



*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*



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

- Director of Admissions Ivonne Alvarez is back full time from ERP. Ivonne returns with great insight into CS and is eager to transition back into the SD Mesa community.
- All Peer Navigators who started the fall semester successfully completed the term and have met program requirements.
- We welcomed Marcos Guzman as our new Promise Ambassador. He will be providing direct support to Promise students and assisting with programming for our 1,400 Promise students.
- Wellness Counselor Erik Galvan is a new member of the Veteran Services team. He will be located in the Veterans Success Center.

### Events & Activities

- Counseling held twenty-six pre-registration workshops in the Assessment Lab in December and January, and Hot-Spot Counseling for First Year Promise students continues to be held every Monday in the small lab in the Assessment Office.
- On December 8th, Judy Sundayo presented at the San Diego Women's Museum as part of their second Sunday Women Writers Project. The theme was "1619 Poetic Musings" in solidarity with the *New York Times* 1619 Initiative reflecting on the 400 years since the first African was enslaved on American shores. An article about Dr. Judy Sundayo can be found in the winter issue of San

Diego Woman Magazine under 'Woman of Distinction'. [www.sdwomanmagazine.com](http://www.sdwomanmagazine.com)

- In January, the NextUp and FAST Scholars programs recognized students that completed the Fall 2019 semester with a 3.0 or higher GPA and 3.5 or higher GPA.
- In December, Borderless Scholars hosted a presentation by Legal Aid Society of San Diego in Public Charge.
- Student Health Services gave out free flu shots for the students on campus during Welcome Week.
- VP Hands attended the [#RealCollegeCaliforniaBasicNeedsSummit](#) and presented on "The Stand Resource Center Expansion and The Resiliency Fund" with President Luster, Dean Maxey and Stand Coordinator, Johanna Aleman

## **Innovations & Data**

- The new "CalWORKs Winter Academy" included workshops and allowed students in the program to receive learning opportunities and support during a month they would normally have to find part-time employment.
- The Career Center has made eleven new employer contacts available through the online job board, "Mesa Job Network."
- In December and January, 525 counseling appointments were scheduled in DSPS and there were 1303 drop-in services provided. The Test Proctoring Center proctored 348 exams and the High Tech Center (HTC) processed 60 alternate media requests.
- Project Restart was awarded a \$1500 Foundation Grant which will go towards purchasing supplies at the bookstore and providing bookstore cards to students
- The Evaluations team will be premiering its new "Apply for Graduation" and "Participate in the Commencement Ceremony" banners across campus in February. Be sure to check them out and encourage students to visit the commencement website for more information on preparing for commencement: [sdmesa.edu/commencement](http://sdmesa.edu/commencement).
- In December and January, Outreach served 900 prospective students and community members.
- Mesa currently has 1,068 Year-1 Promise students and 462 Year-2 Promise students.
- Student Affairs and the Mesa College Foundation have redoubled their efforts with regards to student outreach for the scholarship program.
- San Diego Mesa College's SEA (Success, Equity, and Achievement) Program Annual Report was submitted in December. The report included information on the disproportionately impacted student groups and activities from the Student Equity Plan. As part of the report, the college highlighted Basic Needs at San Diego Mesa College as our success story.
- The Stand: Farmers Market in December we provided 15,650 pounds of free produce and shelf stable goods to 658 households.
- The Transfer Center hosted seven CSU supplemental workshops that were fully attended.
- Student Services received survey results from Point of Service Survey's administered by Financial Aid, Admissions, Veterans & Records and Student Accounting. A total of 165 students responded. 77% of respondents strongly agreed or agreed that the office was attentive to their needs and that they were treated courteously. 84% were satisfied with the service they received the day of their visit. 79% of those providing written feedback included positive comment.

## Student Success Stories

- Financial Aid had a non-resident student whose spring appeal was denied due to enrollment in non-required classes. He called and met with Director Gilda Maldonado as he was confused by the decision. He produced a copy of his "My Planner" provided by his counselor with annotations on which classes to take. Karen Geida (EOPS) reviewed his academic plan and determined that the class number was wrong and that he was indeed enrolled in non-required classes. The student was extremely grateful to the process and Karen as he would have taken a class that would not have been applicable to his degree or met his transfer requirements. Needless to say, he immediately dropped the class, enrolled in the correct one and once verified, his appeal was approved.
- Mesa College student and Associated Students Senator Hanan Dirirsa was announced in January as a semifinalist for the selective Jack Kent Cooke Undergraduate Transfer Scholarship, the nation's largest private scholarship for transfer students. The scholarship supports select high-achieving community college students with up to \$40,000 annually for a maximum of three years as they complete their bachelor's degree at a four-year university or college. We are so proud of her!!

# Admissions

## Employee Updates

- We are happy to report that our Director of Admissions, Ivonne Alvarez is back full time from ERP. Ivonne returns with great insight into CS and is eager to transition back into the SD Mesa community.

