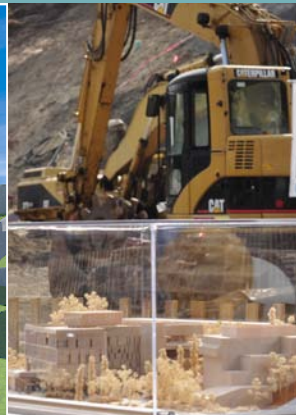


# VISION

San Diego Mesa College  
Student Services Annual Report

Brian Stockert, Interim Vice President  
2010-2011





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2011 Student Services Leadership Team

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## **SAN DIEGO MESA COLLEGE STUDENT SERVICES**

**Brian Stockert, Interim Vice President**

We are pleased to share the Student Services 2010-2011 Annual Report. Despite significant fiscal challenges this past year pertaining to state-wide budget reductions, the Student Services Division has provided effective services to assist students in fulfilling their educational goals. We have focused our work on prioritizing our core services, promoting educational access and innovations that help students to succeed.

Student Services faculty, staff and administrators have coped with challenges related to unfilled positions and ever increasing student request for services. Despite those challenges, the Student Services Division of San Diego Mesa College continues to move forward. We remain committed to maintaining critical services and programs that meet the diverse needs of our campus community. Our efforts have been acknowledged through two commendations from the California Accreditation Team: 1) leadership of SS, including our successful efforts in managing fiscal resources during challenging times and 2) our work in increasing student involvement as well as our success in reigniting students' participation in college life.

### **INNOVATIONS**

- Through re-organization, the DSPS, EOPS and STAR/TRiO departments now comprise a new Academic Unit: the School of Support Services.
- In response to the severe state-wide budget cuts, virtually every Student Services department has added to or improved their on-line services: some of these innovations include: online orientations are available for new and returning students, international students, veterans and military personnel; virtual college and transfer fairs, career workshops, scholarship applications, fee payment options and several departments joined Facebook to improve their communications with students.
- Thirty-seven students successfully completed the ARRA funded Mental Health Advocate/Aide Certificate program. This two year grant was submitted by Student Services and was a collaborative effort with Mesa's Psychology Department.
- The Dean of Student Affairs in collaboration with Student Health Services, Counseling and San Diego State University's Student Health Services Department created and launched the Mesa/SDSU Alcohol and other Drug Survey in Spring 2011. Data will be used to create educational and preventive programs for our students.
- Student Health Services implemented their new "out of office mass vaccination stations. In collaboration with nurses from San Diego City College and the University of Oklahoma, Student Health Services provided 500 free flu vaccines to students.
- To further off-set budget reductions, collaborations between Student Services departments and ASG along with partnerships with community resources resulted in continued and expanded services and events for students.
- We have developed a Personal Growth 120 course for Veterans and Military Personnel.
- League of Innovation 2011 Innovation Award Recipient for the African American/Latino Male Leadership Summit

## Leadership and Employee Development

We recognized many of our employees' accomplishments, including the following:

- Service Awards were received by many of our excellent classified staff, including those with 5 years of service: Guadalupe Bueno, Suzanne Khambata, Dawn McClelland, Lakeita Platts, Sibel Sahebamei, Deborah Salazar and Ebony Tyree; with 10 years of service: Julissa Samano and Barbara Young; with 15 years of service: Kathy Fennessey; with 20 years of service: Cheri Sawyer and Nell Simpson; with 25 years of service: Lisa Naungayan; with 35 years of service: Terri Galusha and with an incomparable 40 years of service: Cathy Sullivan.
- Associate Dean Brian Stockert was selected to serve as Interim Vice President of Student Services.
- Dean Joi Blake received her Doctorate in Educational Leadership from San Diego State University in Spring 2011; she held an internship with the Under Secretary of Education at the U.S. Department of Education in Fall 2010 and she won the William E. Piland Outstanding Leadership Award for her graduate work at San Diego State University in May 2011.
- Dean Ashanti Hands was accepted into the Ed.D. Program in Educational Leadership at San Diego State University.
- Student Services staff who participated in the C-Cert Training: Ashanti Hands, Leroy Johnson, Marichu Magana, Barbara Plandor, Danielle Short, Jackie Szitta, Barbara Young, and Thuan Le.
- Associate Professor Dawn Stoll (DSPS) graduated from the District's Manager Leadership Development Academy (MLDA).
- Dean Ashanti Hands graduated from the Association of California Community College Administrators Mentor Program
- Director of Student Health Services Suzanne Khambata graduated from the District's Manager Leadership Development Academy.

