



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 & Special Programs ♦ 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

- Thirteen Peer Navigators enter the fall semester, ready to support and engage with their new mentees!
- The Counseling Department would like to welcome three new adjuncts to the counseling family: Ana-Victoria Sanchez-Diez; Masuma Mohammadi; and Dulce Garcia.
- DSPS is excited to introduce and welcome Sandy Ricketts as our 21-22 SDICCA Fellow.
- The Outreach Department has selected its nine 2021-22 Student Ambassadors: Nhulong Vo, Keysy Mendez Lopez, Ami Lobue, Daniela Castellanos, Guillermo Martinez, Phoebe Truong, Trevor Messerly, Zain Almasarani, and Kaileykielle Hoga. Outreach will also be partnering with Financial Aid to support Promise students with three Project Assistants: Delany Lizarraga, Wendy Lizarraga Hidalgo and Lawson III Hardrick. Last, Outreach will have two dedicated Outreach Project Assistants: Joel Vera Gonzalez and Kaylyn Talia. Say HELLO to your 21-22 Outreach Team!!
- Claudia Estrada-Howell was promoted to Associate Dean of Career Education at San Diego Miramar College. We will miss her.
- Olivia Picolla is serving as Acting Career Guidance and Transfer Center Supervisor.
- In Student Health Services, Nancy Bromma FNP Contract Faculty retired after 15 years of quality service; Laura Milligan FNP returned to Student Health services after working in a remote clinic in Sierra Leone, Africa with Doctors without Borders; and Mesa Student Health welcomed back

Alejandra Espinoza and Kennedy Carrothers as the project assistant to care for all students of Fall 2021 semester.

- Student Success and Equity would like to welcome Katrina Hasson Hamilton who will serve as our SDICCCA Fellow for 2021/2022 and Sergio Osuna, our first CTE work experience student who will serve The Stand Basic Needs Department.

Events & Activities

- The Assessment & Testing computer lab hosted sessions for the Promise Program's Re-Orientation event on Thursday, August 19th. It was the first time that many of these students had been on campus and they were able to hear presentations from Career & Transfer throughout the day.
- Peer Navigators welcomed new international students during the final week of Summer CRUISE. International students received an overview on the Mesa website, Canvas, mySDCCD and more!
- Our Career Coordinators, Kristy Carson and Raquel Sojourner, Career Senior Student Services Assistant, Alicia Lopez, and Work Based Learning Coordinator, Katlin Choi, collaborated to provide an event for students called "Got a Major" virtual event.
- EOPS successfully hosted the Fall 2021 Welcome Back Event and are continuing to host individual orientations for new and continuing students. Prior to the Welcome Back Event, EOPS distributed orientation supplies which included a branded blanket, snacks, and backpacks. EOPS is currently in the process of preparing for its next supply distribution. They will be distributing crockpots, printers, and backpacks with school supplies inside.
- FAST and NextUp programs have continued to provide support for students with foster experience throughout the summer and are looking forward to the spring. The new FAST Center (K101) is also now open for the Fall 21 semester, with our hours being 9-4 M-TH and closed on Fridays.
- The Evaluations Office participated in Welcome Week. Students finishing up their last year at Mesa were encouraged to attend! The topics included: Applying for Graduation, Student Academic Petitions, the Commencement Ceremony, and requesting a General Education Certification
- Fall 21 Bookstore accounts for CA recipients with Federal Pell Grants or Cal Grant C awards on file opened for students on 08/09/2021.
- Claudia Perkins held a FLEX workshop with Katlin Choi and Jill Moreno-Ikari on Restorative Justice Practices. This presentation will dovetail into a planned Restorative Justice book club, information on which will be shared with the campus soon.
- As part of a slate of events meant to help students with the safe return to campus, the Virtual Pep Rally was held as a "spirit building" activity that included helpful tips, testimonials from returning students, gift giveaways and an overall light-hearted atmosphere of comradery. More than three-hundred Mesa College students attended!
- The transfer season has begun. UC Application open labs, Transfer Talks, drop-ins and appointments continued through August. Please refer students to Transfers' Workshops and Events page when interacting with potential transfer students [here](#).

- On August 18th, M&M hosted the Student Services Fall 2021 Meet & Greet to welcome and celebrate our new and promoted Student Services Team Members! Congratulations to our promoted employees: Olivia Picolla, Acting Supervisor of the Transfer, Career and Evaluations Center; Amara Tang, Student Services Technician in EOPS; and Jessica Gaffney, Student Services Assistant / Foster Youth Liaison in Financial Aid. Congratulations to Celine Ahearn for her successful reclassification from Student Services Assistant to Senior Student Services Assistant in Admissions.

Innovations & Data

- The Promise Canvas page is now live! Students can join the Canvas page and use it as a home base for Promise requirements, announcements, resources, and more. Students can view and join the page at this link: <https://sdccd.instructure.com/courses/2371843>
- The Fall 2021 Welcome Week was a hybrid event combining online opportunities for students to connect with Mesa departments and services virtually and through two Welcome Center booths on campus. Two Welcome Center booths distributed more than 500 campus maps, 450 packaged snacks, and 800 small bottles of water to Mesa students.
- The Stand Basic Needs Department has a brand-new location in K106/105. This new location allows for the team to provide food, clothing, basic needs resources, emergency aid, workshops, and direct student support all housed in the same space making it more convenient for students.
- Veterans & Records has implemented QLess through which the department has assisted over 1,000 students via email, virtual front desk or via the phone for the month of August.

Call to Action Updates

- Student Services distributed our [Call to Action: Year End Report](#).

Policies & Procedures

- As part Admissions' return to campus, the department updated its process for form submission. They are integrating JIRA and teaching students how to submit documents, reply to their tickets, and check on the status of their requests. Admissions also implemented QLess.
- In CalWORKs, new Individual Training Plan (ITP) and Book/Material Request Forms have been created and developed to incorporate new California CalWORKs regulations.
- For the first time since March 2020, Student Services opened our doors for limited in person services. To learn more about how we are serving students in more ways than, one visit [here](#).

