

MESA COLLEGE ▪ STUDENT SERVICES MONTHLY REPORT

October 2009

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Student Services Executive Summary

October, 2009

At the October Board of Trustees meeting, Mesa College faculty and staff came together to tell a story about a journey, specifically, a hero's journey. And within the 60 minutes allocated for the presentation, Board members watched as many different students told of their journey at Mesa College and how faculty members helped them find their way. It was an extraordinary evening that reaffirmed the importance of the work that we do every day. Congratulations to our leaders: Ashanti Hands, Anthony Reuss and Genevieve Cabanilla and students, Heaven Johnson, Nicolette Boudreaux, Mason Walker, Freddy Lopez, Josh Ray and Rachel Monk for doing a great job representing Student Services.

Another journey took place during the month of October. Faculty and staff currently located in the I-400 and second level of the I-300 buildings began relocating to the newly constructed Modular Village, or as the folks in Student Services affectionately referred to it, the "trailer park." This is not a negative connotation, especially since the units are much nicer than many of us imagined. Rather, it demonstrates the incredible sense of humor of our faculty and staff. For example, the names that have been assigned to each trailer housing the counseling faculty include:

MV 24 – MOXIE MODULE (Might be changed to Mo' Betta Module)

- Kalck
- Rico-Bravo
- Sundayo
- Weaver
- Financial Aid
- Prorata/Adjunct
- Prorata/Adjunct

MV 25 – MOUNTAIN LODGE

- Crakes
- Johnson
- Marrujo
- Mathis
- Parker
- Reuss
- Wales

MV 26 – FLAVA TRAILA

- Adona
- Boyd
- Carson
- Dines
- Flor
- Gonzalez
- Temple

No doubt, the modular village will become one of the trendiest places on campus. Although we are still working out a few technical issues, things have gone well and we extend our thanks to Vice President Perez, Edgar Hinojosa and District Facilities for their assistance in creating a smooth transition.

On October 2, 16 classified staff within Student Services began a journey together as participants in our new Art and Science of Service Training Program. The purpose of the program is to develop essential skills needed to ensure excellent service to students and each other.

Finally, in October, more than 30,000 students journeyed through our programs and services. The information below documents services provided to these students.

Departmental Data:

Department	Students Served
Admissions/Records	3,063
Assessment	136
Career Center	757
Counseling	1,676
DSPS	527
EOPS/CARE/Fast Scholar	1,022
Evaluations	630
Financial Aid	19,340 - \$6,366,845 disbursements
Outreach	14 hours and 266 participants
Student Affairs	578
Student Health Services	1,613
Star/TRIO	816
Transfer Center	673
Total Students Served	31,097

Employee Updates:

- Professor Jill Jansen received the 2009 CAPED (California Post-Secondary Education and Disability) Professional Recognition Award at CAPED's annual convention here in San Diego.
- Myra Gonzales received an award from the LEAP Board of San Diego County acknowledging her as a "Champion" of foster youth and their causes. She also presented at the national Blueprint Conference Supporting Former Foster Youth in Higher Education.
- Octavio Pierre Romero Ph.D., Received Award of Chapter Recognition at Conference held in Dallas.
- LaKeita Platts, Senior Student Services Assistant, joined the Admissions and Records offices.
- Mary Newman, DSPS Student Services Assistant, has announced her retirement at the end of Fall 2009.

Department:	ADMISSIONS, VETERANS AND RECORDS	
Date:	October 2009	

I. Employee Update

- LaKeita Platts, Senior Student Services Assistant, joined the Admissions and Records offices.

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- The Records office has been working closely with the regional Veterans office to quickly certify veteran's benefits in order for veterans to receive emergency funds up to the amount of \$3000.

IV. Departmental Data

Services Provided - Allied Health/Residency/Int'l Students	Students Seen
Allied Health	14
Allied Health – Special Program Apps Submitted: --	28
Residency	130
International Students	59
Total	231

Paperwork Received & Processed	
Worksheets	680
UCSD Worksheets	41
Petition to Certify Units	311
Faculty Initiated Challenges	6
Petitions to Challenge	1
Dept. Chair Exceptions	4
Updated Test Scores	0
Petitions for Late Withdrawal	5
Total	1,048