## A Culture of Evidence

- 2010-2011 Student Contacts: 300,699
- Financial Aid Distributed: \$20,271,214
- Admissions Applications Received: 33,371
- We awarded over \$82,000 in scholarships, during our 18th Annual Scholarship Gala.
- Our 47th Annual Commencement Ceremony celebrated 339 graduates.
- EOPS distributed \$25,537.98 in book vouchers & \$2,950.00 in Mesa Café meal cards
- ASG raised \$1,795 through their ASG Nihon Fundraising Initiative in support of the tragedy in Japan.
- Japan Club raised \$1,050 in support of the tragedy in Japan.
- Student Development and Matriculation received over \$25,000 from community partners to support special programs and initiatives.

## Final Thoughts

Education is a social process.

Education is growth.

Education is not a preparation for life;  
education is life itself.

~ John Dewey

We will likely continue to feel significant budget challenges for 2011-2012. However, we will continue to utilize ways of providing effective services for our students. We will also continue to seek new opportunities that promote innovations and help fulfill the mission and goals of the college.

The word "vision" is written in a bold, lowercase, teal-colored sans-serif font. The letter 'i' has a solid teal dot above it. The letter 'o' has a white circular cutout in the center.



## DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

### Jill Jansen, Acting DSPS Coordinator

The Mission of our DSPS Department is to eliminate the educational barriers that are unique to students with disabilities by providing specialized programs and services.

Mesa's DSPS SLO's have received state recognition.

Our DSPS students are served by our state-of-the-art and highly acclaimed High Tech Center (HTC, located in the LRC, room 209). Professor, Erika Higginbotham, Adaptive Computer Technology Specialist, teaches "Accessible Computer Lab" classes; she, along with her staff, produces volumes of alternate text media for our students with disabilities. Other mesa college classes offered for students with disabilities include, "DSPS 49: Writing Structured Paragraphs", APE and Deaf English courses taught in direct communication; and ABI (a Continuing Ed program housed at Mesa).

The District level DSPS office is managed by Gail Conrad, Ed.D, who oversees college and Continuing Education DSPS programs. Dr. Conrad also manages grants and the Interpreting Services Office, which coordinates interpreting, for all campuses. This past academic year, Mesa's DSPS department worked with the District in completing several important policies and procedural changes in our Service Animal policy, Visitor policy, and Academic Adjustment/ Accommodations procedure. The DSPS website was improved and updated. We have been working with the DSPS departments at all district colleges and Continuing Education to establish uniform usage of forms to promote smooth transition for students with disabilities who wish to take courses at different colleges within our district. We have worked with different campus building committees for universal design, developed new "508" guidelines, and continue to work on accessibility issues throughout the campus.

Throughout the 2010-2011 academic year, Mesa's DSPS staff and faculty attended staff development trainings and participated in district leadership academies. Jill Jansen was selected as the new AT CIG Southern Co-Chair for CAPEd. She hosted a workshop on text-to-speech programming. Staff members frequently are presenters at department and school meetings, high school visits, as well as community events. While fostering partnerships within the San Diego community, the Educational Technology program developed fully accessible software orientation videos for the High Tech Center.

Mesa College DSPS department facts and figures for the 2010-2011 academic year:

- In 2010, Mesa has acquired an ADA cart to transport mobility challenged students between upper and lower campus areas. Throughout the years of campus construction, the cart will be used during times of lost access to our mobility challenged students, and campus emergencies.
- DSPS submitted and had approved a 3-year Perkins Grant
- 1780 pre-set counseling appointments
- 2,597 walk-in counseling appointments
- Students with disabilities received test proctoring for 1,404 examinations.
- 47 DSPS students participated in Commencement; 19 with graduating with honors

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## Extended Opportunity Programs and Services

**Pedro Olvera, Acting Director, EOPS**

The mission of the San Diego Mesa College EOPS/CARE and FAST Scholars Programs is to provide a supportive, student-centered environment to low-income, first generation and historically disadvantaged students by promoting access, academic achievement, retention and overall personal success. Our programs are committed to enhancing the student's educational experience by empowering them to define and pursue their academic, career and personal goals.

Extended Opportunity Programs & Services (EOPS) is a state funded program that provides support services for students who have been determined eligible. EOPS at San Diego Mesa College recruits, retains and increase admissions, and graduation, as well as transfer and transition rates and promotes academic access & success for first-generation, low-income underrepresented students.