Student Success Stories

- Admissions' students have been excited that the office is open to them. They have enjoyed being able to get their ID cards and provide the department with their vaccine cards to support their face-to-face courses.

Admissions

Employee Updates

- Several Admissions voluntarily began to come to campus to start the transition from remote work to campus. This initiative allowed for a smoother transition to our two days per week schedule.

Events & Activities

- The Admissions office attended
 - the QLess training on Friday, August 6.
 - our SD Mesa Convocation on Thursday, August 19.
 - the Campus Forum on August 24.
- Every Tuesday morning, we continue to have our staff meeting, which include conversation and work on our Call to Action.

Innovations & Data

- QLess-August saw 748 students.
- We answered 1162 phone calls from our Admissions and continue to support students using our Google Voice number.
- Moved students from 31 LCOM parent courses into child courses.
- ID Card printing was popular, and as such had over 300 ID cards printed since returning to campus.
- JIRA forms keep us busy with over 200 forms coming in for the month of August.

Policies & Procedures

- As part of our return to campus, we updated our process for form submission. We are integrating JIRA and teaching students how to submit documents, reply to their tickets, and check on the status of their requests. We also implemented QLess.

Student Success Stories

- Our students have been excited that our office is open to them. They have enjoyed being able to get their ID cards and provide us with their vaccine cards so that we can help support their face-to-face courses.

Special Recognition

- We are so thankful to our staff, for showing up and supporting our students. As we returned to campus, all of our remote work continued: emails, phone tree, google voice, JIRA, and the adjustment to also include in-person support through QLess at the counter is no small feat. They have been adapting to the various needs of our students and we appreciate all of their work.

Assessment

Events & Activities

- Mesa Re-Orientation Day - The Assessment & Testing computer lab hosted sessions of the Promise Program's Re-Orientation event on Thursday, August 19th. It was the first time that many of these students had been on campus and they were able to hear presentations from Career & Transfer throughout the day.
- Challenge Exams – The Assessment & Testing Office continued proctoring challenge exams in-person in preparation for the fall semester. Challenges were offered for math, English, Chemistry and Languages. This on-campus effort was met with better student response than the previous remote option using Zoom
- Live Chat –The Live Chat option for students continues and the Assessment office answers questions for Student Services daily. We saw a marked increase in activity the first week of school.

Innovations & Data

- August 2021 Totals:
 - E-Chat 65
 - ELAC 3
 - Email 99
 - Orientation 48
 - Placement Assistant 172
 - Challenge Exams 17
 - Unduplicated Student Count 329

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Updates

- Thirteen Peer Navigators enter the fall semester, ready to support and engage with their new mentees!

Events & Activities

- August 3-5: International Student Orientation and Summer CRUISE (online) - Peer Navigators welcomed new international students during the final week of Summer CRUISE. International students received an overview on the Mesa website, Canvas, mySDCCD and more!
- August 5 - 6 - In collaboration with ADVOC8 and Second Year Promise, CRUISE piloted Second Year (online) Summer CRUISE! Returning students who opted into the pilot were paired with a second year Peer Navigator, who presented workshops aimed at their success for another year. Career and major exploration content was also presented. In all, 80+ participated.

Innovations & Data

- Data from Summer CRUISE reflect the hard work of our Peer Navigators, and a true appreciation for our programs:
 - 97% of CRUISErs indicated they had an a positive to extremely positive experience with their Peer Navigator
 - 90% of CRUISErs indicated they were equally, if not more engaged with Summer CRUISE
 - 82% of CRUISErs indicated they have someone to turn for social support at Mesa
 - 89% of CRUISErs indicated they have someone to turn for academic support at Mesa

Policies & Procedures

- Changes to our mentoring techniques were made to reflect the online format.

Student Success Stories

- Some responses from our CRUISErs:
 - I can tell the counselors and navigators want the best for students
 - The best part was getting to know all the people and seeing how great the student body is and how willing the staff wants to help. I don't feel uncomfortable going for help.
 - The information of all the programs and of the resources. But the best part was the activities that we did in the group.
 - They had fun activities and I learned things about college that I'm excited about.

Special Recognition

- Shout out to our Peer Navigators for not giving up and continuing to set the example of what equity IN excellence looks like!

CalWORKs

Employee Updates

- CalWORKs Adjunct Counselor recruitment has been underway. Interviews will take place in early September and final candidate will be chosen by mid-September.

Events & Activities

- HHS (CalWORKs, CalFresh, and Medical) workshops will begin again in September.
- Multiple Drop-In sessions per week will start up in September.
- Continued attending CalWORKs Region X monthly meetings that included SD County Health Human Services Agency (HHS), and SD county contractors (Public Consulting Group (PCG), ResCare, and Equus Workforce Solutions. With the goal being to continue strengthening pathways and support services for incoming and continuing CalWORKs students.
- Outreach efforts to each SD county contractor's case manager from PCG, ResCare and Equus Workforce Solutions have been underway.
- Continued collaboration effort with EOPS/CARE Program for follow-up and recruitment purposes
- Continued posting State CalWORKs program updates through CalWORKs Canvas
- Continued to accept new CalWORKs students into the program
- Continued to accept appointments for Fall Individual Training Plan (ITP), Book/material Request forms and educational plans.

Innovations & Data

- CalWORKs is currently serving 16 students
- CalWORKs is continually accepting new students on a weekly basis

Policies & Procedures

- New Individual Training Plan (ITP) and Book/Material Request Forms have been created and developed to incorporate new California CalWORKs regulations.
- A Region X CalWORKs ITP is being developed to assist with consistency throughout San Diego County.

