

Mendocino College

Your Community. Your College. Your Success.

Ulises Velasco, VP of Student Services
Student Services Update
Board of Trustees Meeting
2/9/2022





Student Equity & Achievement Program

Aimed to help implement Guided Pathways and help meet the goals of the Vision for Success

Requires an Annual Fiscal Report and the continued maintenance of the Student Equity Plan

Continue to provide a focus on student equity and support of core matriculation services

2019-2020 Term-End Expenditure Report was submitted in Fall

2020-2021 Annual Report submitted in Fall

2022-2024 Student Equity Plan is due in June 2022



2022-2025 Student Equity Plan

We have begun work on the 2022-2025 Student Equity Plan

- ▶ Plan is due November 20, 2022
- ▶ Guided Pathways Leadership Team Task Group leading this effort

Timeline:

- ▶ Student Equity Plan Task Group work: November-April
- ▶ Walk it around: May-August
- ▶ Draft to GPLT: September
- ▶ Academic Senate First Reading: October
- ▶ Academic Senate Second Reading: November
- ▶ Submit to CCCCCO: November 30





Successes Since Last Equity Plan

Retention (Fall to Spring)

Black

went from -6% to $+4.22\%$

White

went from -15% to -0.13%

Degree/Certificate Completion

Black

went from -8% to $+1.31\%$

Hispanic

went from -3% to $+0.15\%$

Native American

went from -1% to $+3.59\%$



Successes Since Last Equity Plan

Transfer Rate

Native American

went from -4% to $+0.18\%$

White

went from -13% to $+0.19\%$

Completion of Transfer level English & Math (first year)

