Question	Answer
Institution Name:	Mesa Community College
Your Name	Bill Clites
Address	Street Address: 1833 West Southern Ave. City: Mesa State / Province: Arizona Postal / Zip Code: 85202 Country: United States
Phone Number	(480) 461-7425
Fax	()
E-mail	willard.clites@mesacc.edu
Please attach a logo or image you would like to have used on the directory for as a link to your website.	mcc-50th-logo-tagline.png
Copy and paste the URL you would like the above image or logo linked to	http://www.mesacc.edu/
Institution Mission and/or Charter:	MCC excels in teaching, learning, and empowering individuals to succeed in our local and global community. We serve as a resource for college and career readiness, transfer education, workforce development, and life-long learning.
Brief background of institution (year established, etc.):	1962 Maricopa County Community College District (MCCCD) began with an overwhelming yes vote in the 1962 General election. Before this Phoenix Union High School (PUHS) District offered the only junior college program in Maricopa County. Only PUHS students could use this program which was offered at Phoenix College. 1963 Mesa operated as an extension campus of Phoenix College at 809 W. Main Street in Mesa (Mesa Extension). This building, built in 1911, was used by MCC until 1965. The main room was the library and classrooms were in the basement. Today this site is the Landmark Restaurant. John Riggs was appointed Executive Dean of the Mesa Extension. Once Mesa became a full college, he served as President until 1974. 330 students registered for classes the first semester at the Mesa Extension on Sept. 11. The full time teachers that first semester were: Bob Reid, Division Chair of Science and Math; Joe Shirley, Division Chair, Social Science; Leon Kearney, Business Division Chair; Margaret Allison Watkins, Language Arts Division Chair; Jeanette DePriest, Library Division Chair; Lot Christensen, Division of Health and P.E. Chair; John Morris, Social Science; Sherry Little, English and Business; Bill Kendall, German and English; Lee Wallis, French and English; Marsha Head, Women's Physical Education. 1965 On April 12th the Maricopa Junior College District Board named Mesa Community College and Glendale Community College as separate institutions from Phoenix College. Dr. John D. Riggs, Dean of the Mesa Extension, became Executive Dean of Mesa Community College. Other MCC administrators were: Keith Breon, Dean of Admissions; Jinnett Kirk, Dean of Students; and Theo Heap, Associate Dean of Students. The Governing Board officially changed the name to Mesa Community College on July 1.
Please list the programs, resources, services, etc. you provide:	Programs by Name: Accounting Administration of Justice American Sign Language Anatomy & Physiology Anthropology Arabic Architecture Astronomy Audio Production Technologies Automotive Performance Biology

Biotechnology
Business
Chemistry
Chinese
Communication
Composition
Computer Information Systems
Computer Science
Construction
Creative Writing
Critical Reading
Dance
Dental Hygiene
Digital Arts
Drafting
Early Care Education
Economics
Educator Professional Development
Electronics Technology
Emergency Medical Technician
Engineering
English
English Humanities
Ethnic Studies
Exercise Science
Fashion Merchandising & Design
Film
Fine Arts
Firefighter
Food & Nutrition
Forensic Investigation
French
Geography
Geology
German
Global Citizenship
Health Science
History
Interior Design
Japanese
Journalism
Judicial Studies
K-12 Teacher Preparation
Latin
Lifetime Fitness
Literature
Machinist Technology
Management
Manufacturing
Marketing
Mathematics
Micro Circuit Mask Design
Mortuary Science
Multimedia & Game Technology
Music Business
Music Education
Music Humanities & Theory
Music Performance
Navajo
Networking & Security
Nursing
Nursing Assistant
Nursing Refresher
Organizational Management
Paramedic

Philosophy
Physical Education
Physics
Political Science
Psychological Science
Reading
Real Estate & Real Estate Appraisal
Recreation
Religious Studies
Russian
Social Work
Sociology
Spanish
Theatre Arts
Urban Horticulture
Veterinary Technology
Victimology
Web Technology
Welding Technology
Women's Studies

Mesa CC provides hundreds of services from tutoring to job placement, from testing to mentoring. Generally; resources and services available can be categorized by (1) Academics, (2) Career, (3) Family and Housing, (4) Finance, (5) Health and Wellness and (6) Social

