



Student Services Monthly Updates are designed to tell our story of providing pathways that inspire, engage and empower our diverse students to learn and succeed. These updates also track our support of Mesa's journey of becoming the leading college of equity and excellence. We encourage you to review our highlights and dig deeper into departmental updates to learn about new employees, innovations, data, events/activities, student success stories, special recognitions and new Policies & Procedures impacting the way we serve students. Thanks to our incredible Student Services Team for their tireless efforts in creating the conditions that matter for our students to succeed. – Ashanti Hands, Vice President, Student Services



Contents: Admissions ♦ Assessment ♦ AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs ♦ CalWORKs ♦ Career ♦ Counseling ♦ DSPS ♦ EOPS ♦ Evaluations ♦ Financial Aid ♦ Outreach & Community Relations ♦ Student Affairs ♦ Student Development ♦ Student Health Services ♦ Student Success & Equity ♦ Transfer ♦ Veterans ♦ Vice President Student Services



Monthly Update Highlights

Employee Updates

- Admissions classified professionals have been working on their SMART goals for the year which include taking college courses at SD Mesa this fall semester, attending the Career Advancement Workshop, Fall 2019 Convocation, Student Services Meet and Greet, and committing to committees for the 2019-2020 academic year.
- CalWORKs has a new Adjunct Counselor, Crystal Alvarez. Crystal comes to us with a wealth of Continuing Education counseling experience, as well as a mental health background in the private sector.
- Career welcomes two new Career Peer Ambassadors, Erin Nicole Vedar and Luiza Barreto Rodrigues, and four Lead Career Peer Ambassadors, Carolina Chavez, Helen Ma, Malik Shabazz, and Sadie Wager.
- Disability Support Programs and Services would like to welcome our new Adjunct DSPS High Tech Center Instructor, Amber Tsuent Ju Kuo. DSPS also welcomed SDICCCA Intern, Whitney Pepper and NANC Rickanian Williams to the DSPS team.
- Outreach Ambassadors have been selected for 19-20: Samantha Ceron-Draeger, Tiffany Quintero, Darien Duong, Lourdes Romero, Jorge Martinez, Hernica Judan, Garrett McDaniel, Delany Lizarraga and Milton Klugh.
- The Office of Student Affairs is thrilled to welcome Zulma Heraldez Duran into the role of Senior Secretary! Zulma brings a wealth of Student Services experience and positive energy into her position, and we are confident that Zulma's military background, combined with her customer service experience, passion for student success, personal commitment to equity, and dedication to empowering students to better their education, will greatly impact our student community!

- Welcome to Vicki Hernandez, Student Services Supervisor for Veterans and Records and Veterans Resources Center.

Events & Activities

- Summer CRUISE's last session piloted "Mathletics at CRUISE" week. The event held over 180 students who received support in math based on their math placement. Faculty and tutors facilitated workshops aimed at easing subject apprehension, developing community and increasing confidence.
- Welcome Week/Career Services Lunch & Learn Event: On August 22nd, Career Counselors and Work-Based Learning Coordinators hosted a lunch and learn session for students wanting to learn about career support services and resources along with upcoming events. Free lunch was provided to the first 30 students who signed up for the workshop.
- San Diego Mesa College brought in the fall 2019 semester with a grand opening of the Fostering Academic Success & Transitions (FAST) Center – the first of its kind at a community college in the San Diego region.
- In August, immigration consultation was available to students. Students must meet with Borderless Scholars counselors to schedule an appointment with an immigration attorney.
- EOPS is celebrating 50 years! EOPS was conceived as a way to help students, who were both educationally and economically disadvantaged, to successfully cultivate a future through academic and personal development.
- The Fall 2019 Welcome Week featured a total of 49 events and activities put on by 19 departments and service areas, including The Stand's free Farmer's Market, Popsicle with the President on the Sunrise Plaza, and tons of information about programs like HSI/STEM, CRUISE, the Dance Program, and many more. The Welcome Week Information Centers were able to achieve 2232 total points of contact with students or members of the public thanks to the efforts of our classified professionals, faculty and student volunteers.
- Mimi Vu provided a Student Health Services presentation for new Outreach Ambassadors. There were 10 new hires. The following week, we provided QPR Suicide Prevention training to the Ambassadors.
- Veteran counseling hours at the VRC have resumed on Thursdays from 12pm-1pm and 4pm-5pm.
- Mesa Journeys: Charlie Lieu, Shawn Fawcett, and Gabriel Adona conducted a Mesa Journeys Flex Event for Classified Professionals, Faculty, and Administrators. Participants assumed the role of a student and used the Mesa Journeys tool to learn about the resources and programs available at Mesa.

Innovations & Data

- Assessment served 459 students.
- Counseling served 3,521 students.
- DSPS served 504 students through appointments and an additional 1343 through drop-in services.
- During the 1st two weeks of classes we disbursed \$159,007 in student loans.
- The Evaluations team has reorganized content on our website to share information with students, faculty, and classified professionals in a comprehensive way. Coming soon: video tutorials including: How to Apply for Graduation, Commencement vs. Graduation, and more!

- The Promise program implemented a Year 2 Student Survey to deepen our understanding of student needs, services utilized, and learn more about who Promise students are. We will coordinate programming and initiatives for Year 2 students with the guidance of these responses.

