



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

- DSPS would like to express our gratitude and bid a farewell to our amazing 19-20 SDICCCA fellow, Whitney Pepper. We wish her all the best in her future endeavors!

Events & Activities

- The Career Center kicked off the Career Chats on Zoom series on April 30th. During these short 5-15 minute sessions, students meet with a career counselor to chat about career and major planning needs. Sessions are held every Thursday from 11:00 am - 12:00 pm.
- In April, The Committee for Diversity Action, Inclusion & Equity (CDAIE), chaired by Judy Sundayo, hosted "Virtual Unity Week" on Canvas, as an alternative to the Annual Cultural Unity Week and Festival of Colors.
- Borderless Scholars is hosting Virtual Undocu-Circles every Tuesday from 12:00-1:00PM. It is a VIRTUAL space for the undocumented community and allies to virtually come together and share conversations around topics pertaining to the current Pandemic (COVID-19), legislation updates, resources, feelings, and much more.
- The Associated Students has transitioned their weekly meetings to the Zoom conference call platform. They continuously meet every Wednesday from 12:45pm until 1:45pm. In adherence to the Brown Act, members of the public are able to attend meetings by requesting Zoom details from our office.

- Hosted a Zoom CalTAP workshop for our student veterans. The workshop covered topics on employment, benefits, and local resources for veterans in San Diego. The presenters also covered the process of filing unemployment benefits. We had 20 student veterans attend this workshop.
- The M&M Team spent the month of April brainstorming new virtual activities, interactive group settings and self-paced, in place of traditional M&M events. Don't miss out on the next virtual M&M activities on "May the Fourth" Star Wars Day! A survey will be sent out in May to collect participation interests in other future activities.

Innovations & Data

- CalWORKS retained 91% of its students from March through April.
- Students and alumni can get connected with a Career Peer Ambassador by submitting a request form at this link: tinyurl.com/CAPonline19-20
- We have over 70 EOPS students that have shared with us that they are graduating this Spring 2020 with an associate degree, certificate, and/or transferring to a university.
- Financial Aid disbursed \$4,652,878 in aid funds to students.
- The Outreach Department has implemented various modes of communication to connect with current and prospective students directly. These modes of communication have included Google Voice Phone, Olympian Chat, Instagram takeovers, and Instagram Online Tips, which have helped Mesa students to maintain productivity and efficiency while taking online classes.
- Mesa College has received over 400 Promise applications for 2020-2021. We are accepting applications through June 11. Students can find more information here: <http://sdmesa.edu/promise>
- Dean of Student Development updated the Equity Crosswalk Activity to reflect the remote services needs by converting it into an online form. The Equity Crosswalk Activity was conducted on the following programs and services; Admissions, Online Counseling Services, Career Services, Veterans & Records, Veterans Services.
- Nancy Bromma FNP and Mimi Vu SSSA are writing a grant under the CARES Act to secure Doxy.me services for confidential telemedicine and other services. A proposal to start the process at Mesa has been submitted.
- With funding from Associated Students, Equity, and SD Mesa Foundation, The Stand has been able to provide 175 Mesa College students each with \$150 emergency grant to assist in this time.
- Online Student Support Services website has been posted in all CANVAS shells.
- Assessment implemented Electronic chat (E-Chat) after noticing that some students were sending multiple follow-up emails with questions. The department missed having real-time conversations with students and implemented a Google Form on the website through which students can request Zoom appointments, phone calls, or continued email connections.

Policies & Procedures

- Please remember that all students must apply for graduation through their MySDCCD portal – for more information and deadlines, please visit sdmesa.edu/evaluations.
- Admissions developed a new HS Graduation Status process in partnership with SDUSD. SDUSD provides us with a list of all HS seniors who took a college course, allowing them to have priority registration when enrolling at Mesa as college students.

Student Success Stories

- Peer Navigators have reported a strong turnout during their town hall meeting. Mentees cite their PN being the main source of inspiration to get through this situation and to receive information on next steps. The PNs have pulled together to support, not only their mentees, but each other.
- Congratulations to our Career Peer Ambassador, Luiza Barreto Rodrigues, for winning the Joyce Skaryak Classified Senate Scholarship and the Learning Resource Center Scholarship!
- Congratulations to our TCE Federal Work Study Student Aide, Shelby Naish, for being admitted into ALL 10 of her transfer programs!
- A huge Congratulations to Hanan Dirirsa! She has received the very prestigious Jack Kent Cook Scholarship which is a \$40K a YEAR scholarship for both undergraduate and graduate school. Hanan is a exceptional woman that embraces hard work, commitment, perseverance and brilliance. Hanan has been accepted to UCLA and UCSD. We are so proud of her.
- Students have been reporting successful admission appeals to SDSU! In addition, a whopping 1,170 Mesa students have been admitted to SDSU Mesa!

Admissions

Employee Updates

- We have weekly zoom meetings on Tuesdays. Always a great time to see each other faces and share updates from District and SD Mesa.
- Admissions classified professionals participated on an Admissions, Records and Veterans Lunch and chat on Tuesday, April 21 and a Professional Development with Dean Ailene on Thursday April 30.

Innovations & Data

- We are using 3 different emails to connect with students: SDMesaAdmissions@sdccd.edu for general admissions emails, SDMesaResidency@sdccd.edu for all residency questions and SDMesaIS@sdccd.edu for International student issues.
- We are returning all Google Voice VM's within 2 days. We are sadly not able to get a report of Google Voice calls, but we are averaging 52 calls per day, and are receiving calls on the weekend as well.
- We replied to 1264 emails, 83 were Allied Health related, 3 were to reset CS Password, 11 in regards to HS Dual Enrollment, 8 on Student ID's. The residency classified professionals helped 256 students and International Team helped 177 students.
- Admissions staff also completed 14 verification of enrollment.
- We began using JIRA for several admissions forms such as name, date of birth and SSN updates. We completed 63 JIRA forms.

