

SAN DIEGO MESA COLLEGE

Student Services Annual Report

2017-2018

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 2017-2018, 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	STUDENT DEVELOPMENT	STUDENT SUCCESS & EQUITY
DEAN VICTORIA MILLER	DEAN AILENE CRAKES	DEAN LARRY MAXEY
ASSESSMENT & TESTING	ADMISSIONS	AVANZA
ASSOCIATED STUDENTS	CAREER	CRUISE/PEER NAVIGATORS
FINANCIAL AID	COUNSELING	CALWORKS
OUTREACH & COMMUNITY	EVALUATIONS	DSPS
RELATIONS, MESA PROMISE	STUDENT DEVELOPMENT OFFICE	EOPS, CARE, NEXT UP,
STUDENT AFFAIRS OFFICE	TRANSFER	BORDERLESS SCHOLARS, RE-START
STUDENT HEALTH SERVICES	VETERANS & RECORDS	STAR TRIO
		STUDENT SUCCESS & EQUITY OFFICE

Points of Pride/2017-2018

Student Affairs



The division of Student Affairs offers many programs and services that support the success of the student both in and out of the classroom. We empower students and provide guidance that meets the educational, mental, physical, financial, leadership, service and mental well-being of our students. 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 the work that we have done to develop and administer the Placement Assistant to students needing placement for math and English coursework. The Placement Assistant continues to evolve and serve a wider group of incoming and continuing students. The positive effect it has had on students' attitudes towards starting college, as well as the huge impact it has made on closing equity gaps in placement into transfer-level coursework for students across all demographics, is very encouraging.



Associated Students

The student government at Mesa College recently elected to change their official name from the Associated Student Government to the Associated Students (AS) and will be using this new official title in all of their advertising and communications moving forward. This change was implemented to promote and encourage a community feel and representation of our community versus rules, policies and procedure.

The beginning of the fall semester is a very busy time for students, and the Mesa College AS hit the ground running with events that included the Homecoming Tailgate Party, which was a part of the Spirit Week campus-wide series of events surrounding our Homecoming Game, and the planning and implementation of the Fall 2017 AS Leadership Retreat. This retreat, held once a year, was designed to create a sense of community between the AS's various new and continuing members and to provide them with the training and insight they needed to understand the landscape of student representation and advocacy.

The Associated Students also organized and hosted their annual Thanksgiving Feast on November 16, 2017. Changes to the scheduling of the event have proven very successful, and this year's event recorded a significant increase in attendance over previous years; in fact, the 2017 Thanksgiving Feast was so well-attended that practically every bite of food was consumed!

During both fall and spring semesters the Associated Students in conjunction with the offices of Student Affairs and Student Success and Equity hosted the well-attended and impactful Leadership, Equity, Action, Development (LEAD) Cultural Competency Series. This series, hosted by Dr. Tanis Starck, the Assistant Dean of the SDSU School of Education, included a sequence of workshops and discussions on multiculturalism, class, gender, privilege, power and oppression. Students were given the opportunity to reflect on their own identity, how identities intersect, and how they influence one another. The conversations proved to be powerful. 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.

One key highlight of the spring semester for the Associated Students was the National Student Leadership Diversity Conference, the spring iteration of which was held in Chicago, Illinois. Seven student leaders and the AS Travel Advisor attended the three-day conference, which focused on understanding and encouraging diversity not just as a goal, but as an ongoing practice. By all accounts, it was an excellent experience for everyone involved. Indeed, even beyond the conference



itself, the value of which cannot be overstated, the trip also provided an opportunity for bonding between the travelers that was both unique and precious.

Financial Aid



The Financial Aid office has continued to practice its philosophy of ensuring that no student is denied a college education due to lack of funds. In 17-18, the office proudly supported more than 21,000 students, providing almost 33 million dollars in student aid. The Financial Aid team has worked day in and out to make sure every application has been closely reviewed in an effort to lift the financial burden many students experience. In an effort to provide awareness of our on-going services, the department hosted the Financial Aid Fair during both the fall and spring semesters. The fair was a tremendous success, impacting hundreds of students through resources, support and guidance. 590 students participated at the fall and spring Financial Aid Information Fairs, where the information collected has been used to tailor office processes and information dissemination.

In addition, this year we merged the Cash In on Community College resource fair and workshops for high school students with Jump Start, an event implemented through Student Affairs with much the same target audience. The combined event took place on March 10 and attracted 350 participants! This successful event provided workshops, presentations, and resources related to student support and academic services.

During the 2017-2018 academic year, the Financial Aid Office -

- Offered \$32,906,144 to 21,181 students applying for aid.
- Paid \$10,439,271 in BOG Fee waivers for 13,334 students.
- Paid \$2,061,146 in State Aid for 1,799 students.
- Paid \$70,497 in DA CA Emergency Fund to 143 students.
- Paid \$18,386,507 in Federal Pell Grant and SEOG for 5,287 students.
- Paid \$1,188,334 in Federal Loan Program to 336 students and 9 parents.
- Paid \$600,705 in Alternative Education Loan to 64 students.
- Paid \$ 159,684 in miscellaneous and Osher Scholarship to 218 students.

Outreach Office & Community Relations

For Outreach, we are particularly proud of:

ONLINE TOUR REQUESTS

Our online tour request form was launched in April and since then we have received a significant increase in the number of tour requests we receive. Potential students are able to submit tour requests any time from the comfort of their homes and receive a reply within 24-48 hours.

CONTINUING ED ELAC STUDENT ORIENTATION

Last year, Outreach partnered with the English Language Acquisition (ELAC) faculty Jaime Lenke to support their ELAC Mesa Orientation. Jaime, along with other CE ELAC faculty, have asked Outreach to provide their students with a tour of the Student Services Center that goes into detail about the support services provided and takes them step-by-step through the SSSP process. The tour takes the place of the previous orientation provided to students and utilizes the Student Ambassadors' experiences of college to show the CE students that success at Mesa is attainable and support is available during their transition to college and beyond. We are excited to be able to continue this partnership with Continuing Education and are encouraged by the steadily increasing numbers each semester.

MESA INFORMATION NIGHTS / NOCHES DE INFORMACION

Outreach incorporated a number of innovations to our annual series of information nights. This was the first time Outreach offered six English and Spanish sessions both in the fall and spring semesters, holding two in the fall and four in the spring.

ACCESS PATHWAYS TO CAREERS, PATHWAYS TO SUCCESS

Outreach and Community Relations also collaborated with "Access Pathways to Careers, Pathways to Success," an education, career development, and immigration agency for San Diego County immigrant and youth population. We held all of the Spanish information sessions in the Access building which not only was extremely welcoming, but they offered childcare during the presentations and were only 5-minutes away from Mesa College, located in the Linda Vista area. The Access building helped to provide an environment of "Familia," where attendees had the opportunity to speak openly and have their questions answered immediately. The overviews and discussion helped to make lasting connections and served as an orientation to both the parents and students, helping them to better understand their next steps. All this work could not have been possible if it were not for our knowledgeable student services departments: Financial Aid, EOPS, DSPS, CRUISE, Transfer, STEM Conexiones, and our student ambassadors. Their overviews gave insight like no other, they were "all in 4 students," helping them be Mesa ready.

When we asked attendees what they enjoyed the most about their visit, the following comments stood out:

- The different programs helped to relieve some stress.
- Lots of good information presented in an easy format to understand.
- The student panel - very relatable for students, first-hand view of the college experience.
- Having explanations to all the questions I had.
- How the speakers asked and answered questions.
- I enjoyed hearing about the STEM majors.

PRE-ENROLLMENT BUNDLE

Our ability to partner and collaborate with Assessment and Counseling and to really reimagine and enhance our "pre-assessment workshops" has been one of our biggest innovations. During this spring cycle, we were able to help students from our feeder high schools to complete their SSSP steps: Admissions application, Online orientation, Placement, and completion of an abbreviated ed plan. The Outreach team joined forces with the Assessment, to help 375 students with their matriculation steps and offered them a presentation which covered their next steps, helping to supply them with the necessary tools to have a successful transition to Mesa. Adding to this Pre-Enrollment Bundle, Outreach collaborated with Counseling to pilot a new and exciting

opportunity for students to complete a registration workshop at their high school campus. Three campuses were selected for this pilot: High Tech High School, James Madison High School and Clairemont High School. Students were required to participate in a Mesa pre-enrollment workshop, in order to be eligible. The Mesa Counseling team led by Amber Alatorre, facilitated these workshops and Outreach staff and ambassadors provided support. All participants are expected to start in the fall with all of their SSSP steps completed, including an abbreviated education plan, this is the first time such a huge endeavor has been piloted and we look forward to expanding it in Spring 2019!

