

# Student Services Plan



2019 - 2020

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# San Diego Mesa College

## Student Services

### Student Services Plan 2019-2020

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# Student Services

## Vision

Student's choice for learning and success.

## Mission

San Diego Mesa College Student Services provides pathways that inspire, engage, and empower our diverse students to learn and succeed.

## Values

Diversity	We value equity and inclusiveness and are strengthened by the cultural mosaic of our community.
Civility	We value authentic respect, communication, and interaction with others, and promote an environment that encourages the responsible exchange of divergent opinions.
Innovation	We value creativity, fresh-thinking, and new ideas that advance our practice and services to students.
Excellence and Continuous Improvement	We value accountability through on-going, meaningful reflection and dialogue about the holistic student experience which informs our planning, growth, and progress.
Access, Learning, & Success	We value and support our students in pursuit of their personal and educational goals; we commit ourselves to support them and ensure that we are good stewards of our resources.
Leadership	We value and support all members of our college community and are committed to fostering a synergistic environment that promotes teamwork, communication, active participation, and professional development.
Integrity	We value honest, clear dialogue and action with our students and college community.

# Student Services / Mesa

## Student Services Goals

1	Strengthen pathways in Student Services to promote access, learning, success, and engagement for our diverse student population.
2	Systematically use data to inform decision-making in Student Services.
3	Advance innovative methods of service delivery to students, including the use of technology.
4	Enhance the effectiveness of partnerships and collaborations.
5	Promote and support professional development opportunities for faculty and staff.
6	Promote a safe learning environment for students and employees.

## Mesa Strategic Directions

1	Deliver, advance, and support an inclusive teaching and learning environment that enables all students to achieve their educational goals.
2	Build and sustain a sense of community that extends across campus and constituencies, nurturing collaboration, learning, growth, and diversity.
3	Build and sustain pathways in support of the comprehensive community college mission.
4	Support innovation in our practices.
5	Support personal growth and professional development of our employees.
6	Serve as stewards of our resources and advance effective practices in support of accountability.

# Mesa College

## Mesa Institutional Learning Outcomes (ILOs)

1	Communication
2	Critical Thinking
3	Information Literacy
4	Professional and Ethical Behavior
5	Global Consciousness





# Admissions and Records

## Mission

### **Admissions and Records**

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The Mesa Admissions and Records Department is focused on and committed to helping our students achieve their educational goals. We foster a supportive environment with services accessible and responsive to the needs and interests of current and prospective students, alumni, lifelong learners, and the people of our local and global community, and we support and facilitate the academic processes of our faculty.

### **International Student Program**

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The mission of the San Diego Mesa College International Student Program (ISP) is to integrate visiting international students onto campus to foster global awareness within the classroom and throughout the community; to support the study-abroad experience of students from around the world who have selected San Diego Mesa College in their pursuit of international education; and to provide immigration advising, ensure regulatory compliance, and deliver comprehensive services throughout the cultural and educational transition from home to the United States. We work to ensure that these efforts culminate in a successful departure from our college and subsequent success in their later academic and personal endeavors.

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# Admissions and Records

Goals		Map to	
		SS Goals	Strategic Directions
1	Continue in house training for campus solutions process and training Use district resources such as Training Tuesdays to learn more about the features, processes, and policies of Campus Solutions. We will continue disseminating information on changes and CS issues to aid staff in learning the new system. More than ever, staff will be open-minded and prepared to learn new business processes, as well as to adapt to different metrics and data input and processing methods.	1-6	1-6
2	Continue implementing CCC Apply. Staff will be well versed on the CCC Apply application process from creating the student account on Open CCC Apply to the checklist of creating a student profile and troubleshooting the suspense files. Staff will continue to assist students in resolving application issues and when necessary handling the discrepancies smoothly and accurately to process the necessary changes and submit the application.	1-6	1-6
3	As knowledgeable staff who have been trained in CS, we will continue to advocate and support students, professors, administrators and fellow staff members with applying, enrolling, registering and understanding the new systems: CCC Apply, CS, MySDCCD portal and support our Canvas systems.	1-6	1-6
4	Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services and Dean of Student Development.	1-6	1-6
5	Maintain and enhance services by regularly attending trainings by the Departments of State, Homeland Security and Customs and Border Protection conducted each semester at the regional and national levels.	1-6	1-6