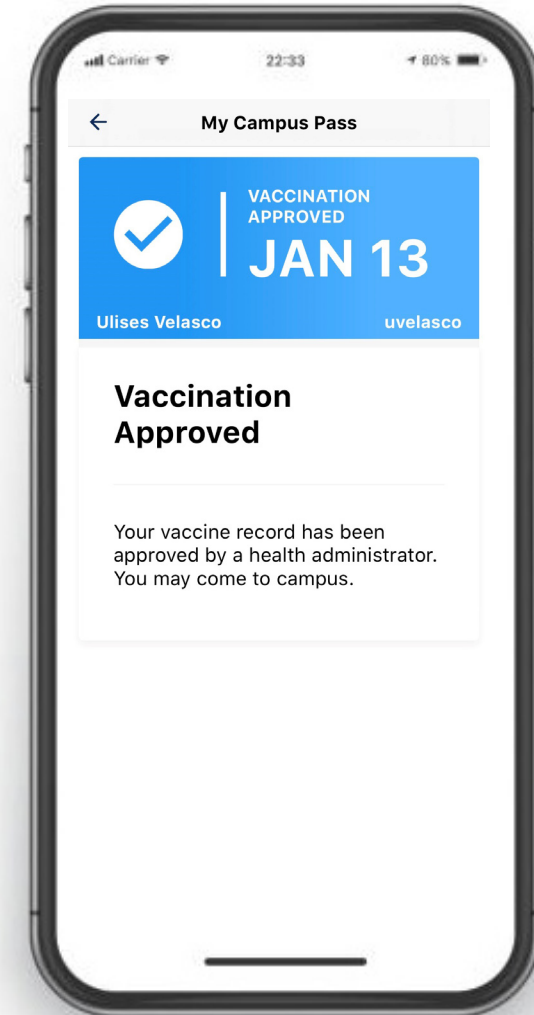
Asian

went from -5% to $+23.61\%$



COVID UPDATES

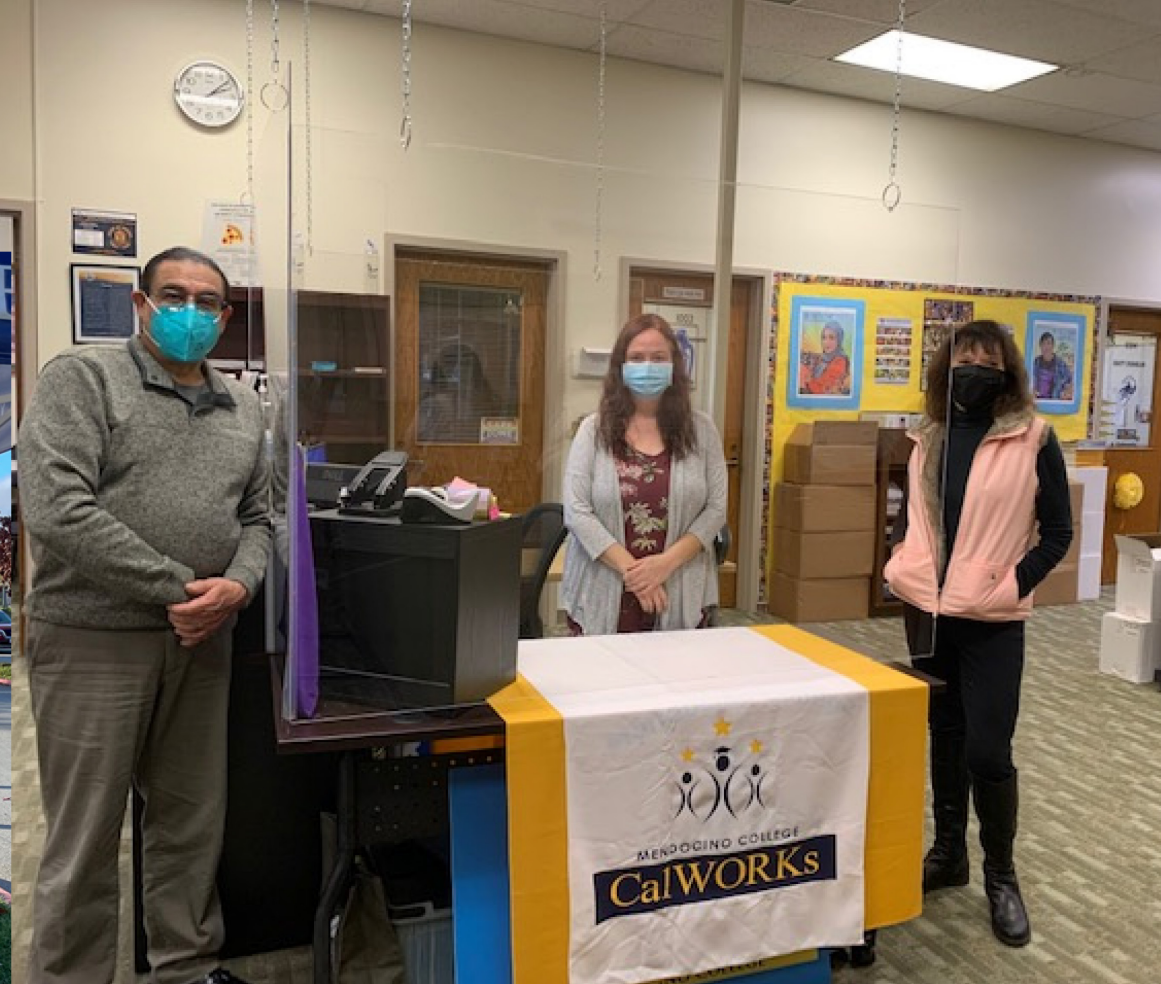
- ▶ Implementation of BP 2901/AP 2901.1
 - ▶ COVID-19 Vaccine Requirement - Students
- ▶ Utilizing the MendoMobile app for students to submit their vaccination and testing information
 - ▶ Implementation occurred after Spring registration began
 - ▶ Some students needed to get dropped from their on-ground classes
- ▶ Approximately 90% of students attending in person classes are vaccinated
- ▶ Continued monitoring of students who are testing weekly
- ▶ Students are asked to show blue or green pass to receive in person support





In Person Support

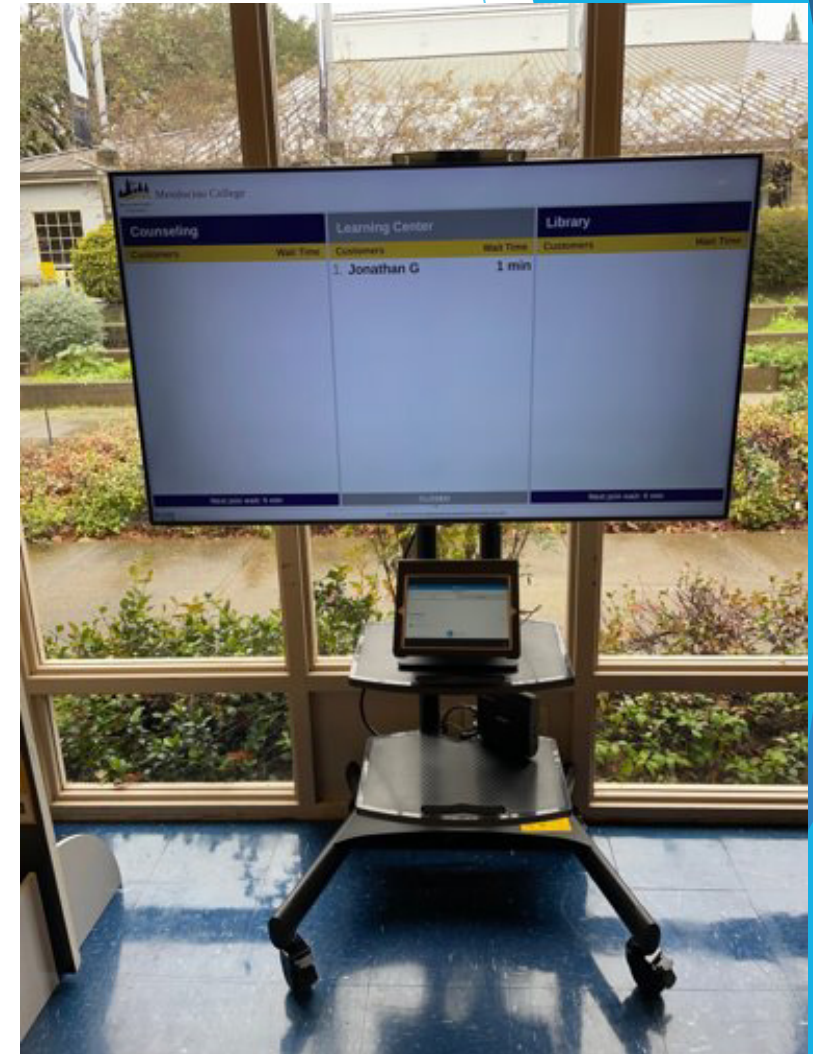
- ▶ Student support departments provide multiple ways to serve students
- ▶ Office hours are similar to pre-pandemic levels
- ▶ Office hours for A&R, Counseling, Financial Aid and CAMP/Dream Center
 - Monday, Wednesday, Friday: 8am – 5pm
 - Tuesday and Thursday: 8pm-6pm