## Events & Activities

- Admissions staff attended the Holiday Luncheon on Wednesday, December 4. Admissions, Records, and Veterans celebrated the holidays together with lunch at BJ's on Friday, December 9.
- On January 15, Dulce Lopez attended the "Compassion-It" workshop.
- Ivonne Alvarez and Raquel Aparicio attended the Supervisor Meet and Greet on Thursday, January 16.
- Raquel Aparicio represented Admissions at the MLK parade on Sunday, January 19.
- All of the admissions staff attended the second Campus Solution Training on Friday, January 24.
- Our International team hosted the Spring International Orientation where we welcomed 27 new international students to SD Mesa.
- Karina Sandoval and LaKeita Platts attended "Know Your Why?" workshop with President Pam and VP Ashanti.
- Dulce Lopez attended the Pathways Retreat on Monday, January 27. The admissions staff was present at this year's Spring 2020 convocation.

## Innovations & Data

- This spring 2020 semester Mission Bay High School was SD Mesa's pilot school for DocuSign which would allow CCAP students to do one application that stays on file for the duration of their high school career to take CCAP courses on their high school campus. We provided our takeaways and insight with the District and changes have already been made for us going with all CCAP students starting Fall 2020.
- We also updated our business process to facilitate high school dual enrollment fees being abated in a timely fashion.
- The front counter staff saw 1963 students. 87 had inquiries on Allied Health, 2 had questions on challenge test, 10 had questions on petitions while 61 petitions to challenge prerequisites were processed. We also had 63 SDSU cross-enrollment verifications and reset 35 CS passwords and saw 46 dual enrollment high school students. There were 49 prospective students helped, 96 updated names, DOB or SSN processed, and 130 petitions to verify enrollment. Our international staff saw 301 students and the residency staff saw 652 students.
- As an office, we processed 39 pre-req/co-req adds, 12 course repetition forms, 9 late adds for intersession, 19 moves from the waitlist, and 10 drops. We updated 23 HS graduation dates.
- Allied Health Update: Phlebotomy closed on December 3 and we received a total of 93 applications for 32 spots. Animal Health closed on January 31 and we received 133 applications for 30 spots. Finally, Health Information Technology also closed on January 31 and we received 109 applications for 64 spots.

- We also handled 4,424 phone calls. We are happy to report that our phone tree has helped us to increase our call answer percentages. As students call our general line x2682 81% of calls are being answered by staff.

### **Policies & Procedures**

- We continued using Google Excel for creating class rosters for CCAP courses and this allowed us to have all students enrolled by the second Monday of the course. Celine Ahearn and Cesar Gaxiola created a spring 2020 calendar that was sent to the HS counselors and CCAP faculty.

### **Student Success Stories**

- Every day we are privileged to hear from our students on their needs, struggles and successes as they start or return to college. We've helped our older students start and end their Open CCC applications and have rejoiced with them when they receive their "Welcome to SDCCD" email. We helped student identify classes which were still open and helped them register as well as printed unofficial transcripts for students to take to counseling to clear pre-requisites. Students are thankful that Canvas is on MySDCCD portal which makes it a one stop shop!

### **Special Recognition**

- We have an amazing Admissions Team. Our team has been helping each other with block enrollment, counter coverage, managing the phone lines and supporting each other in various ways. Shout out to the ENTIRE ADMISSIONS TEAM!

# Assessment

## Events & Activities

December and January were busier months for the Assessment Office as we assisted over 700 students (307 in December and 455 in January) with their placement and milestone interpretation. Many students already have their milestones but drop into the Assessment Office needing direction and next steps.

The Assessment Computer Labs were busy as we continued to collaborate with different departments and programs on campus:

- Admissions and Assessment continued their collaboration with Challenge Exam proctoring taking place in the Assessment Office. Since November 1, over 70 exams have been proctored.
- The Assessment Office assisted Admissions with their International Student Orientation by processing students through the Placement Assistant and proctoring subsequent Challenge Exams.
- Counseling held 26 Pre-Registration workshops in the Assessment Lab in December and January
- Hot-Spot Counseling for First Year Promise students continues to be held every Monday in the small lab in the Assessment Office.
- Financial Aid hosted California Dream Act Application Workshops in the Assessment Lab
- Transfer Center hosted SDSU Supplemental Workshops from January 6-22 – several of the workshops packed out the large Assessment Lab.
- Student Affairs began offering Scholarship Workshops for EOPS and other students in January. They will continue through February 13th.

## Special Recognition

A big shout out to Amy Bettinger, who was recognized during Spring Convocation as an Olympian Spirit Award winner. Amy inspires us all to learn more, do more and become more! Congratulations Amy!

# AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

## Employee Updates

- We are happy to report all Peer Navigators who started the fall semester successfully completed the term and have met program requirements.

## Events & Activities

- **Onesie Day**, December 5th
  - Community building activity between Peer Navigators and their mentees.
- **CRUISE Student Appreciation Week**, December 9th - 13th
  - CRUISErs were recognized for their active participation as Peer Navigators motivated their mentees during finals with "goodie" bags.
- **Saturday CRUISE**, January 11
  - Over 80 early Kearny High School grads attended our Saturday CRUISE. Peer Navigators welcomed, engaged and supported their new mentees on their transition to the spring semester.
- **Winter CRUISE**, January 14 - 16
  - In collaboration with the International Student Orientation, over forty students attended the three-day program. The program piloted a new method to deliver services which proved successful!

## Innovations & Data

- Program is researching new metrics to utilize for summer session.