# Admissions and Records

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will understand how to resolve application errors in order to submit their college applications online.	1, 2, 3
2	International students will be able to identify immigration requirements imparted at the International Student Orientation through pre- and post-assessments by conducting research and consulting with peers to identify the appropriate actions to maintain immigration status.	1-5
3	International students successfully complete their education abroad objective to include graduation, employment and/or transfer as measured through data compiled from the Departure Workshop at the conclusion of their program.	1-5



# Assessment and Testing

## Mission

The Assessment Office provides our community with the resources necessary to successfully integrate into a diverse student body and begin pursuing their educational goals.

Goals		Map to	
		SS Goals	Strategic Directions
1	Provide Assessment steps and milestone information to students detailing their math and English course options.	1, 2, 3	1,3, 4, 6
2	Students will be able to leave the Assessment Office with their next steps in the matriculation process.	1 - 4, 6	1 - 4
3	Re-design and update the Assessment Office website with content that reflects current practices.	1, 3	1, 3, 4

# Assessment and Testing

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to identify the most appropriate assessment/placement instrument commensurate to their level of competency from the resources provided.	1, 2, 3
2	Students will be able to identify the appropriate English and math courses in which to begin their college studies.	1, 2, 3
3	Students will be able to identify the appropriate college resources available to help them achieve their identified goals.	1, 2, 3

# CalWORKs

## Mission

San Diego Mesa College is part of the California Community College program serving CalWORKs students and their families by providing educational and career opportunities combined with an array of high-quality support services that enable students to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Through collaboration and advocacy with our college and community partners, we prepare a segment of California’s workforce by promoting the economic self-sufficiency of CalWORKs students through the attainment of a higher education.

Goals		Map to	
		SS Goals	Strategic Directions
1	Increase the number of students meeting more than one appointment per semester by 20%.	1, 2	1
2	Increase the number of CalWORKs recipients served in the SD Mesa CalWORKs Program by 10%.	1, 4	1, 3
3	Develop ongoing training and professional development for all CalWORKs counseling faculty and for staff.	1 - 6	1 - 6
4	Reconfigure space to include student spaces for studying and gathering.	1, 6	1 - 2
5	Increase follow-up of students who fail to come in for 2 <sup>nd</sup> appointment.	1	1, 3
6	Increase collaboration efforts with CalWORKs County Agencies	1, 3, 4	2, 3
7	Increase collaboration efforts with SDCCD Continuing Education CalWORKs programs.	1, 3, 4	2, 3

# C a l W O R K s

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to identify requirements necessary to meet Counties CalWORKs compliance and program expectations.	1,2,4
2	Students will be able to explain the content of their education plan and identify the general education and major prep courses needed to reach their educational goal.	1-4
Student Services Program Outcomes		Map to Institutional Learning Outcomes
1	Increase semester-to-semester program persistence by 10%.	1-6
2	Increase year-to-year program persistence by 5%.	1-6



# Career Center

## Mission

### **Career Center**

Empower students with tools and knowledge for life long career transitions. Connect employers and students through jobs, internships and networking opportunities that mutually benefit our community. Support and Strengthen faculty career integration in and out of the classroom.

### **Career Peer Ambassador Program (CAP)**

The Career Peer Ambassador Program is a team of dedicated, knowledgeable, and friendly students who represent the San Diego Mesa College Career Center. They guide their peers through their career journeys by providing peer-to-peer coaching sessions on job searching, résumé writing, cover letter writing, and interview preparation, as well as other career readiness resources.

## Vision

### **Career Center**

The San Diego Mesa College Career Center inspires students and alumni to construct their vision into a reality by connecting them with people, organizations, opportunities and resources.

### **Career Peer Ambassador Program (CAP)**

A career readiness peer-to-peer learning community at the San Diego Mesa College Career Center.