Policies & Procedures

- As stated in the previous section, many of our processes have moved online.
- We are processing admissions forms via JIRA and are working with City, Miramar and District on HS Supplemental Forms, CCAP/ACP processes.
- We also developed a new HS Graduation Status process thanks to our partnership with SDUSD by which they are providing us with a list of all HS seniors who took a college course, district will use this list to update students in CS which will allow them to have a priority registration deadline for Fall 2020. We are hoping this change will allow new students from SDUSD to be more successful in transitioning from HS to College.

Student Success Stories

- Students are really loving our Google Voice line that allows them to leave a message and text us. They have appreciated this new system, so much so that 38 of them texted us, including on the weekend. On our voicemail, we also encourage students to email us with the best time to reach them.

Special Recognition

- Admissions would like to recognize Karina Sandoval and Jim Arnegard who are overseeing the general admissions email and replied to 525 of the admissions emails for the month of April! They have been encouraged to share the weight of the inbox, and are doing a fantastic job in forwarding emails to the rest of the Admissions classified professionals to reply to. Thank you Jim and Karina!

Assessment

Events & Activities

- April was a busy month for us as we assisted 475 students with their Placement Assistant and Orientation submissions and answered general onboarding questions. With the understanding that our current remote services can be confusing for students, we initiated some new ways to encourage student contact and let them know we were ready to assist them here at Mesa.
- Email – every student who submits a Placement Assistant or Orientation receives a friendly and personal email that encourages them to let us help them with any questions. We have heard from over 140 students and have been able to answer questions and give them clear directions for their next steps.
- Electronic chat (E-Chat) – we noticed that some students were sending multiple follow-up emails with questions and realized that we missed having real-time conversations with students. We implemented a Google Form on the website where a student could request a time for a Zoom appointment, a phone call, or an additional email.
- Real Time Chat coming soon! – to further implement real-time conversations with students, we are working with our Technical Analyst, Charlie Lieu, to start a Live Chat option on the Assessment page. We recognize that this is a comfortable way for students to seek information and we are excited to open up a new way to help our students!
- Assessment also partnered with Outreach for the first Pre-Enrollment Workshop via Zoom. We were able to utilize a breakout room to help students who needed to complete the Placement Assistant and to answer questions about it.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Update

- Pending update on new hire procedure (due to current situation), the Peer Navigator program will be on-boarding new mentors for the 2020-21 academic year.
- Nine Peer Navigators are transitioning out as a result of transferring and/or seeking new opportunities.

Events & Activities

- April 28th Peer Navigator Monthly Workshop: Time Management Workshop aimed at helping mentees develop methods to maximize their time spent on homework, free-time and classes. This was the first time the program offered an online workshop. Another presentation is scheduled for May 4th to help bring in larger audience.
- Various Dates in April Peer Navigator: Town Hall Meetings Each PN created their own dates/times for mentees to check in and receive updates on the current situation. The pilot aims to disseminate the most updated information while assuaging fears and addressing student concerns.

Innovations & Data

- Monthly one-on-one meetings with mentees are conducted through Zoom; upcoming Peer Navigator training will be held online; and Summer CRUISE sessions will be conducted virtually. The situation has created the need to be creative and we believe we have it accomplished.

Policies & Procedures

- Many, if not all, of our immediate procedures have shifted to online. From our paperwork to the delivery of services. Each program will examine it's process at the conclusion of ordinance.

Student Success Stories

- Peer Navigators have reported a strong turnout during their town hall meeting. Mentees cite their PN being the main source of inspiration to get through this situation and to receive information on next steps. The PNs have pulled together to support, not only their mentees, but each other.

Special Recognition

- All of us. We've come together in a short amount of time to get everything we've known in person and transferring it online. We got this.

CalWORKs

Events & Activities

- Continued collaboration efforts with San Diego Continuing Education CalWORKs program
- Continued monthly Zoom meetings with SD County contractor, Public Consulting Group (PCG), on strengthening Pathways and support services for incoming and continuing students
- Continued monthly Zoom meetings with CalWORKs Region X Reps
- Continued weekly Zoom meetings with SDCCD CalWORKs programs Directors, Coordinators, and counselors
- Continued weekly Zoom meetings with Mesa CalWORKs classified professionals and counselors

Innovations & Data

Spring 2020

- 45 CalWORKs students enrolled at Mesa College Before March 15
- 41 CalWORKs students enrolled at Mesa College After April
- Continue to receive and process new students.

Policies & Procedures

- Sanctions/Probation
 - County continues to suspend any sanctions/probation on any cases until the end of June. There is talk about extended it as recipients are not able to go back to work or provided childcare assistance
 - County continues to not terminate any recipients at this time, even those who were sanctioned/probation
- CalWORKs Program Funds
 - We were able to provide Mesa CalWORKs COVID-19 Emergency Relief Funds to students - CalWORKs was also able to purchase laptops to loan to current students
- CalWORKs Work Study
 - Students who have been receiving CW Work Study will continue to get paid.
 - Students in programs that have traditionally had a summer CW Work Study program will continue to get paid.

Student Success Stories

- 3 CalWORKs students are still deciding what college/university they will commit to in the Fall of 2020.

Special Recognition

- Special thanks goes out to Pahua Vang. Pahua has gone way beyond the normal day to day assistance and has brought so much innovative ideas to better support our Mesa College CalWORKs students...Thank You Pahua...You ROCK!