Line Queueing

- ▶ Implemented during the Fall semester
- ▶ Technology that assists with line queueing
- ▶ Students don't have to stand in a line anymore
- ▶ Not promoted widely during the Fall semester because we didn't have long lines
- ▶ Has added feature of helping us track number of students served





Line Queueing

JOIN A LINE

1



Join the line
from anywhere

MOVE FREELY

2



Wait wherever
you want

GET UPDATES

3



Receive wait
time updates

BE SERVED

4



Get notified when
it's your turn



Line Queueing

Ways to join the Virtual Line:



Download App



<https://bit.ly/392jUEv>



Text
"Mendocino
College"
707.229.0180



Website



<https://bit.ly/3BTnjSx>



On-Site Kiosk

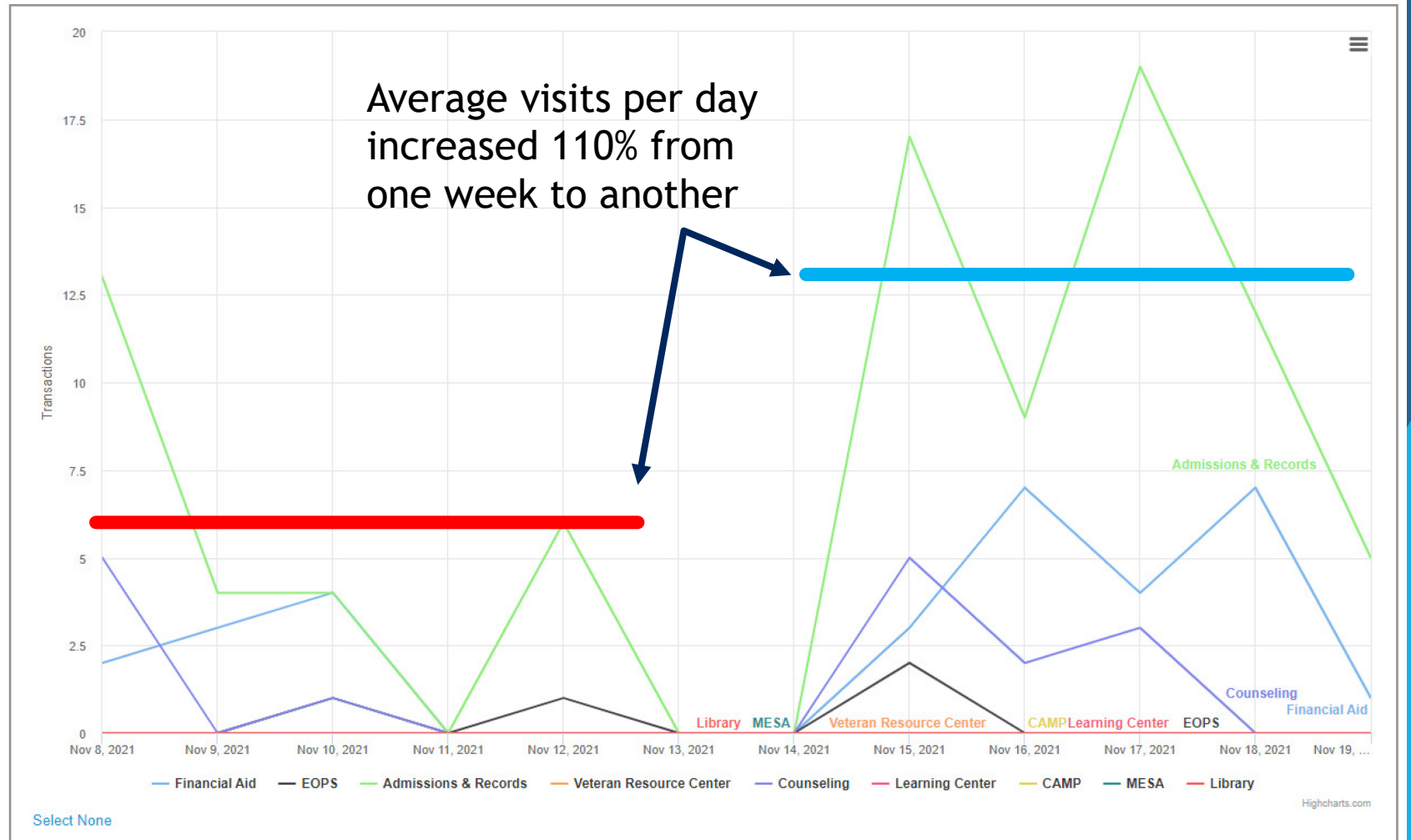
Use a QR Code Reader
to access these websites, or
type in the URLs below.