# Career Center

Goals		Map to	
		SS Goals	Strategic Directions
1	Expand student equity and retention through career services by increasing collaboration with faculty and specialized student programs (SSSP, Student Equity, Title V/HIS grant, Strong Workforce, etc.).	1-5	2, 3, 4, 6
2	Advance partnerships with employers and alumni to facilitate career connections and opportunities for our students.	1-5	2, 3, 6
3	Grow the Career Center’s capacity to serve the needs of the Mesa student/alumni population and campus community through increased staffing, faculty, tools, physical space and innovative technologies.	1-5	1, 2, 3, 4, 6
4	Improve student preparation for career opportunities and interactions with potential employers.	1-5	1, 3, 4
5	CAP: Create a career readiness learning community to engage students in active learning, critical thinking, and personal and social responsibilities.	1, 3, 6	1, 2, 3, 4, 6
6	CAP: Educate students around employment preparation and career readiness through providing peer-to-peer coaching services and assisting with career services and events.	1, 3, 6	1, 2, 3, 4, 6
7	CAP: Connect students with employers, alumni, faculty and staff to facilitate career and transfer connections, opportunities and resources.	1, 3, 4, 6	2, 3, 6

# Career Center

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to utilize employment preparation strategies for career engagement.	1,2,4
2	Students will be able to identify career services and events on campus and online.	1,3
3	Students will be able to recognize available job search resources and career exploration tools.	2,3
4	Students will be able to interpret their personality type, skills, values and goals as they relate to their career visions	1,2,4,5
5	Students will be able to recognize and use at least one – Function of the Mesa College Job Network Effective résumé writing strategy Effective cover letter writing strategy Effective interview preparation strategy	1, 2, 3
6		
7		
8		
9	Students will be able to name at least one other Career Center service, event or opportunity they plan to use as it relates to their career visions.	3

Student Service Program Outcomes		Map to ILOs
1	Career Ambassadors will be able to – Develop career readiness competencies as they relate to their personal and professional goals Coach others on résumé and cover letter writing, job search, and interview preparation strategies Deliver outreach presentations about career services and opportunities at Mesa College events Demonstrate leadership skills in activities as they relate to Career Center and Career Ambassador Program goals.	1, 2, 3
2		
3		
4		



# Counseling

## Mission

The San Diego Mesa College Counseling Department provides student-centered academic, career, personal and crisis counseling in an environment that encourages diversity, caring, innovation, and critical thinking. This includes appropriate instruction and support programs that empower students to achieve their goals.

Goals		Map to	
		SS Goals	Strategic Directions
1	<u>Increase the number of students who are fully matriculated at Mesa College.</u> In response to the SSSP, completion of the three core services is tied with funding. The Counseling Department would like to see a 2% increase of the number of fully matriculated students at Mesa College in order to help them meet with student success.	1,2,3,4,6	1,2,3,4,6
2	<u>Increase the number of abbreviated ed plans by 2%</u> Of the students who enrolled at San Diego Mesa College in Fall 2017, the Counseling Department would like to increase the number of abbreviated education plans by 2%.	1,2,3,4,6	1,2,3,4,6
3	<u>Increase the number of orientation services provided by 2%</u> Of the continuing students at San Diego Mesa College for 2017-2018, the Counseling Department would like to see an increase in the number of comprehensive education plans developed by 2%	1,2,3,4,6	1,2,3,4,6
4	<u>Increase the number of orientation services provided by 2%</u> Of the students who applied to San Diego Mesa College in Fall 2017, the Counseling Department would like to increase the number of orientation services provided by 2%.	1,2,3,4,6	1,2,3,4,6

# Counseling

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to write personal and educational goals.	1-5
2	Students will be able to justify career choices based on accumulated information or data.	1-5
3	Students will be able to relate the effects of healthy behavior on goal accomplishment	1-5
4	Students will be able to display enhanced self-respect and positive self-image.	1-5

# D S P S

## Mission

In partnership with students with disabilities, facilitate student success in education by providing specialized services and advocacy necessary for equal access to higher education.

Goals		Map to	
		SS Goals	Strategic Directions
1	Maintain continuity and quality services in order to meet students' accommodation needs and enhance equity for DSPS students.	1, 3, 4, 5	1-5
2	Promote access and innovation to technology, alternate media and computer support for academic classes by ensuring continued support and funding of the DSPS High Tech Center.	1, 3, 6	1, 4

Student Learning Outcomes		Map to ILOs
1	Identify and request appropriate academic accommodations in a timely manner through the interactive process with the DSPS Counselor	1-5
2	Apply and adapt individual accommodations	1,2,3,5
3	Communicate and self-advocate with campus faculty, staff, and administrators	1,2,4,5





# E O P S

## Mission

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### **EOPS**

The mission of the San Diego Mesa College EOPS 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 students' educational experience by empowering them to define and pursue their academic, career and personal goals.