Policies & Procedures

- The School of Student Development is excited to announce that the Veterans Resource Center has moved to its temporary location in D101. Additionally, discussions have occurred on the campus and district level to plan the move to K101.
- We were able to again provide Allied Health vaccinations and physicals for \$35 for prerequisite requirements. Our collaboration with Allied Health Chair Danielle Lauria PA and Frank Fennessey, District Risk manager, continues to save our students hundreds of dollars in completing their prerequisites.
- The new ASSIST.org launched this summer. If you have questions please email help@assist.org to report any issues, questions or concerns.
- The KIC Scanner is now available for student and faculty use! Use this helpful tool to scan pages from [Course Reserves](#), learning materials, or assignments and send them to yourself for FREE! Visit the [KIC Bookeye Guide](#) for in-depth "how to" directions. The scanner is located on the 1st floor of the Learning Resource Center (LRC)

Student Success Stories

- On the first day of classes, CS crashed. We had a long list of students wanting and needing their IDs. Vicky Hernandez, the new Veterans Supervisor and Raquel Aparicio with the aid of VA Work study students and Admissions professionals processed over 500 ID cards ensuring that students were able to get their parking passes, books and services.
- Borderless Scholars students, Reyna and Alejandro, were awarded the 2019 Immigrants Rising Fellowship! Each student will attend the Immigrants Rising CA Catalyst conference, intern for the Borderless Scholars program, and receive a \$1,500 scholarship. Congratulations Reyna and Alejandro!

Admissions

Employee Updates

Admissions staff have been working on their SMART goals for the year which include taking college courses at SD Mesa this fall semester, have attended the Career Advancement Workshop, Fall 2019 Convocation, Student Services Meet and Greet, and have committed to committees for the 2019-2020 academic year.

Innovations & Data

- The Admissions office began using SARS Drop In to better track our walk-ins in regards to Allied Health, Challenge Test, International, Residency and SDSU Cross Enrollment. We happy to say that we spoke with 761 students, 28 for Allied Health, 18 for Challenge Test, 124 International Students, 7 Student Petitions, 513 Residency and 41 SDSU Cross Enrollment Students. We also handled 2,797 phone calls.
- We manually enrolled the following students: 155 pre-req or co-req issue, 74 students who prefers for us to enroll, 47 course repetitions, 35 drops, 108 high school students, 15 JD students. We updated 120 HS graduation years. We also processed 740 residency changes, 41 SDSU cross enrollment certifications and 117 name/SSN/DOB changes for a total of 2,077 forms processed in August 2019. This does not include the ID's printed which was 3,250.

Policies & Procedures

- We began a new shared system for enrolling High School CCAP and ACP students to ensure a quick response to changing of class rosters. This new procedure is expected to be updated and dare we say perfected for future terms, beginning with Spring 2020!
- Student Success Stories
- On the first day of classes, CS crashed. We had a long list of students wanting and needing their IDs. Vicky Hernandez, the new Veterans Supervisor and Raquel Aparicio with the aid of VA Work study students and Admissions staff processed over 500 ID cards ensuring that students were able to get their parking passes, books and services.

Special Recognition

Admissions would like to recognize Karina Sandoval. Karina spent most of July and August working on the waitlist. Daily she would receive a list of courses with class spaces so that she would manually move students from the waist-list to the enrolled class roster. She performed this task while still working the Admissions counter and aiding with splitting LCOM courses. Karina is super knowledgeable on CS and we are more than thankful to have her on our team!

Assessment

Events & Activities

- The month of August found the Assessment office focused on helping students update their milestones and assisting them in class registration.
- Pre-Registration Workshops: Counseling continued to hold Pre-Registration Workshops in the Assessment lab and often students would stay afterwards for registration help.
- Mesa RegFest: Assessment continued the collaboration with Outreach and Counseling to offer on-site registration support to all Mesa students. We held five additional MesaRegFest workshops in the Assessment lab (including a Saturday session), students were introduced to the new class schedule website, they received support with setting up their mysdccd portal, and were able to register for classes. In addition, Counseling contributed to this effort with one-on-one support, helped to clear pre-requisites, and supported students with class selection. This effort helped over 50 Mesa students!

Innovations & Data

Assessment provided the following services:

- ELAC: 17
- Follow-Up: 83
- New Student: 21
- Placement Assistant - Office: 115
- Placement Assistant - Remote: 168
- Orientation - Emailed: 10
- Orientation - Office: 33
- RegFest: 50
- Unduplicated Contacts: 459

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Updates

Sixteen Peer Navigators continue to push the bar and support their mentees!

Events & Activities

Summer CRUISE held their last session which also served as our piloted "Mathletics at CRUISE" week. The event held over 180 students who received support in math based on their math placement. Faculty and tutors facilitated workshops aimed at easing subject apprehension, developing community and increasing confidence.

Innovations & Data

The program is currently awaiting to review participant feedback (pre/post) to help with next year's program design.

Student Success Stories

Peer Navigators solicited feedback via post-its from their mentees and received positive responses. "They were nice and fun. They gave us information that not everyone knew and gave us advice on our first year of college." Another student replied, "The Peer Navigators were great! Whenever I had a question, they would always respond with an answer to immediately find someone who could help me."

Special Recognition

Dean Maxey and Karla Trutna. Our unsung heroes! Larry and Karla facilitated our parent workshops on Saturdays during Summer CRUISE. Parent feedback from their workshops: "I'm very impressed with the amount of information provided and the answers to my questions" and "It was very informative. Glad I came!"

