



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

- Lara Napasa has been promoted to Project Assistant and will continue to provide services through the Career Peer Ambassador Program for the Career Center.
- Luiza Barreto Rodrigues, our Lead Career Peer Ambassador, graduated from Mesa College in December 2020 with an Associate of Arts Degree in Sociology for Transfer AND an Associate of Arts Degree in Political Science.
- DSPS would like to welcome back DSPS Counselor/Professor Melissa Williams who has returned from maternity leave.
- EOPS is excited to announce that Amara Tang will be joining our team as the new EOPS Student Services Technician on Friday, February 5th!
- Yolanda Granados and Danna Ley Arreola have joined the Borderless Scholars team as a Peer Mentors.
- Prorata Counselor David Navarro started at Mesa in January. Welcome back to Mesa, David!
- Congratulations to Laura Milligan, FNP our wonderful nurse practitioner for receiving an invitation from MSF (Medecins Sans Frontieres) Doctors Without Borders for an opportunity to join them in Sierra Leone, West Africa.
- Mimi Vu from Student Health Services has successfully created all of the back work needed for our new EHR system, Doxy.Me, a virtual platform for on-line visits.
- VP Hands was appointed to serve as the Accreditation Liaison Officer for the remainder of academic year.

- Welcome to Mesa Thuy Nguyen and Jacob Martin, Student Assistance Technicians in Financial Aid.
- Congratulations to Elizabeth Jones for her successful reclassification from Student Services Assistant to Senior Student Services Assistant in Admissions.

Events & Activities

- Assessment staff continue to answer students' questions via live chat. This effort helped to produce a number of meaningful conversations which enabled students to have their questions answered and readily connect to support services.
- The Kearny Fast Track students were again successfully enrolled remotely for spring 2021 with the help of Admissions, the VPI's Office, and Accounting.
- In December, CARE provided \$350 grants and \$100 grocery cards to CARE students
- NextUp and FAST Scholars provided \$1,500 grant to NextUp Students and \$1,200 for FAST students.
- STAR TRIO conducted wellness check-ins to student that had not enrolled for Spring 2021.
- Student Affairs and the Associated Students collaborated with Student Health Services to present an online Healing Circle event on Friday, January 22. The goal of this inclusive event was to provide a positive outlet for anyone in the Mesa College community that may be experiencing any mix of powerful emotions, including anxiety, stress, excitement, hope, concern, fear, anger, and confusion with the continuous social unrest that has taken place.
- The Spring ART training was held on January 25 and 26 with the new and continuing Athletic Retention Technicians.
- The Transfer Center continued to support the Fall 2021 application process.
- Veterans continued offering our VA Hotspots throughout the entire break and the virtual front desk during the month of January.
- In December, M&M shared the gift of music to the Mesa Student Services community. Thanks to the help of Student Services Team Members, we compiled a Youtube and Spotify playlist of Favorite Holiday Tunes!
- Student Services hosted Feel, Heal & Be Real Dialogue sessions in December 2020 and January 2021

Innovations & Data

- Counseling worked with Alessandra Moctezuma and Jenny Armer (Mesa Art Dept) to have student art backgrounds used by counselors as their zoom backgrounds.
- Counseling instituted a student 'Share Your Voice' option on our main counseling webpage. They want to have a continuing dialogue with students about their views on improving General Counseling.
- About 100 early high school graduates will be joining the Promise program as Year 1 students during Spring 2021. These students have until February 16 to sign their Promise contract.
- The Stand continued providing drive thru versions of the Mobile Market and Farmers Market. Each event is providing 40-50lbs of produce and shelf stable food for free to those who attend. We are averaging 225 households at each event.

- Olivia Picolla in Transfer, Career, and Evaluations created a GPA calculation video for the Transfer Center! It's now streaming on YouTube and TC Webpage!!
- Cares Act Allocation Information: <https://www.sdccd.edu/students/consumer-information.aspx#sfa>
- [Mesa Scholarships](#) now accepting student applications. Last day students to apply: 3/8/2021
- Resources for [Online Student Support Services](#) page updated for the Spring 2021 term

Call to Action Update

- BLM and Equity at every Admissions staff meeting on Tuesdays to discuss articles, webinars or events happening in our country. They are watching the four PLU "Words Mean Things" videos- and so far have discussed 2 words: Anti-Racist and Anti-Blackness. We also spent time debriefing the Capitol Riot, and the Inauguration of President Biden.
- After creating infographics that highlight student support services with hyperlinks, the Assessment Office began distributing it to new students. In addition, Assessment assisted the Outreach Department in a combined Call to Action by sending a follow-up email to our students who identify as African American and withdrew during the Fall semester.
- Peer Navigators spent time reviewing goals set out to support Call to Action efforts. The goal for the spring is to invite Black/African-American students to focus groups to discuss resources and ask for suggestions to improve Summer CRUISE.
- CalWorks posted its Call to Action information on the Black Lives Matter Resource in CalWORKS Newsletter and is sharing all events from the Sawubona Canvas shell with CalWORKS students who have self-identified as Black or African American.
- The Career Peer Ambassadors will be hosting a Spring 2021 Career Peer Workshop Series! They have started creating six career-related workshop presentations aimed to help students learn about job search strategies, interview preparation, and networking in a virtual environment. They hope to collaborate with Black Studies Program and Umoja to reach more disproportionately impacted students and share these resources.
- The Mesa Counseling Equity Canvas Shell is now live, containing videos and links to the General Counseling Open House presentations.
- In December, DSPS Counselors attended the Advising African American Men training.
- EOPS collected Ethnicity from EOPS Exit Student Surveys.
- The Evaluations Team successful held the Apply for Graduation party on November 6th and 13th. We had 20 students in attendance, and all students shared how helpful the event and resources were. With the success of this event, the Evaluations Team will continue efforts in the spring 2021 semester hosting multiple Apply for Graduation parties to inform students on the process of applying for their degree and encourage their participation in the 2021 Virtual Commencement Ceremony.
- Financial Aid had ongoing trainings with the Black Faculty Counselors Collaborative.
- UMOJA and Outreach met in December to begin discussing workshops we can offer/promote in the Spring for Promise students. In addition, this spring Outreach will highlight UMOJA during our annual Pre-Enrollment workshops and Mesa Information Nights.
- Student Affairs is working on creating specific workshops for our Black Students to encourage submission of scholarship applications.

- Linda Gibbins-Croft, LCSW and Director of Student Health Suzanne Khambata, FNP, is currently very close to completing work with District Risk Management and Urban Restoration Center leadership for the care of Black Students in our mental health program.
- Student Success and Equity coordinated the Student Service Call to Action - Call to Black Students. 130 calls were made to Black / African American students who withdrew in Fall. Calls were made by enthusiastic Mesa employee volunteers. Feedback was positive. One caller shared that the “Student was very thankful and happy for the call. I assured her that she can contact me if she needs any additional support.”
- The Transfer Center goal was met by its series of transfer workshops for our disproportionately impacted students.
- Veterans is recruiting new student veteran work studies for the Spring 2021 term.
- Call to Action Updates have been added as a standing agenda item at Mesa Student Services Council (MSSC) Meetings.