We had a very successful year with our San Diego Promise Program. We are particularly proud of:

- Increased engagement to meet students where they are: Instagram and Remind text messages
- #PromiseProud on social media and getting a retweet and a shout out from the College Promise Campaign as a college campus who promotes civic engagement with their students through community service:
https://twitter.com/College_Promise/status/989928103676964866
- Distributing over 300 free Passion Planners (\$30 value each) to help students reach their goals
- Fostering campus engagement with Promise students and providing additional ways to find community with each other at Mesa



Student Affairs Office

2017-2018 was a year of progress for the Student Affairs office at Mesa College that continued to build on the lessons and successes of previous years. We were delighted to have Chantal Hernandez, a SDICCA Intern from the University of San Diego, working with us over this last year. She provided vital support to our event management efforts, especially with regards to the Associated Students, and splits her time between the DSPS office and Student Affairs.

While there have been many tales of triumph in Student Affairs, the most notable success was the **Jump Start / Cash In** event held in March of this year's spring semester. Mother Nature failed to remain accommodating on the actual day, yet thanks to the abundance of cooperation and community spirit from the organizers, the participants and the attendees, it proved nonetheless to be a resounding success. Indeed, the changes we were forced to make due to the weather, and other factors, worked out so well that we are planning to retain some of them as regular fixtures of the event for years to come. The biggest of these changes is going to be hosting the information fair inside of the Cafeteria's first floor, instead of outdoors between SB and L100; while the fair was moved here to avoid the rain as an accommodation for the weather, the versatility of the space and the friendly atmosphere the indoor location created proved to be invaluable to the overall success of the event.

We couldn't fail to mention the success of our participation in the 38th Annual Martin Luther King, Jr., Parade. Mesa College's entry into the 2018 MLK Parade was a true collaborative event, bringing together a diverse group of representatives on the planning committee and relying on a wide range

of resources provided by many campus service areas. The float itself was a pictographic tour of the history of the Civil Rights movement in America over approximately the last century, displaying the past, present and potential future of this movement and its impact. Many of these images were also heartbreakingly beautiful; testaments to the fact that Hatred is only the pale shadow of Love, and that together everyone is stronger.

The Office of Student Affairs was also particularly thrilled with the outcome of the annual Scholarship Awards Ceremony. Through the generosity of community and campus donors, the Mesa College's Scholarship Program distributed an astounding \$235,263 to 263 students through 107 separate scholarship awards. Most importantly, however, the Scholarship Awards Ceremony integrated new technology to assist with check-in, and to directly support the Student/Donor Meet and Greet activity prior to the opening of the ballroom doors. Thanks to these innovations, we were able to connect a record number of student recipients to the donors that made their award possible. The best part is that we have only begun to explore the benefits that new technology can bring to this event and there is potential for even greater successes in years to come!

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:



- Fall 2017 Welcome Week: SHS served 248 students
- Fall 2017 Comfort Cart: SHS served over 600 students
- Fall 2017 Comfort Space for Veterans
- Spring 2018 Welcome Week: SHS served more than 200 students
- Spring 2018 Sexual Assault and Domestic Violence Prevention: SHS served 116 students
- Spring 2018 The Death Experience: SHS served over 500 students
- Spring 2018 Sexual Assault Awareness, Clothesline Project: SHS served 52 students
- Spring 2018 Launch of Active Minds: SHS served 150 students
- Spring 2018 Comfort Tent & Comfort Cart: SHS served more than 1000 students
- Spring 2018 Deaf Celebration Day: A collaborative event with the Diversity Committee
- Spring 2018 Active Minds launch provided over 100 students with relaxation techniques mixed with an art project. Open conversations regarding mental illness occurred.
- Therapeutic Support groups addressed the following topics:
- Sweet Talk (Authenticity)
- Be Calm (Mindfulness)
- Fall and Spring: QPR: Question, Persuade Refer: Suicide prevention training
- Fall and Spring: Student Health provided free flu vaccinations for 900 Students

Points of Pride/2017-2018

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 continues to concentrate on integration efforts and collaboration with our partners in instruction.

With a focus on increasing student success while closing achievement gaps, Student Development continues to work closely with Student Success and Equity while collaborating with the Office of Institutional Effectiveness to work towards data driven planning. Additionally, the school looks at existing data, previous plans, and statewide data as activities are implemented.

The division supports Mesa's institutional priorities, in addition to looking at access and completion for basic skills, workforce and career technical education, and transfer level courses. Part of the division's goal development process is based on activities designed to address disproportionately impacted student groups, along with developing goals for the general population and for identified student groups that are disaggregated.

In the spirit of collaboration, the 2017-2018 integrated plan was developed in consultation with faculty, staff, and administration through the Integration Workgroup, a subcommittee of the Success, Equity, and Transformation Committee. The workgroup convened during the summer time to develop the plan. This effort resulted in the development of the following five integrated goals:

1. Support a strong start for students by expanding core services of assessment, orientation, and education planning services
2. Provide intrusive intervention services to students
3. Encourage persistence
4. Support course completion of a transfer-level English or Mathematics course within a sequence of three or fewer courses
5. Supporting education goal completion.

The integrated plan was submitted to the state by the deadline. The [Voices of Integration](#) video was developed to share examples of practices supported by this collaboration.

In our efforts to integrate and align SSSP and Equity resources, while supporting innovative student success and equity practices across the campus, the integration leads developed the [Integrated Planning Survey and Report Form](#) to assist with requests for funding. Mesa's integration effort was intended to leverage innovation and resources with the goals of making efforts more efficient and sustainable. Additionally, the [Integrated Planning Survey and Report Form](#) was developed to pursue cohesive, integrated program strategies.

With student success in the forefront, an updated version of the New Student Checklist is now available to reflect the value of integration, pathways, and support for students. A group of counseling faculty collaborated with the Office of Communications to develop “[Let’s Begin, Let’s Finish,](#)” a much improved version of the Six Steps to Student Success.

The Career Center developed the [2016-2017 Annual Report](#). This document highlights the center’s programs, services, accomplishments. Of particular note is the partnership with The STAND, along with the expansion of career services. The ability to provide additional career exploration, job search resources, assistance with major exploration, resume and cover letter review, interview preparation, career workshops, and appointments are benefitting students as they go through their journey at Mesa.

Many understand the critical role that faculty have when it comes to influencing students’ educational goals and aspirations. The relationship formed with instructors can serve as a foundation for interactions with other faculty and staff which are instrumental in promoting a sense of connection and belonging. In the spirit of supporting student success, the School of Student Development has increased Personal Growth course offerings for fall 2018.

Student Services play an essential part in Strategic Enrollment Management, with activities, processes, and services aimed at helping the college achieve and maintain optimum recruitment, enrollment, success, and student completion rates. The departments under Student Development continue to be a part of Mesa’s inclusive process while supporting the institution’s strategic plan, in addition to implementing activities that support enrollment goals and priorities. The following are highlights of the activities and programs under the School of Student Development:

Admissions

The role of Admissions and Records is complex, as the office is responsible for a myriad of items including application, student records, prerequisite enforcement, registration policies, and many others. Mesa’s Admissions Office continues to provide support given the various instructional programs, partnerships, and enrollment priorities at the college. The increased opportunities to students for concurrent enrollment and partnerships resulted in the processing of additional [Supplemental Application and Certification of Special Part-Time High School Student](#). The office continues to provide assistance on functions that directly support the delivery of Student Success and Support Program core services. Additionally, the office provides support for faculty and students pertaining to applications, residency, registration, enrollment and degree verification to name a few.

PROGRAMS AND SERVICES					
Semester	Accelerated College Program and CCAP Applications	Accepted International Students	Online Applications	Priority Registration Appointments Assigned	Priority Registration Appointments Used
Fall 2017	1921	64	12,355	1065	361
Spring 2018	1720	41	8001	951	306

Three staff members have played an integral role in supporting the district’s shift to Campus Solutions and have been assigned to the ERP implementation team full time.