CalWORKs

Employee Update

Our program is definitely growing!

- We are excited to announce we have a new CalWORKs Adjunct Counselor, Crystal Alvarez. Crystal comes to us with a worth of continue education counseling experience, as well as mental health background in the private sector.
- We now have three staff member, two adjunct counselors (Silvia & Crystal) and one program coordinator/counselor (Sasha).

Events & Activities

- Continue to attend Region X CalWORKs meeting
- Continue collaboration efforts with San Diego Continuing Education CalWORKs Program, and Mesa College Outreach Department.
- Continue collaboration efforts with the EOPS/CARE program, with DSPS, Financial Aid, and General Counseling Department.
- Continue working with Public Consulting Group (PCG), one of the county CalWORKs contractors, on strengthening Pathways and support services for incoming and continuing students.

Innovations & Data

To date we have 36 CalWORKs students enrolled in Fall 2019 course. We are still receiving new students everyday.

Special Recognition

Special THANK YOU! to the AVANZA Engagement Center (Agustin and staff) for donating Passion Planners for all of our Fall students. This student loved them and appreciate the free tools to succeed at Mesa College.

CareerEmployee UpdatesWe are so excited to welcome our 2019-2020 Career Ambassador Program team! New Career Peer Ambassadors: Erin Nicole Vedar & Luiza Barreto Rodrigues Lead Career Peer Ambassadors: Carolina Chavez, Helen Ma, Malik Shabazz, & Sadie Wager

Career

Employee Updates

- We are so excited to welcome our 2019-2020 Career Ambassador Program team!
- New Career Peer Ambassadors: Erin Nicole Vedar & Luiza Barreto Rodrigues
- Lead Career Peer Ambassadors: Carolina Chavez, Helen Ma, Malik Shabazz, & Sadie Wager

Events & Activities

- Cambrian Homecare Company Visit: On August 5, 2019, a representative from Cambrian Homecare visited the Mesa campus to provide information about open positions within the company.
- Welcome Week August 21st and 22nd: The Career, Transfer, and Evaluations Office participated during Fall 2019 Welcome Week festivities. Career Peer Ambassadors and Career Counselors were there to facilitate games and distribute free giveaways to all participants! Work-Based Learning joined us to share information about their services and events as well.
- Welcome Week/Career Services Lunch & Learn Event: On August 22nd, Career Counselors and Work-Based Learning Coordinators hosted a lunch and learn session for students wanting to learn about career support services and resources along with upcoming events. Free lunch was provided to the first 30 students who signed up for the workshop. Career Peer Ambassadors also participated in Welcome Week activities to share information about the Transfer Career and Evaluations Center!
- Presentations: Career Center and Work Based Learning were invited to provide presentations in English classes about the following topics:
 1. Career Center services
 2. Service Learning
 3. Career Exploration
 4. Interview Preparation
- Pegah Motaleb' invited Alicia Lopez, Career Senior Student Services Assistant, Katlin Choi, Work Based-Learning Coordinator, Pavel Consuegra, Internship Coordinator, Raquel Sojourner and Kristy Carson, Career Center Co-Coordinators to meet with her students. Thank you Pegah for inviting us to connect with your students.
- On August 30, we also provided a Career Services Overview presentation during the International Student Employment Workshops. Information about Career Center resources that students can utilize as they pursue on and off campus internship and employment opportunities were shared with international students. Alicia Lopez and Pavel co-presented as a team. Thank you to Adrienne Dines for inviting us to this event.
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Innovations & Data

Total of 29 new employer contacts were made during this month through our online job board, "Mesa Job Network."

- | | |
|-----------------------------|---|
| • 464 Prospect-La Jolla HOA | • Media Arts Center San Diego |
| • Aviator Nation | • Physical Rehabilitation Network |
| • Bank of America | • Powerhouse |
| • CCS Global Tech | • Retired Employees of San Diego County |

- Chick-fil-A Mission Center
- Closet
- College Nannies, Sitters, and Tutors Poway
- Karl Strauss Brewing Company
- Kent A. Feldman, DPM
- Lenscrafters
- Lincoln Military Housing
- Little House of Flowers
- Mad Science of San Diego
- Mavericks Beach Club
- Rooms4Kids
- San Diego Regional EDC
- SanDiego350
- Scripps Ranch Swim Y Racquet Club
- Seaport Fudge Factory
- Shannon Davideson Productions
- Target
- Time Wise Jewelers
- Trumpet Behavioral Health
- United States Karate Academy
- Wyndham San Diego Bayside

A total of 89 jobs were posted by employers on the online job board to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Career Ambassador Program:

- The Career Ambassador Program completed its first year as a pilot program! Below are some highlights of the 2018-2019 academic years:
- Career Ambassadors were trained to facilitate peer-to-peer coaching sessions on job search, resumes, cover letters, and interview preparation.
- Total number of student sessions: 320 sessions
- Total hours spent on coaching sessions: 288.25 hours
- Number of completed assessments collected: 274 assessments
- Total number of hours in training sessions: Over 130 hours
- Total number of hours working events: Over 110 hours
- When Career Ambassadors are not holding sessions, they are working on career center projects and assisting with event planning, and outreach activities
- Applications received for the Career Peer Ambassador Program 2019-2020 positions: Over 50
- Total hired for the 2019-2020 academic year: 6 Career Peer Ambassadors

Special Recognition

We would like to thank and acknowledge our counseling team for helping us train our new Career Peer Ambassadors. Thank you, Raquel Sojourner, Kristy Carson, Mary Eden, and Mary Garcia!