The program meets its mission requirements by providing:

- New & Continuing student intake sessions
- Personal, Career & Academic counseling
- Self-help workshops
- Academic success workshops
- Priority enrollment assistance
- Transfer application fee waivers to CSU & UC
- EOPS cash grants(when funding available)
- EOPS book vouchers
- EOPS emergency loans
- Individualized student educational plans/long range plans
- CARE Program--assistance for single parents
- Referrals to campus & community services
- Nominations to EOP programs at UC & CSU's
- Mutual Responsibility Contract

For 2010-2011 EOPS served 625 documented eligible students. 429 of these students were determined not qualified to enroll in the college's minimal math or English class for an AA / AS degree. 53 students were determined to have previously enrolled in a remedial class and the remaining 143 were determined to be either underrepresented, 1st generation; foster youth; and or parents were non-native English speakers.

Unfortunately due to budget cuts of close to 49% over the last two years, we were unable to provide cash grants but continue to provide the above indicated services. We were also able to provide book service assistance in the amount of \$38,356.00 to a total of 478 students for Fall 2010 and or Spring 2011.

## CARE

The CARE Program is a program designed to provide individual counseling & support services to EOPS students designated as CARE eligible. CARE students are single parents with a child under the age of 14 who are currently receiving public assistance from the CAL-Works program. For 2011-2012, Forty CARE eligible students received services from the program. The CARE Counselor closely monitors grades, and meets with students to review educational plans and provide guidance. CARE students receive educational supplies such as backpacks, flash drives, pens and notebooks. Specific workshops designed with CARE students needs are provided each semester. The annual CARE Holiday Party is provided for students to bring their children to Mesa College and enjoy crafts, food, and presents.

## FAST Scholars

For 2010—2011, Fifty-Four FAST Foster Youth students were determined program eligible and received services. These students have all been involved with the Foster Youth system and as they are now 18 years of age or older, are no longer eligible for foster youth care services. As program participants they were eligible to meet with Foster Youth Counselor and were assisted in creating an educational plan as well as receiving individual and group counseling services to assist them in their educational endeavors. Students received assistance with book vouchers, school supplies, health fees, bus passes and meal cards.

Along with the above mentioned activities and program services, EOPS staff volunteers their services in the annual Festival Of Colors, Chicano/Latino Heritage Celebration, Asian/Pacific Islander Committee. Faculty & staff participated in various committees such as Academic Senate, Department Chairs, TaskStream Taskforce, Student Learning Outcomes, Academic Review Committee, Staff Development Committee, and Campus Emergency Response Team.



## SCHOOL OF STUDENT DEVELOPMENT AND MATRICULATION

ADMISSIONS, VETERANS & RECORDS / ASSESSMENT & ORIENTATION /  
COUNSELING / EVALUATIONS / OUTREACH / TRANSFER & CAREER

**Joi Lin Blake, Ed.D., Dean**

Norman Vincent Peale once said, *“Become a possibilitarian. No matter how dark things may seem to be or actually are, raise your sights and see possibilities —always see them, for they are always there.”* This year, the School of Student Development and Matriculation has dared to see the possibilities despite the current fiscal climate. We have found them, because they have been there. We have continued to focus on providing a quality comprehensive program of instructional and support services for our diverse community of learners at San Diego Mesa College. Through sheer ingenuity, commitment, and dedication we have continued to develop innovative projects, leverage our partnerships to generate alternative funding, and with all of our collective wisdom, held fast to increasing student access, promoting student retention, student achievement, and completion. The 2010-2011 academic year has borne several major accomplishments for each of the departments. The School has streamlined our programs and services and worked toward greater efficiency in an effort to maintain quality core services needed to support our students. We have continued to nurture our relationships with both internal and external partners, and will continue these efforts in the upcoming year.

In our Annual Report for 2010-2011, you will find brief highlights of innovations and accomplishments from each department. All of our accomplishments are too numerous to include but those we have included are quite commendable and some are downright possibilitarian!

### Admissions/Records/Veterans Office

The Admissions and Records Office provided information to students, colleagues and the community, provided student and general enrollment services, assisted faculty and processed student pre-requisites. Below are a few of the notable highlights for the department:

#### *Admissions and Records*

Record-High Student Enrollment:

- Fall 2010: 26,782
- Spring 2011: 27,278

#### *Veteran's Office*

- Processed educational benefits for 3,674 VA students
- Implemented VA changes affecting veterans' educational benefits
- Helped design and implement the VA Online Orientation
- Launched the new Veterans Center web page

### Special Programs

- International Student Program (ISP): In preparation for the 2010-2011 academic year, the College accepted applicants from 21 countries. These applicants joined more than 250 existing International students. By year's end, 54 international students graduated and/ or transferred after completing their study abroad in the United States at San Diego Mesa College. These students were honored at the 4th Annual International Student Departure Ceremony on May 6th. In 2010-2011, the program also developed an online presence on Blackboard.