Policies & Procedures

- District Admissions supervisors discussed the policy and practices of HS dual enrollment, wanting to ensure colleges were reading the policy the same way. A product of this meeting was a gentle email to high school students who did not meet academic standards for Fall 2020 letting them know that we want to support them by giving them a couple of practical ways for them to continue taking college courses. We are also working on a proposal to the District Student Services Council to review our policies and procedures.
- Promise students must be enrolled in least 12 units by the Add/Drop Deadline or they may be removed from the program. (This requirement does not apply to students with a DSPS accommodation for unit load.) Students who are unable to enroll in at least 12 units for Spring 2021 must submit an appeal for a reduced unit load by February 8, 2021. Email sdpromisemesa@sdccd.edu for the appeal form.
- Refer to [Student Travel Advisory](#)
- Due to the impact of COVID-19 on student's academic learning during the Summer semester, the San Diego Community College District has decided to provide students with a one-time waiver and remove the disqualification registration hold. While we still highly recommend that students speak with a counselor, students are still able to continue their studies during the Spring 2021 semester.

Student Success Stories

- Winter CRUISE student feedback: *I appreciated the warm & friendly welcome from everyone; from Coordinator Agustin Rivera, our Green Team Peer Navigators, Chris Fisher and June Nguyen, Dr. Luster and Dr. Hands, and the many others from the different SDCC departments that shared information. Thank you for the confidence to know we can count on their support to be successful.*
- EOPS Students Voices- Fall 2020 EOPS Exit Session Survey response to the question, “How has EOPS supported you in reaching your goals?”: *EOPS helped me with my long-term plans and to have my priorities set and ready to get them done,*

- Borderless Scholars emailed students, letting them know that they are being considered for a \$150 grant and requesting student portal address updates, if needed. A student responded- *In times like these I have been struggling with balancing my bills, education, and work. With this type of help makes me feel a lot relieved that you guys are able to help me in a hardship like these. This will only motivate me to keep pursuing my goals no matter what the circumstances looks like.*

Admissions

Events & Activities

- Admissions staff attended the following events:
 - NCRC Bystander Challenge Training
 - Call to Action Classified Meeting San Diego Mesa College
 - Campus Community Virtual Forum
 - We are listening
 - Presidents Breakfast
 - Business Writing Tune-Up
 - Soup'r Sweet Drive-Thru Holiday Event
 - Feel, Heal & Be Real S
 - DC-AAWCC Cooking with Chef Tonya
 - CCAP Joint-Partnership Workgroup
 - Insurrection at the Capitol Justice and Reconciliation on our Campuses and in our Nation
 - Student Services Spring 2021 Meet & Greet

Innovations & Data

- A couple of innovations took place with JIRA for HS supplemental application. We asked district to create a couple of new queues, HS to Process and Completed HS forms. These changes allowed us to review applications as they came, and move them into the HS to process queue so that we could give students needing additional assistance the time/attention they needed.
- We also asked district to create and edit query's in CS to allow us to get a report of high school students with balances, so that we could ensure that registration fees were abated, and help students to pay their \$22 health and student representation fees. District also created a new query for us of CCAP enrollment, and CCAP grades needing to post.
- Here is our fun data:
 - In total, we had 5,487 documented connections with our students through emails, calls and JIRA processes.
 - Emails
 - 1775 emails from our general admissions email
 - 798 residency emails
 - 287 emails across 8 Allied Health programs
 - 47 international student emails
 - 85 students needing help with their transcripts
 - 118 Verification of Enrollment and attendance forms processed
 - JIRA Data
 - 52 CS password reset
 - 238 supplemental applications
 - 252 student petitions
 - 32 AB540 forms 3

- 90 Semester worksheets
- 167 Updates to SSN, Name, Citizenship, Birthdate
- Calls
 - We are on 2 different systems still, our Google Voice line and our phone tree. We had 2,195 calls that required our use of CS to review data. Calls that did not require CS are not counted in our numbers at this time.

Call to Action Update

- Admissions' Call to Action to increase Professional Development: BLM and Equity At every staff meeting on Tuesdays, we discuss articles, webinars or events happening in our country. We are watching the four PLU "Words Mean Things" videos- and so far have discussed 2 words: Anti-Racist and Anti-Blackness. We also spent time debriefing the Capitol Riot, and the Inauguration of President Biden.

Policies & Procedures

- In December, the Admissions supervisors met with their counterparts at City and Miramar with the District Student Services staff. We discussed the policy and practices of HS dual enrollment as we wanted to ensure that all 3 colleges were reading the policy the same way. A product of this meeting was a gentle email to high school students who did not meet academic standards for Fall 2020 letting them know that we want to support them by giving them a couple of practical ways for them to continue taking college courses. We are also working on a proposal to the District Student Services Council to review our policies and procedures.

Assessment

Events & Activities

- Ongoing Student Support (LIVE CHAT): Assessment staff continue to answer students' questions via live chat. This effort helped to produce a number of meaningful conversations which enabled students to have their questions answered and readily connect to support services.
- Challenge Exams: The Assessment Office helped to provide students with Challenge Exam information and scheduled virtual exams in December and January.

Innovations & Data

December

- Unduplicated Student Count – 198
- Orientation - 18
- Email - 59
- E-CHAT (began 11/16) - 44
- Placement Assistant – 72

January

- Unduplicated Student Count – 230
- Orientation - 33
- Email - 85
- E-CHAT (began 11/16) - 50
- Placement Assistant – 101

Call to Action Update

- After creating marketing materials (i.e. infographics) that highlights student support services with hyperlinks, the Assessment Office began distributing it to new students. In addition, we assisted the Outreach Department in a combined Call to Action by sending a follow-up email to our students who identify as African American and withdrew during the Fall semester.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

- January 12-14 (Online) Winter CRUISE
 - Over 100 students attended the piloted three-day event. The session helped onboard new early high school grads, international students and adult learners attending Mesa for the first time.
- January 29 AVANZA Engagement Center
 - Open Hours Peer Navigators will be available to support students who may have last minute questions or need to be redirected to departments/programs.

Innovations & Data

- Feedback from Winter CRUISE is being gathered and processed.

Call to Action Update

- Peer Navigators spent time reviewing goals set out to support Call to Action efforts. The goal for the spring is to invite Black/African-American students to focus groups to discuss resources and ask for suggestions to improve Summer CRUISE.

Student Success Stories

- Winter CRUISE student - I appreciated the warm & friendly welcome from everyone; from Coordinator, Agustin Rivera, our Green Team Peer Navigators, Chris Fisher and June Nguyen, Dr. Luster and Dr. Hands, and the many others from the different SDCC departments that shared information. Thank you for the confidence to know we can count on their support to be successful.

Special Recognition

- The Peer Navigators! They show up and keep us going!

CalWORKs

Employee Updates

- As of October, the CalWORKs program has welcomed 2 new CalWORKs Adjunct Counselors, Leo Carrillo and Grace Aumoeualogo. Both have been working with Mesa College's CalWORKs students and has done an amazing job in connecting the students with the program and to Mesa College as well.

Events & Activities

- November & December (Tue & Thu from 11-12pm)
The SDCCD CalWORKs Programs (City College, Miramar College, Continue Education and Mesa College) and the San Diego County Health Human Services Agency (HHSA), put together a Zoom Drop-in workshop to assist student in applying for Cash Aid, CalFresh, and Medical. Will continue this in Spring 2021 on Mon. & Thur. from 11am-12pm
- Continue CalWORKs Drop-in session for new and continue students on Fridays from 9am-12pm
- Continue attending CalWORKs Region X monthly meetings that included SD County Health Human Services Agency (HHSA), 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.
- December - provided a drive thru Toys for Tots pick-up to all of our 26 Fall active students.