Career

Events & Activities

- The Career Center is hosting a virtual series of events to help support students in short virtual sessions through Zoom from April until May.
- Career Chats on Zoom – The Career Center kicked off the event series on April 30th. During these short 5-15 minute sessions, students will meet with a Career Counselor to chat about career and major planning needs. To accommodate as many Career Chat attendees as possible, students may be referred to schedule a career counseling appointment for further support. Every Thursday from 11:00 am - 12:00 pm.
- Career Chats Dates: • April 30, 2020 • May 7, 2020 • May 14, 2020 • May 21, 2020 • May 28, 2020

Career Ambassadors

- Participated in mock online resume and cover letter training in early April to learn Zoom video, phone conferencing, and email session formats before meeting virtually with students.
- Attended –
 - “Campus Community Forums” hosted by President Pam Luster on April 8th & 23rd
 - “Equity-Minded Student Services in the Online Environment Webinar Training” on April 9th
 - “Common Sense Ergonomics While Temporarily Working From Home Webinar Training” on April 14th
 - “Coping with Traumatic Events Professional Development Webinar Training” on April 14th
 - “Building Your Resilience Professional Development Webinar Training” on April 16th
 - “Addressing Racial Bias and Microaggressions in Online Environments Webinar Training” on April 28th

Innovations & Data

New Employer Contacts Mesa Job Network

- Total of 2 new employer contacts were made during this month through our online job board, “Mesa Job Network.”
 - City of Chula Vista
 - California Assisted Living Association

Job Postings on Mesa Job Network

- A total of 13 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 Data

- Student Career Contacts reported on SARS Total of 40 (point of contacts)
- Remote Career Counseling Appointments: Total of 24

Career Ambassadors Program

- In April, the Career Ambassador Program was transformed to offer online peer-to-peer resume and cover letter assistance through Zoom/Phone appointments and Email communications.
Career Ambassadors -
 - Participated in 26 hours of professional development training's
 - Reached out to 154 students by phone via the Job Network to offer resume review support
 - Responded to 48 student emails and 1 phone call
 - Received 30 request forms for resume/cover letter assistance:
 - 13 in-progress, 2 unresponsive
 - Completed 15 online student sessions:
 - 13 resume sessions, 1 cover letter session, 1 combined session
 - Spent a total of 21.25 hours during online student sessions
 - Collected 4 post assessment surveys
 - Comments received from student participants:
 - "Great revisions, and fast reply."
 - "Carolina was very helpful and informative!"
 - "👍👍👍👍👍👍👍👍"
 - "Thank you for your help and time with my resume and cover letter. I really appreciate it."
- Students and alumni can get connected with a Career Peer Ambassador by submitting a request form at this link: tinyurl.com/CAPonline19-20
- Accommodations for appointments outside of regular operating hours are available upon request between 7am-8am and 4pm-10pm on Monday-Friday.

Student Success Stories

- Congratulations to our TCE Federal Work Study Student Aide, Shelby Naish, for being admitted into ALL 10 of her transfer programs! She got accepted to Humboldt State, San Francisco State, CSU Long Beach, CSU San Marcos, San Diego State, UC Berkeley, UCLA, UC San Diego, UC Santa Barbara, and UC Santa Cruz as a Sociology Major. She is currently deciding between UCSD, UCLA, and UCSB. Shelby is also one of two recipients of the Peggy Gray Spanninga Transfer Scholarship, awarding her a total of \$5,000! We are so proud of you, Shelby! You are outstanding!
- Congratulations to our Career Peer Ambassador, Luiza Barreto Rodrigues, for winning the Joyce Skaryak Classified Senate Scholarship and the Learning Resource Center Scholarship! Luiza is a first-generation college student and an International student from Brazil. She has demonstrated outstanding leadership, integrity, and outstanding character in her roles on-campus at Mesa and in her community. She is viewed this way by her peers and faculty alike. Keep on shining, Luiza!

Special Recognition

- Thank you, Charlie Lieu, for assisting our TCE Team with setting up the live Chat Bot feature for our department websites! With this new technology, our student workers are able to monitor and answer questions remotely through live chat with students and community members who visit our websites.

Counseling

Events & Activities

- SDSU transfer numbers were at 1170. I am sure this is due to all the support we gave students. We had folks from City and Miramar daily.
- In April, The Committee for Diversity Action, Inclusion & Equity (CDAIE), chaired by Judy Sundayo, hosted "Virtual Unity Week," on Canvas, as an alternative to the Annual Cultural Unity Week and Festival of Colors. Several modules covered topics such as Civility and Respect, Race, Peace, Equity in the Academy, Students on the Autism Spectrum and A Discussion of Toni Morrison's book, 'The Bluest Eye.' The canvas shell also included films on the Kumeyaay Indians, the San Diego Gay Bar Scene and the Deaf experience. The Student Diversity Club participated by sharing heartfelt stories of their experiences of identity issues, racism, microaggressions and the resilience that ensues from the challenges they faced. Much of the information on "Virtual Unity Week" will remain on canvas for the ongoing enjoyment by students, faculty and professional staff.
- Promise II/ ADVOC8 will be offering all of our workshops through remote formats. We have worked diligently to ensure our students continuity of support through the COVID-19 time. We are offering workshops in stress management, academic success, MBTI and building rapport/self advocacy. The Outreach department, Counseling faculty and staff have ensured that the process to attend and RSVP to these workshops is as seamless as possible.
- Valerie Ky, Promise Year 1 Adjunct Counselor, will be offering Promise Hot Spot sessions and Promise Year 1 student only reserved appointment slots, on Monday's and Tuesdays for the remainder of the spring semester.

Innovations & Data

- The Counseling Department continues to do an excellent job working remotely.

Student Success Stories

- Our students are resilient.

Special Recognition

- Our students!

DSPS

Employee Updates

- DSPS would like to express our gratitude and bid a farewell to our amazing 19-20 SDICCCA fellow, Whitney Pepper. We wish her all the best in her future endeavors!

Events & Activities

- DSPS Counselors and Classified Professionals have been busy working remotely. Our amazing staff works in shifts to answer the phone so that there is always a friendly voice available to help set up appointments and answer questions for students. All of the counselors have become quite proficient at Zoom as that seems to be the students preferred method for counseling appointments.
- All of the DSPS Counselors attended the "all counselor" training on JIRA (the new form management process being implemented by the district).
- DSPS Counselors/LD Specialists, Rebekah Corrales and Melissa Williams attended the LDESM refresher for Learning Disability Specialist throughout the California Community College District.
- DSPS Counselor, Dawn Stoll contributed to the Virtual Cultural Unity week by providing a very informative presentation and resources about students on the Autism Spectrum. Dawn continues to facilitate the bi-monthly Touchstone group for students on the Autism Spectrum and held the April meeting via Zoom.
- DSPS Counselor Melissa Williams has attended numerous webinars around equity in online environments including Addressing Racial Bias and Microaggressions in Online Environments. Melissa also attended the Campus Community forum.
- DSPS Counselor Isaac Aguelles presented "Disability Awareness & Disability as a Culture" to Professor Veronica Gerace's communication class. Issac also attended the Campus Community forum and the CAPED Assistive Technology CIG. Issac has been instrumental in assisting students who are deaf and hearing students transition to online learning.
- DSPS Coordinator, Erika Higginbotham, has attended numerous webinars including the weekly COVID-19 CCCCCO webinar, The Office of Civil Rights webinar, weekly CCC Accessibility Center webinars, the campus community forum and the CAPED Assistive Technology CIG meeting.