- High School Accelerated College Program (ACP): ACP offered classes at nine high schools to 810 honor students in Fall 2010 and 748 students during Spring 2011. 1,060 students were enrolled in Political Science classes, 78 in Discrete Math, 80 in Linear Algebra, and 551 in Calculus classes.
- Fast Track Programs: Special registration was conducted to concurrently enroll high school students from San Diego Met, Twain and Kearny High School at Mesa.

## Career Center

The Career Center served 1,109 students in the center and over 1,700 students in workshops, classroom presentations and on campus events. This year's Career Opportunities Expo expanded not only the services and activities, but partnerships as well. The Career Center partnered with the three District Associated Student Governments to offer a Districtwide job fair for students and for the public. The additions of a second day for the public job fair, the Career Café, and a community career resource area were great successes. It is estimated that over 1,500 student participated in the five-day event. The Expo was featured in the local evening news and in the Union Tribune.

The Center also provided a number of new and revised services and tools for students by -

- Overhauling the Career Center website to align with career development pedagogy.
- Collaborating with CTE programs to revise the CTE "What to do with a Major" sheets.
- Partnering with the School of Mathematics and Natural Sciences and the Psychology department to host the two-day "Careers in Science" event.
- Providing a workshop series which included the following workshops: Job Searching, Internships and Focusing Career Options, Veteran's Resumes, and Veteran's Career Transitions.
- Participating in the statewide training for the California Career Café website ([www.cacareercafe.com](http://www.cacareercafe.com)) and launching its use at Mesa.

## Counseling

In 2010-2011, the Counseling department made 28,330 student contacts through scheduled and drop-in appointments, telephone calls, and emails. This represents a 47% increase in student contacts over those made in 2009-2010. The department accomplished this in part by shifting some counseling services online. In all, Counseling's objective has been to meet our student success goals and continue supporting significant programs and events despite the current budget shortfalls.

- In Fall 2010, the Counseling department began piloting the Mesa Online Counseling Center (MOCC). The MOCC focuses on creating a significant interactive advising resource for students. This is achieved through discussion board postings, modules, and web links that direct students to appropriate resources.
- The Counseling department also implemented a general student online orientation which is linked to our SLOs. All students must complete this orientation prior to English/math placement testing. The department offers online VA and International Student orientations to serve those special populations as well.
- In collaboration with Outreach and Community Relations, the department continues to coordinate and support the FYE program.
- The Wal-Mart Grant allowed the department to employ adjunct counselors who dedicated services to veteran students. Another dedicated counselor offers career counseling services, which are likewise highly sought.
- The Counseling department received a commendation for its program review, which will be used as a model for Student Services.
- We completed our Counseling Department Work Plan.
- The Puente Project and Mesa Academy hosted the African American/Latino Male Leadership Summit in March 2011.



- The Mesa Academics and Athletics Program (MAAP) hosted the third annual STAR Awards on May 5, 2011 to honor our student-athletes.
- Transfer and International counselors helped coordinate the Transfer Recognition and International Student Departure Ceremonies.

## Evaluations

The Evaluations department went through a large transition in 2010-2011 with the centralization of the Evaluators to the District office. This structural change brought about numerous policy and process realignments and adjustments in the delivery of service to students. The campus Evaluations department was integrated into the Transfer and Career Center location. In 2010-2011, the department processed 6,782 student petitions (i.e. transcript evaluations, graduation, GE certifications, military transcripts, etc.) and 152 student petitions for academic review. Other program highlights include the department's:

- Lead in recommending policy and procedural adjustments necessitated by Evaluations' centralization.
- Update of the course repetition petition and processes for exceptions.
- Revision of the commencement invitation to reduce cost.
- Development of a departmental mission statement.
- In collaboration with Outreach, the development of an marketing campaign to inform students of the value of obtaining a degree, deadlines to petition to graduate, and commencement information.

## Outreach and Community Relations

In 2010-2011, Outreach made 22,600 contacts, which nearly doubles those made in 2009-2010 (12,792). These contacts include prospective students and community members met through fairs and other outreach activities, campus tours and orientations, high school and Continuing Education visits, and special events requests. Listed below are major highlights and accomplishments from the past year.