Veterans and Records Office

In addition to supporting student veterans with their benefits, the Veterans and Records Office successfully completed this year's Veterans Affairs state compliance visit in June 2018. This was done through the California State Approving Agency for Veterans Education (CSAAVE). The successful compliance visit allows San Diego Mesa College to continue offering education programs, apprenticeship, and on-the-job training, license and certification programs that support our student veterans. CSAAVE is tasked with ensuring that students' earned benefits are protected. The CSAAVE mission is to protect the GI Bill by preventing waste, fraud and abuse of GI Bill money, by promoting quality education through evaluating and monitoring education and training programs offered in California. CSAAVE is also charged with making sure that GI Bill benefits remain available to you and all future Veterans. Thanks to Veterans and Records supervisor LaWanda Foster for leading the certification efforts for Mesa's student veterans.

The Records Office continues to assist with student transcripts and provides faculty support concerning grades, rosters, and reconciliation of reports for the state in collaboration with the district office.

Veterans Resource Center



The California Community College Chancellor's Office stated that there is an estimated 1.8 million veterans residing in California which makes it the largest in the nation. Many of the increasing number of veterans returning from service will look to California community colleges as the most easily accessible and affordable educational options available. Approximately 80,000 veterans and active duty service members enroll at California community colleges each year.

The role of community colleges is not limited to providing academic and career training for returning veterans, but also includes assisting with the adjustment some face when transitioning to life after military service, and particularly after combat deployment. Additionally, a study commissioned by the California Community Colleges Chancellor's Office in 2014 indicated that student veterans and those that serve them identified Veterans Resource Centers (VRCs) as one the most essential elements to a student veteran's academic success.

San Diego Mesa College received funding from the California Community College Chancellor's Office based on the number of students certified for VA education benefits. Furthermore, the college recently applied for funding to support the college's Veterans Resource Center. The School of Student Development is pleased to share this fantastic news and look forward to improving the Mesa's Veterans Resource Center to support the success of our students.

Transfer Center



The Transfer Center had a great year. During the fall semester, the team successfully hosted Transfer Day, Transfer Night, and a bus trip tour to UCSB (with record number of 29 students participating). The center also hosted a Super Visit from UCSD which highlighted their departments and majors. In addition to the major events, faculty and staff were able to provide assistance pertaining to the new [CAL STATE Apply](#) platform. General counseling and categorical programs also

provided application support. It was nice to see how the Mesa family pulled together to support our students. There was a record number of students in the Transfer Center utilizing resources and seeking assistance via drop in. The team was able to track over 1500 students for the two months and 522 in the four days before November 30th deadline. This super hero teamwork paid off; over 699 students were accepted to SDSU.

Spring was a super charged semester as well. The Transfer Center worked with an intern who shadowed events and provided assistance, including the planning of the UC Riverside Transfer Admit Celebration in May. It was mutually beneficial as the counselor was able to plan an event and learn about students services beyond the counseling realm which helped expand his skills. Approximately 99 students were admitted to UC Riverside.

The Transfer Center launched the San Diego Education Consortium (SDEC) mini-fairs in the spring which were well received. Additionally, the Center also hosted Transfer Options Fair in April. Transfer Recognition Luncheon was in May which capped off the year of celebrating students' accomplishments. The Center is proud of the record attendance at the event which hosted students, invited guests, faculty and administration from the campus as well as opening remarks by President Luster, an alumni guest speaker and closing words from the AS president.

The Center's innovation for the year was the Career Next Steps Event with SDSU. This was well-attended, standing room only with 75 students. Attendees developed a quick introductory career action plan during the workshop. Approximately ten students had set up informational interviews with the SDSU Career Services to work on further developing their career plan while at SDSU. Transfer students often take longer to integrate into student services with the transition to a new campus. This event was able to build a bridge for students and to make personal connections with Students Services at SDSU. The first point of Terry O'Bannon's Completion agenda is for students to make significant connections to another person at college as soon as possible. The SDSU Career Next Steps collaboration with the Transfer Center helped create those connections. The team is excited to bring this event back on campus in the future.

Career Center



Career services play a critical role in student success. This year has been spent focusing on ways to not only enhance but also expand career services. Doing so allow students to spend less time wrestling with career decisions while helping create pathways that allow them to have a sense of purpose, stay motivated, and obtain their educational and career goals. The center's aim is to help students through this natural process by providing them with resources and support. Vincent Tinto, recognized leader in

retention and research states the following,

Three out of every four college students will experience some form of educational or occupational uncertainty during the course of their college careers, and that uncertainty among new students will frequently increase rather than decrease during the first two years of college. Not only should we not be surprised by such movements, we should expect, indeed hope, that they occur. It is regrettable that some institutions treat it as a deficiency. (Tinto, 1987)

This has been a fruitful year for the Career Center with the following highlights:

- Developed the [Career Center Annual Report](#)
- Held a successful open house event that had over 200 students attend and learn about the services.
- The Center conducted its “First Destination Survey” which was completed by over 320 Mesa College Alumni.
- Implemented a Career Ambassador Program with a team of 6 San Diego Mesa College students and one project assistant
- Hosted a spring and fall job fair with over 100 participating employers and a mini career fair for students looking for a summer opportunities
- Added a [service learning resource page](#) to the Career Center's [main website](#)
- Offered our first inter-campus career industry field trip by partnering with GKN Aerospace, a global engineering business company
- Coordinated an industry visit for students to Microsoft & LinkedIn
- Partnered with the San Diego Mesa College Honors Program and PATH to host a panel event for students called “Careers in the Humanities”
- Hired an internship coordinator to help provide additional support to our students

Evaluations Office



San Diego Mesa College's Evaluations Office provides a variety of services, including information and technical support to help students achieve their certificate, degree, and transfer goals.

Working closely with students and in coordination with the District, the Mesa College Evaluations office processes graduation petitions, general education certifications, for transfer and other petitions related to academic standards and program completion. This year's program highlights include the following:

- Participation and planning of the department's Open House event on Aug 30 & 31st which hosted over 200 students
- Development of a partnership with the School of Allied Health and General Counseling, allowing both offices to assist students with the commencement participation process.
- Facilitation of program orientations to students
- Creation of a new commencement ticket distribution process. There were 738 student registered to participate in commencement this year and from that list we had 669 attend the ceremony. This was our largest event attendance to date!

General Counseling

The role of counseling is multi-faceted and broad in scope. The department continues to provide counseling services to students on an individual basis, in groups, advising students who walk into the office, online, and in the students' environment through Counseling Hot Spots. For the 2017-2018 school year, General Counseling had five programs that expanded services to students through hot spots and they include Puente, MAAP, International, Basic Skills and Veterans.

Additionally, counseling worked collaboratively with the Testing Office to provide pop-up counseling services a few hours a day this summer. This service provides students with the opportunity to meet with a counseling faculty and develop an abbreviated education plan after completion of the Placement Assistant.

At the juncture of each interaction with a student, the counselor must balance the weight of knowledge, skills and experience in order to support the multiplicity of needs that the student brings, whether these are academic, career, or personal.

The role of counseling is further broadened by the responsibilities counselors undertake to provide counseling services to under-represented students through the Puente Project and the UMOJA/Mesa Academy Programs, PROMISE, as well as to veterans, international students, and to student athletes

through the Mesa Academics and Athletics Program (MAAP). Further, the counselor role expands to include direct counseling and advising of students in the Transfer and Career Center. This broad scope of services allows counseling faculty to support the commitment that the College has made with respect to equity and improved student access.

Finally, the teaching of Personal Growth Courses extends counselor contact with students to the classroom, where the depth of opportunity to positively impact student success is particularly acute. In teaching Personal Growth Courses, counselors integrate their aptitudes to work with students in ways that encourage the development of knowledge, skills and personal habits that will support and secure their academic success. The four courses that counselors teach through the Counseling Department are: PERG 110 *Introduction to College*; PERG 120 *College Success and Lifelong Learning*; PERG 130 *Career-Life Planning*; PERG 140 *Life Skills and Personal Adjustment*. These courses constitute the Counseling curriculum, and incorporate in a comprehensive way what counselors impart to students on a daily basis. This includes, but is not limited to, student rights and responsibilities, campus resources, time management, interpersonal communication, test-taking, creativity, learning styles, cultural sensitivity, career exploration, decision-making, goal-setting, values clarification, motivation, discipline, stress management, ethics, and personal responsibility. Counseling faculty are proud to teach these courses with a conscientiousness and rigor that accentuates their relevance to personal development and student success.