Innovations & Data

- 59 students requested an appointment using our new online appointment request form. 18 students applied for DSPS services using the new online application form that was introduced in mid-April. DSPS had 94 scheduled student appointments (via online or phone) and logged over 80 drop-in services.

Special Recognition

- Special recognition goes out to the entire DSPS team for their resiliency and dedication. The team has done an amazing job working remotely and continuing to support students.

EOPS

Events & Activities

EOPS

- Wellness Workshop “Managing Your Life During Uncertain Times”: EOPS partnered with Student Health Services to offer this workshop. This workshop was an opportunity for students to learn how to focus on things they can control and create predictability using proven techniques.
- Wellness Workshop “Increase Motivation While Sheltering in Place”: EOPS partnered with Student Health Services to offer this workshop. Participants of this workshop learned how immobility and find ways to heightened mobility.
- Summer 2020 Priority Registration Open Labs: Students had the opportunity to drop-in an open lab to ask counselors questions about priority registration prior to the start of their registration date.

NextUp & FAST Scholars

- Master Keys Workshop Series: Weekly motivational workshops online for all students and employees every Thursday from 2pm-3pm. For the past weeks the workshops have focused on purpose, time, and vision. The goal is to provide students and all members of the Mesa College family with support, motivation, and inspiration.

Borderless Scholars

- Borderless Scholars is hosting Virtual Undocu-Circles every Tuesday from 12:00-1:00PM. It is a VIRTUAL space for the undocumented community and allies to virtually come together and share conversations around topics pertaining to the current Pandemic (COVID-19), legislation updates, resources, feelings, and much more.
- FREE immigrations Consultations with an attorney are available and offered virtually. Contact the EOPS office to schedule an appointment.

Innovations & Data

- Drop-In Hours for EOPS, CARE, NextUp & FAST, Borderless Scholars, & Project Restart:
 - Students can drop-in to Zoom at the times shown, below, to talk to a counselor. No Appointment is needed. Zoom Meeting ID: 932-0899-6996
 - Mondays-Wednesdays- 12:00pm-3:00pm
 - Thursdays & Fridays- 9:00am-12:00pm

Student Success Stories

EOPS

- We have over 70 EOPS students that have shared with us that they are graduating this Spring 2020 with an associate degree, certificate, and/or transferring to a university. We are working the Evaluation Office to capture final data for the term, we look forward to providing an update next month. We are extremely proud of our students!

NextUp & FAST Scholars

- Five FAST and NextUp students were accepted to SDSU, SJSU and CSUSM. We are excited and proud of our students for their perseverance and dedication to their educational goals.

STAR TRIO

- Scholarships: 17 of STAR TRIO students for receiving Mesa Foundation scholarship, of which 6 received multiple scholarships.
- Transfer: 19 students have been accepted to the 4 year university for Fall 2020

Project Restart

- Many project restart students depended on on-campus resources and software. In partnership with IT and various professors, we were able to purchase the necessary software for students. This allowed them to access the same information as their other classmates.

Special Recognition

- Sade Burrell, Melissa Zavala, Markus Berrien and Denise Arco for all of their hard work and dedication towards our foster youth at Mesa college. They have each provided above and beyond services to foster youth despite these challenging times.
- Borderless Scholars Counselors, Rosa Palacios and Clemente Ayala, for their unwavering support to ensure that our Dreamer, Undocumented, AB540, and DACA students have the resources that students and their families can benefit from during these unprecedented times.
- Project Restart and CARE Coordinator, Karen Geida, for creating transformational virtual spaces for our Project Restart and CARE students.
- Mesa College is honored to have such amazing individuals serving students and our campus community!

Evaluations

Employee Updates

- The Evaluations team, along with the entire Mesa College Campus is working remotely. We are still here to support students and they can contact us via email at sdmesaevaluations@gmail.com or by phone using our Google Voice phone number at 619-800-3259. Please check the evaluations website for any updates and information, here: sdmesa.edu/evaluations

Events & Activities

- The 2020 San Diego Mesa College Commencement Ceremony has been postponed until further notice. Below is the message sent to students regarding the SDCCD Commencement Ceremonies.
 - Please note: Apply for Graduation deadlines remain the same. As public health experts continue to indicate that we are likely to be impacted by COVID-19 throughout this semester, San Diego City College, Mesa College, Miramar College and Continuing Education have made the difficult decision to postpone the Spring 2020 Commencement Ceremonies. It was a disheartening decision, but in an effort to protect the health and safety of our students, faculty, staff and communities, we feel this is the best course of action. Plans for rescheduling have not been made at this time, but you will be informed of future commencement plans as they become available. We will continue to work remotely to process all Graduation Applications for Spring and Summer 2020 graduates. Upon completion of the requirements for your Associate Degree and/or Certificate of Achievement, your award will be recorded to your transcript and your diploma/s will be mailed to your address on record. Spring graduates can anticipate receiving their diploma/s by early August and summer graduates can anticipate receiving their diploma/s by the middle of October. We appreciate your understanding during these challenging times, and we wish you good health and safety.

Thank You, Your Evaluations Team

Innovations & Data

- Some evaluation forms are currently being transitioned to the online format, JIRA, which District is developing. Check here for more information: <https://www.sdccd.edu/students/forms-and-documents.aspx>

Policies & Procedures

- Please note: statuses for most students who are graduating in spring 2020 will be “Pending” or “In Review”. If students are missing requirements that are noted by their evaluator on their graduation status, it is encouraged they meet with a counselor as soon as possible to resolve any issues.
- Students who wish submit an academic petition must now go through the new online portal system JIRA. It is highly encouraged students meet with a counselor prior to submitting any petitions in case of missing information, which will cause delays
- As you all may know by now, students must submit all official electronic transcripts via email to tinqury@sdccd.edu. Students will receive confirmation once the transcripts have been received

and will then take the next step in requesting their transcript evaluation through the portal system, JIRA.