- African American/Latino Male Leadership Summit (AALMLS): The AALMLS was recognized by the League of Innovation as the Innovation of the Year for 2010-2011. In collaboration with the Counseling department, the department looked to outside partners and was able to raise \$11,250 to support this important event. Sponsors included on-campus and community partners such as Cal-SOAP, San Diego Mesa College Financial Aid, Quiznos, San Diego Mesa College Humanities Institute, and the San Diego Mesa College Associated Student Government. The keynote speaker was Dr. Barry C. Black, 62nd Chaplain of the United States Senate. Though unable to be physically present, Dr. Black sent a prerecorded DVD specifically designed and targeted to the students in attendance. Additionally, he gave a recorded talk titled "Community and the Importance of Mentorship," to faculty, staff, and community partners at the Summit's Community Forum. The Forum itself was moderated by Dr. Francisco Rodriguez, President of Mira Costa College. New innovations at this year's event included a student services/academic resources fair and closing remarks at the end of the Summit lunch given by Dr. Rodriguez.
- Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP) Theater Day: In partnership with the Drama Department, Outreach and Community Relations hosted the GEAR UP Theater Day for over 80 GEAR UP high school students from three of the five GEAR UP high schools we serve – Kearny Educational Complex, Madison High School, and Point Loma High School. The students were able to watch a dress rehearsal of one of the Drama department's Spring productions, *When They Speak of Rita*, and participated in a "talk back" with the production's director, cast, and set and costume designers at the conclusion of the play. Additionally, the students were given a "behind the scenes" tour of the Apolliad Theater. With the success of this year's program, Outreach and the Drama department are looking to expand the program to include a Theater Day in Fall 2011.
- GEAR UP Basketball Scholars Program: In response to the changing needs of the GEAR UP student cohort, the Outreach and Community Relations department partnered with the men's basketball team to host a GEAR UP Basketball Scholars program. It was a three-part program designed to make a clear connection between college athletics and college academics to show

students that they truly do go hand-in-hand. GEAR UP students from the Kearny Educational Complex, Madison High School, and Point Loma High School were invited to participate in a Mesa men's basketball game, a Saturday basketball clinic with the men's basketball team, and the Student Athlete Recognition (STAR) Awards. The GEAR UP students who participated and the men's basketball coach were extremely enthusiastic about the program and as a result it will be continued next year. The program will be renamed GEAR UP Athlete Scholars Program and expanded to include other Mesa athletics teams. This will appeal to a wider range of student athletes and potential student athletes.

- **GEAR UP Summer Boot Camp:** Outreach has coordinated a summer GEAR UP Career Boot Camp for the past two years. The 2011 boot camp was expanded from a 4-day program to an 8-day program due to the enthusiastic support last year's camp garnered from the student participants. To augment last year's boot camp, we also helped coordinate a 6-week Personal Growth 120 course for the 2010 boot camp cohort as a follow-up to the college experience they received last year. Currently, there are 32 students taking the course.
- **Student Success Day:** In response to construction which has disrupted facilities and pedestrian routing on campus and given our budget constraints, we launched an annual online student welcome in 2010. This is housed on an interactive website that provides new Mesa students with everything they need to know to get started as college students and allows them to refer to helpful information throughout the year.
- **Take Our Daughters and Sons to Work Day:** Outreach coordinates Mesa's annual Take Our Daughters and Sons to Work Day on behalf of the college. In collaboration with the Transfer Center, Instruction, and the Associated Student Government, dependents of Mesa staff and faculty are exposed to the working world of Mesa College and to possible areas of study.
- **Off-Campus Programs:** In collaboration with our School of Health Science and Public Services, we facilitated admissions, registration, roster development, and grade intake for students and faculty at Health Science High School and Middle College.

## Testing/Assessment and Orientation

The Assessment/Orientation Office continues to stretch in their efforts to serve an increasing number of new students.

- The department served 13,691 students in 2010-2011, a 62% increase from 2009-2010.
- The delivery of services to students was enhanced by adopting a walk-in only testing model. This has eliminated workload related to cancellations and no-shows, and students have been able to test more efficiently.
- The Testing Coordinator has worked closely with the Counseling Department Chairperson to fully implement the First Semester Planning Workshop. This planning workshop meets increasing student demand for short-term educational planning.
- The online orientation for matriculating students continues to be a success. Miramar College has requested Mesa's online orientation template as a way to provide online matriculation services on their campus. The Counseling Chair and Testing Coordinator approved Miramar's request to use Mesa's product as a way to provide online orientation services to students.
- The team continues to work closely with the Freshman Year Experience (FYE) program to offer online assessments.



## Transfer Center

Transfer Center faculty and staff served 2,327 students and 1,200 met with on-campus university representatives in 2010-2011. The center continues to create partnerships with local, private four-year universities which have generated funds to support transfer events. The center held well attended and successful transfer events including Transfer Day and the Transfer Recognition Ceremony.