General Counseling has had a productive year with the following student contacts:

General Counseling Student Contact July 2017 – June 2018	
STUDENT CONTACT	ATTENDED
Individual Appointments	6,511
Group Appointments (hot spots, Testing BSI, STEM)	853
Drop-ins	30,223
Workshops	2,541
Phone calls - Answered	22,829
TOTALS	62,957

General Counseling Retention and Program Updates

ALLIED HEALTH

Counseling and Allied Health worked collaboratively to roll out the new online application system for students interested in Mesa's Allied Health Programs. Furthermore, the departments worked together to formulate the application for the upcoming Digital Medical Sonography program due to start in spring 2019. Factors such as appropriate timelines, prerequisite stipulations, application language and required support documentation were established in a way that supports both the needs of both the program as well as those of potential applicants. Additionally, an embedded counseling program is being piloted with PTA, HIT and Medical Assisting that is aimed at eventually getting 100% of the incoming Allied Health students comprehensive counseling prior to the start of their program.

Counseling has been able to provide services in the Allied Health Building that coincides with the program's information sessions. The response has been enthusiastic, with appointment slots booking up quickly. Currently, approximately 40 students have been served. By the end of August, counseling will have served upwards of 120 incoming Health Information Technology, Physical Therapist Assistant and Medical Assisting students with comprehensive counseling sessions and educational plans offered in the Allied Health building. Additionally, Evaluations Office has been working to provide each student with a graduation checklist to ensure that all proper documentation has been submitted and any administrative steps that need to be addressed are brought to the student's attention at an early point in their progression through their program.

COLLEGE CONNECTIONS

Counseling faculty continue to support College Connections and efforts to build a better bridge for non-traditional students. General counseling is enthusiastic about this partnership and opportunity to pair up with instruction by visiting the various Continuing Education campuses and share about Mesa's programs, in addition to demystifying the college experience. During the fall and spring terms, counselors facilitated 16 presentations reaching several hundred continuing education students. The feedback on this pilot program was overwhelmingly positive and will continue in 2018-2019.

FIRST YEAR EXPERIENCE

The First Year Experience Program created additional support by providing workshops for incoming first year students in 2017-2018. Workshops were facilitated to assist students with class schedule development, course registration, in addition to providing tips on how to better communicate and build rapport with their professors.

Additional attention was devoted to enhancing communication efforts. This was done through regular email communication to share information about additional support services available and events on campus, while encouraging student participation. Furthermore, an [FYE website](#) was launched in Fall 2017.

Below are examples of feedback received from a survey conducted in Spring 2018:

Student Voices

FYE is it great way to start your college experience. I really do think they help you stay on track and open your eyes to all opportunities.

The priority registration was very helpful. The emails about different events that were happening on campus were helpful. I wouldn't have known about them.

It helped me a lot with the transition from high school to college and allowed me to make my schedule work around my work schedule outside of school. FYE was a great program that I've already recommended to people coming to Mesa!

HONORS PROGRAM

It's exciting to see the growth in the Honors Program and UCLA's Transfer Alliance Program. In 2017-18, 28 UCLA TAP contracts were signed - the most contracts we have ever completed in one year at Mesa College.

INTERNATIONAL STUDENTS



Seventy-eight international students were recognized at the Spring 2018 Departure Workshop. Among them was 2018 Commencement Speaker and Distinguished International Student Matilda Kristoferson of Sweden, who received an associate degree in Kinesiology and Nutrition and a certificate in

Communication studies and will attend SDSU. While at Mesa College, Matilda embodied what the International Student Program strives to develop in all their students who have selected Mesa College as their study abroad college of choice. Among her accomplishments, she participated in Associated Student (AS) Government, serving as the Vice President for the 2017/2018 academic school year. She was also a Personal Growth Honors Student who graduated with honors from Mesa. Below are Spring 2018 International Student Transfer stats:

• San Diego State University (16)	• Baylor University (1)
• UC San Diego (8)	• Miami Dade College (1)
• UCLA (6)	• Sonoma State University (1)
• California State University Long Beach (2)	• San Francisco State University (1)
• UC Davis (2)	• University of San Diego (1)
• UC Berkeley (1)	• University of Southern CA (1)
• UC Irvine (1)	• Woodbury University (1)
• Academy of Art (1)	

KEARNY FAST TRACK

Fall 2017 the success rates for Kearny Fast Track students was 95% earned an A, B, or C grade! 83% of these students earned an 'A' or 'B' grade.

It was amazing to see the number of units that students have been able to finish (combined with the CCAP classes offered at Kearny) and how successful they have been! Last year, there was one student who completed 45 units after being an early grad before entering a UC campus.

MAAP MESA ACADEMICS & ATHLETICS PROGRAM

The Mesa Academics and Athletics Program is excited to be able to expand services provided to student-athletes. This year an additional counseling faculty joined the team to assist with counseling hot spots in the Exercise Science Building. Furthermore, the department now has a full time MAAP Counselor/Coordinator to support Mesa's student-athletes.

MESA ACADEMY/UMOJA



Mesa's Mesa Academy/UMOJA Coordinator met with San Diego Unified School District (SDUSD) officials to discuss the creation of a Memorandum of Understanding (MOU). This discussion continues to be underway; however, from the initial discussion, it was exciting to have Mesa play an instrumental

role in the formation of the Collaboration on African-American Achievement in San Diego committee.

This committee is comprised of key members in San Diego community who have a vested interest in the success of African American students. Through this committee, Mesa College played a critical role in planning the first ever African American Summit for close to 800 San Diego Unified School District students. In addition, UMOJA conducted its Real Talk series during the fall and spring semesters. The fall semester Real Talk highlighted the experiences, realities, and truths of the African American males, and the spring semester Real Talk featured young ladies who centered their discussion around dignity, achieving excellence, and committing to love as African American students.

As Umoja continued its effort of centering the attention on students, 11 students attended the UMOJA Conference held in Sacramento. Two students participated as workshop presenters on the topic of African American male emotions to a standing room only audience. Additionally, 20 students attended UMOJA Day at UCSD and 20 students also attended the UMOJA Regional Symposia held at UC Riverside.

During Black History Month, UMOJA was very active and visible on campus by hosting a very well attended Woman-to-Woman conference, Career Exploration Workshop, and ending the Black History Month celebrations with a ceremony for African American students to commit to their communities, education, and environment.

A Major Highlight: Mesa Academy/Umoja Fall 2018 Transfers

UC Riverside – 2	California State University Long Beach – 2
San Francisco State University – 4	UCSD – 1

UMOJA transfers reported to have graduated from California State University Northridge, University of North Alabama, Fisk University, San Diego State University, and Missouri Valley College; and a few UMOJA students have joined Black Greek fraternities and sororities—most noted organizations are Phi Beta Sigma and Zeta Phi Beta.

PROMISE

Counseling continues to work collaboratively with the Office of Outreach and School Relations. Counseling services are provided to all Promise students which include both cohorts. During Spring 2018, the First Year Experience Program collaborated with Promise to offer Probation Workshops designed to assist students with strategies for academic success.

PUENTE

According to data provided by the Puente statewide office, Mesa College Puente students have a success rate of 80% completion in transferable courses. This high level of success can be attributed to the Puente model consisting of its four main components; intensive writing instruction, personal growth courses, counseling, and a mentoring program made up of community leaders and professionals. The learning community courses that focus on the Latino experience build a strong sense of belonging and community among Puentistas.

Students also become leaders due to their participation in events and activities throughout the year that include the following:

- Day at the Bay Kick-off Event (August)
- Mentor Mixer Meetings (September-May)
- Noche de Familia Dinner (October)
- Annual Puente Motivational Conference (October)
- UCR Community College Day Conference (January)
- Annual Puente Motivational Hike (February)
- Visits to plays and museums that celebrate Latino history and arts (March)
- UCLA Student Transfer Outreach & Mentor Program - STOMP Conference (April)
- Chicano Park Day Celebration Event (April)
- The Year End Celebration Picnic (May)
- Puente Club events, activities, and fundraisers (August-May)



SECOND YEAR EXPERIENCE (ADVOC8)

The 2017-2018 was the first year of SYE implementation, which consisted of a cohort of 30 students. Program participants were required to attend two campus wide events in the fall and complete an informational interview, job shadowing hours, or internship hours in the spring. The program benefits provided through the School of Student Success and Equity made an impact by making available resources such as bookstore credits and backpacks.