Counseling

Events & Activities

Kearny Fast Track students were successfully enrolled in Fall 19. A huge thank you to Jose Aranda in Admissions, the Accounting Office Team, and the Office of Instruction for their key roles in helping these High School students successfully enroll each semester!

Innovations & Data

Unduplicated Count of Students Report

- Drop-Ins Only: 3269
- Appointments Only: 332
- Total Unduplicated Contacts: 3521

Student Success Stories

To the counselors and classified professionals that make all of this work!

Special Recognition

General Counseling assisted many students in their efforts to enroll in classes for fall 2019

DSPS

Employee Updates

Disability Support Programs and Services would like to welcome our new Adjunct DSPS High Tech Center Instructor, Amber Tsuent Ju Kuo. DSPS also welcomed SDICCCA Intern, Whitney Pepper and NANC Rickanian Williams to the DSPS team.

Events & Activities

- DSPS Counseling Faculty attending the Campus Solutions refresher training.
- Coordinator, Erika Higginbotham attended the Tim Wise Workshop
- DSPS Faculty and Classified Professionals attended the 2019 Convocation
- Counselor, Isaac Arguelles, presented to the School of Health Sciences & Public Services about DSPS services and best practices for serving students with disabilities.
- Erika Higginbotham was appointed Tri-Chair for the campus Program Review Committee representing the Student Services Division.

Innovations & Data

In the month of August, there were 504 counseling appointments scheduled and an additional 1343 drop-in services provided. Our proctoring center administered 74 exams. The High Tech Center (HTC) received 126 alternate media requests and 88 students logged into the HTC for a total of 253 hours.

EOPS

Events & Activities

Currently conducting new student orientation for EOPS students. Students have until Friday, September 27th to complete their 1st required counseling appointments. New EOPS Student handbook was updated to include all programs and services. All new and continuing students are receiving \$200 EOPS book service credit.

NextUp and FAST Scholars:

- August 2: FAST Scholars and NextUp Scholars hosted its annual Welcome Back Event. For the past three years Mesa College has hosted a Welcome Back Event for foster youth. Each year the number of attendance has increased. This year the event was attended by more than 37 new and incoming foster youth at San Diego Mesa College. Students were able to receive a presentation from Financial aid Foster Youth Liaison, Kesia Williams. Kesia provided students with updates about FAFSA, how their grades affect their ability to receive aid and how they can remain in good standing with their aid. Additionally, students were provided an opportunity to ask specific questions about their financial aid packages for the year. After the financial aid presentation, former FAST Scholar, Daniella Tafoya who recently graduated from San Diego State University (SDSU), motivated students with her heartfelt message of how she was able to transition from Mesa to SDSU and graduate within two years of transferring. After, students, staff and community partners joined for a meal catered by a veterans owned business, Bennie Tucker Catering. Lastly, FAST and NextUp student completed a student orientation, which provided them with a greater understanding of the program and the program expectations. Every student received school supplies, backpack, textbook support and a food voucher.
- August 1 & 15: Conducted office hours at Walden Family Services. Office Hours consists of 2 hours at the agency assisting foster youth with: Navigating the admissions process (application, orientation, placement assistant, FAFSA, EOPS application); general question about university transfer opportunities, and/or certificate and degree programs offered at Mesa; questions about attending college in general; and questions about our NextUp & FAST Scholars programs
- August 22- San Diego Mesa College brought in the fall 2019 semester with a grand opening of the Fostering Academic Success & Transitions (FAST) Center – the first of its kind at a community college in the San Diego region. NextUp—an Extended Opportunity Program and Services (EOPS) program that provides support services to former and current foster youth—proudly opened the doors to its brand new FAST Center on Thursday, August 22, 2019. The new FAST Center, located at D-102, is a place where foster youth are able to gather with other students who are or were also in foster care. At the Center, they can receive support services and have access to computers and specific resources to meet their needs. The FAST Center at Mesa College was envisioned to change that narrative by providing foster youth students with the resources they need to succeed in higher education and future careers.

Borderless Scholars:

- August- Immigration consultation was available to students. Students must meet with Borderless Scholars counselors to schedule an appointment with an immigration attorney.
- August 19th, 20th, 21st, 22nd, and 23rd Borderless Scholars hosted a Fall Welcome Back Event. The event was designed to equip Borderless Scholars student with the necessary resources and supplies for their Fall semester.

- August 20th and 27th Borderless Scholars hosted Undocu-Circles. Undocu-Circles is a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and many other things.

Innovations & Data

Follow us on Instagram @SDMesaEOPS!

- EOPS is celebrating 50 years! EOPS was conceived as a way to help students, who were both educationally and economically disadvantaged, successfully cultivate a future through academic and personal development. In 1969, Senate Bill 164 was enacted into law, establishing EOPS within the California Community Colleges system. The first EOPS programs were established in spring 1970 at 46 community colleges. Today, EOPS exists at 114 community colleges in California. EOPS is committed to provide student support services over, above and in addition to what is available through other programs. We hope you can join us at our EOPS 50th Year Celebration on Thursday, September 5, 2019 from 11:00am -1:00pm at the AVANZA workshop room! Also, stop by the EOPS office to pick up an EOPS 50th anniversary pin/sticker!