Are there eligibility guidelines for your programs, resources and/or services? If so, please describe:	Mesa CC has an open admission policy, meaning anyone can attend as long as they meet this criteria: (1)Is a graduate of a high school that is accredited by a regional accrediting association as defined by the United States Office of Education or approved by a State Department of Education or other appropriate state educational agency. (2) Has a high school certificate of equivalency (GED). (3) Is at least 18 years of age and demonstrates evidence of potential success in the community college (4) Is a transfer student in good standing from another college or university.
How would you describe your target audience?	Mesa CC is chartered to serve the community. Because of this our student demographics are very broad. From a young Engineering student with an intent on transferring to a 4 year institution to the "senior" student taking a Horticulture certificate program motivated only by interest in the subject.
Is there a regulatory body that has oversight over your institution? If so, please identify the body and indicate your institution's current status as of the date of this application:	Mesa Community College's accredited status with the Higher Learning Commission (HLC) has been continued; a result of a comprehensive evaluation by HLC peer reviewers conducted earlier this year.
What are the educational costs for your programs or services to service members, veterans and/or family members? If there is no cost, please indicate the types of funding source(s) that support your institution (e.g. grants, donations, etc).	Mesa CC charges $84 per credit hour for in an in-resident student and $325 for non-resident students. The school also charges a $15 registration fee every term. Many classes also charge nominal class fees for labs, materials, etc.. In addition to receiving GI Bill benefits many of our veteran students receive title 4 funds, non-tuition specific scholarships sponsored by college and external sources.
CONNECT to the Culture? (A.R.S. 41-609.D.1, D.2) Minimum Required Areas of Focus: - Institution conducts an annual or bi-annual campus survey of student veterans (including needs, issues and suggestions of veterans) (A.R.S. 41-609. D.1). Please include a copy of the survey, survey results, and how and when survey is (was) administered. • Institution has a steering committee consisting of student veterans, faculty and staff to share information and to develop programs to establish or strengthen a Veteran Supportive Campus based on best practices but that also integrates the	Mesa CC conducts a survey twice a year. One is conducted the during the month of September and the second is conducted during the month of February. The survey and results of our last survey are included below: 1. Did you feel comfortable in the Veteran Services Office? a. Yes - 93% b. No – 7% 2. Do you have an idea of how your VA benefits Work? a. Yes-Confidant – 72% b. Yes-Have some Questions - 24% c. No - 4% 3. How does a Veteran Center benefit you? a. Registration/VA Benefit info – 25% b. Computer/Printer/Study Hall - 3% c. Being around Veterans - 11% d. General Help - 48%

campus culture and identifies the real needs of the student veteran. Include how often the committee convenes (A.R.S. 41-609. D.2).

e. No Benefit – 2%
f. No Answer - 11%
4. Did you find the process of accessing your VA education Benefits difficult?
a. Yes - 88%
b. No – 12%
5. Did you receive clear answers from our staff?
a. Yes - 89%
b. No – 9%
c. No Answer – 2%
6. What areas could Veteran Services Improve on?
a. More employees – 16%
b. Notification of Events/Clubs/Jobs – 7%
c. Increase Employee Training/Knowledge – 31%
d. None - 30%
e. Increase Speed of Service – 16%
7. How would you rate the assistance you received within Veteran Services?
a. Outstanding - 53%
b. Excellent – 32%
c. Average – 10%
d. Poor – 5%
8. How would you characterize your experience with MCC?
a. Outstanding – 30%
b. Excellent – 47%
c. Average – 20%
d. Poor – 3%
9. How would you rate services you received on campus outside of the Veterans Services Office?
a. Outstanding – 25%
b. Excellent – 29%
c. Average – 44%
d. Poor – 2%
10. How would you rate your feelings of belonging on Campus
a. High - 49%
b. Average – 45%
c. Low – 6%
11. n/a
12. What services have you used on campus?
a. Counseling – 30%
b. Student Success Center – 21%
c. Disability Resource Services – 4%
d. Multicultural – 2%
e. International Education - 2%
f. I haven't used any of the above – 41%
13. Interest in being a Mentor?
a. Yes - 34%
b. No – 65%
c. No Answer – 1%
14. Interest having a student mentor?
a. Yes – 34%
b. No – 70%
c. No Answer – 0%
15. Interest in having a faculty mentor?
a. Yes - 53%
b. No – 46%
c. No Answer – 1%
16. Contact for free MCC tutoring?
a. Yes – 33%
b. No – 65%
c. No Answer – 2%
17. Have you used MCC tutoring?
a. Yes – 25%
b. No – 74%
c. No Answer – 1%
18. Are you a member of our Veteran Student Club?
a. Yes – 4%
b. No – 96%