Special Recognition

- Special THANK YOU to our CalWORKs Counselor Grace Aumoeualogo and from Student Success and Equity Pahua Vang for their constant support to the CalWORKs students and making sure the students' needs or concerns are being met or addressed.

Career

Employee Updates

- Alicia Lopez's last day with us will be Sep. 1st. She is embarking on a new journey in teaching. She will be greatly missed; however, we are so happy for her and this amazing opportunity! During Alicia's time in the Transfer/Career Center, she played an integral role in implementing our online student job board, the Career Ambassador Program, the first Career Center Annual report, the first Destination Survey, and so much more! In addition, Alicia supported our Career Coordinators, Work-Based Learning team, Career Week events, and lastly, the many surveys our department conducted to gain student and employer feedback. Her creative insight, organized work ethic, and kind spirit will be greatly missed.

Events & Activities

- On August 16th, Career Center representatives, Raquel Sojourner and Alicia Lopez, joined Work Based Learning, IE, and faculty colleagues to provide a flex activity for faculty during “Fall 2021 Flex Week” as part of the Employer Engagement & Internship Sub-Committee. The virtual flex workshop was held on August 18, 2021 at 12 pm.
 - During the “Post-Pandemic- Student Employment- What can We do?” flex activity, the team shared information on how can WE assist our students with employment needs in this post-pandemic world? They shared new data from student focus groups and surveys highlighting the trust that students have in faculty regarding guidance on employment. In this workshop, data was shared with faculty and also linked faculty to quick resources, in addition showed other resources on how to leverage the tools faculty already use to support our students. This was followed by an interactive discussion and faculty’s input into providing intentional and equitable employment support for our students.
- Fall 2021 Convocation - Our Career team members attended convocation to kick start the beginning of the fall semester. They received updates about the Mesa community, heard welcomes from the senates, our vice presidents, and information about our Mesa 2030 Roadmap.
- Fall 2021 Welcome Week events - Our Career Coordinators, Kristy Carson and Raquel Sojourner, Career Senior Student Services Assistant, Alicia Lopez, and Work Based Learning Coordinator, Katlin Choi, collaborated to provide an event for students called “Got a Major” virtual event. Students can chat with a Career Counselor or Work-Based Learning Coordinator on how to decide on a major based on their interests or career goals! Career counseling appointments can be scheduled for further support. Virtual event will take place on Wednesday, August 25th at 12:00 pm.

Innovations & Data

New Employer Contacts Mesa Job Network

- New Employer Contacts Mesa Job Network: Total of 19 new employer contacts were made during this month through our online job board, "Mesa Job Network."
 - 1. Associate Mechanical Contractors 2. California State Parks/Old Town San Diego State Historic Park 3. Dogtopia of Miramar 4. FMG Suite 5. Hammond's Gourmet Ice Cream 6. Home Instead Senior Care 7. Janie and Jack 8. KLA Corporation 9. Life Perspectives 10. Lividini & Company 11. Motiva Associates 12. Ocean Beach People's Organic Food Market/Co-Op 13. Original Tommy's 14. Pacific Catch, Inc 15. Peterson Structural Engineers 16. Play It Again Sports 17. Santee School District 18. The Baked Bear Encinitas 19. University Mechanical and Engineering Contractors, Inc.

Job Postings on Mesa Job Network

- A total of 185 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/>

Remote Career Center Data

- Student Career Contacts reported on SARS: Total of 52 (point of contacts)
- Remote Career Counseling Appointments: Total of 47
- Live Chatbot Conversations with Students: 18

Special Recognition

- Our Career Center specialist since 2017, Alicia Lopez! You've inspired us all and leave big shoes to fill. Thank you for serving our students and the entire Mesa community during your time here. We wish you the best in your future endeavor.

Counseling

Employee Updates

- The Department would like to welcome three new adjuncts to the counseling family: Ana-Victoria Sanchez-Diez; Masuma Mohammadi; and Dulce Garcia.

Events & Activities

- Counseling Faculty, Kirsten Pogue-Cely, Miriam Pacheco; Anne Hedekin; Marisa Alioto and Cynthia Rico participated in the discussion on Credit for Prior Learning Workshop on August 12 and 13, 2021.

Innovations & Data

- The Department has been continuous in providing counseling services since the March of 2020 (start of the Pandemic) to the present. Students who seek services either receive a phone call or an appointment via Zoom. Our amazing Classified Professionals have fielded a number of phone calls during our hours of operation.
- The following are data in respects to our pre-registration workshops and Drop-in/Appointments during the month of August 2021:
 - Pre-Registration Workshops 114
 - Drop-Ins (only) 2,309
 - Appointment (only) 418
 - Unduplicated Contacts 2,619

DSPS

Employee Updates

- DSPS is excited to introduce and welcome Sandy Ricketts as our 21-22 SDICCCA Fellow.

Events & Activities

- Counselors from DSPS hosted a meet & greet for summer CRUISE and participated in the allied health orientations.
- DSPS participated in the welcome week festivities including Convocation.
- DSPS will be offering virtual High Tech Center this fall.

Innovations & Data

- DSPS processed 75 new student applications and 85 online appointment requests for the August 1-23 time period.
- 25 alternate media requests have been processed by the DSPS High Tech Center.

EOPS & Special Programs

Events & Activities

EOPS

- 8/5/21 | EOPS participated in the Summer Cruise Meet & Greet events to speed zoom with summer cruise students and to share information about our programs and services.
- 8/5/21 | EOPS participated in Promise Orientations to share valuable information about our programs and services to Promise Students.
- 8/13/21 | EOPS participated in a presentation for incoming students at the Mesa Medical Assisting/Phlebotomy Programs Orientation to share valuable information about EOPS and Special Programs.
- 8/16/21 | EOPS participated in a presentation for incoming students at the Mesa Physical Therapist Assistant Program Orientation to share valuable information about EOPS and Special Programs.
- 8/23-26/21 | EOPS participated in offering Fall 2021 Welcome Week Activities - New and current Mesa Students, and the Mesa Community were invited to attend Information Sessions for EOPS, NextUp & FAST Scholars, CARE, Borderless Scholars, Rising Scholars, and STAR TRIO.