Applications Received	
Online Apps	1,427
Paper Apps	111
Total	1,538

Rosters Requested, Prepared & Delivered	
Total	44

Phone Calls Handled	
Admissions	2,345
Allied Health	299
Allied Health – Voicemail Contacts	74
Residency/International	336
Total	3,054

Veterans	
VA Certifications & Adjustments	315
VA Orientation	35
Posting VA Grades	47
Total	397

Records	
Grade Changes	32
Student Folders Made	505
Incomplete Letters	--
Transcripts Received and Processed	806
Total	1,343

Department:	ASSESSMENT/ORIENTATION	
Date:	October 2009	

I. Employee Update

No update

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- The Assessment and Orientation Office has recently developed some new resources and procedures for delivering services to students, including an online Orientation, a year-round schedule of assessment dates, and a new First Semester Planning Workshop.
- Our traditional two-hour orientation, which was led by a Counselor, will now be delivered as an online service, which may be accessed by every student and completed at the student's leisure, before coming in to take the English and math assessments. An Orientation Learning Outcomes form must be completed by each student and submitted prior to taking the assessment tests. The orientation webpage will remain available to students for future reference.
- The scheduling of assessment services at Mesa College have been integrated with the assessment schedules at Miramar and City colleges. At Mesa, students will be able to make assessment appointments in person, by telephone or via email. All English and math assessments will be provided via computer, eliminating paper/pencil assessments.
- After orientation and assessed services have been provided, a new counselor-led First Semester Planning Workshop will be offered to all matriculating students. This will provide each student the opportunity to begin to explore academic goals and to begin the development of a full educational plan to meet those goals.

IV. Departmental Data

Student Contact Report:

TESTING	
English Only	75
Math Only	61
Engl/Math	0
ESOL	0
Testing Total	136

ORIENTATION	
Orientations Total	0
Grand Total	136

Department:	CAREER CENTER	
Date:	October 2009	

I. Employee Update

- D. Short - Attended Student Services Staff Development Retreat
- M. Romero - Facilitated the new Student Services ASST Program
- M. Romero - Attended the Management Leadership Development 3-Day Intensive

II. Policies/Procedures

- Realigned Job Board procedures to accommodate move to the Modular Village.

III. Innovations/Best Practices/Research

- Revised resume review process to streamline and make more accessible for students.

IV. Department Data

Reason Code	October 2009
Unduplicated Student Count*	608*
Career Advising	3
Career Exploration	16
Career Assessment Interpretation	14
Career Center Orientation	24
Taking Eureka Assessment	15
Eureka – Career Exploration*	1
Job Searching	35
Myers Briggs Type Personality Assessment	14
Resume Review	12
Recruitment on Campus	15
Totals	757

* Data is comingled with the Transfer Center data and is unable to be separated within the SARS reporting system.

Department:	COUNSELING	
Date:	October 2009	

I. Employee Update

- **Conferences Attended:**

COUNSELOR	DATES	CONFERENCE
Kristy Carson	10/28-10/30/09	COA/CCCAA Fall Conference
Adrienne Dines	10/26-10/30/09	NAFSA Conference
Chris Kalck	10/26-10/30/09	NAFSA Conference
COUNSELING SUPPORT STAFF	DATES	CONFERENCE
Debbie Powell	10/28 – 10/29/09	NAFSA Conference

- **New Employee Announcements:**

Oswaldo Amezcua and Sasha Verastegui have been hired to be a part of the adjunct counseling faculty pool.

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- Crakes and Wales completed the new *Online Orientation* and finished revising testing procedures which will be implemented in November.

IV. Departmental Data

Student Contacts	October 2009
Scheduled Appointments	102
Drop-in Appointments	1,574
Total	1,1676

Department:	DSPS	
Date:	October 2009	

I. Employee Update

- Professor Jill Jansen received the 2009 CAPED (California Post-Secondary Education and Disability) Professional Recognition Award at CAPED's annual convention here in San Diego.
- Student Services Assistant Mary Newman has announced her retirement from Mesa DSPS at the end of the fall 09 semester. Mary has coordinated test proctoring for our department and she will be greatly missed!

II. Policies/Procedures

- DSPS is utilizing new districtwide DSPS forms including the Application for Services and Verification of Disability. This will streamline the process for students.

III. Innovations/Best Practices/Research

- DSPS will be receiving a report regarding campus access next month for an outside company. Based on the findings of the report, DSPS will be working with Administrative Services regarding funding priorities for campus access.