This cohort of students maintained a 2.0 grade point average in the fall semester, along with an 80% completion rate of program requirements. Program successes include students in the cohort transferring to local CSU, UC, and private institutions. It was also enlightening to see a student gain admission to SDSU's graduate MFT program.

A kick-off event took place in the fall that spearheaded program requirements and the joining of peer partnerships. High-touch counseling services were provided to students regularly to track their progress, while addressing personal issues that may arise.

In addition, ADVOC8 created a [social media presence](#) and developed [a program website](#). The program provided students with an opportunity to begin career exploration and gain a closer connection to the campus community, while receiving much needed resources. It has allowed students to develop more opportunities to reach out to both faculty and administration. Through the creation of their website, rack cards, flyers, workshops and other resources, ADVOC8 has a presence on campus that serves students in their second and continuing years.

STEM CORE, HSI STEM

HSI STEM Conexiones opened the STEM Center in September 2017 and tutoring in STEM areas has been thriving. Hot Spot Counseling has been available for students to meet with a counselor on a drop-in basis via the STEM Center. The STEM Core pilot program launched in fall 2017 with 14 students taking accelerated math courses - Math 96 and Math 104 in the fall and Math 141 and Chem 152 with lab in the spring semester. In addition, to taking these courses as a cohort students also participated in some career preparation workshops and had support provided by the STEM Counselor.

In 2018-2019, the STEM Core program has now expanded to two cohorts. One group of students will start with Math 96X and another group with Math 104. The Career Center will provide students will tools to prepare for an internship in the STEM fields in the summer of 2019. HSI STEM Conexiones is looking forward to the opening of the Innovation Research lab in the 2018-2019 academic year.



VETERANS SERVICES

There has been an increase in the donations received for the Veterans Emergency Relief Fund as well, as a rise in campus exposure and participation. Half of the proceeds this year went to the Veterans of Mesa Scholarship, resulting in the ability to increase the award two \$500 scholarships. Mesa's Veterans Celebration Week brought forth new ideas and new funding sources. The program partnered with ASG to have flags donated which were sold to students, faculty and staff who wished to honor their loved ones. The purchased flags were placed on the Mesa Commons lawn as an honorary recognition to the brave men and women of the armed forces. With the help of the SVO, the program was able to raise \$500 through the flag dedication ceremony.

Additionally, the program had its first ever Veterans Recognition Wall in the Student Services building, providing the campus community with an opportunity to come and give their thanks to those who served or are serving. This year's Veterans Graduation Ceremony recognized student veterans who graduated with a degree from Mesa College. Professor Chagnon's vocal ensemble opened up the event with the Star Spangled Banner. Simon Sandoval, Retired 1st SGT. Marine Corps was the student speaker, who was also a Veterans of Mesa Scholarship recipient. He gave a speech that had a lasting impact on everyone in the audience. Overall, it has been a great year.

The program looks forward to implementing a Veterans Internship Program Initiative to provide student veterans with the benefit of gaining career-enhancing experiences while providing financial incentives toward successful completion of internship.

ORIENTATION



During the 2017-2018 academic year, over 4,000 students viewed the online orientation, with 24 students viewing the Spanish version and 24 students viewing the Vietnamese translation.

Based on feedback received from students, they enjoy the ability to complete the orientation online and some have requested receiving additional detailed information. Below are examples of comments received.

Student Voices

The orientation was beautifully organized and helpful. I think it was well-organized and detailed. My only feedback is making the orientation slightly shorter, and/or including a percentage complete bar to give people a sense of how much they have completed and how much they have left to cover.

The orientation was a good step to new student who want to attend to Mesa College.

The orientation was very useful and interesting. I have learnt more about this college and now I am pretty sure that it is something that I was looking for!

PERSONAL GROWTH

Being successful in college and life requires more than academic success. Students need to be prepared for the real world demands of work, and life in our dynamic society. The development of the individual student from a holistic standpoint is a priority, allowing one to be prepared for life after college.

This is a significant year for counseling, having dramatically increased Personal Growth course offerings to support new first time, students, including the PROMISE Program. The school is excited to be able to support students in their first year of college.

Points of Pride/2017-2018

Student Success & Equity



AVANZA



In collaboration with the Peer Navigator Program, the CRUISE Program welcomed over 800 students to the San Diego Mesa College campus. Summer CRUISE offered five three-day sessions and one Summer CRUISE Saturday session to help onboard: recent high school graduates, Continuing Education students, Veterans, and Adult Learners. Twelve Peer Navigators were hired to mentor “CRUISERS” for the summer and academic year. In addition, one Peer Navigator served as this year’s Lead Peer Navigator. Both programs continue to strengthen the brand recognition on campus and higher education through a customer service approach. Mentoring between Peer Navigator and student occurs in the newly created AVANZA Engagement Center. Home of the Peer Navigators, the center serves as an open space for students to connect with their mentors, each other, and provide an area for all students. Students can expect monthly workshops, activities, and speaker series in AVANZA.



CalWORKs

The San Diego Mesa College CalWORKs Program is gaining stride as the department has grown from 22 students a year ago to 80 plus students. This increase has enabled the department to add an additional Adjunct Counselor Markus Berrien and reclassified and increased the responsibilities of Program Coordinator/Counselor, Sasha Verastegui and the department's NANCE Logistics Coordinator, Lupita Fernandez. The continued growth of the department is due to the collaboration with an array of San Diego Mesa College departments, San Diego Continuing Education and the County of San Diego Health and Human Services' contractors, ResCare and PCG (Public Consulting Group). As the department is making more efforts to become more visible to the San Diego Mesa College community and strengthen its collaboration with various institutions, they strive to significantly increase the students served during 2018-2019 academic year. Additionally, the CalWORKs department is orienting toward providing more supportive programming for CalWORKs students in the upcoming year.

2017/2018 Program Highlights include

- Collaboration efforts with San Diego Continuing Education Centers has grown and are proving to be very productive.
- Attended the monthly CalWORKs Region X Meetings
- Participated in monthly meetings with EOPS/CARE Program
- Attended the Ensuring Transfer Success (ETS) Conference. ETS is a collaborative project of the University of California (UC) and the California Community College Chancellor's Office (CCCCO) that provides a one day institute for new and veteran counselors with comprehensive information about UC transfer admission policies and practices.
- For 2017-18 Academic year we have 78 active students
- Up to 8 students graduating with either a Certificate, Associate Degree (AA/AS), Transferring with a ADT or Transfer with an Associate (AA/AS)
- Our Logistics Coordinator, Lupita Fernandez completed her ADT in Political Science from City College, congratulations!
- CalWORKs has moved to a new space: 14-410!

Extended Opportunities Programs and Services (EOPS)

Employee Update

2017/2018 saw a number of staffing changes: Monica Demcho who served as the Program Director accepted a position at Miramar College to serve as the Counseling/Coordinator of EOPS, we wish her much success. We are currently in the process of hiring a new director to kick off 2018/2019. Karen Geida who was elected to serve as program chair has stepped into the leadership role of Acting Coordinator as we search for a new director. Jesus Gaytan came on board in 2017/2018 to serve as the Special Populations Counselor/Coordinator of the Borderless Scholars and Formerly Incarcerated programs. In addition, EOPS welcomed Adriana Rivas to the team serving in the role of Student Services Technician.

Activities

FAST Scholars hosted its annual Welcome Back Event for foster youth at Mesa College. Over 20 foster youth received backpacks, school supplies, community resources and most of all a day of FUN! Students were served a picnic style lunch catered by a retired Marine who owns a small business. Students were also surprised with a performance by a local musician. Borderless Scholars also hosted an annual Welcome Back Event. The student turn-out was high with a combination of new and continuing students. Continuing students took an active role in developing the agenda and providing information and resources to support Borderless Scholars. During 2017/2018, outreach and orientation aligned with Cruise allowed the program to meet its goal of finalizing orientations by the fourth week of the semester.