CARE

- Recruitment for Fall Semester
- All students attending 3 appointments received a gas card
- Collaboration with CalWORKs
- CARE year-end report to Chancellor's Office
- CARE Welcome Back Event
- CARE participation in Welcome Week Activities on campus offering a virtual info session

NextUP & FAST Scholars

- We successfully hosted the Fall 2021 Welcome Back Event and are continuing to host individual orientations for new and continuing students. Prior to the Welcome Back Event, we distributed orientation supplies which included a branded blanket, snacks, and backpacks. We are currently in the process of preparing for our next supply distribution. We will be distributing crockpots, printers, and backpacks with school supplies inside.
- All active NextUp & FAST students have been added to the program's Canvas shell in an effort to streamline information. Additionally, our FALL 2021 calendar of workshops and events is almost finalized with some returning speakers from Spring Semester (Ihsaan Ali for Fashion) and some new ones that were added with the hopes of expanding knowledge of opportunities to our scholars (Jessica Gaffney from Financial Aid).

Rising Scholars (Formerly Project Restart)

- Attend Rising Scholars CCC Counselor meetings and workshops
- Hired a Project Assistant and Adjunct Counselor
- Collaboration meeting with Rising Scholars statewide network

- Collaboration with Project Rebound at SDSU
- Attend monthly Region X SDICCCA meeting
- Recruiting new students through EOPS applications
- Rising Scholars Welcome Back Event
- Rising Scholars participation in Welcome Week Activities on campus offering a virtual info session

Borderless Scholars

- On ongoing Basis | Borderless Scholars in collaboration with JFS/HELPS (Jewish Family Services/ Higher Education Legal Services) continue to promote FREE Immigration Legal Services to 451 Borderless Scholars Students. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team members or access the following link to schedule an appointment: www.jfssd.org/HELPS.
- 08/3/21 | Borderless Scholars partnered with Work-Based Learning, to prepare a series of workshops for Fall 2021 semester where information and resources regarding career, job opportunities, paid and non-paid internships will be provided for our Students. In this series, students will receive information and support on how to explore, apply, develop a resume, and other career resources.
- 8/20/21 | Borderless Scholars Team welcomes the RISE Club Officers to Fall 2021 semester and is inviting them to plan on activities that can benefit engagement for the Club. RISE stands for Rising Immigrant Scholars through Education. The RISE Club is student lead and supports undocumented, AB 540, Dreamer, DACA, Non-DACA, students from mixed-status families, faculty/staff, and allies as well as the community at large. Any interested student in becoming part of this amazing club, either as a member or as an officer please contact club Co-Advisors/Counselors Rosa Palacios at rpalacios@sdccd.edu and Amber Alatorre at aalatorr@sdccd.edu for more information.

STAR TRIO

- STAR TRIO is participating in the Fall 2021 Welcome Week by providing informational session to invite new students to learn more about STAR TRIO's support and services.
- STAR TRIO has been hosting new student orientations this month to welcome incoming students. STAR TRIO is accepting application for Fall 2021!

Innovations & Data

EOPS & Special Programs

- EOPS & Special programs is implementing the Qless virtual line management app to support students while working on-campus this fall.

NextUP & FAST

- Fall 2021 enrollment numbers
 - FAST Scholars Enrolled 22
 - NextUp Scholars Enrolled 20

- New Scholars Fully Matriculated for Fall 2021
- NextUp Scholars 7
- FAST Scholars 11
- Pre Admitted New Potential FAST & NextUp Scholars in track to onboard
- FAST & NextUp Scholars 45

Borderless Scholars

- FREE legal immigration consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars are partnering with JFS/HELs to offer FREE legal immigration consultations! To learn more about this service, please contact the EOPS Office to schedule an appointment with a Borderless Scholars Counselor or visit our website at www.sdmesa.edu/EOPS. <https://www.ifssd.org/our-services/refugees-immigration/higher-education-legal-services/>

Policies & Procedures

NextUP & FAST

- FAST and NextUp programs have continued to provide support for foster youth throughout the summer and are looking forward to the spring. The new FAST Center (K101) is also now open for the Fall 21 semester, with our hours being 9-4 M-TH and closed on Fridays.

STAR TRIO

- STAR TRIO is accepting application for the academic year 2021- 2022. Student can apply online by visiting our STAR TRIO website.

Student Success Stories

EOPS

- Below are some comments shared by our previous EOPS students. Please share with students who are interested in applying for EOPS this Fall!
 - “EOPS had helped guide me through the application process as well as helped me with creating an academic plan that was efficient in helping me achieve my goals. With them, I feel more prepared going into a 4 year university as I am more comfortable with reaching out and working with faculty.”
 - “Counselors in EOPS are so great. They helped me to understand what GE patterns are, then I can plan my education plan by myself. With priority registration of class, I can choose the most suitable classes for me.”
 - “The continuous check-ins throughout the semester with counselors and staff was extremely helpful throughout my Mesa college journey.”
 - “EOPS has helped me a lot in deciding my journey for the future by providing access to information and special advantages that I'm really grateful for. I was able to improve so much academically thanks to the very enthusiastic and caring EOPS counselors!” NextUp & FAST:

- Approximately 20 FAST/NextUp students are on track to graduate and/or transfer. We also support students with being reinstated for over \$20,000 dollars of financial aid.

