Mendocino College
Your Community. Your College. Your Success.

Ulises Velasco, VP of Student Services
Student Services Update
Board of Trustees Meeting
2/9/2022
| 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 |
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 CCCC0: 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
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

1. Join a line
   - Join the line from anywhere

2. Move freely
   - Wait wherever you want

3. Get updates
   - Receive wait time updates

4. Be served
   - Get notified when it’s your turn
Line Queueing

Ways to join the Virtual Line:

- Download App
- Text
  - “Mendocino College”
  - 707.229.0180
- Website
- On-Site Kiosk
  - Use a QR Code Reader to access these websites, or type in the URLs below.
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

Average visits per day increased 110% from one week to another
We will be able to look at visits per hour, day, week, month and year.

Image shows peak visits occurred between 11am-12pm and then from 1pm-2pm on January 12th.

More areas around campus will be added soon.
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.
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
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
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