- How can students request an IGETC/CSU Certification? Students will need all official transcripts on file (even if they have already transferred to their transfer institution). Students will then visit the JIRA portal system and submit their request there. Please note that certifications are currently only being emailed, so please encourage students to ask for their schools appropriate email address for the evaluators to email their certification too. There is nothing that is stamped on students' transcripts for their IGETC/CSU GE completion. Students must go through the "Requesting a General Education Certification" process through JIRA
- All evaluators are working from home, and petitions (that are not already on the online student form page created by District) can be sent to their district emails by staff members only. All student communications should be directed to the evaluator email box at evaluators@sdccd.edu, which will be checked daily. Please do not direct students to email their petitions directly to the evaluators at either their personal email or the group email.
- Please remember that all students must apply for graduation through their MySDCCD portal – for more information and deadlines, please visit sdmesa.edu/evaluations. The deadline to apply for graduation as a spring graduate is April 30th! Please note that transcript evaluations are currently taking 75 business days. Please share this with students and encourage them they can clear their Pre-requisites with a counselor while their transcripts are being evaluated, so they are still able to register for classes. Please remind students to check the status of their student petitions (Academic Renewal, Mod of Graduation Requirement, IGETC Cert, and more) on Advising Notes under the My Academics tab.

Student Success Stories

- Students have been very understanding and patient during these unexpected times, so thank you to all of our amazing students. Once again you have shown us how resilient you can be with anything that comes your way.

Special Recognition

- Special recognition to all of Student Services. This has been a collective effort and the Evaluations Team appreciates your patience during this time as we figure out the best way to serve students while meeting their needs.

Financial Aid

Innovations & Data

- Working with District Student Services to set-up student document submission via JIRA (non-verification documents) and DocuSign (verification).
- Disbursed \$4,652,878 in aid funds to students.
- Changed FA staff meetings from daily to 3 times a week.
- Received from students over 180 faxes that were auto-imaged into our secure share drive for staff remote access.
- 20-21 ISIRs loaded, student notifications were emailed and students began submitting documents to our office.
- Address 75 students concerns regarding their "missing" financial aid checks.
- 69 students who scheduled to pick-up checks on campus were notified to validate their mailing addresses to deliver and when necessary re-route their checks to a correct address. Students were reminded of the need to have accurate mailing address in the system.
- Contacted 50 students who have left voice mail messages.
- Changed procedures for resolving missing/lost warrants. The previous process was to be completed all by email with the caveat that "the process and re-issued warrant was not valid and complete until we made available to the District the document containing the student's wet signature." Made 50 copies of the affidavit form, prepared 50 envelopes with Mesa as sender and 50 with Mesa as receiver and purchase stamps for every envelope. The packet was mailed to Cathy, office staff responsible and created a spreadsheet to keep track of these checks to assist the District at the time of reconciliation. By making this change the student sends the form by mail directly to the office, we complete our section, is imaged and sent to the district by email to expedite the process while the originals are placed in the intra-mail.

Policies & Procedures

- Under review for 20-21.

Student Success Stories

- We had 3 students whose checks were lost, completed the affidavit process for warrant reissuance received their checks.

Special Recognition

- Skyler Dennon for the endless effort to maintain and identify all faxes received on a daily basis.
- To Pilar for making sure that we are on track.

Outreach & Community Relations

Events & Activities

Outreach

- April 1 – April 30: The Outreach Department has continued to offer its “Journey to Mesa” workshops, previously known as the “Mesa Info Nights.” These workshops are offered on a weekly basis to ensure prospective students and community members have a seamless transition to Mesa College. Attendees are provided with an opportunity to meet college staff and learn about the college’s programs and services such as: Career Dept., Transfer Dept., Financial Aid, Career Education, and the Outreach Dept.
- April 25: E3 Civic High School – Outreach was extended the opportunity to provide a workshop to students at E3 Civic High School virtually via ZOOM. Outreach classified professional Van Chhum hosted the workshop to provide prospective students and their family information regarding Mesa College’s support programs and services.
- April 25: Linda Vista Multi-Cultural Fair Online Experience – The annual Linda Vista Multi-Cultural Fair transitioned into an online experience. Outreach ambassadors created a special video for this online experience. The video highlighted Mesa’s commitment to the Linda Vista community and showcased programs and services available at the college.
- April 27: Pre-Enrollment Workshops (Mt. Everest Academy) – Outreach hosted its first virtual Pre-Enrollment workshop this semester and it was a great success! Outreach staff provided CCCApply support, and Assessment staff provided milestone information. The session closed with a next steps presentation, which included information on Counseling, Financial Aid, CRUISE, EOPS, DSPS, and the San Diego Promise program.

Promise

- Promise students were invited by Promise counselors to participate in several virtual workshops such as Stress Management, Building Rapport, Academic Success, and Know Your MBTI.
- We are hosting virtual workshops for our local high schools to provide information about the Promise program and assist students with the application process for 2020-2021. Promise Ambassadors have been vital in keeping students engaged via social media and through email. They have been answering questions about the Promise program, pointing them towards resources, and offering support.
- While the campus engagement requirement has been suspended, we are still encouraging students to take advantage of various workshop offerings and events from different departments, such as EOPS, Peer Navigators, Writing Center, Counseling, and the President's Forum. Many students have responded positively to this encouragement and were glad to engage with the Mesa community outside of the online classroom.

Innovations & Data

Outreach

- The Outreach Department has implemented various modes of communication to connect with current and prospective students directly. These modes of communication have included Google Voice Phone, Olympian Chat, Instagram takeovers, and Instagram Online Tips, which have helped Mesa students to maintain productivity and efficiency while taking online classes. Through these efforts, we have assisted students one on one with CCCApply, the San Diego Promise application, connecting them to Financial Aid, and answering general questions.