19. What branch of the Military did you serve?
a. Army – 50%
b. Navy – 18%
c. Marines – 12%
d. Air Force – 12%
e. National Guard – 4%
f. Reserves - 1%
g. No Answer – 3%

20. Which GI Benefits are you using?
a. 33 – 51%
b. 31 – 13%
c. 30 – 12%
d. 35 – 2%
e. 1606 – 1%
f. 1607 – 1%

21. Are you currently on Active Duty?
a. Yes – 0%
b. No – 100%

22. On average, how many hours a week do you work while attending MCC?
a. 0 – 44%
b. 1 to 10 – 6%
c. 11 to 20 – 10%
d. 21 to 30 – 10%
e. 31 to 40 – 22%
f. 40+ - 8%

23. What is your educational goal?
a. Degree – 52%
b. Transfer – 41%
c. Certificate – 6%
d. Non-Degree – 1%

24. Have you faced any challenged in your transition/educational pursuits?
a. Time out of School/Age – 14%
b. Lack of Organization/Money – 12%
c. Life as a Civilian/Student – 39%
d. None – 35%

25. What has your experience been in class?
a. Positive – 66%
b. Neutral – 23%
c. Negative – 11%

26. Would you recommend MCC to another Veteran?
a. Yes – 90%
b. No – 10%
c. No Answer – 0%

Veteran Services has established a Steering Committee. The committee consists of 7 individuals diverse enough to maximize contribution of each members diversity. We have represented Veteran Services leadership, Faculty, staff, Disability Resource Staff, Veteran Services staff, student and academic advising. This committee convenes once a quarter on the first Monday of each new quarter.

ASK the right questions at the right time? (A.R.S. 41-609.D.3) Minimum Required Areas of Focus-please provide information/examples regarding: • Key staff (who regularly interact with and provide support to student veterans) receive training on issues affecting the military, veteran and family population, including, but not limited to (A.R.S. 41-609. D.3): ➢ Combat & operational stressors ➢ Key issues affecting the population (e.g. post-traumatic stress, TBI, substance use, suicide, etc.), as well as the potential impact of visible and invisible injuries and disabilities ➢ • All

Annual training is provided to all faculty and staff regarding key issues affecting veterans and their families related to transitioning to college life, Mental health issues, and resources. This training is conducted for all colleges in the Maricopa District.

staff (admin staff, faculty, etc.) have knowledge/awareness of resources specific to military/veteran/family member-specific resources and systems of care (able to provide information to students/families as needed) (A.R.S. 41-609. D.3): Resources include but are not limited to ➢ National Veterans Crisis Line; http://veteranscrisisline.net/ ➢ Military/Veteran Resource Network; http://militaryveteranresourcenetwork.org/

RESPOND Effectively? (A.R.S. 41-609.D.4, D.5, D.7) Minimum Required Areas of Focus-please provide information/examples regarding: • Establish student veteran orientation programs, including student veteran guides for the first day on campus, an optional student veteran orientation session and at least one optional only course taught by a veteran or by a trained volunteer on veteran issues. • Institution identifies a specific location on campus and/or on website (if primary a web-based institution) that has information and resources for student veterans, as well as family members (A.R.S. 41-609. D.7). • Institution provides peer mentoring and support for student veterans (A.R.S. 41-609. D.5): ➢ This must include the provision of counseling services on-campus or referrals to other counseling and crisis resources (e.g. National Veterans Crisis Line, military support programs, VA & Vet Center counseling, community-based counseling). ➢ This may include formal and informal mentoring programs (students, faculty/staff, community members, etc.).

Mesa Community college has a comprehensive Student Orientation program for veterans. In addition to information being presented it also included a tour of the campus and group academic advisement. During this orientation valuable resources specific to Veterans is discussed and contact information provided. Mesa Community college offers a veteran success class specific for Veterans. It is called CPD 150. This curriculum offers discussions related to student success in regards to Veterans and their unique requirements and needs.

Mesa Community College has a comprehensive, robust Student Mentoring Program. Principles are outlined below:To: Veterans Services Office (VSO)
From: AmeriCorps VISTA, Mesa Community College
Date: June 23, 2015
RE: Veterans' Mentoring Involvement in at Mesa Community College
Purpose
To provide information and introduction from the Elements of Effective Practice Mentoring Tool Kit, to foster a successful and best practices Veteran Student population on Mesa Community College's Southern and Dobson campus.
Challenge
There have been difficulties in establishing a best-practices mentor program for Veterans on the MCC campus; i.e., contacting, assisting, and continuing a campus Mentor/Mentee program as it relates to Veteran Students at Mesa Community College.
Solution
Review and consider The Elements of Effective Practice Mentoring Tool Kit to build a best practices and vibrant Veteran Student Mentoring Program.