## Student Success Stories

The following responses came from our end of the (fall) semester survey:

- "My Peer Navigator gave me really helpful advice and reminded me of all the requirements I needed to fulfill"
- "She was able to help me by listening. I had a couple of moments where I was absolutely panicking and she walked me through what to do"
- "My Peer Navigator was someone that definitely helped me very much, not only with registering for spring classes but as well as things outside of school like what websites to help you learn how to drive and more"

## Special Recognition

- The Peer Navigators are a remarkable group. They have successfully welcomed over 1,100 new students to Mesa through the Summer, Winter and Saturday CRUISE sessions!

# CalWORKs

## Employee Updates

It's with a heavy heart to announce that CalWORKs will be losing one of their new CalWORKs adjunct counselor, Crystal Alvarez-Perez. We will definitely miss all of her hard work in supporting our students and wish her much success in her future endeavors. We will certainly miss her.

## Events & Activities

### Events

- CalWORKs/CARE Holiday Celebration: In collaboration with ASG and EOPS/CARE we were able to have a 2nd year of putting on the "CalWORKs/CARE Holiday Celebration" Event - It took place on Thursday, Dec. 12th. We providing the CARE and CalWORKs students and their children a wonderful holiday event.

### Activities

- Toys for Tots: In collaboration with EOPS/CARE: for a 2nd year we were able to have EOPS/CARE and CalWORKs students receive a gift from the Toys for Tots Foundation for each of their qualified aged children. They were able to pick-up their toys until Dec. 20<sup>th</sup>
- CalWORKs Winter Academy: In January due to having 2 additional CalWORKs adjunct counselors we were able to provide our CalWORKs students with a month of workshops (Student Success, Financial Aid Literacy, and Career Exploration) to fulfill their required Activity Hours. Testimonials will be shared after evaluation have been collected.
- Continued collaboration efforts with San Diego Continuing Education CalWORKs Program.
- Continued 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

- Had 45 CalWORKs students enrolled in Fall 2019 courses
- To date we have 25 CalWORKs students enrolled for Spring 2020 courses

## Student Success Stories

- We have a few students applying to graduate and some who have applied to transfer to a university.

## Special Recognition

- Shout out to Crystal and Silvia (CalWORKs adjunct counselors) for proving our CalWORKs students our very first Break Activity/workshops, the "CalWORKs Winter Academy". This activity was a month long. Typically our CalWORKs student would need to take a break of school and possibly find a part-time temporary job or get disqualification from CalWORKs if they didn't have this other option. Thank you very much for putting this together and providing support to our CalWORKs students.

# Career

## Events & Activities

### Career Peer Ambassadors Events & Activities

#### Career Ambassadors –

- assisted the Transfer Center with 7 SDSU supplemental application workshops for a total of 14 hours in January.
- participated in the Winter CRUISE Meet & Greet on January 15th to share transfer, career, and evaluations information.
- participated in the Mesa Pathways Retreat on January 27th to represent the student voice in campus planning.
- assisted the M&M team in preparing decorations for the Student Services Spring Meet & Greet event on January 28th.
- presented in 2 classrooms at Mission Bay High School on December 10th. They shared information about career technical education programs, career services, and career readiness resources to 60 high school students.
- assisted the Stand with the Farmer's Market on December 12th.
- participated in the Mesa College Career Day event at Lewis Middle School on December 19th. They facilitated games for middle school students to start thinking about career exploration and to learn about career center resources.
- assisted the Transfer Center with 20 November CSU transfer application workshops, 3 open lab sessions for a total of 64 hours.
- assisted the Transfer Center with the Transfer Night Fair on November 5th.
- assisted the Admissions Department with RegFest on November 12th & 13th.
- assisted the Classified Senate with the Resiliency Fund Challenge event on November 15th.
- participated in tabling at the World Party International Week event on November 30th.

### Presentations

- On December 3rd, the Career Center and Work Based Learning team were invited to present in Kim Mills' RADT 221 class to share information regarding career resume preparation, cover letter writing, and how to best prepare for an interview.
- The Career Center presented information about Career Services and Internships/Work-Based Learning during the International Student Employment Workshop on December 6, 2019. Information about how to pursue on and off campus internship and employment opportunities was shared to all international students. Thank you Adrienne Dines for inviting us to this event.
- The Career Center was invited by the Outreach Office to present in three classrooms at Mission Bay High School and provide information regarding career resources and CE programs at Mesa College. Thank you Tiffany Quintero, Outreach Ambassador, for inviting us to present.

## **Innovations & Data**

Total of 11 new employer contacts were made during this month through our online job board, “Mesa Job Network.”

- A Change in Trajectory
- Amazon
- Community HousingWorks
- Hilton
- Hope through Housing Foundation
- Invisible Wells
- Kearny Mesa Infiniti
- KMEA
- Love Boat Group
- The Picerne Group
- Vendor Direct Solutions, LLC

A total of 40 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 Peer Ambassadors facilitate walk-in peer-to-peer coaching sessions with students on job search, resume writing, cover letter writing, and interview preparation.
- November 2019-January 2020 total number of student sessions: 55 sessions
- Total hours spent on coaching sessions: 62.5 hours
- Number of completed assessments collected: 48 assessments
- Total number of hours in training sessions: 6 hours

## **Special Recognition**

Thank you to all of the Career Ambassadors for their hard work and dedication to serving our students at Mesa with career services and transfer applications. You are the dream team!