- We are using 3 different emails to connect with students: SDMesaAdmissions@sdccd.edu for general admissions emails, SDMesaResidency@sdccd.edu for all residency questions and SDMesaIS@sdccd.edu for International student issues. We are returning all Google Voice VM's within 2 days. We are sadly not able to get a report of Google Voice calls, but we are averaging 52 calls per day, and are receiving calls on the weekend as well. We replied to 1264 emails, 83 were Allied Health related, 3 were to reset CS Password, 11 in regards to HS Dual Enrollment, 8 on Student ID's. The residency staff helped 256 students and International Team helped 177 students. The Admissions staff also completed 14 verification of enrollment. We began using JIRA for several admissions forms such as name, date of birth and SSN updates. We completed 63 JIRA forms.

Promise

- The Promise program has been engaging students via Instagram @sdpromisemesa. Students can find information on virtual workshops offered by various departments at Mesa, tips for being successful in an online academic setting, and much more.
- We received over 350 class rosters from faculty reporting over 1,350 grades and feedback for Promise students. Promise students received their grades and feedback via email, along with tips and opportunities for additional support.

Policies & Procedures

Outreach

- As stated in the previous section, many of our processes have moved online. We are processing admissions forms via JIRA and are working with City, Miramar and District on HS Supplemental Forms, CCAP/ACP processes. We also developed a new HS Graduation Status process thanks to our partnership with SDUSD by which they are providing us with a list of all HS seniors who took a college course, district will use this list to update students in CS which will allow them to have a priority registration deadline for Fall 2020. We are hoping this change will allow new students from SDUSD to be more successful in transitioning from HS to College.

Promise

- Mesa College has received over 400 Promise applications for 2020-2021. We are accepting applications through June 11. Students can find more information here: <http://sdmesa.edu/promise>
- For current Promise students, we have suspended the following requirements: campus engagement, counselor meeting, and comprehensive education plan. If students are unable to complete these requirements before the end of the semester, they will not be penalized.

Student Affairs

Events & Activities

Associated Students

- The Associated Students has transitioned their weekly meetings to the Zoom conference call platform. They continuously meet every Wednesday from 12:45pm until 1:45pm. In adherence to the Brown Act, members of the public are able to attend meetings by requesting Zoom details from our office. Additionally, the most recent agenda and minutes are now posted publicly on the Associated Students web page on the Mesa website, with plans to expand this page into a library of past AS documents.

AS Elections

- AS election protocol have been adjusted to be accessible during the period of remote campus. Applications are now fully online and campaigning has also moved to a virtual format. The deadline for applications was 11:59pm on Thursday, April 23rd, 2020 and voting will begin Monday, May 4th, 2020 and end Friday, May 8th, 2020.

Scholarships

- The Mesa College Scholarship program has taken drastic steps to meet student needs during this time of crisis. While the social-distancing measures necessary to protect the health of our communities makes an in-person award ceremony, which is our beloved tradition, impossible at this time, we still placed great value on recognizing our student recipients and have developed an online presentation that honors their achievements. Most notable, however, is that scholarship awards have been disbursed early! Our generous donors all agreed that our students need as much financial support as possible right now, and the usual disbursement schedules have been waived in favor of getting the awards to recipients as soon as possible. Special thanks should go to the Mesa Foundation, Communications office, Student Affairs, and members of the Scholarship Planning Committee, for their tireless work to adapt the program to these challenging circumstances. Together we'll get through this

Student Success Stories

- A huge Congratulations to Hanan Dirirsa! She has received the very prestigious Jack Kent Cook Scholarship which is a \$40K a YEAR scholarship for both undergraduate and graduate school. Hanan is a exceptional woman that embraces hard work, commitment, perseverance and brilliance. Hanan has been accepted to UCLA and UCSD. We are so proud of her.
- Congratulations to the Associated Students that are graduating. Below is just a few of the BIG-name schools our students are transferring to:
 - Robyn Bolden- UCSD! SDSU!
 - Airss Fitch- UCB! UCD! UCSC! UCI! UCSB! UCLA!
 - Francescka Salazar- UCSD! UCLA
 - Alexandira Romei - UCSD!
 - Chollada Sasiwong - UCI!
 - Franklin McKenzie UCSD! UCLA! UCSB! and Berkeley Haas School of Business
 - Mikayala - CSU Fullerton Delleney
 - Trina Tauer= Pt Loma!

Special Recognitions

- Thank you to the Associated Students! They have lead with generosity, care and concern for their peers. They have donated \$28K to support students via the COVID19 Student Relief Fund. AS! You are strong leaders committed to making a difference on and off campus. EACH of you are appreciated.

Student Development

Events & Activities

- Dean of Student Development conducted an equity crosswalk activity as part of the taskforce (subcommittee of SET - Success, Equity, and Transformation Committee). The Equity Crosswalk Activity was conducted on the following programs and services; Admissions, Online Counseling Services, Career Services, Veterans & Records, Veterans Services.

Innovations & Data

- Dean of Student Development updated the Equity Crosswalk Activity to reflect the remote services needs by converting it into an online form.
- Dean of Student Development has been conducting leadership development training sessions with Student Development Supervisors, along with staff development workshop for Admissions and Veterans staff.

Special Recognition

- Many thanks to Vicki Hernandez, Veterans & Records and Veterans Success Center Supervisor for all the innovative ideas to continue to provide remote services to the vet student population.