The following information gives some ideas and guidelines that can be incorporated in the campus-based Veteran Mentoring Program during the Program Design and Planning phase.
Volunteer Mentors can/will be recruited through VSO communications, including:
● VSO newsletter
● Veteran NSO
● website
● social media
Make recruitment a semester-long effort.
Veteran Students are generally older (mid-twenties through mid-thirties), balancing school, work, and families. Other challenges, such as transitioning from military to civilian life, also exist. The ability to recruit and retain Mentors with prior military experience is challenging, and the number of Veteran Students willing and able to offer their time as a Mentor is limited. Providing training to Mentors selected to work with Veteran Student Mentees is a necessity.
While Civilian Mentors may be recruited to work with Veteran Mentees, we acknowledge that such an arrangement would present unique challenges. To facilitate the training of Civilian Mentors, the VSO can create a manual to outline issues with which Mentors working with Veteran Student Mentees should be familiar. Additionally, a brief seminar or tutorial hosted by the Veteran Services Office may be introduced during which the contents of the manual are reviewed, and Mentors can sign-off on the training to indicate their understanding and willingness to work within specific guidelines. Training topics may include and not limited to:
• Defining the military mentality
• An overview of Veteran culture
• Effective methods of communication
• Community organizations that offer Veteran-specific resources and services (e.g., East Valley Veterans Education Center)
• Topics/questions to be avoided when working with Veteran Students.
• Possible situations that the Mentor may experience with a Veteran Mentee and coping strategies.

Challenge

Increased effectiveness in the recruitment of Veteran Student Mentees is desired.

Solution

Recruiting New Students

Every Veteran who enrolls at MCC as a first-time student is required to attend CPD 150: Strategies for College Success during their first semester. The purpose of the class is to provide the tools and resources the student will need in order for s/he to be successful in college.

Veteran Student Mentors interested in participating in the MCC Mentoring Program may do so after successful completion of CPD 150 and one year of success with a 3.0 average. Veteran Students enrolled in CPD 150 for the current semester can/should be candidates as Mentees for the Veteran Mentoring Program.

To facilitate the recruitment of Veterans who have successfully completed CPD 150, the VSO may request that the instructor make an announcement at the beginning and near the end of the semester inviting Veterans who would like additional assistance to participate in the Veterans' Mentoring Program. Alternatively (and with the instructor's permission), a representative of the VSO may present the information to the class and extend the invitation to all interested students.

Challenge

Previously, difficulties have arisen in Mentors communicating efficiently with the Veteran Student Mentee to whom they have been matched and vice-versa.

Solution

Attempt to keep the backgrounds of the Mentor as well as the Mentee in mind when pairing them up with the Mentor.

Mutual effective communication and receptivity is vital to the success of the Mentor/Mentee relationship. If there is an issue with diversity that results in friction or a poor working relationship, direct intervention from the Program Coordinator will be necessary. If a successful outcome is not forthcoming, reassigning the Mentee to another Mentor will be considered. Forced participation between a Veteran Mentee and a Mentor with whom s/he is having difficulties will be avoided. Additionally, if either party feels that s/he is unsafe at any point, a request to end the relationship must be honored.

Ongoing Communication and feedback are necessary from Mentors and Mentees to assist Veteran Services and the Mentoring Program in altering or evolving the program to better serve Veteran Students and meet the program's goals.

Maintaining the Mentor/Mentee Relationship

It is understood that Mentors are expected to make contact with their Mentees at least twice per month throughout the semester. The VSO will request weekly and monthly feedback from Veteran Student Mentor and Mentees as a means of gauging the effectiveness of the relationship and the program throughout its duration. Any challenges, concerns, or opportunities for improving the processes outlined herein will be communicated to the Program Coordinator on a regular basis. If a situation arises that requires immediate attention, the Veterans Program Director will communicate with the mentor or mentee to ensure timely action.

Conclusion

Being mindful of the specific challenges faced by Veteran Students and adopting strategies to cope with Mentor/Mentee participation and effectiveness can lead to more positive outcomes for program participants and increase the success of the Veteran Mentor/Mentee program amongst the Veteran Student population at Mesa Community College.

The VSO can assist where Veteran Student participation is concerned in the following ways:

1. Utilizing internal communications tools more effectively as a means of recruiting Veteran Student Mentors and Mentees to the program and doing so throughout the semester.