V. Department Data

Student Contacts	October 2009
DSPS scheduled appointments	76
Drop-In appointments	164
New applications	89
Learning Disabilities Assessments	10
Exams Proctored	206
Textbook Conversion to Alternate Media	37
Students served in the High Tech Center(unduplicated)	93
Total Student Contacts Identified	527

Department:	EOPS, CARE, AND FAST PROGRAMS	
Date:	October 2009	

I. Employee Update

- Anthony Reuss: • CCAMPIS Grant coordination and development • Facilitated "SDSU Business major" workshop
- Octavio Pierre Romero Ph.D.: • Has moved from being an EOPS Adjunct Counselor to STAR Adjunct Counselor due to budget, see STAR Trio.
- Nellie Dougherty: • Kearny SCT Early Grad Presentation.
- Myra Gonzales: • Received an award from the LEAP Board of San Diego County acknowledging her as a "Champion" of foster youth and their causes • Presented at the national Blueprint Conference Supporting Former Foster Youth in Higher Education. "How the unique experiences of former foster youth can shape the kind of challenges and issues they encounter on campus." • Attended the California Higher Ed Consortium of campus support and programs for former foster youth.
- Lisa Naungayan, Barbara Young, attended Student Services Classified Retreat Oct.16 on campus.
- Melanie Cordero, Jackie Szitta attended ASST Training by Student Services.

II. Policies/Procedures

- The State Chancellor's Office announced reductions in the number of EOPS students programs may admit for the year co-related to the budget cuts.
- While still accepting applications, a wait-list for admission has been implemented.

III. Innovations/Best Practices/Research

- Completed EOPS automated packaging plans and submitted to District programmer to begin set-up and testing.

IV. Department Data

Program	October Applications	October Admitted
EOPS	46	11

Total	1,022
Appointments/Contacts	October 2009
Intake Sessions	53
Counseling	367
Walk-ins	469
Workshops	133

Department:	EVALUATIONS	
Date:	October 2009	

I. Employee Update

- Evaluations staff attended Student Services Staff Retreat
- T. Hoang participated in ASST staff development program

II. Policies/Procedures

- Rewrote policies 3900 and 3910

III. Innovations/Best Practices/Research

- Imaging records of prior graduates to allow efficiency of access, to save space, and to electronically document records.

IV. Departmental Data

Petition Type	October	
	Denied	Approved
Miscellaneous	0	0
Repeat of a course with more than one substandard grade	3	3
Repeat of a course with a passing grade	1	0
Selected studies	0	0

Petition Type	October
Record Adjustment	205
Transcripts	16
Grad Petitions	148
UC GE Certification	39
CSU GE Certification	3
Certificate of Performance	5
Academic Renewal WITH Course Repetition	22
Academic Renewal WITHOUT Course Repetition	30
Major Area Elective	19
Modification of Major	16
General Student Petitions	0
Exception to Course Repetition Policy	10
Military Transcripts	105
AP/Dantes/Scores	12
Degree & Certificate of Completion Letters	0
Total	630

Department:	FINANCIAL AID OFFICE
Date:	October 2009

I. Employee Update

- Pilar Ezeta attended 10/30/09 Region X meeting at Mira Costa College, Oceanside Ca.
- Jesus Ortiz gave a Financial Aid Presentation at Kearny High school for 30 students.

II. Policies/Procedures

- Still working on the rules required for the implementation of the year-round Pell. City College has already seen the first year-round Pell.

III. Innovations/Best Practices/Research

- Financial Aid Office is now housing our Financial Aid Academic Counselors. This gives office staff for more questions and appointment referrals. This allows students to have a walk-in appointment if counselor is available.

VI. Departmental Data

- We have received 15,926 FAFSAs for the 09-10 year thus far. 5,293 belong to currently enrolled students.
- The BFAP year-end reconciliation for 08-09 has been submitted.
- All 08-09 FA documents have been imaged and stored.
- Initiated scanning for the 09-10 Financial Aid records.