Policies & Procedures

We are accepting applications for CARE, NextUp, FAST Scholars, Borderless Scholars, and Project Restart on an ongoing first come, first serve basis. Thank you for continuously referring students!

Contact us:

Monday-Thursday: 8am-6pm

Friday: 8am-3pm

Room: I4-309 (619) 388-2706 www.sdmesa.edu/eops

Student Success Stories

Borderless Scholars students, Reyna and Alejandro, were awarded the 2019 Immigrants Rising Fellowship! Each student will attend the Immigrants Rising CA Catalyst conference, intern for the Borderless Scholars program, and receive a \$1,500 scholarship. Congratulations Reyna and Alejandro!

Special Recognition

- Congratulations to Brandon William as the new UMOJA Program coordinator at Southwestern College. We are so happy for you and best of luck on your new adventure!
- We would like to recognize Janelle Brown and Yesenia Jacobo for their outreach efforts. As a result of their ongoing efforts to bring more awareness to San Diego Mesa College NextUp program we have been able to increase the number of students we serve and develop partnerships with community organizations such as THP-Plus Housing program for foster youth and Walden Service. Janelle and Yesenia, we appreciate you.

- San Diego Mesa College NextUp Foster Youth Outreach Ambassador Yesenia Jacobo, a former FAST Scholar, has accepted a new position at San Diego State University. She recently transferred to SDSU and we are proud to see her utilize her skills and passion in a field of work more closely related to her major of Nutrition.
- Borderless Scholars was granted year two of the Immigrants Rising CA Catalyst Fund!

Innovations & Data

Follow us on Instagram @SDMesaEOPS!

Fostering Academic Success and Transitions (FAST) Center is a space at San Diego Mesa College dedicated to serving current and former foster youth whom are current and prospective students. Through the support of San Diego Mesa College and the NextUP program, the FAST Center is among the first dedicated spaces at a California Community College serving foster youth. We hope you can join us at the grand opening of the FAST Center on Thursday, August 22nd, 2019 from 11:00am -1:00pm in Room D-102!

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Policies & Procedures

We are accepting applications for EOPS, CARE, NextUp, FAST Scholars, Borderless Scholars, Project Restart, and STAR TRIO on an ongoing first come, first serve basis. Thank you for continuously referring students!

Student Success Stories

At the end of each fall and spring semester, EOPS students complete a survey about their experience in EOPS. Below are a handful of responses from our students' experiences in our program:

- "EOPS helped me succeed by having wonderful and encouraging counselors and staff members. They have pushed me to do wonderful things and make the next step in pursuing my education."
- "EOPS has helped me so much pursue my educational goals and kept me on track with my ed plan. Their financial contributions as well have helped me immensely."
- "EOPS made me aware of services that I did not know existed. They were very helpful in the college application process, they helped answer any questions I had in regards to the process. For this I am very grateful, they did a very good job when it came to reaching out to me whenever there was an event."
- "Helped me recenter my focus on my major and provided financial needs when I needed it the most."
- "EOPS helped me succeed by checking in on me and making sure that I got what I needed and made sure that I had all the support they were able to offer."
- "Counselor provided a lot of information I didn't know before (transferring to universities, choosing the right classes, etc.). EOPS helped me to get an important study material for my classes."

- “EOPS is a great support program that has helped me in many ways. I was able to get certain fees waived and that certainly helped me through the semester, as well as the book grant.”
- “EOPS helped me succeed because they give me that motivation or reassurance I need in myself whenever I feel like giving up or like I am not making progress.”

Special Recognition

A special thank you goes out to NextUp/FAST Scholars Counselor Coordinator Sade Burrell for applying to the Angell Grant. San Diego Mesa College was awarded \$50,000 for the third consecutive year! These funds will support our current and former foster youth. To learn more about the FAST program visit www.sdmesa.edu/eops.

Evaluations

Events & Activities

Evaluation staff members participated in Welcome Week at the information booth. With the summer session ending, the Evaluations team is supporting summer graduates with letter of completions and processing their degree and/or certificate. We are working closely with District Evaluations to ensure all students are getting what they need. With the start of the new semester and the excitement that comes along with it, we are working closely with students on specific petitions that will help them with their academic record or degree plan here at Mesa. In general, the Evaluations team is excited for the fall semester to as we prepare for our fall Open House, Transfer Applications, Career Fest, website updates and more!

Innovations & Data

While we patiently wait for Mesa's overall website redesign, the Evaluations team has reorganized content on our website to share information with students, faculty, and staff in a comprehensive way. Coming soon: video tutorials including: How to Apply for Graduation, Commencement vs. Graduation, and more! The Evaluations Team is utilizing different techniques to connect with students on the different policies and procedures on campus that apply to them. Another note to Classroom and Counseling Faculty: please feel free to revisit our Forms & Petition tab under the Evaluations website for updated content, policies, and procedures for students. Stay on the lookout for the evaluations campaign as it updates graduation deadline posters, graduation banners, and more! We welcome all suggestions on how we can better serve our students with how information is shared to them.

Policies & Procedures

Reminder #1: All students must apply for graduation to obtain the degree and/or certificate they are pursuing. Applying for graduation is electronic now through the students MySDCCD portal. When working with students, please remind them to review deadlines and be sure to apply for their degree/certificate during their last year.