# Counseling

## Events & Activities

- All spring Fast Track students were registered in their classes. This was a huge team effort which included: Jose Aranda (Admissions), Jennifer Phelps (Counseling), Mesa College Accounting Office, Alison Mona & Arlis Svedberg (VPI's Office), many of the departments, and Kearny High School. Thank you to everyone for helping these students!
- On Sunday, December 8th, Judy Sundayo presented at the San Diego Women's Museum as part of their 2nd Sunday Women Writers Project. The theme was "1619 Poetic Musings" in solidarity with the New York Times 1619 Initiative reflecting on the 400 years since the first African was enslaved on American shores.
- On Friday, January 24th, Judy Sundayo was asked to speak at the funeral of Dr. Carrol Waymon, who had taught sociology, psychology and anthropology at Mesa College for 26 years prior to his retirement some years ago. The services were well attended and everyone applauded Dr. Waymon's long and dedicated service to our District as well as to the improvement of race relations in the local San Diego community. Those who also spoke at the services included the Honorable Dr. Shirley Weber, a representative from the Honorable Todd Gloria's office and our own Dr. Constance Carroll, Chancellor of the SDCCD.
- An article about Dr. Judy Sundayo can be found in the winter issue of San Diego Woman Magazine under 'Woman of Distinction'. [www.sdwomanmagazine.com](http://www.sdwomanmagazine.com) (please promote this!)

## Innovations & Data

- Unduplicated Count of Students Report 12/2/2019 - 1/31/2020
  - Drop-Ins Only: 3646
  - Appointments Only: 785
  - Total Unduplicated Contacts: 4240

## Special Recognition

- Our Counseling Staff!

# DSPS

## Events & Activities

- On December 6th, DSPS Coordinator, Erika Higginbotham attended the Region E DSPS Coordinator/Director meeting at City College.
- DSPS Faculty, Dawn Stoll and Rebekah Corrales, facilitated their monthly Touchstone group on January 24th
- On January 27th, DSPS Coordinator, Erika Higginbotham, attended the Mesa Pathways retreat
- On January 28th, DSPS Coordinator, Erika Higginbotham, attended the Appreciative Inquiry workshop presented by 3CN
- DSPS Faculty, Melissa Williams and Erika Higginbotham, presented at CATALYST teaching conference
- The DSPS faculty and classified professionals attended the convocation program on Thursday, January 30th
- DSPS Counselor/Professor, Dawn Stoll, presented at the department meetings for the school of languages and humanities

## Innovations & Data

- In December and January, 525 counseling appointments were scheduled in DSPS and there were 1303 drop-in services provided. The Test Proctoring Center proctored 348 exams and the High Tech Center (HTC) processed 60 alternate media requests.

# EOPS

## Events & Activities

### EOPS

- 12/9/19- Advisory Board meeting- The advisory meeting is an opportunity to invite colleagues and community partners to share program updates, highlights and have a discussion on how to strengthen our programs. We cover information on EOPS, CARE, NextUp, FAST, Borderless, Project Restart and STAR TRIO.

### CARE

- Toys for Tots were collected from the Marine base in Miramar. We received approximately 50 toys for students who signed up to receive toys.
- The CARE/CalWORKs Kids Holiday Party was held on December 12th. ASG sponsored the event. The children were gifted new books. Thirty-nine families received gifts from Toys for Tots. Children were also able to choose new books donated by faculty and staff and enjoy food, crafts, music, and games.
- New children's book drive for all CARE and CalWORKs students. Faculty and staff graciously donated books.
- Laptop loan program for CARE students continued. Students checked lap tops out for Intersession classes.

### NextUp & FAST

- 1/31/19- NextUp and FAST Scholars new students orientation. Welcomed new students to Mesa college and to our program. Reviewed information on program expectations and services. We also provided food and supplies.
- Recognized students that completed that Fall 2019 semester with a 3.0 or higher GPA and 3.5 or higher GPA.

### Borderless Scholars

- On Tuesday, December 3rd, 2019, Borderless Scholars hosted appointments with the International Rescue Committee (IRC) from 12-6pm for DACA Renewals. We are happy to report that 17 students were able to complete this process.
- On Thursday, December 12, 2019, Borderless Scholars hosted a presentation by Legal Aid Society of San Diego in Public Charge.
- Weekly 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, and emotions.

### **Project Restart**

- The program continues to develop resources for students and will continue with recruitment efforts
- Project Restart was awarded a \$1500 Foundation Grant which will go towards purchasing supplies at the bookstore and providing bookstore cards to students
- Movement Be, a community program, facilitated a workshop for students. The purpose of the workshop was to develop poetry through creative storytelling and to “tell your story before they do”. Workshop facilitator, Terrance Carter, guided students in writing an “I am” poem as a form of beginning to tell their story through their lens. A very powerful and well received workshop!