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Borderless Scholars

- Student Feedback in regards to Mesa Dreamer Summer Program: “Regarding the program: it was a wonderful summer program. The Fall 2021 semester will be my first time back in school in over nine years and, this time around, I feel so much better prepared and supported because the program provided a plethora of information for DACA students like myself and the team is so helpful and kind. I hope there will be more programs like this throughout the school year and in the future. The ice-breakers at the beginning of each session were a great way to get to know the EOPS/Borderless Scholars team and the other students a bit. Additionally, the ability to qualify for a grant after attending a number of sessions is such a great incentive, especially for students like me who need the extra financial help (I’m currently unemployed/stay-at-home mother). The folks at Borderless Scholars are great and I look forward to meeting them in person soon!”
- Student Feedback in regard to Borderless Scholars Program: “I just wanted to thank you all for your hard work in helping and supporting this community. I appreciate the emails with all the updates and resources!!”

Special Recognition

- Thank you to Dr. Ashanti Hands and our Student Services Leadership Team for your thoughtful guidance in planning our safe return to campus. Thank you to Charlie Lieu for your amazing support throughout the implementation of Qless. Welcome back Student Services!
- Shout out to Trung Huynh from admissions department for supporting several of our FAST/NextUp students with obtaining California residency. Also, shout out to Raquel Raquel Aparicio from Admissions with supporting one of FAST Scholars with obtaining the paperwork she needed to maintain her acceptance at UCSD.
- A special thanks to the awesome Mesa College Student Services departments that continuously collaborate with our Borderless Scholars Program. Thank you for the amazing teamwork, the support, and collaboration in facilitating meaningful, and helpful information for our Dreamer students.

Evaluations

Events & Activities

- The Evaluations Office participated in Welcome Week. Students finishing up their last year at Mesa were encouraged to attend! The topics included: Applying for Graduation, Student Academic Petitions, the Commencement Ceremony, and requesting a General Education Certification

Innovations & Data

- All student petitions and forms are electronic. Most petitions require students to meet with a Counselor before submitting. Students can find the forms and submit them through our District's Form's and Document's site here: <https://www.sdccd.edu/students/forms-and-documents.aspx>.

Policies & Procedures

- Please encourage students to apply for graduation. Coming soon are the 2021-2022 Apply for Graduation deadlines.
- For students earning a Degree or Certificate of Achievement, please note, students must apply for their degree/certificate through their mysdccd portal under the "My Academics" tab. Students should follow deadlines above that align with their path. Please encourage students to meet with a Counselor and apply early.
- How to students check their graduation status? Students can apply and view their graduation status through their student portal. Under the "My Academics" tab on the College Student Dashboard, click "View Graduation Status". Students should meet with a Counselor if they are unclear of their status.
- Update to the District Evaluator Alphabet (for internal use):
 - Thu Nguyen...A,H,V
 - Christina Hambrick...B,F,N
 - Daniel Borbon Ibarra...C,D
 - Mary (Maggie) Stone...E, G
 - Helen Houillion...I,K,M,Y,Z
 - Hilda Osuna...J,L,T,U
 - Ryan Zimmerman...O,P,Q,R
 - Christina Monaco...S,W,X

Special Recognition

- Summer grads! Congratulations on your achievements and best of luck for what's to come in your professional pathway. Once an Olympian, always an Olympian!

Financial Aid

Events & Activities

- Fall 21 Bookstore account for CA recipients with a Federal Pell Grant or a Cal Grant C award on file opened for students on 08/09/2021.
- Participated in two student orientations for Allied Health schools/departments.
- Provided two SAP Appeal workshops.
- Hosted the Financial Aid table during the 1st two days of Welcome Week.

Innovations & Data

- Began using the Q-Less system to service students by appointment, with walk-ins added into the list of students serviced at the Financial Aid counter.

Policies & Procedures

- Implemented as-applicable federal flexibilities granted for the 21-22 academic year verification process which included stipulations for students with drug conviction while recipients of federal student aid.
- Began the evaluation of waiver of the selective service and the complications it presents for students who are or may be eligible for Cal Grant funds. Federal aid can be received without meeting the registration requirement while a Cal Grant recipient will not be eligible for the funds, if not registered.

Special Recognition

- To the District FA staff: Tosh, Manolis, Lili and Jim for all the countless hours dedicated to finding ways and testing the correct application of the flexibilities granted where over 1,000 students benefited from the processes.

Outreach & Community Relations

Employee Updates

Outreach

- The Outreach Department hosted a series of interviews to select our 2021-22 Ambassadors. We selected nine Student Ambassadors: Nhulong Vo, Keysy Mendez Lopez, Ami Lobue, Daniela Castellanos, Guillermo Martinez, Phoebe Truong, Trevor Messerly, Zain Almasarani, and Kaileykielle Hoga.
- We will also be partnering with Financial Aid to support Promise students with three Project Assistants: Delany Lizarraga, Wendy Lizarraga Hidalgo and Lawson III Hardrick. We will also have two dedicated Outreach Project Assistants: Joel Vera Gonzalez and Kaylyn Talia. Say HELLO to your 21-22 Outreach Team!!

Promise

- Former Promise Ambassador Makayla Srioudom will now be serving as Promise Project Assistant. We are excited for her continued efforts to ensure the success of Mesa's Promise students!

Events & Activities

Outreach

- 8/1-8/25: Throughout August, the outreach team hosted a minimum of three "Virtual Outreach Desks," to support our students who needed to have face-to-face interaction. It was a successful turnout with students coming in to ask questions regarding the campus, classes, and student life.
- 8/2-8/5: All Student Ambassadors participated in a week-long training. The new campus leaders have gone through the appropriate training necessary to fully assist students, prospective students, and community members about their college options. The ambassadors have been trained by special programs and various student services departments. Ambassadors are equipped to properly share this information with their high school sites, students, and prospective students.
- 8/17: Ambassadors and Outreach Staff participated in the Virtual Pep Rally. The Mesa College community hosted a Virtual Pep Rally prior to the fall semester. It was a great opportunity to invite and welcome students to the Mesa family. The students in attendance had the opportunity to ask questions and learn about the wonderful programs and resources available to them. Students also had the chance to meet with current and past Mesa students on their experiences at Mesa College and what advice they had to provide them! It was an amazing turnout with over 300 students in attendance.
- 8/19: Ambassadors and Outreach Staff participated in the Mesa Reorientation event. This event aimed at supporting students as they transition back to campus. Ambassadors had the opportunity to connect with students and provided campus tours to all!