Reminder #2: If you are working with a student that has submitted a petition regarding their academic plan, please remember to remind students to check the status of their particular petition by viewing the "Advising Notes" tab on their MySDCCD portal – there they are able to confirm if their petition was approved or denied.

Student Success Stories

Now that the summer session is officially over, District Evaluators are working on processing all summer graduate students who completed their degree and/or certificate. In the meantime, the Mesa Evaluations team is issuing Letter of Completions to students for employment or personal matters. Additionally, students are completing their Certificate of Performances year round and the Evaluations Team is printing certificates for those students – yay for the stepping stones that Certificate of Performances offer our students!

Special Recognition

Thank you to our District Evaluations team – they really are amazing!

Financial Aid

Innovations & Data

During the 1st two weeks of classes we disbursed \$159,007 in student loans.

Special Recognition

- Skyler Dennon, for having 52 students enrolled in the Federal Work Study Program with 31 pending completion.
- Florisel Guzman and Randall Gambill for their work with the manual calculation of the Return Of Title IV. To Lilibeth Rodriguez (at ERP) and Julissa Samano whom managed to be very close to closing and reconciling the Cal Grant program. Kudos to all for a job well done.

Outreach & Community Relations

Employee Updates

- Samantha Ceron-Draeger, Tiffany Quintero, Darien Duong, Lourdes Romero, Jorge Martinez, Hernica Judan, Garrett McDaniel, Delany Lizarraga and Milton Klugh were selected as our new Outreach Student Ambassadors.
- Student Ambassadors Jordan Nash, Karen Villanueva, and Nicolas Irving's assignments ended on August 17, 2019. We thank them for their dedication and service to Mesa College!

Events & Activities

Outreach

- Outreach Ambassadors Jordan Nash, Karen Villanueva, and Nicolas Irving provided 30 campus tours to over 80 new and prospective students in the month of August. Student Ambassadors highlighted our support programs, academic programs, and the wide variety of services available to Mesa College students.
- August 6: Outreach was presented the opportunity to showcase Mesa College's programs and services in the South Bay Community at the National Night Out Event. The National Night Out Event is a nationally held event and is sponsored by the National Association of Town Watch. The event is to increase awareness about police programs in communities, such as drug prevention, town watch, neighborhood watch, and other anti-crime efforts. Outreach staff, Van Chhum had the opportunity to connect with community members and prospective students about the programs and services Mesa College offers. Van connected with over 160 students, parents, and community members.
- August 5-15: All Student Ambassadors, participated in two weeks of department training and had the opportunity to hear from student services departments and instructional programs, and QPR training. The team of nine ambassadors were provided with extensive training on some of the major student services Mesa College has to offer. They also participated in team building and communication exercises.
- August 16: Mesa College Outreach hosted Toby Wells YMCA to a campus visit. Outreach ambassadors Jordan Nash and Nicolas Irving took the lead to provide the visiting campus a presentation followed by a campus tour. The ambassadors hosted over twenty-five prospective students interested in sports and the special programs we offer.

Promise

- We held three make-up orientations for incoming Year 1 Promise students who were unable to attend Summer CRUISE and/or were accepted from the application waitlist.
- We held four Year 2 Recommitment Events to welcome Year 2 students back to campus and review program requirements and opportunities.

Innovations & Data

Promise

We added 120 Year 1 Promise students from the application waitlist. We have approximately 1,010 active Year 1 Promise students.

We implemented a Year 2 Student Survey to deepen our understanding of student needs, services utilized, and learn more about who Promise students are. We will coordinate programming and initiatives for Year 2 students with the guidance of these responses. Year 2 students also shared positive feedback about their experience in the Promise program:

- “The Promise program is amazing and gave me the motivation I needed.”
- “This is a great program and great support system.”
- “I appreciate the opportunity you guys have given me, it's a life changing event and I'm so proud to be a part of this experience.”
- “I'm blessed to have been part of this program. Not only because of the financial help but literally everything they do has helped me and I can't thank you guys enough for pushing me to become a first gen college student.”

Policies & Procedures

Promise

- Students with DSPS accommodations and/or extenuating circumstances may appeal to remain in the program without enrolling in the required 12 units each semester.
- 520 Year 1 students were awarded a \$400 book grant (\$200 in Fall and \$200 in Spring) based on demonstrated financial need.

Student Success Stories

Outreach: Jordan Nash, Karen Villanueva, and Nicolas Irving served as Student Ambassadors for two years, in that time they served as agents of change, motivating prospective students throughout San Diego County. They were dedicated to the mission of the college and were proud to serve as Mesa Outreach Student Ambassadors. We will miss them greatly and wish them all the best!

Promise: Six Year 2 Promise students appealed to remain in the program at part-time status (enrolling in 8-11.5 units, rather than the required 12 units each semester) because they are ahead of schedule in completing transfer or certificate requirements within two years.

Special Recognition

We would like to give a special shout out to everyone who was a part of the Promise Welcome Sessions for Year 1 and Year 2 students, Donnaly Atajar, Miriam Pacheco, Amber Alatorre, Adam Erlenbusch, Terrence Hale and Janell Brown-Peters. We also want to recognize everyone who contributed to tracking data in support of Promise students, Barbara Plandor, Vanndaro Chhum, Roxann Martinez, Jamie Arrellano, Amy Bettinger, and Naayieli Bravo. Thank you all for providing above and beyond wrap around support to all Promise students!