Data/Innovations

- EOPS processed 500 new student applications, 235 students have met eligibility criteria and 175 attended orientations.
- The transition to an online student application was successful; the program received 577 online applications and 220 paper applications.
- The program was awarded the CAFYES grant through the State Chancellor's Office, this funding will be used to support the state funded program NEXT UP. The program will serve a specific group of foster youth at San Diego Mesa College. The program coordinator is collaborating with San Diego City and San Diego Miramar College to provide the best quality of services and resources. The program is looking forward to serving its specialized population starting August 2019. Sade Burrell has been elected to serve as the program coordinator. We are looking forward to the growth and development of the program.
- The FAST Scholars Program re-applied for Angell Foundation grant to support non-CAFYES eligible foster youth and was awarded \$50,000.
- Through a competitive grant process, the San Diego Community College District was awarded the Catalyst Grant which will bring nearly \$86,000 to the EOPS Program in support of AB540/Borderless Scholars.

Student Success

- Two EOPS students, one EOPS/FAST Scholar and one Borderless Scholar participated in the convocation panel and had the opportunity to share their stories with our campus community!
- A number of our students got the opportunity to share their stories as undocumented or DACA status students with our campus community; DACA Advocacy Week gave a voice to a group of students that doesn't always have a voice!
- EOPS Achievement Ceremony--31 EOPS students attended the Annual Achievement Ceremony and 67 total family guests arrived! We had 12 Honors students, 4 high honors students, and 4 highest honors students (Valedictorians)! Our special guest speakers Brandy Sutton and Natchel Bello Luna were fantastic.
- 107 EOPS/Borderless/FAST students will be receiving a Mesa College degree this year.
- 27 EOPS/Borderless/FAST Scholars received scholarships through the Mesa Foundation totaling close to \$34,000.

Disability Support Programs and Services (DSPS)

Employee Updates

At the end of 2017-2018, Steven Salter left the program to take on a leadership role at another institution and thus Erika Higginbotham has assumed the role of Acting DSPS Coordinator. Manny Jacobo transitioned from the role of IA to Administrative Technician, we also welcomed Victor Tran to the High Tech Center. Dawn Stoll took a sabbatical during the spring of 2018 and we look forward to her return in the fall. Correspondingly, we welcomed Alyssa Vafaei as an Adjunct DSPS Counselor to support the program while Dawn was on sabbatical. Camille Harris came on board as an adjunct counselor and Shanelle Watkins joined the team as the Student Services Assistant. Erick Escalante was hired to a new role as the Instructional Assistant/Learning Resources, serving as our primary test proctor. During the spring semester we welcomed Lizette Espinoza to the DSPS family; Liz supports our students as a senior tutor. Academic year 2017-2018 was a very productive year for the department.

2017/2018 Program Highlights include:

- Members of the DSPS team attended the professional development sessions hosted by our colleagues in EOPS, receiving in-depth information about process and practice across student services.
- Hosted webinars highlighting the benefits of educational planning for students with disabilities.
- During flex week, hosted a flex workshop focused on Disability Accommodation and the responsibilities of the institution's faculty and staff.
- Met with the HSI mentors to discuss connecting students with available resources and how to best support students with disabilities within the classroom.
- DSPS is partnering with Equity and MT2C to provide math and English tutoring to students with disabilities in the HTC.
- Attended an outreach fair at ECC, providing information on available support services to prospective students interested in transitioning from Continuing Education to Mesa College.

- DSPS faculty had an opportunity to attend the 2017 CAPED (California Association of Post-Secondary Education and Disability) conference in Huntington Beach, CA.
- During October, offered Hot Spot Counseling in the HTC, meeting students where they are.
- Attend two afternoons of professional develop focused on legal issues, accessibility compliance and Universal Design for Learning (UDL) presented by Gaeir Dietrich, from the California Community College High Tech Center Training Unit
- Hosted our colleagues from SDSU's Student Disability Services in an effort to enhance our understanding of their support services. It was a wonderful opportunity for our counselors to ask questions aimed at furthering our ability to support our students as they pursue transfer and accommodations at SDSU.
- DSPS also hosted Hot Spot Drop-in counseling sessions throughout the month of November in the HTC, in an effort to provide enhanced service and support to our students.
- Attended a Transition Resource Fair focused on sharing information about our program and services with San Diego Unified School District students, parents and teachers. It was a great opportunity to network with other providers in the community and to engage with prospective students.
- Hosted tours for several feeder high schools.
- In December, Isaac won the Ugly Sweater Contest while Dawn won the Best Holiday Dessert contest at the M&M event. Let's congratulate them on their accomplishments☺.
- Participated in Jump Start as well as Mesa Information Night events where information on valuable resources was shared.
- Hosted a graduate recognition event in honor of our graduating students. This year, we had 147 students complete their degree programs.
- Counselors and support staff have been participating in summer CRUISE activities and workshops.
- May proved to be a very busy time as usual, this year in May, the test proctoring center saw a 12% increase in the number of proctored exams year over year.
- 147 DSPS students completed their degree requirements, all graduated. Congratulations to all.

STAR TRIO

Employee Updates

The STAR TRIO program has been in existence at Mesa College for 41 years and has assisted thousands of low-income, first-generation, and students with disabilities meet their educational goals. We continue to do our part in helping the College to become "The Leading College of Equity and Excellence." We are most proud of our small but mighty team of faculty, classified, and student workers. During the Academic Year, 2017/2018 Petra Montgomery was reclassified from a Telephone Operator to a Clerical Assistant. We welcomed Hieu Huynh as an adjunct counselor and Shahrzad Ashtari as a new tutor.

2017/2017 Program Highlights include

- Hosted the annual Pumpkin Decorating Contest and Meet & Greet.

- All NANCE and work-study students completed Haven: Sexual Assault Prevention & Kognito (At-Risk, LGBTQ, Veterans) trainings.
- Amalia & Thanh attended the NCRC (The Art of Inclusive Communication) training.
- Brandon attended the UMOJA Conference XII in Sacramento; he facilitated a Master Keys Workshop; attended USC Transfer Day; and collaborated in the hosting of the Black Leadership Conference: Connecting Leaders 2 Leaders with Mesa Academy, FAST Scholars, and Communication Studies.
- Marichu hosted the San Diego County TRIO Alliance meeting.
- Hosted fall, end-of-term finals week sessions.
- Facilitated FAFSA as well as tax workshops.
- Nine (9) students receive a total of 18 scholarships, congratulations!
- Brandon Williams facilitated a Master Keys Series Workshop about Procrastination.
- Thuan Le attended the Asian Pacific Americans in Higher Education (APAHE) Conference.
- Thuan Le, Lourdes Villagran and students: Jadi Dineros, Allana Hill and Amalia Villagran presented at the SoCal Chapter of WESTOP, Student Leadership Conference at LA Southwest College.
- The program recognized 13 students who logged in over 100+ hours in the STAR TRIO lab over the course of the academic year.
- Participated in a campus-wide tutoring retreat in support of the tutoring services offered by the program.
- Attended Suicide Prevention training and conducted workshops during Summer CRUISE

Student Success & Equity

Through equity-minded practices and a strengths-based understanding of our students, Student Success and Equity supports the college in closing equity gaps historically experienced by many of our students. The office accomplishes this through direct support to students, by supporting campus programs and activities, and by continuing to inquiry into practices as researchers and change agents. The office plays a unique role in creating and supporting innovative programs and activities meant to move the equity needle and create institutional change.

DIRECT SUPPORT TO STUDENTS



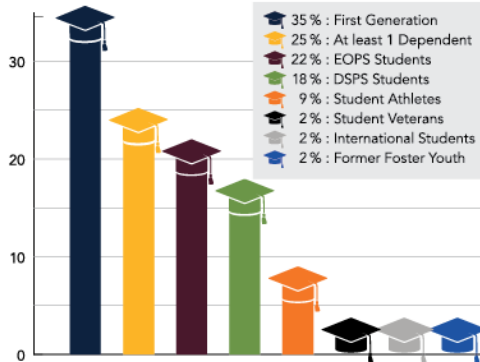
In 2017/18, the office of Student Success and Equity served students by connecting them to books, supplies, transportation, food, clothing, people, and the authentic care all students need to show up engaged and ready to succeed.

2017-2018

- Students Assessed: 196
- Students Received Direct Support: 146
- Books: \$11625.00 (55% of all direct support)
- Food: \$5800 (28% of all direct support)
- Transportation: \$1278 (6% of all direct support)

The Stand

Who are our students?



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 focus on disproportionately impacted students.

Total Monetary Donations

\$7,378.00

Student Comments

Before The Stand lack of food would cause me to get poor grades.

It really helped me financially and mentally to grab anything I wanted and use.

Did you know?