Line Queueing

- ▶ We can now see trends in student visits to our offices (type of visit, duration, etc.)
- ▶ Historically we haven't done this across multiple departments
- ▶ Image shows difference in student visits before and after Spring registration opened

QLESSTM REPORTS Service Transactions by Queue





Virtual Services

- ▶ Many of our interactions with students continue to be through phone, email or video chat
- ▶ Zoom, Cranium Café and Dynamic Forms continue to be used to serve students remotely
- ▶ Didn't have these options before the pandemic

The screenshot shows a user profile for Victoria Ramos, a Financial Aid Technician. At the top left is a circular profile picture of a woman with dark hair. To the right of the picture is a green dot with the word "Online" next to it. Below the "Online" status is a button with a yellow door icon and the text "Knock on Door". Underneath the picture and status is the name "Victoria Ramos" in a large font, followed by the title "Financial Aid Technician" in a smaller font. Below the title is the office address "Office: 1000 Hensley Creek Rd, Ukiah". To the right of the address is a small icon of a person with a speech bubble. At the bottom of the profile card are two buttons: "SEND OFFLINE MESSAGE" with an envelope icon and "SCHEDULE MEETING" with a calendar icon.

Online

Knock on Door

Victoria Ramos
Financial Aid Technician
Office: 1000 Hensley Creek Rd, Ukiah

SEND OFFLINE MESSAGE

SCHEDULE MEETING



New Online Bookstore Vendor

New Online Bookstore launched
January 10th

- ▶ Excellent customer service availability in English and Spanish
- ▶ Through the first two weeks of classes, students were able to choose a "ship to campus" option that provided free shipping
- ▶ MendoCares Team helped this effort by providing in-person support at our physical Bookstore location

ecampus.com[®]
Textbooks Easy. Fast. Cheap!



Transfer Center

Topics:

- ▶ Financing the Next Two Years: Completion of the Bachelor's Degree
- ▶ Choosing Your Transfer Major and University
- ▶ Guide for Undocumented Transfer Students Applying to the CSU/UC
- ▶ Tapping Into Support Services
- ▶ University Begins Here: Planning Your Transfer Journey
- ▶ Transfer Transitions: Next Steps After Applying

Mark Edward Osea

Transfer Counselor/Coordinator



TRANSFER
Talks 2022

COMING EVERY
TUESDAY
THIS MARCH



Emergency Funds Disbursement Update

Higher Education Emergency Relief Fund (HEERF) I- \$654,919 to over 750 students

Higher Education Emergency Relief Fund (HEERF) II- \$654,919 to over 550 students

Higher Education Emergency Relief Fund (HEERF) III- \$1,027,812 to over 950 students

Finish Line Scholars Emergency Funds- \$123,000 awarded to over 150 students

Emergency Financial Assistance for Low-Income Students- \$291,750 has been awarded to over 344 students

Disaster Emergency Relief Funds- \$20,950 has been awarded to over 35 students

Almost \$3 million disbursed in emergency financial aid since the start of the pandemic.



Behavioral Health & Wellness Services

New Full-Time position recommendation went through PBC process

- ▶ Counselor/Coordinator
- ▶ Establish consistent mental health support for students
- ▶ Work with community partners to develop appropriate referral processes
- ▶ Develop Wellness Services on campus - we've never done this before
- ▶ Utilizing State funds for this effort
- ▶ Will need to develop and finalize job description