Student Affairs

Events & Activities

The Fall 2019 Welcome Week featured a total of 49 events and activities put on by 19 departments and service areas, including The Stand's free Farmer's Market, Popsicle with the President on the Sunrise Plaza, and tons of information about programs like HSI/STEM, CRUISE, the Dance Program, and many more. The Welcome Week Information Centers were able to achieve 2232 total points of contact with students or members of the public thanks to the efforts of our staff, faculty and student volunteers. Campus administrators, Student Affairs staff, and other volunteers, also distributed a total of 866 campus maps, 672 bottles of water, and 475 popsicles.

Employee Updates

New Senior Secretary

The Office of Student Affairs is thrilled to welcome Zulma Herandez Duran into the role of Senior Secretary! Zulma brings a wealth of Student Services experience and positive energy into her position, and we are confident that Zulma's military background, combined with her customer service experience, passion for student success, personal commitment to equity, and dedication to empowering students to better their education, will greatly impact our student community!

New Graduate Interns

The Office of Student Affairs is also thrilled to welcome two new Graduate Interns, Michael Markulin from UCSD and Jocelin Jones is a Fellow from the SDICCCA program. Michael is finishing up his master's degree program in Leadership Studies at USD, and Jocelin has been working in the field of educational counseling for the last seventeen years; both of them bring a wealth of enthusiasm and experience to the Office of Student Affairs, and we look forward to working with them during this academic year.

Special Recognition

Thank you to the Outreach Ambassadors and the Peer Navigators for representing San Diego Mesa College on KUSI NEWS! Tiffany, Yessenia, Stephen and Diego did an exceptional job sharing a warm Mesa College welcome to the entire San Diego Community. It was an early morning; however they were show time ready! GREAT WORK to their advisors Agustin and Karla for collaborating to make sure we had strong Mesa presence and enthusiasm.

Student Development

Employee Updates

Welcome to Vicki Hernandez, Student Services Supervisor for Veterans and Records and Veterans Resources Center.

Policies & Procedures

- The School of Student Development is working to promote and expand the visibility of student veterans on campus through the VA work study program.
- The School of Student Development is excited to announce that the Veterans Resource Center has moved to its temporary location in D101. Additionally, discussions have occurred on the campus and district level to plan the move to K101.

Special Recognition

- Many thanks to all the faculty and staff in the School of Student Development for providing support and ensuring that our students have a strong start this semester!
- Thanks to Ivonne Alvarez and Raquel Aparicio for their leadership with all items concerning enrollment and registration as we work towards supporting our students during the transition to the new system. Thanks for their leadership with high school and CCAP enrollments.

Student Health Services

Events & Activities

- Events with our Mental Health Grant: Linda Gibbins-Croft LCSW and Aurora San Pedro LMFT presented a 90 minute Suicide Prevention seminar at the Avanza center to 16 Peer Navigators. Aurora also presented training on "Navigating Students in Distress" in the LRC. This was provided to 9 LRC Classified/Faculty.
- Mimi Vu provided a Student Health Services presentation for new Outreach Ambassadors. There were 10 new hires. The following week, we provided QPR Suicide Prevention training to the Ambassadors.
- Suzanne Khambata FNP provided an overview of Student Health Services to the Allied Health orientation meeting. Phuong Nguyen, Peer Educator, provided a tabletop presentation with free give-away items and educational information.
- We participated in Welcome Week providing: Active Minds Club information, an opportunity for students to sign-up for our upcoming "Ode to Living", pick up information about our services (both physical and mental) and provided 222 Charcuterie snack packs. Our Peer Educators, Active Minds Club members, Community Health lead and Mental Health Providers met hundreds of students!
- The Active Minds Club has had their first meeting of the semester. The club members are actively participating in the "Ode to Living" conference to be held on September 20th.

Innovations & Data

- Linda Gibbins Croft LCSW has started 4 new mental health support groups: Meaning and Purpose (matching values to behavior), Connections (authentic relating), Grief and Depression support.
- Thanks to the efforts of Victoria Miller, Dean of Student Affairs and Bridget Herrin, Dean of Institutional Effectiveness we were able to offer students an amazing educational opportunity with the University Of California at San Francisco (UCSF). UCSF is conducting a survey on campus that teaches valuable health information to students. As a bonus, students receive \$170 after completing the survey.
- For the first time, we increased our staffing this summer with 40 hours per week of mental health providers and Nurse Practitioners. We had many more students come in for care, especially mental health. We are analyzing the data for program review.
- Our American College Health surveys (507) have been submitted for evaluation and we are awaiting our numbers. We are very excited! Our thanks to Bridget for helping move this forward.
- We connected with 428 students in our office this month. Considering that part of August was slower summer this is a big number! We are very busy.

Policies & Procedures

We were able to again provide Allied Health vaccinations and physicals for \$35 for prerequisite requirements. Our collaboration with Allied Health Chair Danielle Lauria PA and Frank Fennessey, District Risk manager continues to save our students hundreds of dollars in completing their prerequisites.

Student Success Stories

In one of our groups students learned how to decrease their anxiety by using a calendar to "right size" their expectations. Students exclaimed that this new method reduced their anxiety within 1 week.

Special Recognition

Phuong Nguyen, Student Peer Educator, receives special recognition for her exceptional work on Welcome Week. In a flurry of activity, Phuong was able to manage all of the necessities for Welcome Week. Her abilities as a Peer Educator have improved greatly in the past year.