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### **STAR TRIO**

The mission of the STAR TRIO Program is to provide eligible participants who are low-income first-generation college students and students with disabilities evidencing academic need, opportunities for academic development, assistance with basic college requirements, and motivation toward the successful completion of their postsecondary education.

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# E O P S

Goals		Map to	
		SS Goals	Strategic Directions
1	Increase the number of students meeting the three-appointment program requirement.	1, 2	1
2	Review application processing time, timing of orientations and orientation content with the goal of accepting students into the program within the first few weeks of the semester and setting clear expectations regarding program requirements.	1 - 4	1, 4, 6
3	Increase the number of former foster youth served in the NextUp and FAST Scholars Program to 80.	1, 4	1, 3
4	Establish FAST center, serving current and former foster youth.	1 - 6	1 - 6
5	Increase the number of students served in CARE to 30.	1, 4	1,3
6	Increase the number of undocumented/AB540 students served by Borderless Scholars to 140.	1,4	1, 3
7	Increase the number of students served by Project Restart to 40.	1, 4	1, 3
8	Develop ongoing training and professional development for all EOPS counseling faculty and for staff.	1 - 6	1 - 6
9	Create/update program communication such as flyers, website, and student handbooks.	1, 4	1, 3
10	<b>STAR TRIO</b> Provide learning and working environment that maximizes student success and personal well-being.	1-6	1- 6
11	<b>STAR TRIO</b> Increase the college retention, transfer and graduation rates of eligible students.	1, 2, 4, 6	1, 4, 5, 6

# E O P S

Student Service Program Outcomes		Map to Institutional Learning Outcomes
1	Increase semester-to-semester program persistence by 10%.	1-6
2	Increase year-to-year program persistence by 5%.	1-6
3	<b>STAR TRIO</b> Strengthen follow-up services provided to students with low participation	1-5



# Evaluations

## Mission

The San Diego Mesa College Evaluations Office engages with students and the campus community to assist and direct the processes related to the obtainment of degrees and certifications and to the campus commencement ceremony.

Goals	Map to	
	SS Goals	Strategic Directions
1 Improve communication to the campus regarding policies and procedures related to student records, petitions, and graduation/commencement in an effort to promote student success.	3, 4	3, 4, 6
2 Improve graduation and commencement participation rates by collaborating with instructional departments for individualized assistance and revising the commencement information and registration websites to reflect a more useful, inviting and professional message.	1, 3, 4	1, 2, 3, 4
3 Improve the awareness of deadlines for various petitions and processes including graduation and commencement.	3, 4	3, 4

# E v a l u a t i o n s

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students will perform the necessary steps to register for the commencement ceremony.	2,3
2	Students who plan on graduating will find current deadlines and information needed to complete their degree and/or certificate.	3
3	Students will be able to articulate the difference between applying for graduation and registering for the commencement ceremony.	1,2,3

# Financial Aid

## Mission

Mesa College's Financial Aid Office believes that no individual should deprive himself/herself from fulfilling their educational goal due to financial barriers. It is our mission to provide adequate financial assistance to all eligible students through the coordination and utilization of all resources available to students who meet the program(s) eligibility requirements.

Because of the significance of appropriate funding at the right time, we will strive to simplify, the accurate and timely delivery of student aid by evaluating processes and outcomes not covered under current State and/or Federal regulations that will allow us to remove unnecessary financial barriers for aid applicants.