Innovations & Data

- Fall 2020 - 26 Active CalWORKs students

Call to Action Update

- Posted Call to Action information on the Black Lives Matter Resource in CalWORKs Newsletter - Sharing all events from the Sawubona Canvas shell with CalWORKs students who have self-identified as Black or African American. As well as share information of Canvas shell in CalWORKs Newsletter

Special Recognition

- Thanks you to Danielle Short and to those AFT members that donated toys. As well as City College CalWORKs that donated the remaining needed toys for the event.

Career

Employee Updates

- Lara Napasa has been promoted to Project Assistant and will continue to provide services through the Career Peer Ambassador Program for the Career Center. Congratulations!
- Luiza Barreto Rodrigues, our Lead Career Peer Ambassador, graduated from Mesa College in December 2020 with an Associate of Arts Degree in Sociology for Transfer AND an Associate of Arts Degree in Political Science. She has transferred to the University of North Texas and will be majoring in Political Science. As an international student, Luiza brought positive and unique ideas and perspectives to our team. She has supported countless students at the TCE office and Mesa events, presentations, and workshops. Congratulations to Luiza and thank you so much for everything you have contributed to our Mesa community! Our team will miss you!

Events & Activities

- On December 1st, Kristy Carson, Career Counselor, and Co-Career Coordinator met with students in the Radiologic Technology Program for a “Resume and Cover Letter session” to learn about how to tailor their resume and cover letter writing when applying for employment in this field. Thank you, Kim Mills, for inviting us to meet your students.
- On December 4th, the Career Center and Work-Based Learning representatives, Alicia Lopez and Pavel Consuegra co-presented information about Career Services, Internships, and Work-Based Learning during the International Student Employment Workshop. Thank you, Adrienne Dines, for inviting us to this event.
- January 22nd - Malik Shabazz & Helen Ma attend the “Student Veteran Experience in a Time of COVID” NACE webinar
- January 26th - Career Ambassadors attended the Spring 2021 Student Services Meet & Greet

Innovations & Data

New Employer Contacts Mesa Job Network

- A total of 8 new employer contacts were made during this month through our online job board, “Mesa Job Network.”
 - Brookfield Properties
 - DIFest
 - East County Magazine
 - J. Walcher Communications
 - MAAC 6. Scan Health Plan
 - W Sherman Winseman Foundation
 - Xanterra Travel Collection

Job Postings on Mesa Job Network

- A total of 21 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/> To learn more about the online job board and other career resources for students, visit the “Career Connect Newsletter.” Newsletters are located on the Career website in the report's webpage.

Remote Career Center Data

- DEC 2020 Student Career Contacts reported on SARS: Total of 32 (point of contacts)
- JAN 2021 Student Career Contacts reported on SARS: Total of 57 (point of contacts)
- DEC 2020 Remote Career Counseling Appointments: Total of 41
- JAN 2021 Remote Career Counseling Appointments: Total of 38
- DEC 2020 & JAN 2021 Live Chatbot Conversations with Students: 33

Career Ambassadors Program (CAP)

- The Career Peer Ambassadors will now be offering Resume and Cover Letter Assistance Appointments through the eSARS scheduling platform! Students may schedule a Zoom, Phone, or Email appointment by calling the Career Center at (619) 800-3556 during regular operating hours. Please visit the Career Center website for more information on how to schedule a virtual appointment with a Career Ambassador.

Call to Action Update

- Our Career Peer Ambassadors will be hosting a Spring 2021 Career Peer Workshop Series! They have started creating 6 career-related workshop presentations aimed to help students learn about job search strategies, interview preparation, and networking in a virtual environment. We hope to collaborate with Black Studies Program and Umoja to reach more disproportionately impacted students and share these resources.
- The TCE Antiracism Diversity Equity and Inclusion action plan is undergoing review and vetting from additional collaborating offices. We hope to have it up on our websites in Feb.

Special Recognition

- We want to give a HUGE thanks to Andrew Tanjuaquio and Joel Arias for helping our Career Center to set up eSARS for our Career Peers! This new process has made the scheduling of student appointments for peer-to-peer resume and cover letter assistance more convenient and accessible to students. Thank you!

Counseling

Employee Update

- Two new additions to the General Counseling family
 - David Navarro, from Miramar to Mesa to work prorate
 - Christian Chavez, newly hired adjunct, previous experience with Irvine Valley College

Events & Activities

- Focused on serving our campus wide student population to assist with their Spring 2021 class selection.
- The Kearny Fast Track students were again successfully enrolled remotely for spring 2021 with the help of Admissions, VPI' s Office, and Accounting. A huge shout out and thanks to: Jose Aranda, Ivonne Alvarez, Arlis Svedberg, and Mila Zagyanskiy and the Accounting staff.

Innovations & Data

- Worked with Alessandra Moctezuma and Jenny Armer (Mesa Art Dept) to have student art backgrounds used by counselors as their zoom backgrounds.

Call to Action Update

- The Mesa Counseling Equity Canvas Shell is now live, containing videos and links to the General Counseling Open House presentations

Policies & Procedures

- Instituted a student 'Share Your Voice' option on our main counseling webpage. We want to have a continuing dialogue with students about their views on improving General Counseling.

Student Success Stories

- please see 'special recognition'

Special Recognition

- We have received emails from students singling out Counselors Mary Eden and Ramiro Hernandez for their outstanding work.

DSPS

Employee Updates

- DSPS would like to welcome back DSPS Counselor/Professor Melissa Williams who has returned from maternity leave.

Events & Activities

- DSPS Counselors, Erika Higginbotham and Isaac Arguelles participated in the President Cabinet retreat
- DSPS has been actively involved in working with the State CCCCCO to improve communication and maintain DSPS workgroups

Innovations & Data

- DSPS has purchased Otter.ai; a transcription and notetaking software application that integrates into zoom to improve student access to online course materials.
- 117 students have utilized the online appointment request form in December and January with 83 additional new student applications
- 21 alternate text media requests have been processed.

Call to Action Update

- In December, DSPS Counselors attended the Advising African American Men training
- DSPS Coordinator, Erika Higginbotham presented to the Athletic Retention Technicians (ART's)

EOPS

Employee Updates

- We are excited to announce that Amara Tang will be joining our team as the new EOPS Student Services Technician and her start day is effective Friday, February 5th! Amara will be supporting the development and implementation of EOPS and our special population programs. Amara has a wealth of knowledge and experience in planning, implementing, and evaluating student support programs. Amara previously served as a Project Assistant for the San Diego Mesa College Career Center from February 2018-December 2018 and she then served as Student Services Assistant for the Career, Transfer and Evaluations office from February 2019 to the present. In addition, Amara currently serves as a Student Services Senator on the Classified Senate and the Team Lead on the Student Services Motivation and Morale committee. Join me in extending a heartfelt congratulations to Amara!
- The Borderless Scholars Program is proud to announce that our team is growing and Yolanda Granados and Danna Ley Arreola have joined the Borderless Scholars team as a Peer Mentors. Danna and Yolanda have previously served with Borderless Scholars have a wide range of experience when it comes to supporting our efforts for undocumented students and for the success of our program. Danna and Yolanda are amazing and we are thrilled to have them back on the team!