2. Establishing a means of communicating with Veteran Students at the start of their CPD 150 classes regarding the program and inviting their participation.

3. Recognizing that Off-Campus Veteran Mentors is a possibility and may be assigned to Students

4. Veteran Mentees and creating/facilitating training and materials to assist those Mentors in establishing an effective working relationship with their Mentees.

5. Inviting Veteran Mentors matched with Veteran Student Mentees to utilize the VSO as an informational resource.

6. Provide information and education to the MCC students and MCC staff regarding Veteran culture and its effect on the Mentor/Mentee relationship.

7. Provide Beginning-of Semester through the End-of-Semester training and activities as needed to facilitate successful initiation and closure of the Mentor/Mentee relationship wherein a Veteran Student Mentee is involved.

8. Solicit the required feedback from Veteran Student Mentors and Mentees regarding their experiences as program participants and communicate the results of that feedback directly to the Program Coordinator each week about the program and activities.

ENGAGE in the Military/Veteran	Mesa regularly reaches out to Luke AFB and other local guard units. We have contacted Luke

Community? (A.R.S. 41-609.D.6, D.8) Minimum Required Areas of Focus- please information/examples regarding: • Institution actively outreaches to military/veteran community, including military installations to provide information on programs, as well as to identify resources that may be of benefit to student veterans (A.R.S. 41-609. D.6). • Institution partners as appropriate and needed with public and private sector organizations to strengthen support for and success of student veterans (A.R.S. 41-609. D.8.). • Outreach (print, web, etc.) accurately reflects graduation rates for student veterans. • Outreach (print, web, etc.) clearly indicates costs, options and responsibilities for financing education. • Institution engages in promoting community-based collaborations to allow the private sector to support veteran's resources centers through financial and in-kind gift.

Training Office and connected our college marketing POC (Greg Rentz) with the base's TAP program in an effort to reach out and provide potential students our information and contact info. On a Saturday in December I am scheduled to visit Bravo Company, 98th Expeditionary Signal Battalion and provide a briefing regarding GI Bill benefits. Most of the Soldiers have training in
satellite transmissions, IT networking, security and installation. I will also brief specific advantages that soldiers in these fields can pursue at MCC.

Mesa CC is very active in reaching out to community partners. We coordinate on a regular basis with the Chamber of Commerce and City Council. We have utilized our Vistas from Americorps to seek funding opportunities. We now have a veteran foundation and are operating off the interest. Examples where we partner with community and receive funding is our annual Veteran Student Summit sponsored by SEE4Vets, Mesa Chamber and VFW Post 1760. Veterans Book Group was sponsored by AZ Humanities. Veterans Legal Advice Clinic was sponsored with Az DAV and AZ DVF. Bicycle Repair and Maintenance Clinic is sponsored with City of Mesa, Valley Metro, Global Bikes, Performance Bike, and U-Haul. Our 9/11 Commemoration Day is sponsored by 12 organizations in the community.

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E-mail	willard.clites@mesacc.edu
Phone Number	(480) 461-7425
Full Name	
Title	
E-mail	
Phone Number	()
This document and accompanying materials are an accurate reflection of our institution and our activities.	Yes
It is recognized that the goal of the Arizona Veteran Supportive Campus Certification, the Military/Veteran Resource Network and the application and vetting process is to recognize institutions that operate within A.R.S. 41-609 and the Guidelines for CARE, as outlined by the military/veteran community within Arizona. Institutions that are identified as no longer operating within A.R.S. 41-609 may be contacted and subsequently removed from the Arizona Veteran Supportive Campus Certification. Institutions that are identified as no longer operating with the Guidelines for CARE may be contacted and subsequently removed from the Military/Veteran Resource Network.	Yes
It is recognized that the application and vetting process to become part of the Military/Veteran Resource Network is a voluntary process and we can request to	Yes

be removed from the Military/Veteran Resource Network at any time. We also recognize that that not every institution that applies will necessarily be granted approval.	
The applicant institution releases the Arizona Coalition for Military Families, its directors, employees, contractors and agents, and any supportive/partner/member institutions and their representatives from any and all liability and waives all legal claims against any of the above who acts in good faith in accordance with the application and vetting process for the Military/Veteran Resource Network.	Yes
On or before December 31 and June 30 of each year, each Arizona veteran supportive campus shall forward a report to the department on the number of veterans enrolled in and graduating from its campus.	Yes
If approved, an institution Point‑of‑Contact will be designated and responsible for our institution's semi-annual reporting requirements and responsible for our institution's profile in the Military/Veteran Resource Network.	Yes