? Total points utilized
22,280
16,195 - 1 point items
3,868 - 2 point items
2,307 - 3 point items

? 18,853 Items of Food to 894 Students
(average 21 items of food per student)

? We provided 1,995 items of clothing to 214 students
(average 9 items of clothing per student)

Farmers Market



On April 17, Mesa hosted its first free 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.

A Bold Experiment: A Free Monthly Farmers Market at Mesa

April Market: Expected 150 Households; served 700!

April – June Markets: Distributed 18,377 pounds of fresh produce!

Households Served: 1409 and counting!

SUPPORTING CAMPUS PROGRAMS, EVENTS & ACTIVITIES



San Diego Mesa Visions

- Borderless Scholars
- Fast Scholars
- Career Center Clothing Drive
- Categorical Program Support
- Classroom Tutoring
- Common Grounds (Communications)
- Connecting African American Students w/Transfer Destinations
- Course Redesign Institute (CRI)
- Critical Campus Conversations (Communications)
- CRUISE
- Cultural Competency Training (CDAIE)
- Curtis Chin – Guest Lecture Event (Social & Behavioral Sciences)
- Direct Support Program
- Diversity Marketing Campaign (CDAIE)
- DSPS Graduation Celebration
- Equity Through Tech and Support (Math & Science)
- Forest Service Field Trip (SEEDS Program)
- Financial Literacy Initiative
- Jump Start Your Success
- Math Acceleration Project
- Mathletics
- Multiple Measures Assessment Project
- MT2C
- M.E.E.T. on Common Ground (Learning Resource Center)
- Mesa Academy LCOM Resource Support (Black Studies)
- Mesa Honors (Honors Program)
- Mesa Visions
- Office of Student Success & Equity
- “Patient Centered Care for Diverse Populations”
- Peer Navigator Program
- Safe Zones at Mesa (CDAIE)
- Second Year Experience (SYE)
- STEM Workshop Series
- Student-Athlete Recognition (STAR) Awards (Athletics)
- Student Diversity Club, Lunchtime Social
- The LOFT
- The Stand
- “Unidos Por la Causa: The Chicano Experience in SD” (Chicano Studies)

INQUIRY

Between September 2017 and June 2018, SSE worked with the Center of Urban Education (CUE) and the campus community to conduct an in-depth analysis of six equity efforts. This group is also finalizing a shared definition of “equity” based on the common understanding articulated by the practitioners involved in Mesa’s equity efforts.

CHANGE AGENTS

Moving the Needle



Assessment of Progress - Completion (2015/16 to 2016/17)

- ☞ Increase for African American students 37% to 40.4%
- ☞ Increase for Hispanic/Latino 43.7% to 50.1%
- ☞ Increase for Pacific Islander from 37.5% to 58.8%
- ☞ Significant Increase for DSPS from 38.1% to 49.5%

Moving the Needle



Assessment of Progress - Completion (2015/16 to 2016/17)

- ☞ While we do not have cohort data for Veteran Students, we find that the overall success rate for this group is at 79% for Fall 2016/17 as compared to 70% for the general student population. Additionally, Veteran Students have a higher overall GPA, 2.78 while the GSP is at 2.71.

Moving the Needle



Assessment of Progress - Degree Attainment (2015/16 to 2016/17)

- ☞ Increase for African American students 9.3% to 13.6%
- ☞ Decrease for Pacific Islander from 19.8% to 14.2%, however there was more than a 21% increase in the overall success rate for Pacific Islander students over the same period of time, indicating a much higher degree of transfer

Moving the Needle



Assessment of Progress - Transfer Rate (2015/16 to 2016/17)

- ☞ Increase for African American students 27.6% to 29.8%
- ☞ Increase for Hispanic/Latino students 31.5% to 36.8%
- ☞ Increase for economically disadvantaged, 18% to 22%
- ☞ Increase for DSPS, 18.6% to 28.3%

Points of Pride/2017-2018

Vice President of Student Services Office



2017-18 was an incredible year of transitions, innovations, equity assessment, safety, community, professional learning, pathways, promises, dreams, journeys and technology for student services. While our office is the culminating point for all Student Services efforts, the points of pride below speak to the exciting work that emerged directly from the Vice President, Student Services Office.

Transitions

This year we thanked Susan Topham for her service to Student Services and wished her well in her new role as Mesa’s Dean of Mathematics and Natural Sciences. We also said good-bye to Daniel Stromwall, college technical analyst, as he pursued new interest in the larger community. While we continue to work collaboratively with our Title V program, in fall 2018, Title V moved to Instructional Services.

In the midst of our goodbyes we were excited to welcome Ailene Crakes, former chair of counseling, as the acting and ultimately new Dean of Student Development. We also welcomed Charlie Lieu, former administrative technician with the Office of Institutional Effectiveness, as our new College Technical Analyst.

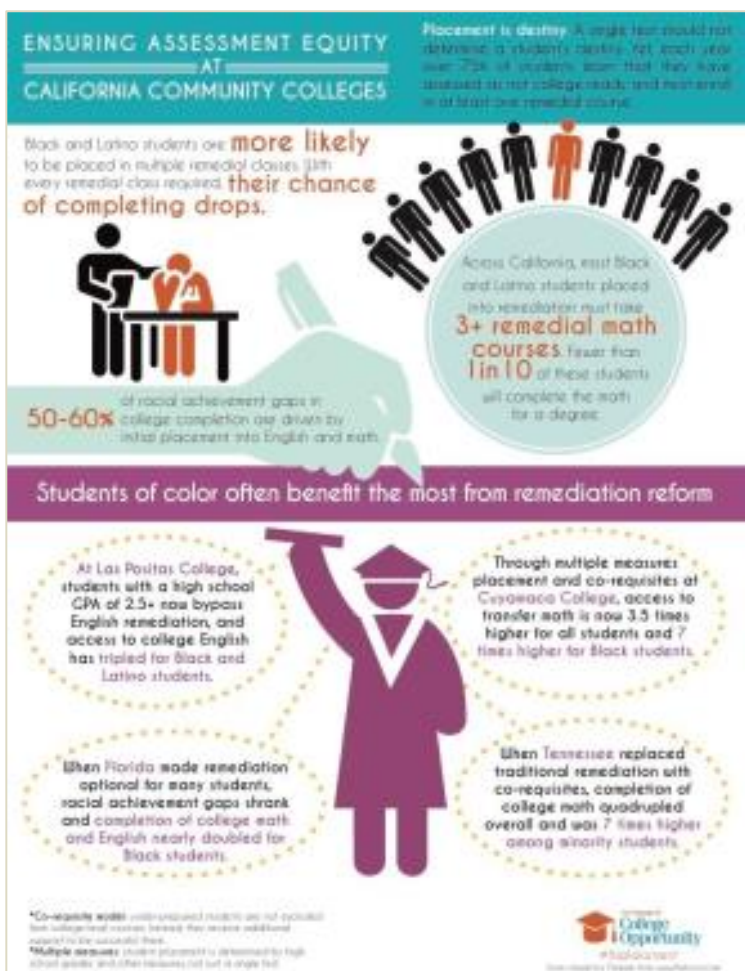
We also said good-bye to EOPS Director, Monica Demcho and DSPS Coordinator Steven Salter. Special thanks to Nellie Doherty and Ericka Higginbotham, respectively, for stepping into acting positions in those areas.

Overall in 2017-18, Student Services hired 3 faculty and hired or promoted 17 classified professionals. Effective this year, each new or promoted employee receives a welcome letter from VP Hands along with a copy of the *Strengths Finder 2.0* book.

Innovations

In our effort to transform the lives of our students, each year we transform policies, practices and procedures in ways that allow us to meet students where they are and create conditions that matter for their success. While we touched many programs and services, there are a few worth noting, where the Vice President for Student Services office provided inspiration and/or administrative oversight that transformed the way we work.

MULTIPLE MEASURES ASSESSMENT PROGRAM WORKGROUP



In June 2017 the Multiple Measures Assessment Program Workgroup, chaired by VP Hands, launched our new placement assistant. The Placement Assistant is an alternative assessment tool that can be used instead of an assessment test. The Assistant takes into account multiple measures, including high school GPA, the highest English and math courses completed, and students' likely college major. Upon completion, students are given information about their placement levels and next steps. Between June 2017 and June 2018 the Placement Assistant placed over 3000 students. This single act has closed equity gaps and increased enrollment in college level math and English. In spring, Mesa College stopped using Accuplacer and altered the Placement Assistant tool to

include international students, continuing education students, and those who did not graduate from high school.

