and programs provided by Student Services at Mesa College are through emails from their instructors, the Mesa College web site, and counselors. Students indicated if Mesa College started an equipment rental program, they would be most interested in checking out laptops, tablets, calculators, phone/computer chargers, and voice recorders. Students identified Wi-Fi connection and Internet speed as elements needing improvement. In the Student Services Technology Goal survey, 93.1% of personnel respondents felt the technology analyst was extremely or very responsive to their tech request/question. 96.4% received their tech solution on time and 89.3% indicated the work or service provided helped to improve student equity and innovation to their program, service, or department.

Innovations

To create better connections between students and resources, this year, Student Services created a [Helpful Resources for Students](#) flyer. This flyer is posted on the web and has been shared with the campus community. In an effort to meet the Basic Needs of our students, our office worked with Dean Maxey to finalize our SD Food Bank Partnership. This partnership will allow us to provide non-perishable items to our students at low-cost to us and free to our students. This will help supplement our Farmers Market and The Stand. Student Success and Equity and VP Hands also worked in partnership with campus leadership to secure access to a campus vehicle to support our Retail Rescue partnership with the San Diego Food Bank.

Vice President Hands worked with Ben Daley, Provost at High Tech High, to coordinate a Mesa College Team to join them on visit to Georgia State University. The purpose of this trip was to learn more about the well regarded work that Georgia State is doing to increase college graduation rates, especially for African American students, and to consider how schools in our region (K12 and postsecondary) might work together or on our own to make similar progress.

On April 29th the District launched our Placement Assistant (PA). The District PA is a tool used to remotely assist with the placement of select students into math and English courses. I am excited to share that this new tool was modeled after Mesa's homegrown Placement Assistant, launched last summer. I am incredibly proud of Mesa's team of innovative, student-centered faculty, classified professionals and administrators that made this possible.



Campus Solutions

Many Student Services practitioners are going on their fifth year of serve with our Campus Solutions roll-out. This year's challenges have resulted in a manual check distribution process that connected students with financial resources in ways that prevented further delays. A team manually distributed an estimated 1,800 checks to students over the course of four days.

Events

I am proud of the role that Student Services administrators and departments have played in key events, including the Principals Roundtable, the African American Summit (in partnership with the San Diego Unified School District), the Basic Needs Summit, and the Mesa Student Services Council Retreat.

PRINCIPALS ROUNDTABLE

The Principals Roundtable hosted 11 principals from our local feeder high schools. Our theme was Students' Needs, Mesa's Promise. The topics covered included access and the success pipeline data for San Diego Unified School District students, English and math pipelines, SD Promise and other exciting updates.

AFRICAN AMERICAN ACHIEVEMENT SUMMIT

This spring, Mesa College hosted 500+ students at San Diego Unified School District's African American Achievement Summit. Colleagues, Click [here](#) for a link to San Diego Unified School District's video of this year's African American Achievement Summit. One of my favorite quotes is, "This is college. This is an actual college experience... Walking up those stairs hit me...I'm about to be in college next year...Walking onto the campus was the first experience for me....This is amazing....Knowledge is power."

BASIC NEEDS SUMMIT



On July 29, under the leadership of Dean Larry Maxey, Mesa College held its' first Basic Needs Summit. The term *basic needs* refers to the most essential resources required to thrive as a student. This includes access to nutritious food, stable housing, and financial wellness resources. The principle goals of the summit included the following:

- Developing Awareness – How to obtain buy-in from community and stakeholders
- Mapping of Services and Support – What are we currently doing and where?
- Integrated Services – Creating sustainability
- Collaboration – Work groups that help to spread awareness surrounding basic needs resources

Our mapping exercise proved to be a very practical and informative part of the program; it allowed us to gain a visualization of resources across the campus and helped the campus to see the scope of the issues that our students are facing around issues of basic needs.

During the final part of our session (Moving forward, Take-away & Follow up) we secured great feedback from program participants that will help to inform our work moving forward and we look forward to moving into a new space, K-Building, which is soon to be remodeled to include a center for basic needs.

MESA STUDENT SERVICES COUNCIL RETREAT

To reflect on the past year and plan for our future, Student Services hosted our annual Mesa Student Services Council Retreat at Point Loma University. Thirty student services council members (including our Associated Student president and vice president) attended and engaged discussions including: practicing gratitude, putting equity into practice, Campus Solutions, professional development: Impostor Syndrome, aligning our vision with major campus initiatives (Guided Pathways, Strong Workforce and Work-based Learning, Pathways Navigation and Promise) and planning for our future.

Thank YOU!



Student Services
Leadership

On behalf of the Student Services Leadership Team, thanks to every employee in Student Services for your tireless, creative, and life-changing efforts on behalf of our students. What you do, why you do it, and how you do it makes a difference.

We are proud to serve beside you.

Onward to 2019-2020!