Events & Activities

EOPS

- December 2020 | Provided \$50 grants to EOPS students.
- 12/7/20 | Holistic Student Series: Courageous Communication- Students learned about effective communication skills to communicate with professors and to build professional relationships.
- 12/7-11/20 | University Application Assistance Open Labs- EOPS Counselors provided virtual drop in hours from throughout the week to provide students in preparing and submitting their applications.
- 12/17/20 | Pedal Ahead Information Session- Our departments partnered with Work Based Learning, students learned about the Pedal Ahead programs: Loan to Own E-Bike and Young Adult Education and Workforce Development.
- 1/14/21 | National Society of Black Engineers (NSBE) Information Session- Our departments partnered with Work Based Learning to host an information session on NSBE to learn about NSBE, mentorship, leadership, and networking opportunities.
- 1/28/21 | Mesa Scholarship Information Sessions- Our department collaborated with Student Affairs and MT2C have collaborated to provide support as you continue to apply for San Diego Mesa College Scholarships! Special thank you to Jen Park for creating welcoming spaces for our students!
- 1/28/21 | Promoting a FAFSA and CADAA- We encouraged students to apply for 2021-2022 financial aid as soon as possible! The priority deadline for 2021-2022 FAFSA (Federal Application for Student Aid)  and CADAA (California Dream Act Application) is March 2nd.

CARE

- December 2020 | Provided \$350 grants and \$100 grocery cards to CARE students.
- 12/7/20 | CARE Check-In- Virtual space for CARE students to connect and share thoughts, challenges, and strategies to cope with current situation.

NextUp & FAST Scholars

- December 2020 | Provided \$1,500 grant to NextUp Students and \$1,200 for FAST students.
- FAST Scholars has continued its financial literacy partnership with San Diego Credit Union to provide students with education about money and mindset.
- Master Keys continues to support students with its weekly 7:00 am workout workshops.
- EOPS/CARE/ NextUp staff members attended a professional development training with Kendal Ficklin to cultivate team building within the department.

Borderless Scholars

- 12/03/20 | Monthly Mesa College Dreamer Students Work Group Meeting. Everyone is welcome! The purpose of this work group is to link efforts that are happening across campus and collectively develop and strengthen support services for current and prospective Mesa Dreamer students. If you would like to become part of the Mesa College Dreamer Students Work Group please contact EOPS and Special Programs Director, Leticia Diaz at ldiaz@sdccd.edu.
- 12/08/20 | Borderless Scholars promoted the Undocu-Circles that take place every Tuesday during Fall 2020. Zoom Meeting ID: 939 6770 1686. Undocu-Circles is a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and much more. Everyone is welcome!
- 12/08/20 | Borderless Scholars promoted FREE Immigration Legal Services to 358 Borderless Scholars Students. Mesa College and Borderless Scholars is partnering with Jewish Family Services (JFS) to offer FREE Legal Immigration Consultations. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team members. <https://www.jfssd.org/our-services/refugees-immigration/higher-education-legal-services/>
- 12/11/20 | Borderless Scholars Team offered a RISE Club information session. 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 Borderless Scholars Counselor Rosa Palacios at rpalacios@sdccd.edu for more information.
- 1/15/21 & 1/22/21 | Borderless Scholars partnered with Work-Based Learning to offer information and resources regarding career, job opportunities, paid and non-paid internships available for our Students. In these workshops students received information and support on how to apply and develop a resume among other resources.

- 1/25/21 | Monthly Mesa College Dreamer Students Work Group Meeting. Everyone is welcome! The purpose of this work group is to link efforts that are happening across campus and collectively develop and strengthen support services for current and prospective Mesa Dreamer students. If you would like to become part of the Mesa College Dreamer Students Work Group please contact EOPS and Special Programs Director, Leticia Diaz at ldiaz@sdccd.edu.
- 1/27/21 | Borderless Scholars partnered with the San Diego Mesa Student Affairs department to offer a “How to Apply for Scholarships” workshop for our Borderless Scholars Students. In this workshop students will have the opportunity to get an overview of Mesa’s Scholarships as well as to get a guided tour to the online application.
- 1/29/21 | Borderless Scholars Team partnered with the San Diego Mesa College Financial Aid Office offered a CA Dream Act Application Workshop. The Financial aid workshop was tailored for current and prospective Undocumented Students. The attendees learned about the Dream Act Application, CCPG, Grants, and Scholarship opportunities.
- 1/29/21 | Borderless Scholars Team partnered with the San Diego Mesa College Financial Aid Office offered a CA Dream Act Application Workshop. The Financial aid workshop was tailored for current and prospective Undocumented Students. The attendees learned about the Dream Act Application, CCPG, Grants, and Scholarship opportunities.
- 1/29/21 | Borderless Scholars Team presented a Time Management Workshop. A workshop designed to help our students on how better time manage and prepare for the school semester. The attendees learned about techniques to maximize their time.
- On an ongoing basis, Borderless Scholars promoted FREE Immigration Legal Services to 358 Borderless Scholars Students. Mesa College and Borderless Scholars is partnering with Jewish Family Services (JFS) to offer FREE Legal Immigration Consultations. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team Members. <https://www.jfssd.org/our-services/refugees-immigration/higher-education-legal-services/>
- 1/29/21 | Borderless Scholars Team offered a RISE Club information session. 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 Borderless Scholars Counselor Rosa Palacios at rpalacios@sdccd.edu for more information.

Project Restart

- 12/3/20 | Project Restart Check-In- Virtual space for Project Restart students to connect and share thoughts, challenges, and strategies to cope with current situation.

STAR TRIO

- December 2020 | Submitted the 2019-2020 Annual Performance Review to the US Department of Education.
- Conducted wellness check-ins to student that had not enrolled for Spring 2021.

Innovations & Data

NextUp & FAST Scholars

- FAST Scholars is on track for the fourth year of having 10% of its population graduate in spring 2021. The national average of foster your graduating is 8%.

Borderless Scholars

- FREE legal immigration consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars are partnering with Jewish Family Services to offer FREE legal immigration consultations! Visit JFSSD.org/HELPS to schedule an appointment.

STAR TRIO

- STAR TRIO Application was converted from PDF to Google Form- We have experienced an increase in applications. Applications are located on the STAR TRIO website at www.sdmesa.edu/STAR. Please share this opportunity with your students.

Call to Action Update

- Collected Ethnicity from EOPS Exit Student Surveys.
- Sent outreach emails to Learning Communities and Black Studies Department.

Student Success Stories

- EOPS Students Voices- Fall 2020 EOPS Exit Session Survey responses:
Survey Question: How has EOPS supported you in reaching your goals?
 - “EOPS provided the financial assistance I needed to make it monetarily possible to attend. Also, without the counseling support I would have had a much harder time navigating the process of enrollment. You guys were also incredibly prompt with returning calls and answering questions. I have been consistently impressed with how well all of you perform your duties. Thanks for everything!”
 - “EOPS helped me with my long term plans and to have my priorities set and ready to get them done”
 - “EOPS Counselor helped me a lot in this pandemic season”
 - “I never met with a counselor prior to EOPS so it was really helpful for me to have them guide me throughout this semester”
 - “confidence of asking what i need to succeed and keep learning of what they have to offer to help others.”
 - “You take care student about education plan and hearing from us.”
 - “My first year in college, I was very confused and lost but EOPS was able to help me understand and made the college experience a lot easier for me.”
 - “The constant appointments reminded me about my plan for my future in college. Without it who knows how long I would be in college trying to meet the requirements to transfer. It couldn't have been done without the guidance of my EOP's counselor.”