TAILORED STUDENT SERVICES DATA PACKETS

This year, for the first time ever, Student Services partnered with Associate Dean of Research, Bridget Herrin, to create Data Packets allowing student services programs to have program-specific data for Program Review.

TECHNOLOGY

One of Student Services goals is to collaborate and support student services departments and programs to design, test, and implement innovative technologies that promote student success and equity. Under the leadership of Charlie Lieu, Student Services has done just that. Examples of outcomes include the following:

CREATED	ENHANCED	COORDINATED
<ul style="list-style-type: none">• Websites• Event pages• Online surveys• OU feature enhancements• New online check-in system for the Scholarship Awards Banquet	<ul style="list-style-type: none">• Online check-in system for commencement• Ask Mesa platform: new FAQs, online request forms, contacts, and interest forms.	<ul style="list-style-type: none">• Old technology pick-up

Equity Efforts Assessment

Mesa College is in the 2nd year of a 3 year Equity Efforts Assessment partnership with the Center for Urban Education (CUE). Our partnership was designed to provide an expansive assessment of 6 of our equity efforts, including mapping each initiative, identifying areas of intersection, evaluating allocation of resources based on goals and assessing the equity focus of each initiative.

2017/18 Assessments included:

- An Analysis of Six Equity Efforts at San Diego Mesa College
- Mapping Assets for Equity: Defining Equity and Planning for Coherence Across Initiatives
- Equity Efforts Assessment Feedback Memo

Through these assessments and feedback memos, CUE researchers constructed preliminary equity assets maps for each initiative, providing critical insights on how practices, policies, structures, programs, and personnel associated with each effort were being leveraged to close racial/ethnic equity gaps in educational outcomes. Initial discoveries include clarity regarding Mesa’s commitment to equity and excellence, a range in the degree to which the equity efforts and artifacts are explicit about equity related goals, varied definitions of equity and levels of positive race consciousness and positive cross effort connections. Efforts also resulted in a proposed Mesa College equity definition (see below), a draft of an equity crosswalk and dashboard and identification of challenges and promising practices for moving forward with 2018/19 efforts.

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, as well as other 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.

Student Journeys

SAN DIEGO PROMISE



According to AB 19, California Community Colleges will now receive state funds to pay enrollment fees for first-time, full-time students, regardless of need. The AB 19 Promise program will cover student fees for their first year under our state-funded SD Promise Completion Program. Year Two will be funded by our local SD Promise program.

Vice Chancellor Neault, Associate Dean Carter, the Vice Presidents of Student Services and our campus Promise leads have been working closely to comply with AB 19, to successfully implement our SD Promise Program, and to accomplish these while holding onto the core of our commitment to success and completion. Two years ago, our first cohort of Promise students included more than 200 students. This fall, our cohort will include more than 700 students!

Special thanks to Genevieve Esguerra, Donnaly Atajar, Miriam Pacheco, and a variety of Student Services programs for leading our campus efforts.

MESA PATHWAYS

2017/18 marked the launch of California's Guided Pathways Initiative. In fall 2017, VP Hands and Associate Dean Herrin co-lead efforts to share information about Guided Pathways and to receive feedback that informed the college's beginning efforts. This initial feedback stage was accomplished through forums, presentations, informational sessions, digital surveying, and other

feedback mechanisms; the launch of a Guided Pathways website; and the organization of an inclusive work group. This groundwork led to the development of [Mesa's Self-Assessment](#).

In spring 2018, the Mesa Pathways Planning Taskforce (MPPT), under the leadership of VP Hands, was formed. Taskforce work resulted in the completion of our [Guided Pathways Work Plan](#) which prioritizes 6 of the 14 suggested Pathways elements, shown below. These elements represent Mesa's initial Pathways priorities. They were selected based on constituent group feedback and will guide our work through Spring 2019.

Mesa Pathways Year One Work Plan Priorities		
ELEMENTS		
<ul style="list-style-type: none"> • Shared Metrics • Inclusive Decision Making 	<ul style="list-style-type: none"> • Guided Major and Career Exploration • Improved Basic Skills 	<ul style="list-style-type: none"> • Clear Program Requirements • Proactive and Integrated Academic/Student Support

In May, MPPT was approved by the President's Cabinet to become a full governance committee, known as the [Mesa Pathways Committee](#) (MPC). Additional information about MPC (like the meeting scheduled, planning documents, presentations, events, resources, and contact information) can be found [here](#).

MESA JOURNEY

In 2017/18, the Mesa Journeys Workgroup, under the leadership of Leroy Johnson and Charlie Lieu, worked feverishly to collect data and information resulting in the creation of a student online information intake form. This form was piloted in the Summer with CRUISE students and will be rolled out in Fall 2018. In addition to recommendations for program participation, this form will also provide students with access to a calendar of activities happening within those programs. I would like to thank the Mesa Journey Team for their vision for student access and success.

DREAMERS



2017-18 was a challenging year for our DACA, AB 540 students and Dreamers. Our State, District, colleges, Continuing Education, and departments including EOPS, Financial Aid and Counseling, partnered to support our students during

times of uncertainty and need. The Vice Chancellor and Vice Presidents for Student Services collaborated with myriad internal and external agencies to support our students. Examples of programs, activities, and supports include hosting DACA Workshops, [DACA Advocacy Week](#), Travel Ban communiques, Emergency Funds, enactment of Academic Forgiveness policies and access to community resources which provided scholarships for DACA recipients to safely renew their status. Additional information for DACA students can be found [here](#).

Community & Well Being

MOTIVATION & MORALE



In an effort to promote community amongst the entire Student Services Team, The Mesa's Motivation and Morale (M&M) Committee, hosted 11 events throughout the year. Each event provided an informal opportunity for Student Services faculty, staff, students and administrators to eat, connect, build community and participate in fun contest. Events included a Summer Picnic, Potluck Carnival, Meet & Greet for new hires, Back to School Brunch, Chili Cook-off and Costume Contest, Lunar New Year Celebration, Pi/Pie Day Event, Dip Party, Summer Vacation Party and my personal favorite a Student Services Ice Cream Special Delivery Truck. Special thanks to our M&M Committee for creating spaces for our team to be motivated and for morale to be boosted.

SOUND IN BODY: FEEDING SAN DIEGO



VP Hands, in coordination with Student Success and Equity and campus leadership, finalized a Memorandum of Understanding (MOU) with Feeding San Diego. Our MOU has opened the door for Mesa to host monthly Farmers Markets where FREE fresh produce is made available to the entire Mesa College Community. The initiative is part of Mesa College's effort on "Taking a Stand Against Hunger." This effort is housed under Student Success & Equity in partnership with the Stand. We

launched our first Farmers Market in April 2018. In Spring 2018, we delivered 18,377 pounds of Fresh produce to 1, 409 households. I would like to thank Dean Larry Maxey, Johanna Aleman and Claudia Estrada-Howell for carrying this equity vision and effort forward.

SAFETY



When we first moved into the Student Services Center five years ago, we established a goal to promote a safe learning environment for students and employees. This year, the Safety Plan Resource and Implementation Group (SPRING), under the leadership of Trina Larson, took valiant steps towards making this goal a reality. This year, SPRING created a [Building Emergency Evacuation Plan](#) and hosted mock and full evacuations, followed by debrief sessions and improvements. I would like to extend a special thanks to the SPRING Committee Members for their hard work and evacuating an entire building on May 30, 2018 in 6 minutes.

SERENITY

Student Services partnered with President Luster and Committee for Diversity, Access, Inclusion and Equity (CDAIE) to place the Serenity Room under Student Affairs and locate it in the Student Services Center. The Serenity room will open in November 2018.

Professional Learning

The Office of the Vice President for Student Services is committed to Professional Learning as both participants and presenters.

In 2017/18, VP Hands served as an ACCCA Mentor, a faculty member for NASPA's New VPSA Institute, a presenter at the Community College League of California Conference and was a student in the Black Minds Matter public course through San Diego State University along with Trina Larson.

PROFESSIONAL ADMINISTRATORS LEARNING ACADEMY (PALA)

VP Hands, partnered with the LOFT to lay the foundation for a new professional learning series for mid-management professionals: PALA. PALA equips participants with leadership tools and professional learning through 18 hours of instruction.

Thank YOU!



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 2018-2019!