Promise

- Promise hosted a final Information Session for 10 incoming students who were interested in applying for the program.
- We hosted two Promise Orientation sessions for Year 1 students during the final sessions of Summer CRUISE for approximately 100 students.
- Promise hosted three in-person Year 2 Student Recommitment Events during Mesa Reorientation and four virtual sessions during Second Year CRUISE with a total of 135 attendees. Students received program updates, requirement reminders, and other information about Mesa College programs and services. We also hosted a virtual Year 2 Student Recommitment Event during Welcome Week with over 50 attendees.
- We hosted a Year 1 Student Welcome Hour virtual event during Welcome Week to review program requirements and raise awareness for other Mesa College opportunities, resources, and services. Over 70 students attended.
- We hosted an opportunity drawing to give away 40 laptops to current Promise students. We also distributed free school supplies (including notebooks, pencil pouches, pens, pencils, highlighters, sticky notes, earphones, USB drives, water bottles, and phone chargers) to 600 students.

Innovations & Data

Promise

- The Promise Canvas page is now live. Students can join the Canvas page and use it as a home base for Promise requirements, announcements, resources, and more. Students can view and join the page at this link: <https://sdccd.instructure.com/courses/2371843>
- There are currently 645 students in the Year 1 cohort and 705 students in the Year 2 cohort.

Policies & Procedures

Promise

- The Promise application for Fall 2021 has been re-opened for students that may have missed the deadline and will stay open through fall census. Here is the link to the Promise application: <https://forms.gle/erfQaHYg3vwnJof19>
- Approximately 120 students have pending Promise applications. They will be enrolled in the Promise program when their 2021-2022 financial aid application is successfully received and/or their residency is verified. We are collaborating with the Financial Aid Office and Admissions to support these students with their requirements.

Special Recognition

- We want to extend a warm “Thank You” to former Student Ambassadors Anthony Chhum, Makayla Srioudom and Delany Lizarraga, for their dedication and service to Mesa College!

Student Affairs

Events & Activities

- Fall Welcome Week
 - The Fall 2021 Welcome Week was, for the first time since campus was closed last year, a hybrid event combining online opportunities for students to connect with Mesa departments and services, but also two Welcome Center booths on campus to provide information and support to those students attending one of the in-person class sections offered this semester. Despite overall campus attendance being much lower than a 'regular' fall opening, the two Welcome Center booths have distributed more than 500 campus maps, 450 packaged snacks, and 800 small bottles of water to Mesa students. Student Affairs, in particular, hosted a "Sign On With Student Affairs" online presentation (Wednesday, August 25) to encourage new and returning students to get involved with campus organizations, specifically the Associated Students, Campus Clubs, and Scholarships funded by the Mesa Foundation.
- Virtual Pep Rally
 - As part of a slate of events meant to help students with the safe return to campus, the Virtual Pep Rally (Tuesday, August 17) was a modest event held online through Zoom that can be best described as "spirit building" through helpful tips, testimonials from returning students, gift giveaways and an overall light-hearted atmosphere of comradery. The most notable outcome of the Virtual Pep Rally was relatively massive student attendance; more than three-hundred Mesa College students attended the rally. This event was planned and implemented with the close assistance of the Associated Students, Peer Navigators, and Outreach.
- Reorientation
 - Like the Virtual Pep Rally, Reorientation (Thursday, August 19) was an event centered on sparking excitement among returning students; unlike the Virtual Pep Rally, Reorientation was an on-campus event that focused on returning second-year Mesa students, many of whom had not physically been to Mesa College despite attending classes for the two preceding semesters. Roughly 130 returning students were able to attend the event, which was modeled on and very similar to previous Jump Start events taking place in the spring, including an introduction by President Luster, words of community by Vice-President Hands, a variety of workshop offerings, and campus tours led by Peer Navigators.
- Restorative Justice Flex Workshop
 - Claudia Perkins held a flex workshop with Katlin Choi and Jill Moreno-Ikari on Restorative Justice Practices (Wednesday, August 18). This presentation dovetails into a planned Restorative Justice book club, information on which will be shared with the campus soon.

- Impactful Communication Flex Workshop
 - Dean Victoria Miller and Claudia Perkins held a Flex Workshop on Impactful Communication (Wednesday, August 18), addressing academic and behavioral concerns on-campus and in a remote environment.
- Adjunct Faculty Orientation
 - Dean Victoria Miller and Claudia Perkins also took part in the New Adjunct Orientation (Wednesday, August 18) by sharing our work on restorative justice and leadership development in Student Affairs.

Special Recognition

- Pep Rally Team: - Ashanti Hands - Karla Trutna - Zulma Heraldez (Duran) - Jen Park - Natalia Trinh - Van Chhum - Charlie Lieu - Courtney Lee - Markus Berrien - Makayala Srioudom - Delany Lizarraga - Anthony Chhum - Joel Vera Gonzalez - Anabel Pulido - Jennifer Kearns
- Reorientation Planning Team: - Karla Trutna - Zulma Heraldez (Duran) - Jen Park - Courtney Lee - Jacqueline Collins - Van Chhum - Anabel Pulido - Agustin Rivera - Pahua Vang - Claudia Perkins

Student Development

Employee Updates

- Claudia Estrada-Howell was promoted to Associate Dean of Career Education at San Diego Miramar College.
- Olivia Picolla is serving as Acting Career Guidance and Transfer Center Supervisor.

Events & Activities

- The Student Development Leadership Team completed a leadership development program in summer 2020. Dean of Student Development provided the leadership team with certificates to celebrate their accomplishments.
- Dean of Student Development worked with the athletics and counseling team to create an advising rack with counseling resources to be housed in the EXSC/Athletics Department.
- Dean of Student Development facilitated a training with the Peer Navigators on Impostor Syndrome/Phenomenon and Intersectionality on 8.17.2021.