- “EOPS helped me by guiding me in the right direction, helped me so much with the classes I needed to take as well as helping me correct mistakes I could have done by accident.”
- “My coaches are like a phone call away where I would find confidence in my school work.”
- “EOPS services really helped my succeed with lessening my financial burden. Especially with COVID-19, my breadwinner dad became unemployed so money became tighter. If I didn't have EOPS this semester, I wouldn't know what to do. EOPS services provided me the tools to succeed, and I appreciate it! I was able to get counseling appointments, even during rush hour. All the counselors I've had were so friendly and sweet. I'm a first generation college student, so I don't have much prior knowledge about the college process.”
- Borderless Scholars Student Anecdotes:

Student- Kevin

We sent an email to our Borderless Scholars students letting them know that they are being considered for a \$150 grant and to update their address on their student portal if needed. A student responded- “In times like these I have been struggling with balancing my bills, education, and work. With this type of help makes me feel a lot relieved that you guys are able to help me in a hardship like these. This will only motivate me to keep pursuing my goals no matter what the circumstances looks like”. The student started his higher education journey at Mesa College in Spring 2019 (interesting fact- he lives in Poway and decided to attend Mesa College because he quote- “had heard good things about our college, programs, and the people that work at Mesa”). I am excited to share that he was accepted to UC Davis and transferred Fall 2020 as an Environmental Design major.

Student - Yvonne

A Borderless Scholars student lives in Pasadena. Given that her major is only offered at a small number of community colleges, Mesa College being one of the colleges that has the program she is pursuing. She shared that she decided to visit the colleges before making a decision and when she visited Mesa College the first thing she noticed were the Monarch butterfly banners, stickers, signs, and images both on campus and on our website which she didn't even think twice and decided to attend the program at Mesa College. She moved to San Diego alone to pursue her dreams and she shared that the Borderless Scholars Program has made her feel at home and it thankful for the plethora of services that we have been able to provide her.

Special Recognition

- A special shout out goes to the Borderless Scholars Team for their amazing teamwork in facilitating meaningful and successful virtual events to support current and prospective students and their families!
- A huge THANK YOU to Marichu Magana for her support and assistance with the submitting of Annual Performance Report.

Evaluations

Events & Activities

- Due to historic and structural racism and other forms of systemic barriers for Black students including lower graduation numbers, the Evaluations department at San Diego Mesa College continues to address racial inequity by hosting our Apply for Graduation Parties this spring semester. Our next Apply for Graduation Party will be held Feb. 10th from 11:00 a.m. – 12:00 p.m. – zoom details TBA on the Evaluations website: www.sdmesa.edu/evaluations
 - The Apply for Graduation Party was designed to explain the application process, the importance of earning a degree and/or certificate, promoting the importance of participating in the Commencement Ceremony and the Rite of Passage end of the year celebration, and lastly, help remove structural barriers created by some student petitions. In addition, our Counselors will share career services available to students and alumni and the value a degree on your resume has.
 - The Apply for Graduation Party will be promoted through various programs and channels on campus including, Black Studies Program and Faculty, Black Faculty Counseling Collaborative, UMOJA, Athletics, Next-Up, Foster Youth, DSPS, EOPS, and the Career Center.
- The Evaluations department will participate in Welcome Week and hold an informational session on Wednesday, February 3rd from 2:00 – 3:00 p.m. and Friday, February 5th from 11:00 a.m. – 12:00 p.m. – details in Student Affairs' Welcome Week email.

Innovations & Data

- All student petitions and forms are now 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-anddocuments.aspx>
- The remaining 2020- 2021 Apply for Graduation Deadlines are as follows:
 - February 14, 2021 - Deadline to Apply for Graduation for students transferring to a CSU in Fall 2021 who are completing an Associate in Arts for Transfer (AA-T) or an Associate in Science for Transfer (AS-T). Associate Degree for Transfer (ADT).
 - March 15, 2021 - Deadline to Apply for Graduation and ensure your name will be included in the commencement program. **Students filing after this date, but before April 30, 2021 will still be Spring 2021 graduates, but their name may not be in the Commencement Program.**
 - April 30, 2021 - Deadline to Apply for Graduation and be a Spring 2021 graduate. Students filing after this date will be a Summer 2021 graduate.
 - July 31, 2021 - Deadline to Apply for Graduation and be a Summer 2021 graduate. Students filing after this date will be Fall 2021 graduates.
 - Please note: Students must still apply for their degree/certificate through their mysdccc portal under the "My Academics" tab. Students should follow deadlines above that align with their path.

Call to Action Update

- The Evaluations Team successful held the Apply for Graduation party on November 6th and 13th. We had 20 students in attendance, and all students shared how helpful the event and resources were. With the success of this event, the Evaluations Team will continue efforts in the spring 2021 semester hosting multiple Apply for Graduation parties to inform students on the process of applying for their degree and encourage their participation in the 2021 Virtual Commencement Ceremony.

Policies & Procedures

- What is the process with ADT E-Verifications?
- E-verification is a process only for students who are in-progress with completing their degree (not awarded) for Spring 2021 who applied as an ADT pathway with their CSUs. Below are the three processes depending on the student's situation:
 - 1. Students who were awarded their degree in fall 2020 or prior, will send their official transcripts to their CSU campuses by their campuses ADT verification deadline. The students' degree details will be included on the official transcripts. If students are unsure of their status, please direct them to check the "View Graduation Status" tab through their mysdccc portal under the "My Academics" section. If their status shows "Degree Awarded", they are good to send their transcripts. Please note, if accepted to CSUs, students will need to follow those deadlines and send official transcripts again once and if requested to do so.
 - 2. Students in progress with their ADT for spring 2021, will be e-verified by our Evaluators as long as they have applied for their ADT degree before or by the deadline, February 14th. After this deadline, our Evaluators will begin electronically verifying student's ADTs with the CSU campuses. It is possible that some students whose degree was awarded in fall 2020 will also be e-verified.
 - 3. The third situation is the hard copy verification form. Generally, this is ONLY for students who chose an ADT major as their transfer pathway in their CSU apps, but forgot to include their ADT details under their "Extended Profile" on their CSU app.
- If students need assistance applying for their degree (ADT or non-ADT), please direct them to watch this quick tutorial video:
https://www.youtube.com/watch?v=LLJr0mNvPUU&feature=emb_logo
- How to submit an official transcript to SDCCD? Student must submit all official electronic transcripts to our Transcript Office email tinquiry@sdccd.edu. Once transcripts are received and totaled in our system, students should request their transcript evaluation through JIRA.
- Please note that transcript evaluations are currently taking 90 business days. Please share this with students and encourage them they can clear their Pre-requisites with Counseling while their transcripts are being evaluate.
- Please remind students to check the status of their student petitions (Academic Renewal, Mod of Graduation Requirement, IGETC Cert, and more) through Advising Notes under the "My Academics" tab on their mysdccc portal.

- Update to the Evaluator Alphabet (by last name): Please do not share evaluator's emails with students. If students have a question for their evaluator, always direct them to email evaluators@sdccd.edu.
 - Christina Hambrick.....B, F, N
 - Christina Monaco.....G, S, W, X
 - Helen Houillion.....I, K, M, Y, Z
 - Hilda Osuna.....J, L, T, U
 - Daniel Borbon Ibarra.....C, D, E
 - Ryan Zimmerman.....O, P, Q, R
 - Thu Nguyen.....A, H, V

Student Success Stories

- All fall 2020 grads! We see you, we are rooting for you, and we are proud of you! Good luck in your future endeavors.

Special Recognition

- The entire TCE team! We all work so hard to support each other and our students. We are so lucky to have a great team and fearless leader, Claudia Estrada-Howell.
- & Happy Birthday month to our awesome, Deborah Salazar! You bring a great deal of value to our Evaluations team and student's educational journeys.