### **STAR TRIO**

- Finals Weeks 12/9-12/16- Provided snacks to all program participants during finals weeks.
- Thuan Le & Leticia Diaz attended TRIO Priority 1 & Priority 2 training

### **Special Recognition**

2018-2019 TRIO Annual Performance Report-Thank you to everyone that contributed to gathering and entering data for the APR. The deadline to submit APR was on Friday, December 6th. We are happy to share that we completed and submitted our APR by Friday, November 22nd.

A big THANK YOU to Kyung Ae Jun & Marichu Magana for their support with our 2020-2025 TRIO Grant renewal.

# Evaluations

## Events & Activities

- The Evaluations team supported students filling out their transfer supplemental applications during the entire month of January.
- The Evaluations team has begun prepping for the 2020 Commencement ceremony occurring May 30, 2020! We have started distributing our commencement and degree marketing flyers to students, faculty, and departments on campus. Please encourage students to apply for their degree/certificate – the deadlines vary based on the students' award and can be found on the Evaluations website: [sdmesa.edu/evaluations](http://sdmesa.edu/evaluations)

## Innovations & Data

- The Evaluations team will be premiering our new “Apply for Graduation” and “Participate in the Commencement Ceremony” banners across campus in February. Be sure to check them out and encourage students to visit the commencement website for more information on preparing for commencement: [sdmesa.edu/commencement](http://sdmesa.edu/commencement).

## Policies & Procedures

- Please remember that all students must apply for graduation through their MySDCCD portal – for more information and deadlines, please visit [sdmesa.edu/evaluations](http://sdmesa.edu/evaluations). There are no longer paper forms to apply for graduation. Please note that transcript evaluations are taking 30 – 40 business days. Please share this with students and encourage them they can clear their Pre-requisites with a counselor while their transcripts are being evaluated so they are still able to register for classes. Please note, the District Evaluations team has hired another Evaluator – here is the updated alphabet:
  - Paula Christopher: C, D, E, F
  - Thu Nguyen: A, H, V
  - Hilda Osuna: J, L, T, U
  - Christina Monaco: G, S, W, X
  - Ryan Zimmerman: N, O, P, Q, R
  - Helen Houillion: I, K, M, Y, Z
  - Christina Hambrick (New Evaluator): B
- Please remind students to check the status of their student petitions (Academic Renewal, Mod of Graduation Requirement, IGETC Cert, and more) on Advising Notes under the My Academics tab.
- The deadline to apply for graduation as a fall graduate ended on November 15. If students missed the deadline, please encourage them to apply for Spring 2020.

## Special Recognition

Special recognition to our evaluators working hard on reviewing student petitions, transcripts, and so much more! Special Recognition to our student workers who continue to support are students through eval processes and procedures! Special recognition to our amazing students on campus who have been resilient with all of the changes from Campus Solutions – we are here to help!

# Financial Aid

## Employee Updates

We received two resignations during the month of January, Lilibeth Rodriguez, SAT / Cal Grant Coordinator resigned effective January 10th after accepting the position of Business System Analyst for FA and Student Financials at the District Office. The additional vacancy created has been approved for hiring. Kesia Williams resigned on 01/30/20, effective 02/07/2020 after accepting the position of Guardian Scholar's Coordinator at SDSU. We wish her well and know that our former foster youth transferring to SDSU will continue to have a familiar and sympathetic staff by their side.

## Innovations & Data

Assisting the District on the system set-up for the 20-21 academic year.

## Policies & Procedures

Reconciling and closing the 18-19 academic year for financial aid continues to be an elusive procedure in CS.

## Student Success Stories

We had a non-resident student whose Spring appeal was denied due to enrollment in non-required classes. He called and met with me (Gilda) as he was confused by the decision. He showed me a copy of his "my planner" provided by his counselor with annotations on classes to take. Thanks to Karen Geida (EOPS), she reviewed his academic plan and determined that the class number was wrong and that he was indeed enrolled in non-required classes. The student was extremely grateful to the process and Karen as he would have taken a class that would not have been applicable to his degree or met his transfer requirements. Needless to say, he immediately dropped the class, enrolled in the correct one and once verified, his appeal was approved.

## Special Recognition

Special recognition and kudos to Kesia and her work with and for the former foster youth, to Lilibeth in their achievements, and to Cathy for completing the office's program review by the established deadline.

# Outreach & Community Relations

## Employee Updates

We welcomed Marcos Guzman as our new Promise Ambassador. He will be providing direct support to Promise students and assisting with programming for our 1,400 Promise students.

## Outreach

### December

- For the month of December, Outreach served over 400 prospective students, and community members.
- 12/2- Outreach supported “The Stand,” with their monthly Farmer's Market which is made possible via a partnership with Feeding San Diego, and offers students and members of the Mesa College community access to free fresh produce.
- 12/3 –Outreach hosted Colton High School to an all aboard Mesa welcome! The 45 students were exploring college campuses and wanted to learn more about the programs and services offered at Mesa. They explored the campus with the student ambassadors, stopped by the bookstore, and picked up some swag. The students got a first-hand experience on what it means to be on a college campus.
- 12/6 –Outreach hosted Granger Middle School as well as the Charter School of San Diego to an all aboard Mesa welcome! The 70 students were exploring college campuses and wanted to learn more about the programs and services offered here at Mesa. They explored the campus with the student ambassadors and stopped by a number of different departments, sports fields, the gym, and the common area. The students were thrilled at what was provided at a community college.
- 12/18-12/19 – Mesa College Outreach was invited to provide a series of interactive presentations to the Creative Performing & Media Arts Center (CPMA) 8th graders on the importance of college and why it’s never too early to start thinking about college. Outreach staff, Marcos Guzman and Van Chhum provided a two-day interactive Kahoot to over 300 middle school students.