Innovations & Data

- Dean of Student Development is creating and updating the Canvas shell for the New Faculty Institute.

Student Success Stories

- Loving the interactions, collaborations, and conversations that stemmed from the presentation with Peer Navigators.

Special Recognition

- Many thanks to all the areas in the School of Student Development that transitioned back to return to campus during the week of August 16.
- Thankful to Admissions and Veterans and Records for the smooth transition and implementation of QLess for serving students.
- Thank you to Counseling and Transfer, Career, Evaluations for transitioning back to the campus and for the continued support and services provided to students.
- Many thanks to Andrew Tanjuaquio for leading the Cranium Cafe efforts for Mesa and providing a demo to the Student Services Leadership Team.

Student Health Services

Employee Updates

- Nancy Bromma FNP Contract Faculty retired after 15 years of quality service.
- Laura Milligan FNP returned to Student Health services after working in a remote clinic in Sierra Leone, Africa with Doctors without Borders.
- Mesa Student Health welcome back Alejandra Espinoza and Kennedy Carrothers as the project assistant to care for all students of Fall 2021 semester.

Events & Activities

- Suzanne Khambata presented at the Dental Orientation.
- Kennedy Carrothers presented to new ambassadors on their Outreach Ambassadors training on Student Health website, information on medical and mental health care students could receive while taking classes with SDCCD.
- Mimi Vu assisted AVANZA in the Summer CRUISE program for a bonus round to completely assist 600+ students starting college this semester. Mimi presented for Student Health Services on what the department could do for students with medical/physical health and mental health.
- Linda Gibbins-Croft, LCSW provided the last Connections through Jackbox games group and Be Calm group to summer school students. She is working on a new schedule to have this popular group in the Fall semester.
- Senior Consultant of San Diego County, Catherine Bender and Marti Brentnall MPH along with Champions for Health came onto Mesa campus and provided free COVID vaccines (J&J, Moderna, and Pfizer) and education to students, staff and faculty on the first day of Welcome Week.
- Student Health will be providing additional workshops for Welcome Week Fall 2021.
 - A. Dr. Calvin Wong and Renee Dean RN will present on COVID impact with Delta strain, vaccine hesitancy, numbers of hospitalizations, and impact of hospital staff.
 - B. Linda Gibbins-Croft LCSW and Monica Woodruff AMFT will present on Anixety: How it affects culture, how to cope about depression and anxiety, and culture discussion.
 - C. Urban Restoration Counseling Center will present on how to stay calm.
 - D. John Guinn LMFT, will present on reintegration into the community, addressing social anxiety and COVID anxiety.

Innovations & Data

- Aurora San Pedro, LMFT provided a flex workshop for staff and faculty on Social Anixety Reintegration to help prepare for campus reopening. In the workshop, Aurora help staff and faculty understand how social anxiety plays in our interactions with one another. Aurora navigated how to respond to the anxiety within our self and those around us.
- The patient portal is ready for a soft opening available on the Student Health website. Mental health counseling on Medicat is ready for students during the soft opening. Medicat will assist Student Health in transferring paper records to digital records.

- Along with working on the new electronic health records (EHR), Student Health finished reporting on San Diego Regional Immunization Registry (SDIR). Student Health is waiting on San Diego County for more supplies of COVID vaccine.
- We served 451 students with medical and mental health needs, along with Student Services triage for all students who were not able to load their COVID vaccine card, answered questions about being dropped from classes, troubleshoot pending COVID documents for students, and assist students navigate in the SDCCD COVID-19 website. We are available for all students who are fully vaccinated to be seen in-person and tele health appointments are available for students who are no fully vaccinated yet.

Policies & Procedures

- Linda attended Transition Age Youth (TAY) Behavioral Health Services Council meeting provided by the County of San Diego, Health and Human Services Agency about Adult Mental Health.

Student Success & Equity

Employee Updates

- We would like to welcome Katrina Hasson Hamilton who will serve as our SDICCCA Fellow for 2021/2022.
- We would like to welcome our first CTE work experience student to The Stand Basic Needs Department: Sergio Osuna, studying nutrition.

Events & Activities

- Developing a SSE Theme for Fall Semester: "Building Confidence in a Safe Return", all activities will center on this central theme to support our students' transition back to campus.

Innovations & Data

- This month we have returned to campus and The Stand Basic Needs Department has a brand new location in K106/105. This new location allows for us to provide food, clothing, basic needs resources, emergency aid, workshops, and direct student support all housed in the same space making it more convenient for our students. We are still under construction and are hopeful to open to students soon.
- The Stand has begun seeing students through our direct student support program and have been providing students with books, supplies, food, bus passes, and other resources to assist with basic needs.
- The Stand is continuing to host the Farmers and Mobile markets as a drive thru model on the third level of the campus parking garage. These events are typically held the First Monday and Third Thursday of each month.
- Through a partnership with Student Affairs, The Stand is thrilled to support Project Success. Project Success is an emergency aid program where students experiencing an unexpected expense like a car breaking down or medical bill can submit an application for up to \$500 assistance.
- The Stand has entered an MOU with Kitchens for Good that will help us provide well balanced frozen meals to the students. We are extremely excited to provide another healthy free food option to our students.
- The Stand has entered an agreement with the Foundation for California Community Colleges to partner together for a CalFresh Outreach Ambassador Program. Through a generous donation (from Union Bank and Anthem Blue Cross) made to the Foundation students will be trained to provide CalFresh outreach and Campus Basic Needs information to their peers.

Transfer

Events & Activities

- Time to Talk Transfer! Transfer season has begun. In an effort to support transfer students fall transfer planning workshops started in August. These UC Application open labs, Transfer Talks, Drop Ins and Appointments continue through August. Please refer students to our Workshops and Events page when interacting with potential transfer students.

