AGENDA

1. Mesa Journeys
2. Facilitated Q&A and Discussion
3. Reflection and Action Steps

Webinar: Comprehensive Intake
April 17, 2019

PARTICIPANT NOTETAKING GUIDE

Use this guide to (1) reflect on your campus' current intake processes and needs and (2) to capture relevant notes, thoughts, and ideas as they come up throughout the webinar.

San Diego Mesa College	
Leroy Johnson, Chair of Counseling	
Charlie Lieu, Student Services Technical Analyst	
Preparation Questions – Please take time to consider these before the start of the webinar	
What are your campus' goals for modifying or improving intake processes?	
Does your campus have an intake form? What areas of focus does it cover?	
What processes are in place to help staff from instructional programs, student service programs, and faculty use intake data? What would be ideal?	
What kinds of technology help would your campus need to refine its intake process?	

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Description

- Consistent intake process

- Streamline process of promoting programs, services, and resources to our students

- Intentional and collaborative

- Efficient way to advise students based on interest and data

- Guided Pathways: Clarify the Pathways

Best practices and research that informed our work

- Feedback from Mesa Student Service Committee (MSSC)

- Student surveys and testimonials

- Provide programs with targeted student data (Student database)

- Accessible for students

- Start "Your Mesa Journeys"!

Your Mesa Journey

sdmesa.edu/mesa-journeys

Journey Database

- User Opt-in

- Program/Service log-in

http://bit.ly/mesa-journeys-login

- Data spreadsheet (Sample)

- Best practices for contacting students

- Spreadsheet management

How we got started and who was involved

- Assembled a cross section of student service personnel
  - Leroy Johnson – Counseling
  - Claudia Estrada-Howell – Career/Transfer
  - Monica Demcho – EOPS
  - Steven Salter - DSPS
  - Genevieve Esguerra – Outreach/Promise/Assessment
  - Joel Arias – Web Developer
  - Trina Larson – Student Service Classified Professional
- Surveyed student service programs (program description, contact information, requirements, eligibility, services, schedule, etc.)
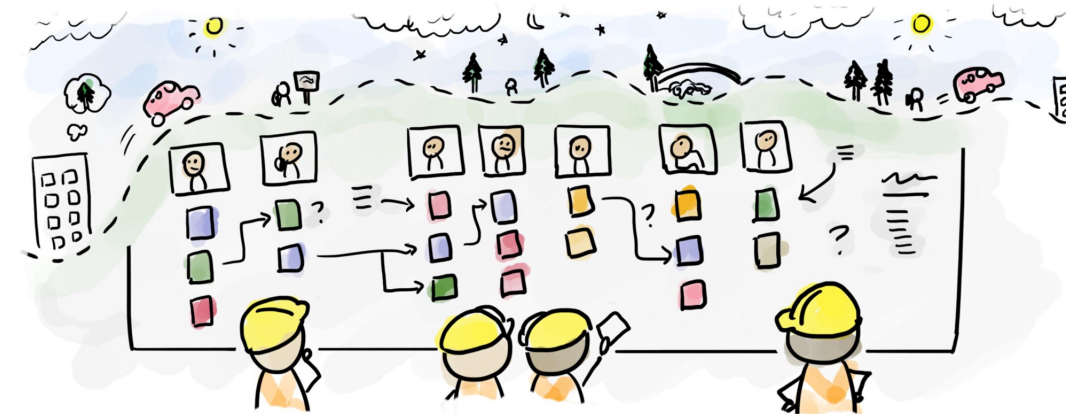
Lessons Learned

- Organize a cross section of personnel

- Design a survey (keep it short)

- Get a Joel Arias (Web Developer)

- Make it mobile friendly

- Clean up program landing pages

- Use language/content students can understand

- Push forward

Questions we still have

- How to promote the product

- How does this fit with Campus Solutions and MyPath?

- Journeys 2.0
  - Update and add additional questions
  - Include Instructional programs
  - Management of student data list/email marketing software

Reflection Questions

- What strategies did you hear that are most applicable to your campus's intake initiative?

- What will you do to adapt these strategies to your campus's needs?

- What are your immediate actions steps, including how you will communicate what you learned today with others on your campus team?