Financial Aid

Events & Activities

- Brianna gave 2 Dream App Presentations to EOPS. The office gave 2 presentations of Financial Aid 101 to Outreach ambassadors.
- Ongoing FA trainings to Black Faculty Counselors Collaborative. Gave FA 101 Training to EOPS counselors. Dream App Workshops ongoing; Participated in Winter CRUISE, SDCCD Virtual Conference K-12 and most staff attended Federal Student Aid Virtual Conference. On January 1/20/2021, we are answering phones in two windows M, W, F 10am-12pm, M-W 2-4pm. Participated in Spring 2021 ART trainings.

Innovations & Data

- As of today for Spring 2021 Semester:
 - A estimate of 41k Emails have been answered and received.
 - A estimate of 3,206 virtual calls (phone or zoom) made.
 - A estimate of 907 imaged documents processed.
 - A estimate of 7,340 documents received and process via JIRA and DOCUSIGN (and counting).

Call to Action Update

- Ongoing FA trainings to Black Faculty Counselors Collaborative.

Special Recognition

- To the FA staff for managing all the work load of 4 other staff.

Outreach & Community Relations

Events & Activities

Outreach

- 12/1 - Outreach Ambassadors: Darien Duong and Nhulong Vo served as student panelists during the President's Cabinet Retreat. They had the opportunity to engage in dialogue with Mesa Administrators, Faculty and staff. It was a great opportunity for our student leaders to share their student perspective and meet members of the Mesa campus community.
- 12/1 - Outreach Ambassador Delany Lizarraga provided a Mesa College presentation to AVID classes at Mission Bay High School. Delany also had the opportunity to speak on her experience in the SD Promise program, highlighting its wrap around support and student mentorship.
- 12/8 -12/11 - SDCCD Week: A Virtual Conference for K-12 Educators & Community Partners. The San Diego Community College District (SDCCD) hosted a four-day, virtual conference for more than 200 high school counselors in the region to learn more about the abundance of programs offered by the SDCCD and steps needed to enroll. It was a Districtwide Outreach effort involving District, Mesa, City, Miramar and Continuing Education. The event helped to create a space where educators and community partners who are preparing students to enroll at a community college could get all the information they needed to navigate the application process for admission, financial aid, and the tuition-free San Diego Promise. All attendees had an opportunity to ask questions and engage and network with SDCCD faculty, professional staff, and administrators to help their students be successful. The response was wonderful and we're hoping this can be the start of an annual program. We want to extend a warm "Thank you" to Dr. Luster and all the Mesa presenters and contributors, we could not have done this without your support!
- 1/12: Outreach staff Van and Joel provided an interactive Kahoot to students at Marston Middle School during their college awareness week. The goal was to plant a seed for the students to expand their horizon on education and see what their options are. Van and Joel provided presentations to over 12 classes and services to over 200 students.
- 1/13: Outreach staff Van, provided a virtual campus tour to one of our neighbors, The San Diego Center for Children. Students had the opportunity to learn about programs and services offered at Mesa College. In addition, students were provided with a video that displayed an aerial view of the campus as well as department overviews. The purpose was to provide students an interactive and engaging virtual experience of the campus.
- 1/26: Outreach staff Van Chhum and Ambassador Anthony Chhum were invited to present to the Gary and Jerri-Ann Jacobs High Tech High Charter School. They shared programs and services available to them at Mesa College. They spoke about the transition to Mesa College and the importance behind Mesa Outreach's pre-enrollment services. HTH looks forward to Outreach's offerings for spring!
- 1/27: Outreach Ambassadors: Anthony Chhum, Darien Duong, Delany Lizarraga, Jorge Martinez, and Kaitlin Clapinski were invited to participate as student panelists in the Mesa 2030 focus group. They were grateful for the opportunity to share their student experience and provide recommendations to the Mesa 2030 planning team.

Promise

- 12/2 & 12/9: We hosted the last two Promise Coffee Hours Sessions in December with a total of 50 attendees. Promise students received program updates, heard from Transfer & Career, and participated in a journaling activity.
- 12/7 & 12/9: We hosted three Finals Study Sessions in December with a total of 130 attendees. Promise students appreciated the goal-setting prompts, study sprints, and the intentional time set aside to prepare for finals.
- 1/14: We hosted a Promise Orientation session at Winter CRUISE for 65 Promise students entering the program for Spring 2021.

Innovations & Data

Promise

- About 100 early high school graduates will be joining the Promise program as Year 1 students during Spring 2021. These students have until February 16 to sign their Promise contract.

Call to Action Update

Outreach & Promise

- UMOJA and Outreach met in December to begin discussing workshops we can offer/promote in the Spring for Promise students. In addition, this spring Outreach will highlight UMOJA during our annual Pre-Enrollment workshops and Mesa Information Nights.

Policies & Procedures

Promise

- Promise students must be enrolled in at least 12 units by the Add/Drop Deadline or they may be removed from the program. (This requirement does not apply to students with a DSPS accommodation for unit load.) Students who are unable to enroll in at least 12 units for Spring 2021 must submit an appeal for a reduced unit load by February 8, 2021. Email sdpromisemesa@sdccd.edu for the appeal form.
- Promise students who did not meet the 12 unit requirement for Fall 2020 (and do not have an appeal on file) can remain eligible for the program by enrolling in at least 12 units for Spring 2021 or appealing for a reduced unit load AND completing a check-in with the Promise team. Students in this situation will receive an email notification of this process.
- Students who did not successfully submit a financial aid application for 2020-2021 to Mesa College must do so by February 1st or they may be dismissed from the program. Students in this situation have been notified via email and phone. Year 1 Promise students who had unused book grant funds for Fall 2020 were issued a refund in January. * Year 1 Promise students who receive a book grant for Spring 2021 can now access their book grant funds when they purchase books online through the campus bookstore.
- For Year 2 students who receive a book grant, these will be disbursed after February 16, 2021.

- The Promise application for Class of 2021 high school graduates entering Mesa College in Fall 2021 is now available. Students can visit the Promise website for details and to apply:
<http://sdmesa.edu/promise>

Student Affairs

Events & Activities

- **Academic Honesty**
Rights & Responsibilities Coordinator, Claudia Perkins and Dean of Student Affairs Victoria Miller will present in January on Academic Honesty and Conduct for the Adjunct Faculty Orientation and again for the Student Affairs Flex Workshop on Impactful Communication, Academic and Behavioral Conduct Concerns in a Remote Learning Environment.
- **Healing Circle**
Student Affairs and the Associated Students collaborated with Student Health Services to present an online Healing Circle event on Friday, January 22. The goal of this inclusive event was to provide a positive outlet for anyone in the Mesa College community that may be experiencing any mix of powerful emotions, including anxiety, stress, excitement, hope, concern, fear, anger, and confusion with the continuous social unrest that has taken place.
- **Welcome Week (Spring 2021)**
Preparations for Welcome Week are proceeding apace to provide a robust offering of virtual welcome activities to new and returning students. 22 individual events from every branch of the campus, academic as well as classified and administrative, have been registered as part of our online Welcome Week offerings this semester.
- **Scholarships**
The Mesa College Foundation and Scholarship Committee opened the 2020-2021 scholarship application portal to our students on December 7, 2020. Among a host of other improvements, this new scholarship cycle incorporates revised language into our general application and common essay questions that is inclusive and equitable.
- **Student Affairs is actively developing new assistance materials for students looking to apply for scholarships through the Mesa College Foundation, including an application tutorial video that will walk students through the process of registering on Academicworks and beginning to apply. In addition, Student Affairs Project Manager Jen Park will host a series of scholarship workshops throughout February and March focused on application guidelines and writing effective scholarship personal statements.**

Call to Action Update

- **Scholarships-** we are working on creating specific workshops for our Black Students to encourage submission of Scholarship Applications.