<https://www.sdmesa.edu/student-services/transfer-center/workshop-events.shtml>

Innovations & Data

Transfer Center Data	
<ul style="list-style-type: none">• Counselor Drop-In Appointments: 24• Counselor Appointments: 19• Transfer Center Drop-ins: 169	<ul style="list-style-type: none">• Transfer Talks: 12• Transfer Workshops: 4• Transfer Welcome Week 17• Chat Bot Conversations: 31

- Top 5 Videos on the SD Mesa Transfer Center YouTube Channel
 - SDSU Application Tutorial 658 views
 - CSU ADT pathways 129 views
 - Appeals 126 views
 - Transfer Recognition Spotlight Video 104 views
 - SDSU 108 views
- Spring of 2022 is open for some campuses including the SDSU@MesaCollege Microsite and the Global Campus as well as limited majors at CSU San Marcos.
- UC Merced and some CSUs are also open spring of 2022 but limited by major.

Policies & Procedures

- We asks student to avoid sending time sensitive questions via email. Students should log into a live transfer talk, call the TC to set up an appointment or arrange "drop in" at 619-800-3269 or try to chat bot.

Special Recognition

- Thank you to Alicia Lopez for being a Transfer Center Allstar!

Veterans

Employees

- All department employees are transitioning back to on-campus work.

Events & Activities

- In addition to our on campus services, we are continuing to offer all virtual services as we have done over the past year. We will continue this as part of our regular services.

Innovations & Data

- We have implemented the utilization of QLess and it has been working wonderfully for us in Veterans & Records. We have assisted over 1000 student, via email, virtual front desk or via the phone for the month of August.

Policies & Procedures

- We are working on adjusting internal processes for the VA Vocational Rehab program. We hope to have these implemented in the next month

Student Success Stories

- We worked with a student to assist with her in getting an expedited payment for her monthly housing. She was initially anxious and concerned about her housing and by the end of our conversation she felt she now had options to her situation.

Special Recognition

- A huge thank you to the team who has been overseeing the Welcome booths in front of I-400. Your assistance with helping control the flow of people entering the first floor has not gone unnoticed and please know how much we all appreciate each of you for what you have done and continue to do for our students. THANK YOU!

Vice President Student Services

Events & Activities

- Motivation and Moral Committee
 - On August 18th, M&M hosted the Student Services Fall 2021 Meet & Greet to welcome and celebrate our new and promoted Student Services Team Members! Congratulations to our promoted employees: Olivia Picolla, Acting Supervisor of the Transfer, Career and Evaluations Center; Amara Tang, Student Services Technician in EOPS; and Jessica Gaffney, Student Services Assistant / Foster Youth Liaison in Financial Aid. Congratulations to Celine Ahearn for her successful reclassification from Student Services Assistant to Senior Student Services Assistant in Admissions.
- In partnership with Administrative Services, Student Services hosted Welcome Stations on the first
- VP Hands presented at the following events:
 - Re-orientation Event for 2nd Year Students
 - Convocation
 - Campus Community Forum
 - Faculty Teaching on Campus Meeting
 - Honors Program Orientation
 - Next UP Welcome Back Event
- VP Hands attended/participated in the following activities/events
 - The Stand: Mobile Market
 - Associated Students Virtual Pep Rally
 - College Leadership Retreat
 - Administrators Retreat
 - Welcome Week
 - Art Gallery Reception and Open House
- VP Hands attended the following webinars/professional learning opportunities
 - Equity Avengers: Presidential Perspectives on Institutional Budgets
 - Meet the Women Leaders in the State Chancellor's Office

Innovations & Data

- In partnership with Administrative Services, Student Services hosted a Welcome Stations to help guests navigate our opening. The station provided PPE, information on hours and services, COVID self-screening questions, mask requirements etc.
- Attended MPC Leadership meeting to discuss technology needs for Mesa Pathways
- Presented Mesa Journeys at New Faculty Orientation
- Sent Welcome Back email campaign to students
- Provided Live Chat/Inbox Zero training to new CTE Project Assistant
- Launched QLess for 8 student service departments/programs

- QLess stats for 8/23 – 8/31

Date	Arrived	Removed	Left	No-Show
23-Aug-21	222	1	19	27
24-Aug-21	150	1	5	24
25-Aug-21	114	0	9	21
26-Aug-21	87	0	10	13
30-Aug-21	104	0	12	8
31-Aug-21	79	0	4	2
Total:	756	2	59	95

Policies & Procedures

- Effective August 2nd Student Services VPSS and Deans started working from the office 4 days per work.
- Effective August 16th Student Services employees began working from campus a minimum of 2 days per week
- For the first time since March 2020, Student Services opened our doors for limited in person services. To learn more about how we are serving students in more ways than, one visit [here](#).
- In partnership with Administrative Services, Student Services hosted a Welcome Stations to help guests navigate our opening. The station provided PPE, information on hours and services, COVID self-screening questions, mask requirements etc.
- In partnership with Administrative Services PPE were distributed to all departments and throughout the building.
- Mask requirement, Welcome Station, COVID self-check and Q-Less signage was posted and distributed throughout the building.

Call to Action

- Hosted Feel, Heal and Be Real Event
- Student Services Distributed our [Call to Action: Year End Report](#)

Special Recognition

- Special thanks to Trina Larson for compiling our Call to Action Report and creating our “We are Here for you in More Ways Than One Campaign”
- Special thanks to Charlie Lieu for the successful launch of our QLess services.
- Special thanks to Administrative Services (Jacqueline Collins, Matt Fay and Lorenze Legaspi) for their assistance with our safe return to campus planning, signage and staffing of the Welcome Station.
- Special thanks to our Deans and the entire student services community for engaging our Safe Return to Campus plan and for breathing life into our Call to Action efforts.