Other program accomplishments include our:

- Partnership with the Associated Student Government for support and funding of the Transfer Recognition Ceremony.
- Processing of 283 UC TAGs using the new online UC TAG system.
- Connecting the ASG and Student Veterans Union (SVU) with university contacts to help sponsor a Veterans Day services event.
- Work with ASG Senators to hold a UC/CSU transfer workshop that drew 92 attendees.
- Joining the College Week Live network to promote Virtual College Fairs.
- Development of a plan for the dissemination of alcohol awareness information to prospective SDSU Transfer students in collaboration with Student Affairs.
- Implementation of a process to email students who have received application assistance from the Transfer Center. This will allow us to identify university acceptances and denials. We obtained a 48% response rate.

## Matriculation Final Thoughts

In summary, each department has “raised its sights and seen the possibilities.” Every manager, faculty and staff has done an excellent job in honoring their dedication to our students and San Diego Mesa College. They are truly “possibilitarians.”

Have a great 2011-2012 academic year!

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## STUDENT AFFAIRS

FINANCIAL AID / STUDENT HEALTH SERVICES / ASSOCIATED STUDENT GOVERNMENT

**Ashanti Hands, Dean**

Student Affairs at Mesa College offers a diversity of programs and services that meet the educational, mental, physical, social financial, leadership, service and social needs of our students. Our programs include Student Affairs, Student Financial Aid, Student Health Services and the Associated Student Government.

### Student Affairs

One of Student Affairs highlights of the year was a commendation that San Diego Mesa College received in its January 2011 accreditation report. Our college was commended for "...student services leadership in the development of a program that provides opportunities for expanding student participation in college governance and club activities." The collective work of our small but mighty staff including the 15 years of service of Kathy Fennessey, senior student services assistant, the new appointment of Courtney Lee as our senior student services assistant and the stellar work of our Associated Student Government, Inter Club Council and clubs has helped ensure and sustain such recognition. Our staff, students and administration believe in the promise, potential and possibilities of our community. The following highlights are demonstrations of our success:

- Over 5400 students were assisted by our office.
- Student Affairs enthusiastically participated in the Student Services Groundbreaking Ceremony. Throughout the year we have diligently worked to provide necessary input and information for our move into the new Student Services Building in 2012.
- Coordinated Constitution Day activities. Activities included remarks/presentations by Chancellor Carroll, Congressman Bob Filner and the Speech & Debate Team. Activities also included displays in the LRC lobby and Bookstore
- Fall 2011 Welcome Week activities involved 60 volunteers, 7 departments/organizations and 123 service/programming hours.
- In fall 2010 Student Affairs registered and served 38 active clubs (11 new, 31 returning). In spring 2011 Student Affairs served 30 active clubs (27 returning, 3 new).
- Dean Hands participated in Mesa Colleges California Great Shakeout as a part of the CERT team.
- Provided input and began enforcing the Board approved revisions to Policy 3100: Student Rights, Responsibilities and Administrative Due Process.
- Updated and circulated the Rights and Responsibility Poster for each of the classrooms.
- Launched the Mesa/SDSU Alcohol and other Drug Survey to Mesa College students. Eight-hundred and forty-six students responded to the survey in spring 2011.
- Coordinated Mesa College's participation in San Diego's annual Dr. Martin Luther King Jr., Parade. Mesa College received 2nd place in the Educational Units division.
- Sponsored professional development webinars for Student Affairs. Webinar topics: Dealing with Student Death: Preparing for the Unthinkable and Threat to Self Policies: Protecting Students and Campus.
- Dean Hands completed the Association of California Community College Administrators Mentor Program.
- In consultation with the Crisis Response Team, created a draft Student Checklist to respond to the unfortunate incident of a student death.
- Coordinated Scholarship Application Classroom Presentations and Essay Writing Workshops.
- Received and processed 531 applications for 64 available Mesa Foundation scholarships. Awarded over \$82,000 in awards at our 18th Annual San Diego Mesa College Ruth Kern 18th Scholarship Gala.

- Kathy Fennessey and Courtney Lee participated in the Classified Staff Development Conference; Courtney Lee earned his CPR and First Aid Certificates from the American Red Cross.
- Concluded Administrative oversight for the third and final graduating class of the ARRA funded Mental Health Advocate/ Aide Certificate Program. Thirty-seven students successfully completed the 2 year, grant funded certificate program.
- Coordinated our 47th Annual Commencement Ceremony. Three hundred-thirty nine students and 106 faculty members participated in our culminating event.