Student Success Stories

- **Associated Students President Taylor Carpenter announced that she has been accepted into National University on a full-ride scholarship! We share our sincerest congratulations to Taylor on her achievements, and wish her continued success in her future endeavors. We are so excited about this!!**

Special Recognition

- Furthermore, Joel Arias has worked diligently over the last two years, and especially this last fall semester, to create the new Mesa College Scholarship Database, which has already transformed our scholarship process and will continue to serve as the bedrock for future developments to our scholarship program. Of particular note, these developments have allowed the campus to launch a streamlined method to create and renew scholarships, making it easier to capture accurate data and to keep that data clean; this is especially important for the donors, scholarship leads, and representatives from the different departments that work together on executing a successful scholarship cycle.

Student Development

Employee Updates

- David Navarro, Prorata Counselor started at Mesa in January. Welcome to Mesa!

Events & Activities

- Dean of Student Development has been working with Dean of EXSC, Heath Ed, Dance, and Athletics to plan for the spring 2021 OPP Program.
- The Spring ART training is taking place on January 25 and 26 with the new and continuing Athletic Retention Technicians.

Policies & Procedures

- The 2019-2020 SEA Annual Report was submitted to the chancellor's office by January 1, 2021.

Student Health Services

Employee Updates

- Congratulations to Laura Milligan, FNP our wonderful nurse practitioner for receiving an invitation from MSF (Medecins Sans Frontieres) Doctors Without Borders for an opportunity to join them in Sierra Leone, West Africa. Our Global Family will surely need your skills, and true compassion to serve to those who need it the most. Embark on this new adventure, enjoy the experience and safe travels, we will miss you, Laura! Laura will return to the US in July 2021.

Events & Activities

- For Intercession Student Health Mental Health Clinician Aurora San Pedro LMFT is hosting a book club, sponsored by Student Mental Health along with Active Minds (student club). The purpose of the book club is to walk together along the path of discovering who you really are, becoming 'more yourself' and strategies to stay true to who you are. The book is a great read, More Myself by Alicia Keys. Student Health is assisting Professor Veronica Garace and her Cultural Communication class to collaborate with Active Minds book club in reading More Myself for the upcoming Spring semester.
- Amanda Johnson, PTA, M.Ed., Program Director Physical Therapist Assistant Program invited Student Health to assist Allied Health staff and faculty on QPR training for their annual meeting last December. Thank you to Cynthia Robertson from the (Question, Persuade, Refer) QPR Institute for an educational training through Zoom.
- Suzanne Khambata FNP gave a presentation on TB screening recommendations for Colleges and Universities as the Co-Chair of the Tuberculosis Elimination Initiative, Joint Advisory Steering Committee.
- Aurora created a safe space for students to express 'What is on your mind?' during the unrest at the US Capitol. Student Health is here to listen, and talk about strategies to lessen stress and keep focus.
- Student Health assisted Agustin Rivera and the Peer Navigators in welcoming the Winter CRUISE students to Mesa College.

Innovations & Data

- Student Health will continue to give away free flu shots until the end of the semester with a little gift of Mountain Dew's Baja Blast.
- Our implementation plan for Medicat, an electronic health record system is creating template builders for Mental Health. We are moving to the next step on building a customized system for the medical side of Student Health. During the upcoming months Medicat will be ready for Student Health to use on the Mental Health side.
- Doxy.me, a HIPAA and FERPA tele-health system has been set-up, training has been completed and we are currently using the system.
- In December, we served 152 students with medical and mental health needs virtually and COVID consultation, tracing and clearance.

- In January, we served 75 students on COVID cases and counseling therapy.

Call to Action Update

- Linda Gibbins-Croft, LCSW and Director of Student Health Suzanne Khambata, FNP is currently very close to completing work with District Risk Management to ensure the important services to our student to have Urban Restoration Center leadership for the care of Black Students in our mental health program.

Policies & Procedures

- Linda Gibbins-Croft LCSW, Aurora San Pedro LMFT, Suzanne Khambata FNP, Leslie Easton LCSW (City) and Judy Pitacil LMFT, PsyD (Miramar), completed an MOA with the County of San Diego Behavioral Health Services.

Special Recognition

- Special recognition goes to Mimi Vu. Mimi has successfully created all of the back work needed for our new EHR system, Doxy.Me virtual platform for on-line visits and the memorandum of understanding with the County of San Diego Behavioral Health Services. Mimi works tirelessly to provide prompt service to students, support organizational goals and keep on top of projects. Mimi is amazing!

Student Success & Equity

Events & Activities

- Initiated the President's Cabinet Taskforce charged with addressing important issues related to campus climate and culture.

Innovations & Data

- The Stand Update:
 - The Stand continued with providing drive thru versions of the Mobile Market and Farmers Market. Each event is providing 40-50lbs of produce and shelf stable food for free to those who attend. We are averaging 225 households at each event.
 - The Stand is providing Direct Student support in a virtual manner. For the fall semester we saw significantly less students than when we are on campus. In total 12 students were assisted through this program. The Stand has modified the application process for spring 21 by having the application for services as a fillable online form submission. For spring 2021 we have received 10 application to date.
 - The Stand is happy to announce that they were selected to receive \$5000 in COVID-19 Capacity Funding from The Jacobs and Cushman San Diego Food Bank, These funds will be used to help purchase equipment needed to grow the capacity of The Stand's resources.

Call to Action Update

- Student Service Call to Action - Call to Black Students
- Preliminary Findings:
 - Number of Calls Made: 130 • Pending Call: 34 • Number of Actual Contacts Made: 36; 27%
- Top Reasons for Withdrawal:
 - Problems with Remote/Online Learning – 9 students • Pandemic, employment – 6 students • Covid Related Issues – 3 students
- Others specifically mentioned reasons:
 - Family emergency • Anxiety, depression • Couldn't pay for books • Unable to handle course load • Was kicked out of her house and was overwhelmed with school. • It was her first semester back after 6 years and she was overwhelmed with work and school.
- Specifically Expressed Interest/Intent to Return to Mesa:
 - Family emergency • Anxiety, depression • Couldn't pay for books • Unable to handle course load • Was kicked out of her house and was overwhelmed with school. • It was her first semester back after 6 years and she was overwhelmed with work and school.
- Specifically Expressed Interest/Intent to Return to Mesa:
 - 18 Students
- Positive Experiences/Feedback:

- “let student know we or I am here if she needs anything. Will most likely enroll for the spring term. Gave student my cell phone while we were on the call and then sent her an email with my contact information. Call went well and she was glad I reached out”.
- “Student responded to my email and definitely wanted to talk on the phone and was appreciative for reaching out”.
- “A great conversation, we spoke at length and had a nice rapport. The student followed through on the petition matter we discussed”.
- “We spoke at length and the student even paused the conversation for a moment to thank us for doing this. I think it's really good to share that the caller and a whole team of people volunteered to do this. It seemed to mean something to the students”.
- “Responded to email on 11/23/2020; recommended student to take advantage of campus resources and when she is ready to return, she could appeal for F.A.”
- “Student definitely got more involved in the discussion as we continued to talk, and seemed to look forward to receiving my follow up email”.
- “Spoke with Admissions to assist with residency. Student was grateful for Mesa College reaching out. This is something we should definitely consider doing more often”.
- “Student was appreciative of the phone call and she is planning to return to Mesa for Intersession”.
- “Student was very thankful and happy for the call. I assured her that she can contact me if she needs any additional support”.

Special Recognition

- Special shout out to all volunteers who continually support the Stand food distribution programs, we could not do it with you!