### January

- For the month of January, Outreach served over 500 prospective students, and community members.
- 1/13 - 1/16 - Outreach Ambassadors provided assistance to the Admissions Department with their annual International Student Orientation throughout the whole week.
- 1/15 – During Marston Middle School’s college and career week, Outreach was invited to participate and talk to students about College and their plans after High School. It was an early exposure to college for these students to start thinking about their options. Outreach provided a series of presentations for their College and Career awareness week to over 200 students.
- 1/16 –Outreach in collaboration with the Financial Aid Department hosted an open lab at Mark Twain High School to assist students with their applications for FAFSA and the Dream Act.

- 1/17 – Mt. Caramel hosted a CTE fair to showcase the certificate programs from all the local community colleges in which Outreach and our Career Education Department were invited to participate. Outreach staff Milton Klugh, Delany Lizarraga, and Jessica Gaffney oversaw the Outreach table, and spoke to over 110 students. The Associate Dean of Career Education, Monica Romero provided an overview of programs and certificate programs to students.
- 1/25 – Outreach was extended the opportunity to participate in West City’s open house. Outreach staff Jessica Gaffney and Van Chhum were able to extend information to over 53 attendees. They shared information on Mesa College programs and degree offerings as well as CE Mesa information.
- 1/29 – Audeo Charter School Presentation – Outreach staff Lourdes Romero took the lead to provide Audeo Charter School a presentation to over 10 students about the importance of college and having a plan. Lourdes showcased all of the special programs and services that Mesa College has to offer in pursuit of student success.
- 1/29 – Outreach hosted Del Norte High School to an all aboard Mesa welcome! The 55 AVID students were exploring college campuses and wanted to learn more about the programs and services offered at Mesa. They explored the campus with the student ambassadors, stopped by the bookstore, and picked up some swag. The students got first-hand experience on what it means to be on a college campus.
- 1/30 – Lewis Middle School invited Outreach to their annual College and Career Week. A time in which colleges go out to provide exposure and share information on degrees, programs, and dreams! Outreach staff Garrett McDaniel and Yasmeen Zubaidi took the lead and shared on their college experience and asked the students to share out on present and future goals. This led to a robust conversation. It was a great experience for the students as well as the ambassadors.

## **PROMISE**

### **December**

- We hosted 2 Coffee & Cookies Study Hall Sessions to give Promise students a dedicated space to study for Finals.

### **January**

- We hosted 9 Spring Kickoff sessions with the help of Alexi in Avanza to ensure Year 1 Promise students are on track to remain eligible for Spring semester and the second year of Promise funding.
- Promise students must attend at least one campus event each semester to fulfill their Campus Engagement Requirement. If you have any events you would like to promote to Promise students, please send the details to Karla Trutna: [ktrutna@sdccd.edu](mailto:ktrutna@sdccd.edu).

## **Innovations & Data**

### **Promise**

- Year 1 Cohort: 1,008 Promise students
- Year 2 Cohort: 462 Promise students

## **Policies & Procedures**

### **Promise**

- The Promise application for Fall 2020 is now available, for more information follow this link: <https://www.sdmesa.edu/student-services/promise/>
- Over 130 early high school graduates have applied to enter the Promise program in Spring 2020. District Promise is currently verifying eligibility. For more information send an email to Karla Trutna: [ktrutna@sdccd.edu](mailto:ktrutna@sdccd.edu).

## **Special Recognition**

### **Promise**

- Big Shout out to Vanndaro "Van" Chhum, Jessica Gaffney, and Marcos Guzman who have provided Promise students with above and beyond support!

# Student Affairs

## Events & Activities

### Welcome Week (Spring 2020)

- Preparations for Welcome Week are nearing completion, but a one-week delay for the start of the spring semester means that Welcome Week will actually take place during the first week of February.

### Annual MLK Parade

- San Diego Mesa College continues its commitment to the rich legacy of equity, inclusion, civility and social justice in our local and national communities through participation in the annual Dr. Martin Luther King, Jr., Parade. Mesa College's 2020 float design will celebrate the history of the Civil Rights Movement by presenting a series of images that represent our theme of "Unity, Resilience, and Hope." The parade was attended by more than 100 members of Mesa College's faculty, staff, administrators and student leaders.

### Associated Students

- A special event, popularly called Blast from the Past, took place on December 17th, 2019, in the Associated Students conference room in I4-408. The event was attended by about 20 current Mesa College students, a mixture of both AS members and non-AS members. Also present were several former AS student leaders, both in-person and via video conferencing. Discussions covered AS leadership responsibilities, transitioning from Mesa to four-year colleges, and professional life after Mesa.

### Scholarship

- Student Affairs and the Mesa College Foundation have redoubled their efforts with regards to student outreach for the scholarship program; this includes setting up and leading application workshops throughout the month of February, providing classroom presentations about scholarships on demand, and direct contact via email to the more than 800 students who provided their contact information in order to receive scholarship alerts through Mesa Journeys.