## Financial Aid Office

2010/11 was a year of change. On July 1, 2010, the Federal Pell Grant was the effective date for student's ability to receive the value of two Pell Grants within one academic year (e.g. Year-Round Pell) provided certain conditions were met. The initiative was so successful that it bankrupted the program and by March 2011 the US Congress eliminated provisions that allowed schools to pay the Year-Round Pell Grant after July 1, 2011. The lingering effect of the 2008 housing crisis continued to affect students and their families. Our programs experienced increased demands during the academic year although of those who applied, almost 50% did not complete the application/ verification process.

June 30, 2011 marked the end of the Academic Competitiveness Program [A.C.G.] and welcomed the effective date for the October 29, 2010 "Program Integrity" regulations. Some of the most noticeable components were changes to the institutional "Satisfactory Academic Progress" policy for financial aid recipients, required disclosures under Gainful Employment, State Authorization, State Complaint Process, verification of high school diploma, repeated coursework, financial aid verification process, Return of Title IV and the treatment of short term classes for financial aid purposes.

In employee related news, all office staff had the opportunity to attend available training/ conferences allowing us to maintain our compliance requirements for administrative capabilities. The office staff also had the opportunity to participate in the Staff Development Conference. Cathy Springs continues to be part of the HAY Committee, SD Mesa Classified representative at the AFT Board and the MCPAC. Skyler Dennon participated in the Mesa College Staff Development Committee and has taken on the duties of office Out-reach staff. Gilda Maldonado continues her participation as campus liaison for the Foster Youth State Initiative. The office staff volunteered 72 hours of participation in financial aid Out-reach activities and on-campus volunteer activities. Jesus Ortiz left SD Mesa College on January 7, 2011.

Our Outreach efforts were devoted to: providing Financial Aid Nights to our feeder high schools, the Student Services Fair held on September 2010 and March 2011 (with the assistance of the Outreach Office and the SD Mesa Ambassadors), and monthly Cash For College for Community College activities which were held at local feeder high schools through-out the Spring 2011 semester.

By the numbers:

- 24,098 students completed the 2010-2011 FAFSA
- 6,229 students were required to submit documentation to our office
- \$25,620,569.00 –amount of direct aid received by students. The funds are broken-down as \$20,974,863.00 in Federal and State student aid, and \$4,645,706.00 in enrollment fee waivers [BOG Waivers].

The office also managed \$647,002 in BFAP funds. These funds were distributed or used following the program mandates for the salaries and benefits for financial aid staff, student ambassadors, the FAST Program for former Foster Youth and for applicable Out-reach activities.



## Student Health Services

Mesa's enthusiastic team of Student Health Service professionals continue to deliver exceptional quality education and healing to our campus community. Each member of our professional team demonstrates cultural sensitivity, a commitment to quality care and senior level expertise. Our students have come to acknowledge these foundational qualities and they trust us to provide them with research based 21st century care. We are deeply honored to serve our students. Our evidence based practice and research outcomes reveal that our services assist students toward their academic success.

The following are highlights of the accomplishments of our Nursing, Medical, Psychotherapeutic and Community Health team members:

- 2 of our Peer Educators are moving forward with their medically focused education. Jamin Eggert applied to several medical schools in the Spring of 2011 and Rigoberto Solo was accepted to San Diego State University to pursue studies that will lead to medical school.
- 34 energetic and creative Mesa students worked to design and implement the 2010-2011 Tents of Tolerance event. This is a transformational event focused on student equity and civility.
- 500 free flu vaccines were provided to Mesa students. We collaborated with student nurses from San Diego City College and the University of Oklahoma to provide the vaccines. We designed and implemented our new "out of the office" mass vaccination stations.
- 4,936 students participated in our community education events. The following is a list of activities that Student Health Services provided this academic year. Through these interactive activities we educated students by providing activities that taught them new methods of improving their physical, psychological, cognitive and cultural health and sense of well being: AIDS Walk, Student Diversity Forum, relaxation workshop, Coming Out group (LGBT) weekly, Narcotics Anonymous and Alcoholics Anonymous meetings weekly, Ethnic Studies Conference support & collaboration, Time Management workshops, in-reach health and wellness topics by nurses & counselors on campus weekly, classroom teaching on sexually transmitted diseases, EOPS presentations on Nursing careers and Student Health Services, intergenerational and cultural awareness, HIV testing and education, Cultural Advisory Council, Purell and "Keep Your Hands Clean" campaign, Smoke-Free Mesa College ongoing education, smoking cessation, celebration and education, Smokers Luncheon, Grass Roots Health Fair, Dare to Wear the Hijab, Tents of Tolerance, "Stay Safe Mesa" for domestic violence education and prevention, Healing for Japan event, The Death Experience for drunk/drugged driving education, Come Drum For Fun stress reduction activity, "Managing Symptoms While On Campus" is a weekly group meeting for students with various psychiatric diagnosis'.
- 7,754 visits to Student Health Services for Medical, Nursing, Psychotherapeutic and general services. Our total number of visits was reduced this year. This reduction in visits was due to extended absences of 1 faculty Nurse Practitioner and 1 classified contract person and the loss of Summer 2011 courses.