Student Success & Equity

Events & Activities

- 8/8 - President's Leadership Retreat
- 8/10 - Facilitated a Summer CRUISE Parent Workshop
- 8/13 - NFI, Equity Presentation
- 8/19 - Region X Student Equity Consortium
- 8/22 - FAST Center Grand Opening
- 8/22 - Farmers Market

Special Recognition

Congratulations to Sade Burrell, FAST Coordinator, Leticia Diaz and the entire team for a wonderful grand opening of the FAST Center

Transfer

Employee Updates

- We said good luck and hope to see you again to Becky Contreras! She is teaching classes but stepped away from counseling.
- Congrats to Mary Garcia who got married on August 10th!

Events & Activities

PLNU Adult Degree Completion Program held two tabling events (pizza included) which were very successful.

Innovations & Data

SDEC member schools tabled outside of the Transfer Center during the registration peek. The schools were pleased with the amount of contacts they were able to make.

Policies & Procedures

- Veterans' Appeal Applications opened up in August for Spring of 2020.
- We have been busy planning all August for our new workshop series...New TAG workshops and Labs are coming this September. Two CSU application workshops per day will be offered per day starting October 14th.
- The TC has been planning an exciting Transfer Palooza week of events. Flyers are coming soon. All info has been posted on the website.
- UC Transfer Webinars will begin Wednesday August 28th and continue on Wednesdays this Fall. First topic-TAG.
- The TC revised their outcomes and includes updates in the Student Services Plan.
- We spent August revising Transfer Workshops and reviewing workshop offerings.
- TCD from Region X met with UCSD for Transfer meeting. Updates on U Link will be coming.
- We are waiting on an announcement from SDSU for our new admissions Rep. Stay tuned.
- The new ASSIST.org launched this summer. If you have questions please email help@assist.org to report any issues, questions or concerns.

Student Success Stories

An appeal was overturned for an accounting student who will now be starting SDSU August 26th!

Special Recognition

- Thank you to Malik and Louiza for helping us creates the Transfer Palooza fliers.
- Big thank you to Gity for making the August September Transfer Center Newsletters.
- Thank you Amara for our guidance on revisiting our TC student outcomes.

Veterans

Events & Activities

Veteran counseling hours at the VRC have resumed on Thursdays from 12pm-1pm and 4pm-5pm.

Special Recognition

- Being my first month I owe my ease of transition to the staff in Veterans and Records, without them I would still be completely lost. There are no words that can describe my gratitude for the team as well as my thanks to them for their patience while I learn everything.
- Lastly, thank you to the SDLT, you have all been a piece of my journey I will never forget during this first month at Mesa. I look forward to many years with you and more opportunities for collaboration.

Vice President Student Services

Employee Updates

- Student Services welcomed Victoria Hernandez as our new supervisor for Veterans and Record
- Student Services would like to congratulate Zulma Duran on her recent promotion to Senior Secretary for Student Affairs and to thank her for her years of incredible service as a project assistant in our Admin Suite.

Events & Activities

- M & M: Student Services Welcome – We welcomed 12 newly hired/promoted student services team members at the Fall Meet and Greet as we took a few moments to enjoy a snack and learn fun facts about each other.
- Mesa Journeys: Charlie Lieu, Shawn Fawcett, and Gabriel Adona conducted a Mesa Journeys Flex Event for Classified Professionals, Faculty, and Administrators. Participants assumed the role of a student and used the Mesa Journeys tool to learn about the resources and programs available at Mesa. They also formed groups and visited various departments in the Student Services building. Special thank you to all the program coordinators/supervisors who presented at the event.
- Charlie Lieu presented Mesa Journeys to Deans' Council.

Innovations & Data

- Click [here](#) to review Student Services 2018-19 Annual Report: Points of Pride
- 44 Participants attended the Mesa Journeys Flex Event.
- Mesa Journeys added to CCC Apply confirmation email.
- The KIC Scanner is now available for student and faculty use! Use this helpful tool to scan pages from [Course Reserves](#), learning materials, or assignments and send them to yourself for FREE! Visit the [KIC Bookeye Guide](#) for in-depth "how to" directions. The scanner is located on the 1st floor of the Learning Resource Center (LRC)

Special Recognition

VP Hands attended and or presented at the following events/retreats and thanks the event coordinators for creating the conditions that matter for our students to succeed:

- Provided a welcome at the Honors Program Fall Orientation, SDICCCA Faculty Mentor Program, New Faculty Institute and the Grand Opening of our FAST Center for former foster youth
- Provided closing words at the Mesa Journey Flex event
- Served at the Welcome Week Welcome Booth, coordinated by Student Affairs
- Attended President Luster's Leadership Retreat, New Faculty Reception and Adjunct Orientation
- Attended and presented at Convocation activities including time with Tim Wise exploring the topic of The Impact of Privilege on Equity in Higher Education
- Attended "Beyond Diversity: Steps for Uprooting Racism, Privilege and Institutional Inequity," with Tim Wise

- Served as keynote speaker at Classified's Career Advancement Workshop and the UCSD Triton Transfer Academy

Special thanks to Lorenze Legaspi, Nancy Wichmann, Larry Maxey, Johanna Aleman, Leticia Diaz, Sade Burrell, Rochelle Low and Erica Garcia for participating in an amazing Student Services & Purchasing meeting which has led to new opportunities and reinforced procedures, practices and partnerships. I am grateful for this collaborative effort and look forward to our work together.