Transfer

Events & Activities

- The Transfer Center continued to support the Fall 2021 application process. January is phase 2 of the application cycle. We have held daily supplemental application workshops since 1/11/2021 and will continue through January 29th.
- Transfer Center webpage has a list of all CSUs campus still accepting applications
- Transfer Center webpage and YouTube channel have Fall 2021 Application and supplemental application resources including recorded tutorials.

Innovations & Data

- Olivia created a GPA calculation video for the transfer center! Now streaming on YouTube and TC Webpage!!
- TC provide a recorded Next Steps Supplemental Application Workshop video (posted on YouTube and the TC webpage)
- Transfer Tuesdays are back with a schedule of topics-new tab on the Web-page dedicated to Transfer Tuesdays
- Transfer Center Data for November:
 - 13 supplemental application workshops in January
 - 11 application workshops in December due to the extended deadlines.
 - 1 Counseling Meeting with SDSU Global Campus Team
 - Counseling Drop-ins: 113
 - Counselor Appointments: 17
 - Counselor Additional Contact: 1102
 - Transfer Workshop Attendees: 425
 - Drop Ins: 411
 - Rep Appointments: 4
 - Online Chatbot Conversations: 79
 - Microsite Info: 3000 emails

Call to Action Update

- Our goal was met by providing transfer workshops for our disproportionately impacted students.

Policies & Procedures

- We ask students to call the TC for drop in, Transfer Tuesdays or appointments and avoid using email for supplemental or application questions as some emails go to spam/junk and may not viewed in a timely manner to address the student question.

Student Success Stories

- Students have been getting admissions notices to some of the campuses that have rolling admission!

Special Recognition

- Entire TCE team and general counselors for help with the Fall 2021 application workshops and supplemental application workshops!!!

Veterans

Employee Updates

- Everyone is staying healthy!

Events & Activities

- Continued offering our VA Hotspots throughout the entire break and the virtual front desk during the month of January.

Innovations & Data

- We have certified over 500 student veterans for VA benefits for the spring 2021. The staff has communicated with over 850 students via phone calls and emails.

Call to Action Update

- We are recruiting new student veteran work studies for the Spring 2021 term.

Policies & Procedures

- To ensure student (continuing and new) transcripts are processed efficiently, we have a process set up with the District office to deliver transcripts received on campus every other week.

Special Recognition

- Adrian Tanjuaquio and Gail Fedalizo for giving the extra push to get our student veterans certified before the semester starts. A huge thank you for your commitment and dedication to serving our student veterans and their families.

Vice President Student Services

Employee Updates

- VP Hands was appointed to serve as the Accreditation Liaison Officer for the remainder of academic year.

Events & Activities

- Motivation and Moral (M&M) Committee
 - In December, M&M shared the gift of music to the Mesa Student Services community. Thanks to the help of Student Services Team Members, we compiled a Youtube and Spotify playlist of Favorite Holiday Tunes!
 - On January 26th, M&M hosted the Student Services Spring 2021 Meet & Greet to welcome and celebrate our new and promoted Student Services Team Members! Welcome to Mesa Thuy Nguyen and Jacob Martin, Student Assistance Technicians in Financial Aid. Congratulations to Elizabeth Jones for her successful reclassification from Student Services Assistant to Senior Student Services Assistant in Admissions. Congratulations to Amara Tang for being promoted to Student Services Technician in EOPS.
- Student Services hosted Feel, Heal & Be Real Dialogue sessions in December 2020 and January 2021
- VP Hands presented at the following events:
 - The Future of Learning: ACCJC Conversations Among Thought Leaders.
 - Santa Rosa Junior College's SET Professional Development Series: Leveraging Data to Increase Equity and Access - Scholarship Equity Analysis
 - VPSA Panel Session during NASPA Institute for New AVPs
 - Winter CRUISE
 - Meet The Fellows: Pathways Training
 - Spring 2021 Convocation
- VP Hands attended/participated in the following activities/events
 - Outreach phone calls to African American Students who withdrew from all of their Fall 2020 courses.
 - San Diego Mesa College - Soup'r Sweet Drive-Thru Holiday Event
 - Drive-In Exhibition at Mesa College
 - New Faculty Institute Graduation Celebration
 - Management Association: Service Awards
 - Mesa's Virtual Dance Performance
 - 36th Annual Dr. Martin Luther King Jr. MLK Human Dignity Award Celebration
 - Attended Women's Alliance Student Meeting
- VP Hands attended the following webinars/professional learning opportunities
 - #RealCollegeCalifornia Basic Needs Summit
 - President's Cabinet Retreat
 - Student Town Hall on Diversity, Equity, and Inclusion, featuring President Luster
 - Bay Region Community Colleges Racial Justice Training Forum #4 with Dr. Angela Davis - Webinar Link & Program
 - NCRC Bystander Challenge Training
 - CCC Equity Leadership Monthly Alliance: Recruiting and Hiring Faculty of Color

- NASPA James E Scott Academy Board Meeting
- Chancellor's Office System Webinar
- Mesa Pathways: Areas of Interest Sorting Activity
- A Conversation with Dr. Cornel West & Rick Najera: The Shared History of African Americans & Latinx

Innovations & Data

- Cares Act Allocation Information - <https://www.sdccd.edu/students/consumer-information.aspx#sfa> post number received etc.
- As a result of the generosity of the San Diego Foundation's COVID-19 Community Response Fund, Mesa College was able to give 24 laptops to students from our Promise, EOPS, DSPS and CalWORKs program.
- CARES ACT funding was received for Peer Navigators and Ambassadors to make outreach phone calls to all students who have withdrawn from all Fall 2020 courses
- Charlie Lieu presented Mesa Journeys Survey results to Mesa Pathways Committee
- Charles Shimazaki trained Peer Navigators on the Mesa Journeys tool
- Charlie Lieu presented Mesa Journeys at Part-Time Faculty Orientation
- Revisions and updates made to the Mesa Scholarship process (streamlined procedures, consolidated various databases, updated and added general application questions, and improved qualifications tool). Thank you to Krista Stellmacher, Joel Arias, Zulma Duran, and Charlie Lieu for their work on this project.
- [Mesa Scholarships](#) now accepting student applications. Last day students to apply: 3/8/2021
- Resources for [Online Student Support Services](#) page updated for the Spring 2021 term
- New page added to The Stand – [Spring 2021 Convocation](#)

Call to Action Update

- Call to Action Updates have been added as a standing agenda item at Mesa Student Services Council (MSSC) Meetings. MSSC meetings now include five-minute presentations on call to action progress from the schools of Student Affairs, Student Development and Student Success and Equity. We have heard presentations from Student Health Services, Career Services and EOPS.
- We included our Student Services Call to Action work on the Convocation Mosaic page and highlighted our efforts during Convocation.
- We helped launch our Edquity App and distribution of emergency funds to students.

Policies & Procedures

- [Student Travel Advisory](#)
- Due to the impact of COVID-19 on student's academic learning during the Summer semester, the San Diego Community College District has decided to provide students with a one-time waiver and remove the disqualification registration hold. While we still highly recommend that students speak with a counselor, students are still able to continue their studies during the Spring 2021 semester.

Special Recognition

- Student Services would like to extend a special “Thank You” to David Fierro and Leanne Kunkee in IT. They provided tremendous support in helping us distribute free laptops to students residing in District 4. One student had challenges picking up their computer as they had to make a series of trolley/bus connections. In response, the IT team brought laptops to them. David and Leanne are definitely #AllIn for students.