Goals		Map to	
		SS Goals	Strategic Directions
1	Provide across the year a series of financial aid workshops on topics related to new aid programs, program changes, updates on federal regulations, understanding SAP and application periods for the 20-21 FAFSA and Dream Act Application.	1, 3, 4	2, 3
2	Enhance available information and resources to CA Dreamers with Cal Grant Awards (allocate a portion of their Cal Grant to the Bookstore Account	1, 2, 4	2, 3, 5
3	Increase by 5% the number of FWS awarded students that receive as wages 100% of their awards.	1-3	2, 3, 5

# Financial Aid

Student Learning Outcomes		Map to Institutional Learning Outcomes	
1	Students will learn to analyze, describe and explain how their behavior or external circumstances negatively affected their Satisfactory Academic Progress as defined.	1, 2, 4, 5	1
2	Student will successfully complete their financial aid file in new system environments (PeopleSoft – Campus Solutions) where notification on next steps to complete was received via email, or viewed in the Student’s Postal “To Do List” or received a direct message on CCCApply (when live in April 2019)	1, 2, 4, 5	2



# Peer Navigator and CRUISE Programs

## Mission

### Peer Navigator

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San Diego Mesa College Peer Navigator Program is designed to guide and mentor new students through their first year of college. Students will achieve academic success and personal development through peer support and empowerment while providing professional growth and learning opportunities for Peer Navigators.

### CRUISE

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Creating Rich Unique Intellectual Student Experiences (CRUISE) aims to prepare and engage new, incoming students through a three-day, on-campus experience. Participants will successfully identify resources necessary to excel academically, connect with other first-time students, and get to know faculty through informal meeting spaces leading to a sense of belonging.

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# Peer Navigator and CRUISE Programs

Goals		Map to	
		SS Goals	Strategic Directions
<b>Peer Navigator Program</b>			
1	Each Peer Navigator will retain more than half of their student caseload for the academic year	1, 3, 6	1 - 6
2	Connect students with campus resources aimed at academic growth and interests	1, 3, 4	1 - 6
3	Develop strong mentoring skills to connect with students	2,6	4
<b>CRUISE Program</b>			
1	1000 new, incoming students will participate in the CRUISE program	1-4, 6	1-6
2	Ten CRUISE participants will be Peer Navigators the following year	5	1-6
3	Success, persistence and retention rates will increase from previous year	2,3	1-6

Student Learning Outcomes		Map to Institutional Learning Outcomes	
<b>Peer Navigator Program</b>			
1	Peer Navigators will increase their self-efficacy as a result of mentoring	1-5	
2	Peer Navigators will develop personal and career skills	1-5	
3	Peer Navigators will enhance students sense of belonging	1-5	
<b>CRUISE Program</b>			
1	CRUISE participants will demonstrate a strong connection to Mesa	1-5	
2	CRUISE participants will receive year-long mentoring	1-5	
3	CRUISE participants will have the knowledge to be successful their second year	1-5	

# Outreach and Community Relations

## Mission

We inspire, lead, and educate our diverse community about the vast opportunities and resources available at Mesa College. We empower students to pursue higher education while fostering a successful college experience.

Goals		Map to	
		SS Goals	Strategic Directions
1	Strengthen and enhance partnerships with feeder high schools and Continuing Education to promote effective information dissemination as it relates to our programs, services and matriculation processes.	1, 3, 4	1, 3
2	Promote and cultivate an environment dedicated to the personal, professional, and academic development of students and staff.	5	5
3	Re-design and update Mesa Outreach website.	1, 3	1, 3, 4
4	Educate ourselves on new programs and services to better support students.	2,3	1-3, 5, 6
5	Increase the visibility and circle of influence of Outreach at Mesa College.	1, 4, 5	2, 3

# Outreach and Community Relations

Student Service Outcomes		Map to Institutional Learning Outcomes
1	Identify the resources available at Mesa and articulate how those resources help students succeed in college.	1, 2
2	Demonstrate increased inclination to attend Mesa/college after high school.	1, 2
3	Student we serve will successfully complete the pre-enrollment steps to become students at Mesa College.	1-3
Student Service Program Outcomes		Map to Institutional Learning Outcomes
1	Student Ambassadors will gain essential skills, traits, and qualities that successful employees should possess.	1-5
2	Student Ambassadors will demonstrate awareness of the ways in which their actions affect their work and their relationships.	1, 2, 4, 5

# Student Affairs Office

## Mission

The Student Affairs mission is to provide programs and services that promote the success of students through leadership development, enrich the quality of campus life by advocating for equity and social justice, and support classroom instruction through civic responsibility.