### Special Recognitions

- In January, Claudia Perkins supported the office of DSPS through their Catalyst Training as a presenter. She also made presentations at the Adjunct Orientation, welcoming new adjunct faculty to Mesa College. In addition, Mesa College student and Associated Students Senator Hanan Dirirsa was announced in January as a semifinalist for the selective Jack Kent Cooke Undergraduate Transfer Scholarship, the nation's largest private scholarship for transfer students. The scholarship supports select high-achieving community college students with up to \$40,000 annually for a maximum of three years as they complete their bachelor's degree at a four-year university or college.

### **Innovations & Data**

- Student Affairs has collaborated closely with EOPS, the Promise Program, Tutoring Center, Assessment and Personal Growth classes to host ongoing Scholarship Application workshops. We are thrilled to offer these sessions and anticipate a greater turnout.

### **Student Success Stories**

- Mesa College student and Associated Students Senator Hanan Dirirsa was announced in January as a semifinalist for the selective Jack Kent Cooke Undergraduate Transfer Scholarship, the nation's largest private scholarship for transfer students. The scholarship supports select high-achieving community college students with up to \$40,000 annually for a maximum of three years as they complete their bachelor's degree at a four-year university or college. We are so proud of her!!

### **Special Recognition**

- Thank you to the awesome Martin Luther King Jr. Parade team for coordinating yet another exceptional year. Special Thank you to Frank Fernandez, Arthur James, Courtney Lee, Pablo Vela, Anabel Pulido, Chris Renda, Zulma Heraldez Duran, Jennifer Park Jacqueline Collins, Claudia Perkins Karla Trutna, Vanndaro Chhum, Judy Sundayo and the Associated Students for funding the T-Shirts!

# Student Development

## Innovations & Data

- San Diego Mesa College's SEA (Success, Equity, and Achievement) Program Annual Report was submitted in December. The report included information on the disproportionately impacted student groups and activities from the Student Equity Plan. As part of the report, the college highlighted Basic Needs at San Diego Mesa College as our success story.

## Employee Updates

- Excited to welcome Erik Galvan to San Diego Mesa College. He is the newest member of the Veterans Success Center team. As an adjunct counseling faculty, he will be housed in the Veterans Success Center, providing wellness counseling services to our student veterans.

## Special Recognition

- Many thanks to the SEA (Success, Equity, and Achievement) Program Leads for contributing to the SEA Program Annual Report: Larry Maxey, Dean of Student Success & Equity, Andy MacNeill, Dean of Learning Resources and Academic Support, Ingrid Jayne, BSI Coordinator, Erica Garcia, Accounting Supervisor, and the Office of Institutional Effectiveness.

# Student Health Services

## Events & Activities

- Student Health Services Director Suzanne Khambata, FNP and Aurora San Pedro LMFT attended to two meetings with the County of San Diego for the Mental Health Grant.
- Suzanne Khambata FNP met twice with the County of SD for San Diego Tuberculosis Elimination.
- The department collaborated on a project called, Getting Real Inside and Out with Professor of Communication Studies, Veronica Gerace and one of her class on mental health awareness.
- The Comfort Tent opened to faculty/staff/students one week prior to Comfort Cart facilitated by Linda Gibbins-Croft, LCSW.
- The Active Minds student club met weekly and they worked on new ways to connect with students to destigmatize mental illness.
- Aurora San Pedro LMFT was invited to Winter CRUISE hosted by AVANZA Engagement Center to provide helpful information about Student Health.

## Innovations & Data

- Student Health Services connected with 272 students in our office in December and 25 students in January. Our department is preparing to give out free flu shots for the students on campus during Welcome Week.

## Policies & Procedures

- Student Health Services will provide Urgent Care for students on campus.

## Special Recognition

- Active Minds is preparing new leaders for the upcoming semester. Active Minds member, Madison Goldman is heading into the leadership role, hopefully she will become an officer for the club.

# Student Success & Equity

## Events & Activities

- Real College Presentation: The Stand Resource Center Expansion and The Resiliency Fund - Dec 6th
- Community Recognition Award Ceremony - Dec 11th
- Jackie Robinson YMCA MLK Human Dignity Breakfast - Dec 17th
- Student Services Building, evacuation drill - Dec 17th
- EOPS Spring Retreat - Dec 28th

## Innovation & Data

### Direct Student Support:

For the fall semester we have reviewed 111 applications for assistance and was able to provide direct support to 83 of those students, providing a total of \$9327.44 support to Mesa College Students.\* (please note that there is a discrepancy here from our November report due to an inadvertent duplicate count.)

For the spring semester we have received 18 applications 11 students have received aid and are still finalizing amounts.