Student Health Services

Events & Activities

- Linda Gibbins-Croft LCSW collaborated with Niyatt Mengis, Program Assistant with the PATH program. Linda provided a web based seminar on "Student Support during This Pandemic" to students from all 3 colleges. The PATH Program (District) provides transfer guidance, faculty mentorship and relevant programming to students from City, Mesa and Miramar College pursuing studies in the arts & humanities. In the seminar, Linda presented on topics such as how to create things you can count on when things feel unpredictable, people interaction, struggles, coping, and meditation. Linda will also host additional Zoom seminars for the PATH program starting May.
- Linda collaborated with Julianne Kontos (EOPS) to produce a weekly EOPS related support group. The topics so far have been about managing unpredictability during a pandemic with coping and how to address issues for motivation. Feedback after the EOPS group indicated that students had new skills to integrate into their daily lives and felt the information was helpful. Students remarked they felt calmer after the meditation.
- On April 15th and 22nd, Student Health Services Mental Health Coordinator Linda Gibbins-Croft, LCSW and co-host Aurora San Pedro, LMFT teamed up on Zoom to present Mesa Cares: Student Support During This Pandemic. The students were able to engage with a Linda and Aurora in an open and caring discussion about managing your calm and keeping your focus, a safe place to ask questions and to handle what is happening. For the last session on April 29th, Linda provided helpful information and techniques on how to handle irritation along with anger and how to be centered and calm in support for the Domestic Violence Awareness month. After the sessions, students were polled and feedback included that people found it relevant and helpful. Positive feedback also was shared that the meditation was helpful. Mesa and Continuing Education students were invited to attend.
- Aurora San Pedro, LMFT continued to support the Active Minds student club weekly meetings in April through Zoom. They are working on new ways to connect with students by starting a book club. Discussions on ways to support students during a pandemic was also explored. They discussed ways to remind students about healthy habits and implement a steady routine/schedule despite the difficult circumstances. Coping skills have been discussed and explored which included integrating a writing resource for staying in home called Isolation Journal.
- On April 17th Aurora San Pedro, LMFT provided Mental Health support to the academic support team Avanza Center Peer Navigators. The following topics were discussed: How to create a conducive routine to maintain healthy patterns during COVID-19. A link to Healthy coping skills as discussed. This included a schedule, exercise, community/connectivity, resources and support. Top Mental Health apps were also shared.
- Dr. Calvin Wong MD, Student Health Medical Director answered student questions during Talk To Your Doc. Dr. Wong will continue with weekly sessions.
- Suzanne Khambata FNP is attending weekly Zoom meeting with the San Diego County Public Health Colleges and Universities group with Wilma Wooten MD and the California Department of Public Health.

Innovations & Data

Innovation:

- Research is underway in a collaborative effort with City College and Miramar College to choose an Electronic Health Records provider (EHR). Suzanne Khambata, FNP, Nancy Bromma, FNP,

Linda Gibbins-Croft LCSW, Laura Milligan, FNP, Dotti Cordel (City), Michelle McCurdy FNP (City), Leslie Easton LCSW (City), Judy Pitacil PsyD (Miramar) and Lezlie Allen RN (Miramar) have all been talking/meeting/collaborating on researching EHR companies.

- Nancy Bromma FNP and Mimi Vu SSSA are writing a grant under the CARES Act to secure Doxy.me services for confidential telemedicine and other services. A proposal to start the process at Mesa has been submitted.

Data

- Starting April 1st, Student Health Services fully operated remotely online to provide direct care to 294 students.

Policies & Procedures

- San Diego Community College Mesa Police and Psychiatric Response Team Collaboration with Student Health: Suzanne Khambata FNP and Aurora San Pedro LMFT continued their collaborative efforts with the County of San Diego Behavioral Health Division under the CCC Mental Health Grant. The most recent meeting took place on April 1st. Meeting items included: current and desired levels of support on campus and the role of the Psychiatric Emergency Response Team (PERT) during a campus crisis. Meetings will continue with PERT and Lieutenant Nelson (SDCCD Mesa Police).
- Suzanne Khambata FNP and Aurora San Pedro LMFT met with San Diego County Behavioral Services Medical Director Dr. Piedad and Administrator Phoung in an ongoing collaborative effort to form an MOA with the County for Behavioral Health Services. At our April meeting we discussed campus mental health needs. We agreed to collaborate and produce "Mental Health First Aid Training" for the Fall. The MOA is underway and will include:
 1. Connections to their contracted Community Health Organizations for services pertaining to our prioritized list of student needs (from the American College Health Association survey).
 2. Training and education to the Campus and SDCCD Police Officers (PERT).
 3. Retreat scheduled for August where they will provide 4 hours of training on County Services. This will be open to students, staff and faculty (with flex credit).
 4. A seat on their Behavioral Health Steering Committee (Monica Woodruff AMFT is currently serving)

Special Recognition

- Mesa student and Active Minds President Madi Goldman has demonstrated her leadership by showing her dedication to the Active Minds Mesa College Chapter. Madi has taken the initiative to connect students interested in joining the chapter by creating social media platforms (Instagram and Facebook) for the club. Her leadership, creativity and her ability to build connections with others is exemplary.

Student Success & Equity

Innovations & Data

- As our first full month of virtual services commenced, The Stand: Basic Needs Resource Department has been working with the campus to find innovative ways to assist our students.
- Through the generosity of the college we were able to provide 115 students with free food vouchers to California Burrito, a local taco shop that has been partnering with our campus for the last few years.
- With funding from Associated Students, Equity, and SD Mesa Foundation, The Stand has been able to provide 175 Mesa College students each with \$150 emergency grant to assist in this time.
- We have received over 2500 applications the majority within the first 24 hours. The EFRT (Emergency Funds Relief Taskforce) read through the applications and developed a lottery system to award our students.
- Success Sighting: Pahua Vang, Jennifer Park, and Naomi Jordan as part of EFRT reading all the applications.

Policies & Procedures

- All of our programs have been reverted to an online format, most of our program leads and counselors have been granted LogMeIn (remote) access to their workplace computers

Transfer

Events & Activities

- Moved all representative meetings online
- SDEC Transfer Options fair webinar
- APU on the spot admissions event.

Innovations & Data

- We have moved all events online. And still working on recording workshops.
- SDSU Admits=1170 for Fall of 2020
- UCs do not provide admit lists waiting on that data as it comes in.
- SDSU As of 4/28: 106 interest forms; 11 applicants 8 in process
- Average of 3 SDSU@Mesa emails responded to per day since IE survey was sent.
- 29 transfer appointments (phone or zoom)
- 536 contacts on SARS
- 86 phone calls
- 90 responses in the Transfer Acceptances Link on SD mesa transfer webpage

Policies & Procedures

- Google Voice and Email Set up for Transfer Center.