Goals		Map to	
		SS Goals	Strategic Directions
1	Develop Student Leadership Skills	1, 2, 3	1, 2, 3
2	Strengthen social responsibility and civility.	1, 4, 6	1, 2, 6
3	Create and promote opportunities for student engagement and meaningful interpersonal relationships.	1, 3, 4	1, 2, 6

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	Students that participate in the AS, ICC, and Student Clubs will develop their leadership and interpersonal skills.	1, 2, 4, 5
2	Students will demonstrate an understanding of their rights and responsibilities as members of our campus community.	1-5
3	Through participation in civility projects, students will be able to demonstrate an understanding of civility and the place it has on campus.	1-5
4	Students that participate in the Scholarship Program will demonstrate development in applying their leadership, organization and interpersonal skills toward a specific goal.	1-4



# Student Development Office

## Mission

In keeping with the mission of San Diego Mesa College’s Student Services division, the School of Student Development provides programs and services for students to gain access to educational opportunities and to succeed in their intellectual, social, physical, moral and cultural development. Our programs deliver comprehensive services/opportunities that will ensure a smooth transition for students from work or secondary education to the community college. The programs within the School are designed to increase students' academic success and completion of their educational goal. We successfully conduct all the administrative support functions necessary to support needs of students, the college, the state, federal, and other external educational entities. Lastly, the School of Student Development offers a wide range of programs to enhance the transition of students from the institution to the world of work or to further education.

Goals		Map to	
		SS Goals	Institutional Strategic Directions
1	Promote equity minded practices throughout the Student Development Division.	1-6	1-6
2	Improve office effectiveness by focusing on services provided by the Office of Student Development.	1-6	1-6
3	Improve communication provided by the Office of Student Development to all departments.	1-6	1-6

# Student Development Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	<p><b>Equity Minded Practice</b>                      The School of Student Development will promote an environment that encourages equity minded discussions and practices in our office, programs, classrooms, and general practice through the Joint School Meetings with Student Development and Student Success and Equity and Student Development Leadership Team Meetings.</p>	1-4
2	<p><b>Office Effectiveness</b>                      The School of Student Development will focus in improving effectiveness and services provided to students, faculty, staff, and administration.</p>	1-4
3	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Improve communication between the School of Student Development, staff, and faculty.</li> <li>• Improve communication between School of Student Development and Student Success and Equity</li> <li>• Improve communication concerning Student Equity and Achievement Program to the whole campus community</li> </ul>	1-5



# Student Health Services

## Mission

The mission of Mesa College Student Health is to provide culturally appropriate, quality, accessible healthcare to our diverse student body.

Goals		Map to	
		SS Goals	Strategic Directions
1	Equity for underserved students	1, 2, 4	1, 2, 3, 4, 6
2	Hire a College Nurse (Nurse Practitioner) Contract 11 month	1, 2, 3, 6	1, 2, 3, 4
3	Implement the Suicide Prevention Plan	1, 2, 3, 4, 6	1-4

Student Learning Outcomes		Map to Institutional Learning Outcomes
1	After utilizing the Student Health Services program or service, students will be able to articulate their knowledge about their physical and psychological health and wellness.	1, 2, 4, 5
2	After utilizing the Student Health Services program or service, the student will be able to verbalize information about culturally diverse practices and beliefs and empathic understanding of stereotypes and discrimination in our society from an experiential viewpoint.	2, 4, 5



# Student Success and Equity Office

## Mission

The mission is to strategically align equity efforts with the mission and goals of the college, to serve the college's goal of institutionalizing equity approaches standards, to lead the college in the development and implementation of practices that address disproportionate impact, to ensure the assessment of the impact of equity funding on closing equity gaps and to ensure the employment of equity funding across a varied spectrum throughout the institution.