### The Stand:

- For Fall 2019 **The Stand** had 1998 transactions and is currently serving 1482 individual students for the fall semester. During January The Stand had 164 transactions
- **The Stand: Farmers Market** in December we provided 15,650 pounds of free produce and shelf stable goods to 658 households.
- **The Stand: Mobile Market.** This is a smaller version of the Farmers market were we receive approximately 5000-8000 pounds of perishables and we get an hour to pass out as much as we can. In December we were able to provide 327 households with fresh produce and bread. There was no Mobile Market in January
- **The Stand: Pop-up Market** we continue to work with The Ronald McDonald House as part of Feeding San Diego's Retail Rescue program. We are getting roughly 1000 pounds of food every Tuesday, which is passed out in approximately 20-30 minutes to 70-100 students. While everyone is welcome the pop-up market is primarily serving students. In January this was the only free food event we offered and it was held by Exercise Science to support our campus Athlete's.

## Special Recognition

Congratulations to Johanna Aleman who was presented with the Social Services Advisory Board, 2019 Community Recognition Award! Well deserved!

# Transfer

## Events & Activities

- The Transfer Center had a slow December after a very busy October and November. We ramped up again with the CSU supplemental application workshops and UC Transfer Academic Update assistance.

## Innovations & Data

- Cal Poly SLO rep hosted an supplemental application workshop for SLO hopeful transfers.
- The Transfer Center hosted 7 CSU supplemental workshops that were fully attended. The TCE faculty and staff assisted over 287 students in the Assessment Office computer lab. TCE faculty and staff assisted approximately 267 students in drop in-using the TCE computers. We hosted 5 Rep visits and one SDSU supplemental application training with the SDSU rep.

## Student Success Stories

- Assisted over 558 students with CSU and UC supplemental applications.

# Veterans

## Employee Updates

Erik Galvan is our Wellness Counselor to be housed in the VSC. He is a new member to the Veteran Services team.

## Events & Activities

Lead the discussions regarding implementation of the new VA Vocational Rehab invoicing with the Campus Bookstores (Mesa, City & Miramar).

## Student Success Stories

- We had two of our student veterans get paid internships with Northrop Grumman starting in March.
- We also had at least three students receive admission to SDSU for the spring term.

# Vice President Student Services

## Employee Updates

- VP Hands was invited to serve on NASPA's [James E. Scott Academy Board](#)

## Events & Activities

- VP Hands attended the [#RealCollegeCaliforniaBasicNeedsSummit](#) and presented on "The Stand Resource Center Expansion and The Resiliency Fund" with President Luster, Dean Maxey and Stand Coordinator, Johanna Aleman
- VP Hands and President Luster presented a "Know Your Why" Workshop - hosted by Classified Professional's Equity Taskforce
- Partnered with District Student Services to host the Campus Solutions Training Workshop Part 2
- Motivation & Moral (M&M) Committee
  - **January 2020**  
M&M Team hosted the Spring Student Services Meet & Greet - "The Rise of Olympians" on January 28th, 2020. We welcomed 3 newly hired/promoted Student Services team members, Donnaly Atajar (Promise Program), Vanndaro Chumm (Outreach), and Andrew Tanjuaquio (Counseling). We shared fun facts about each other and enjoyed snacks.
  - **December 2019**  
M&M Team hosted its annual Holiday Bake Off and Ugly Sweater Contests on December 10th, 2019. Holiday Bake Off Winner: Amy Bettinger with her Peanut Butter Cup Cookies. Ugly Sweater Contest: Marisa Alioto (Most terrifying), Abimaliel Rosario (Most ridiculous), Luiza Barreto-Rodrigues (Most cool), and Sadie Wager (Most likely to be stolen by us).
- Charlie Lieu presented Mesa Journeys at Catalyst 2020 and Spring Adjunct Convocation
- The M&M team hosted a celebration for our new employees during the "Student Services Rise of the Olympians" on January 28.
- The building safety team conducted an evacuation drill with radio exercises on January 17<sup>th</sup>. The building evacuated, with planned complications in under ten minutes.

## Innovations & Data

- Received survey results from Point of Service Survey's administered by Financial Aid, Admissions, Veterans & Records and Student Accounting. A total of 165 students responded. 77% of respondents strongly agreed or agreed that the office was attentive to their needs and that they were treated courteously. 84% were satisfied with the service they received the day of their visit. 79% of those providing written feedback included positive comment.
- Administrators, Classified Professionals and Student Workers housed in the Student Services Administrative Suite and The Stand will begin wearing name tags to help connect with our students.
- We are proud to launch our very first Chatbot on the Mesa Admissions page: <http://www.sdmesa.edu/admissions/index.shtml> Olympia the Chatbot, comes programmed with commonly asked questions that will direct users to the answers they need. Students can also ask in their own question and the bot will provide an answer or a link to access the information. The bot

- will self-learn, as more questions are asked, it will become more intelligent. More chatbots will be deployed on other student service pages in the coming months!
- Created Sexual Assault Awareness and Events page for the Student Affairs web site
- Added American College Association Survey Results and Coronavirus information to Student Health Services website: <http://www.sdmesa.edu/student-services/health-services/index.shtml>

## **Special Recognition**

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

- VP Hands served as the Keynote Speaker for UCSD's Black Student Union Kwanzaa Event
- Jackie Robinson YMCA MLK Human Dignity Breakfast
- 40th Annual Dr. Martin Luther King, Jr., Day Parade (Student Affairs)
- Mesa Pathway's Retreat
- Spring Convocation
- Adjunct Orientation
- Honors Program Orientation
- Project Restart Workshop
- New Faculty Institute