Student Success Stories

- Students have been reporting successful admission appeals to SDSU! In addition, a whopping 1170 SDSU Mesa admits!

Special Recognition

- Thank you go Gity and the TCE team who are providing remote services. Special shout out to Amy and Nayeli for helping us with all the workshops in the assessment center! I think that really helped us support so many students!

Veterans

Employee Updates

- Everyone is healthy. Staff is adjusting well to new environment. In collaboration with Admissions classified professionals, we had a staff development meeting led by Dean Crakes.

Events & Activities

- Vocational Rehab Appointments via Zoom with Ryan Morris, VA Counselor: Ryan met had 5 appointments with student veterans regarding Vocational Rehab. He also had 3 additional walk ins.
- Hosted a Zoom CalTAP workshop for our student veterans. The workshop covered topics on employment, benefits, and local resources for veterans in San Diego. The presenters also covered the process of filing unemployment benefits. We had 20 student veterans attend this workshop.
- Hosted two Zoom "I've been Admitted now what" workshops for students who have been admitted to SDSU and CSUSM. During these workshops both representatives also meet with prospective students interested in attending both institutions. We had a total of 15 student veterans attend these workshops (2 for CSUSM and 13 for SDSU)

Innovations & Data

- During our first full month of receiving paperwork online, we have received paperwork from 172 students. We anticipate this to increase greatly with priority registration for summer next week. We have also received 49 emails from our newly launched SD MESA VETS email account for the month of April.
- Due to the campus being closed, Veterans Services brought our workshops and events scheduled for the spring to a virtual platform utilizing Zoom. Those events include CalTAP, Voc Rehab Appts and the bringing the four-year reps to Zoom to meet with our student veterans. We are also offering Wellness and Personal Counseling to students as part of our remote services.
- We are in the process of creating social media accounts to better inform our student veterans of our services we are offering.

Student Success Stories

- One of our student veterans who attended the CalTap Zoom workshop contact me about possible VA work-study opportunities or internships for an engineering student. I assisted him by reaching out to our tutoring services on campus and a colleague from the "Troops to Engineering" program at SDSU. He is now in the process of completing paperwork for the program that will give him the mentorship, networking opportunities and a possible internship to help with his financial need. He has also been in contact by Mark Manasse for a possible job tutoring. This all came from the networking we did during the CalTAP workshop and the informational emails being sent to our student veterans.

Special Recognition

- Ailene Crakes, Dean of Student Development--Thank you for all of your support and leadership. We appreciate you!

Vice President Student Services

Employee Updates

- Ashanti Hands, Trina Larson and Charlie Lieu participated in various meetings with our Peer Review Team, a partnership with the Institutional Effectiveness Partnership Initiative. This partnership will assist us with integrating equity and Guided Pathways into our Mesa 2030 master planning Process.

Events & Activities

- VP Hands presented at the following webinars -
 - The Importance of Equity-Minded Virtual Practices during COVID-19 webinar hosted by the Center for Urban Education
 - Housing Insecurity of African American Students
- The VPSS team attended the Mesa College Town | Hall Forum
- The M&M Team spent the month of April brainstorming new virtual activities, interactive group settings and self-paced, in place of traditional M&M events. Don't miss out on the next virtual M&M activities on "May the Fourth" Star Wars Day! A survey will be sent out in May to collect participation interests in other future activities.

Innovations & Data

- The VPSS Office
 - Completed Phase II & III of our Remote Access Process
- VP Hands
 - Coordinated the CARES Act Student Distribution Planning and SD Food Bank Mobile Market Planning meetings.
 - Assisted with the coordination of our WiFi Parking Lot Program
 - Launched "Before you Drop, Stop" social media campaign
 - Launched COVID-19 Emergency Relief Fund and Support Page
 - Participated in establishing the process of providing 115, \$25 meal vouchers to students, in support of small/local businesses, specifically California Burrito
- Charlie Lieu, College Technical Analyst, collaborated with the following departments -
 - Career/Transfer/Evaluations department is currently piloting a Live Chatbot feature. This innovative tool now allows users who visit our sites to communicate via chat with a live person. This is just another way we can support students by meeting them where they are! Outreach, Assessment, San Diego Promise, and Student Affairs are next to launch. If you want to learn more, please contact Charlie Lieu (clieu@sdccd.edu)
 - Student Affairs launched their Virtual Bot. DSPS and Veterans Services are next.
 - New Web Pages: Promise Year1 and Year2 Cohorts, AS Candidate Statements, AS Minutes and Agendas, Outreach Mission, Vision, and Goals, and Outreach Virtual Tour.
 - The LOFT: Online Student Support Services website in all CANVAS shells.
 - Reporting as Classified Senate President: Mesa Classified Senate is currently selling photo cards to help raise funds for the Mesa Student COVID-19 Emergency Fund. This is a fun and meaningful way to keep in touch. There are 4 different designs and options, including printed or digital. To learn more please visit: <https://www.sdmesa.edu/about-mesa/governance/classified-senate/classified-senate-fundraising.shtml>

Special Recognition

- Special thanks to Alex Napoles and Tony Lo for their continued support in making sure 120 Student Services and Student Accounting faculty, classified professionals, and administrators have remote access to their work computers.
- VP Hands attended the following webinars/trainings and thanks the event coordinators for creating the conditions that matter for the success of our students, classified professionals, faculty and/or community:
 - A Conversation with Policymakers and Practitioners on African American Student Success
 - Addressing Racial Bias and Microaggressions in Online Environments
 - Mesa Reads: Dear America - Book Talk with Students
 - Supervisors' Meet-up - Best Practices for Working Remotely
 - Weekly CCCCCO COVID 19 Webinars
 - Grading Policies and Term Extensions During COVID-19 Webinar
 - Calling Out Xenophobia, Racism and Intolerance During the COVID-19 Crisis
 - Equity Minded Student Services in the Online Environment Webinar
 - VP Hands attended the James E Scott Academy and RP Board Meetings