Goals		Map to	
		SS Goals	Strategic Directions
1	Develop a shared vision for the College's student success and equity efforts.	1,2,4	1,3,6
2	Advise in the development and implementation of the Student Success and Support Program (SSSP) Plan, Student Equity Plan, and the Developing Hispanic-Serving Institutions Program - Title V Plan.	3,4	1,2,3,6
3	Use student success and equity data and research to inform College practices.	2	3,4
4	Provide a venue to dialogue and integrate student success and equity efforts campus-wide.	1,4,5	1,2,4,5,6
5	Support the College's professional development efforts related to student access, success, and equity.	5	2,4,5

# Student Success and Equity Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	<p><b>Equity Minded Practitioners</b>            Student Success and Equity departments will promote and support activities and practices that support student equity.</p>	1-5
2	<p><b>Informed Decision Making</b>            Student Success and Equity Departments will systematically use data to assess and improve programs and services.</p>	1-5
3	<p><b>Program Accountability</b>            The Department of Student Success and Equity will insure that categorical programs adhere to state and/or federal regulations and meet the needs of Mesa College and our students.</p>	3,4,5

# Transfer Center

## Mission

The San Diego Mesa College Transfer Center is the focal point of transfer activities and up-to-date information for our diverse college community. We provide resources and support to empower students to become experts of their transfer educational goals and transition to a four-year institution.

Goals		Map to	
		SS Goals	Strategic Directions
1	Empower students, faculty, staff and administrators with transfer knowledge to create a stronger transfer culture at Mesa, and therefore increase the number of transfer students.	3-5	5.4
2	To increase the level of service to meet the demand of transfer students.	2, 3	3
3	Strengthen partnerships and collaborations with the greater transfer community.	1, 4	2

Student Services Outcomes		Map to Institutional Learning Outcomes
1	Students will be able to recognize and use transfer tools and resources for their transfer processes.	3
2	Students will be able to recognize transfer application deadlines as they relate to their transfer goals.	3
3	Students will be able to identify transfer programs and general transfer pathways as they relate to their transfer goals.	1, 2, 3
4	Students will be able to recognize the multiple steps of the transfer process to their first choice four-year universities.	2, 3



# Veterans Services

## Mission

San Diego Mesa College's Veterans Program provides its students with superb veteran support services and the encouragement they need to facilitate the transition to college life, while maintaining an environment that espouses respect, high ethical standards and aids student intellectual, personal growth and development and educational success.

Goals		Map to	
		SS Goals	Strategic Directions
1	Increase student engagement with Veteran Services	1-6	1 & 2
2	Increase military affiliated student awareness of services provided by Veterans Services	1-6	1-4
3	Create programs that bring awareness of the military affiliated to the campus community	2,4,5&6	1-6
4	Expand Veteran recognition programs on campus	1-6	1,2,4,5,6
5	Increase the use of data from Campus Solutions to provide targeted services and information to the student veteran and military affiliated population	1-6	1,4 & 6

# Veterans Services

Student Learning Outcomes	Map to Institutional Learning Outcomes
1 Veterans students will submit appropriate VA paperwork and follow required VA procedures in order to maintain VA benefits	1-4



# V P Student Services Office

## Mission

The Vice President of Student Services Office supports the college’s Student Services division in providing equitable pathways that inspire, engage, and empower our diverse students to learn and succeed.

Goals		Map to	
		SS Goals	Strategic Directions
1	Enhance meaningful institutional effectiveness processes including data dissemination in student services.	1-4	1, 2, 4, 5, 6
2	Improve integration and assessment of equity initiatives. Enhance the experience of our students by integrating and assessing the equity initiatives	1-5	1, 2, 3, 4, 6
3	Collaborate and support student services departments and programs to design, test, and implement innovative technologies that promote student success and equity.	1, 2, 3	1, 2, 4, 5, 6
4	Implement the Student Services evacuation plan through training, drills, and the deployment of resources.	6	6

# V P Student Services Office

Administrative Unit Outcomes		Map to Institutional Learning Outcomes
1	The office of the VPSS in collaboration with the Office of Research and Planning will ensure that Student Services data reports are produced and used to inform program review for inquiry, self-assessment, and continuous improvement.	1-5
2	The office of the VPSS will provide the appropriate leadership to ensure that practices and new initiatives are complementary, monitored and assessed in ways that are equity-centered and align with the College's vision.	1-5
3	The office of the VPSS will use technology to improve processes, documentation and user-friendliness of processes and services	1-4
4	The office of the VPSS will ensure that personnel, students, and visitors can evacuate the building quickly, calmly, and safely under the direction of the SS Center's evacuation team.	1, 2, 4