## Associated Student Government

Highlights include:

Student Government representatives served on over 23 shared governance committees.

President Naqi attended the following:

- o Clinton Global Initiative University, UCSD
- o US Department of Education Community College Regional Summit
- Coordinated/Participated in the following retreats/conferences/advocacy events:
  - o Annual Leadership Retreat with Mesa's Executive Team and Councilman Todd Gloria
  - o Hosted Region X National Day of Action Rally
  - o Attended the Fall and Spring General Assembly Conferences
  - o Attended the California Community College Student Affairs Association Student Leadership Retreat
  - o Attended March in March, Sacramento
- Participated in the Student Services Ground Breaking Ceremony.

- Coordinated the following activities/major events/Fundraisers:
  - o Nihon “Japan” Fundraising Initiative in support of the disaster relief efforts for those affected by the earthquake in Japan and tsunami throughout the Pacific. In conjunction with AS, Clubs, Academic Senate and Classified Senate raised \$2,838.25.
  - o Veteran Students Major Event
  - o Cultural Awareness Day Major Event- involved over 40 campus and community clubs/ organizations/ performers)
  - o Athletics Awareness Day Major Event
  - o AS Green Week Major Event
  - o UCSD/CSU Transfer Workshop. Over 90 students were in attendance.
  - o Crash Week
  - o Student Appreciation Day
  - o Transfer/Networking Workshop
  - o ASG Mentor Program
  - o Conducted voter registration classroom presentations and tabling
  
- Co-hosted/participated in the following events:
  - o In conjunction with City and Miramar Colleges ASG helped raise \$3000 for the Breast Cancer Walk
  - o Volunteered for Math and Science Month
  - o Co-sponsored and volunteered for the Annual African American/Latino Male Summit
  - o Co-hosted 2011 Career Expo
  - o Co-sponsored Academic Senate Teach In
  - o Co-sponsored Career Fair
  - o Coordinated a workshop for Take Your Sons and Daughter to Work Day
  - o Participated in Hands Across California
  - o Co-sponsored Mesa’s Transfer Recognition Luncheon

## Inter Club Council

Highlights include:

- Hosted Fall and Spring Club Rush
- Hosted Fall and Spring Club Orientation
- Coordinated 1st ever Fall Harvest
- Hosted a series of Student Leadership Seminars
- Clubs hosted over 70 activities throughout fall and spring semesters



The logo for 'vision' is written in a bold, teal, lowercase sans-serif font. The letter 'i' has a solid teal dot above it. The letter 'o' has a white circle in the center. The logo is positioned at the bottom left of the page, above a horizontal teal line that spans the width of the page.



## STUDENT TUTORIAL and ACADEMIC RESOURCES (STAR)

Marichu Magana, Director

STAR temporary staff included: 1 adjunct counselor, 8 tutors, and 3 work study students.

The program served 225 students during the 2010-11 academic year.

### Ethnicity

	Number	Percentage
American Indian or Alaskan Native	01	.4
Asian	61	27.1
African American	38	16.9
Hispanic	74	32.9
More than one race	18	8
Native Hawaiian/Pacific Islander	7	3.1
White	26	11.6
TOTAL	225	100

### Gender

Female	142	63
Male	83	37

### Eligibility

1st Generation Only	7	3
DSPS	4	2
DSPS + Low-Income	10	4
Low-Income Only	16	7
Low-Income + 1st Generation	188	84

Students logged over 5,114 contacts (3,803 hours) in the STAR lab. More than half of the STAR participants sought services in the lab more than 10 times each with 64% of them logging in 20 to 135 contacts during the year.

Student Exit Interview survey results indicate that out of 112 respondents, 100% were satisfied with the services provided and 97% felt at ease seeking services at STAR. Students also felt their tutor helped them to improve (95%), they felt more confident since receiving STAR services (99%), and their performance in school improved (95%).

SAN DIEGO  
MESA COLLEGE

Office of Student Services

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**vision**