Student Contacts	October
Packaged Aid 09-10	3,528
Processed applications for aid eligibility	5,321
Reviewed FAFSAs and supporting documentation when required	3,084
Submitted FAFSAs for corrections	1,524
SAM Electronic Corrections to Application Records (ECARS)	134
Evaluated Faxed Pages	4,640
Sent and Received faxes from different third party agencies and or students	328
Petitions for Degree Change	5
Selective Service Registration Waiver	1
Income Reductions	15
Dependency Override Petitions	5
Satisfactory Academic Progress Appeals (out of potential 3,775)	643
Reported students for R2T4	55
"Key Changes" for records with multiple IDs	57
Totals	19,340

Fund	October Disbursement
BOGW-A	67,817.00
BOGW-B	438,069.00
BOGW-C	1,289,208.00
Bureau of Indian Affairs	2,050.00
Pell Grant Funds	3,097,676.00
Direct Loan Funds	848,119.00
PLUS Funds	82,745.00
FSEOG Funds	97,800.00
Cal-Grant Funds	272,368.00
Scholarships	14,567.00
Osher Scholarships	8,375.00
AmeriCorps Funds	6,040.00
CWS Funds	28,845.75
Alternative Loans	115,216.00
Total	6,366,845.75

Department:	OUTREACH	
Date:	October 2009	

I. Employee Update

- C. Pirtle attended the Student Services Classified Retreat
- H. Johnson and N. Boudreaux were rehired as student ambassadors for Fall 2009
- Katrina Fulton, Brandon Brown, Alyson Elkins, and Briana Gomez started as student ambassadors
- Assisted at the President's Principals Breakfast
- SDCCD Student Ambassador Training
- Presented at the SDCCD Board Meeting at Mesa College

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- Coordinator is working with community partners for resources to support campus events.

IV. Department Data

Date	Activity	# of Hrs	# of Participants
10/3	Filipino American Festival	4.5	40
10/6	Drop for non-payment calls	0.25	2
10/14	Our Lady of Peace College Fair	2	27
10/14	Drop for non-payment calls	0.25	8
10/28	CalSOAP University College Fair	3	175
10/1-10/31	Monthly Tours (Scheduled or Walkins)	4	14
Total		14	266

Department:	STUDENT AFFAIRS OFFICE
Date:	October 2009

I. Employee Update

No update

II. Policies/Procedures

No update

III. Innovations/Best Practices/Research

- 30 Clubs have been approved for Fall 2009. For a full list of clubs visit - <http://www.sdmesa.edu/campus-life/index.cfm>.
- Placed the following information online:
 - Scholarship Donor Questionnaire
 - Major Events Planning Guide for Clubs

IV. Departmental Data

- Office Contacts

Phone Calls	123
Office Visits	425
Fax Services	30
Total	578

- Student Conduct

Fact Finding Meetings	12
Administrative Meetings	0
Hearings	0
Grievances	0
Total	12

- Student Club Activities

ASG

- Hosted Region X Meeting
- Hosted Annual Fall Leadership Retreat for ASG Executive Council, Senators and club representatives
- Participated in Allied Health Grand Opening
- Participated in Student Services Fair
- Hosted 2nd round of In-House Elections
- Participated in Mesa's Board of Trustee Presentation
- Sponsored UCSD & SDSU Transfer Workshop with the Transfer Center
- Participated in the Kick-Gas Festival

BSU

- Meet and Greet

EOPS/CARE Club

- Halloween Opportunity Drawing fundraiser

Fashion Club

- Movie Night – “The Last Emperor”
- In the Planning Stage Guest Speaker – VP of sales and Marketing Pete Ferrer of Tom’s Shoes
- Working with Mesa Child Development Center in doing some Interior and exterior curtains
- Inner department design competition to design an environmentally friendly t-shirt to sell in the book store as well as some of the club events

Honors Club

- Club fundraiser

ICC

- Provided brunch for ICC club reps

International Club

- Asian Film Festival
- International candy sales fundraiser
- Working with ISSO – Inform Student Population about AB-540
- Mission Bay BBQ Ice breaker to promote communication within the club
- International Student Exchange Conference

Intersivity Christian Fellowship

- Speakers for Group Gathering

MCAHTSA

- Dogs and Cats Pet Wash Fundraiser

M.E.Ch.A

- Day of the Dead Fundraiser (Sugar Skulls) and Candy

Mesa Red Cross Club

- Volunteering in the Community Month

PTK

- Halloween Booth Fundraiser – Proceeds go to 2nd Chance Youth Program
- Participate in Race for the Cure

Pre-Med/Pharm Club

- Attended AMSA conference (2 members attended)
- Tour of UCSD
- Presented at UCLA Med School and Western University
- Cultural Entertainment in the Park
- San Diego Tropical Fish Show

PSI Beta

- Guest Psychology Speaker Kip Daumbacher
- Bonfire Social at Ski Beach in Mission Bay
- Volunteer San Diego – Tutoring School Children

SACNAS

- Native Arts Storytelling

STAR

- Halloween Carnival at the Child Development Center
- Pumpkin Decorating Contest
- Collecting New and Slightly used Clothing for donating to homeless

Studio Art Club

- Live Model Drawing

Women Union

- Participated in Breast Cancer Walk

V. NEW PROJECTS/ACTIVITIES/INITIATIVES

- Developing a Club Meeting poster highlighting club missions, meeting dates etc.

Department:	STUDENT HEALTH SERVICES
Date:	October 2009

I. Employee Update

- Robin Perry RN is joining our team. Robin will be assigned to H1N1 mass vaccinations.
- Director Suzanne Khambata and Pandemic H1N1 coordinator Lisa Manley attended the San Diego County POD H1N1 mass vaccination training on Oct. 16th.

II. Policies/Procedures

- New policies have been developed for mass vaccinations.
- We continue to struggle with the door opening/locking policy. We are working with Dean Hands to overcome this gap in services.

III. Innovations/Best Practices/Research

- We are submitting the Tobacco Control grant on November 4th.
- Linda Gibbins-Croft MSW is completing her series on “Non Violent Communication” for staff and faculty. Already we have begun to see many differences in the way we handle conflict.
- The H1N1 mass vaccination set up and training were evaluated by the SD County H1N1 Director of Colleges and Universities this week. We were told that we are “a model of excellence”. Many grateful thanks to the hard work of Community health Nurse Polly Rose RN and H1N1 Pandemic Coordinator Lisa Manley RN. They have both worked tirelessly to accomplish our objectives.

IV. Departmental Data

Student Health Services Student Contacts	
Medical Contacts	1484
Counseling Contacts	129
Total	1,613

Department:	STUDENT TUTORIAL AND ACADEMIC RESOURCES TRIO (STAR)	
Date:	October 2009	

I. Employee Update

- Octavio Pierre Romero Ph.D., is new adjunct counselor. • Chapter Advisor of Mesa SACNAS club • Attended SACNAS Annual Conference Oct 15th- 18th • Received Award of Chapter Recognition at Conference held in Dallas • SACNAS web site is www.sacnas.org.
- Marichu Magaña is on planning board for the 2010 WESTOP conference.

II. Policies/Procedures

- Providing follow-up counseling for all students on academic/program probation.

III. Innovations/Best Practices/Research

- Gathering student outcomes data for annual reporting.
- Continuing research and writing for the STAR renewal grant from the US Department of Education.

IV. Departmental Data

STAR Student Contacts		
STAR Student Contacts		816
Lab Contact Hours	683.13	
Total Contacts		816

Department:	TRANSFER CENTER
Date:	October 2009

I. Employee Update

Transfer Team
Annual Transfer Day 10/6/09
Naomi Grisham, Transfer Center Coordinator
Meeting with SDSU regarding Supplemental Application and TAG Meeting with San Diego Educational Consortium chair regarding spring activities Meeting with Alliant International University Meeting with Brandman University ASG Transfer Workshops presenter 10/20, 10/22
Pattee Roa, Senior Student Services Assistant
Attended Student Services Classified Staff Retreat

II. Policies/Procedures

- Modified application and other service procedures to accommodate move to Modular Village.

III. Innovations/Best Practices/Research

- For Transfer Day, had ASG set up table. Students asked many questions related to budget and transfer.
- ASG students requested workshops related to transfer as many students are feeling apprehensive about transfer issues. Worked with ASG Senator to set agenda and conduct workshops. Address applications, essays, and scholarships in workshop.

IV. Departmental Data

Petition Type	2009
Non UC or CSU Application	11
Application Follow-up	2
Using Assist.org	2
Using College Catalogs	4
CSU Application	282
GPA Calculation Assistance*	16
All other Admission Guarantees - Not UCSD or SDSU	18
Transfer Center CSU Group	15
Transfer Center SDSU Group	31
Transfer Center UC Group	14
Transfer Center UCSD Group	23
Transfer Center Transfer Planning Group	6
Transfer Advising	20
UC Application	9
UCSD – TAG	5
Transfer Research	33
Transfer Representatives on Campus (student contact)	182
Total	673