



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

- Financial Aid welcomed to our Mesa family Dang T. Nguyen "Thuy" on 8/10/2020 and Jacob Martin on 8/24/2020 as our new Student Assistance Technicians.
- The Outreach Department selected five new student hires and re-hired three veteran ambassadors: Makayla Srioudom, Anthony Chhum, Nhulong Vo, Keysy Mendez Lopez, Kaitlin Clapinski, Darien Duong, Delany Lizarraga, and Jorge Martinez Vazquez. Say HELLO to your 20-21 Outreach Student Ambassadors!
- Student Success & Equity would like to welcome two new SDICCCA Interns who will be supporting SSE in 2020/20: Vannie Pham and Krystal Ramirez. Welcome!
- Carolina Chavez, Career Peer Ambassador, has secured a NEW job opportunity with great pay and full benefits. She will be transitioning to her new role as a full-time Animal Health Technician. During her time as a Career Ambassador, Carolina facilitated 77 individual student sessions on resume building and cover letter writing. She has also supported countless students during Mesa events, presentations, and transfer application workshops. Congratulations Carolina! Our team will miss you!
- Lara Napasa, Career Peer Ambassador, completed her intensive resume and cover letter training. She will now be assisting the Career Peer Ambassador Program with one-on-one student sessions. Congratulations on successfully completing your performance evaluations!

Events & Activities

- The Fall 2020 Semester Welcome Week series of events was held entirely online. Fifteen different departments and service areas participated in this entirely new event format, including our Career Peer Ambassadors, The Stand, and the Learning Resource Center, with a total of 39 individual virtual events held between Monday and Friday.
- The Transfer Center launched Transfer Talks on Tuesdays. Eleven students attended on the on first day.

Innovations & Data

- Preliminary feedback from 2020 Summer CRUISE is positive! Qualitative data reveals a sincere appreciation for Summer CRUISE and the Peer Navigators. However, Summer CRUISE data also reveals a need to focus on our African American and Pacific Islander student population. The majority of our Summer CRUISE participants identify as Latinx or white.
- The School of Student Development is collaborating with Athletics to develop a program called Olympian Pathways Prototype (OPP), an equity minded approach geared toward serving Mesa's student-athletes by introducing intentional, intrusive interventions that aim to increase retention, academic success, a sense of belonging, and accountability. This work is done through an equity-minded, team approach that includes the head coach, the SA Counselor, Assistant Athletic Directors, the Dean/ Athletic Director, Athletic Retention Technicians (ARTs), and Student Services. The ARTs are the newly introduced catalysts to the retention efforts of the Athletics program.
- Linda Gibbins-Croft LCSW will begin a new weekly "Games" group to improve connection between students and provide psycho-education.
- The Stand Basic Needs Resource Center will be providing 20 students a week with \$50 vouchers to be used at 72Fifty (San Diego Mesa Colleges culinary department's restaurant). The vouchers can be used to purchase lunch and/or dinner when service starts.
- In partnership with Executive Leadership, a letter was sent to all students who were enrolled in Spring 2020 but not Fall 2021. The letter let them know that we have upped our game, are ready for them and that seats are open
- CARES Act and United Way Awards as of August 25, 2020 (Includes Spring & Summer awards)
 - CARES – 2,877 students have been awarded \$1,368,900.00 (\$500 awards)
 - United Way – 53 students have been awarded \$10,600 (\$200 awards)

Policies & Procedures

- SDCCD will not be dropping for non-payment, this Fall. Holds will be placed on students who have not paid fees.
- SDCCD has an Interim Title IX Policy - <https://www.sdccd.edu/docs/District/procedures/Student%20Services/AP%203100.2a.pdf>
- At last month's MSSC Retreat, the Student Services Leadership Team made a **Call to Action** to all Student Services departments. The call was a direct response to the spark felt around the world by the murder of George Floyd, the resulting light being shined on structural racism and our responsibility to ensure that our students have access to equitable outcomes and opportunities

to succeed and thrive. Each SS department will develop a minimum of one SMART Goal that is specifically designed to remove barriers for Black students at Mesa College.

- Despite the Supreme Court decision on June 18th, 2020 to reinstate the DACA program, the Trump administration released a memo on July 28th, 2020 that continues to restrict the DACA program. Current DACA recipients can continue to apply to renew their DACA, DACA protections and benefits continue, and Renewal period has been shortened from 2 years to 1 year. No new DACA applications are been accepted as of today, we will email the campus community as we receive any updates on this information.
- The CalWORKs Online Appointment Google Request Form continues to work very well. The program also Implemented Zoom Drop-In time on Fridays to Zoom with a counselor, ask question or schedule an appointment and that continues to work well.
- Through a collaborative a DSPS district wide effort, the DSPS Waiver of Full-Time Status Requirement for Student Success Programs was finalized.
- Spring 2020 diplomas were recently mailed out. Students should receive them by the end of August. Summer 2020 diplomas will be mailed out in November.
- The Assessment Office continued to work with students to update their milestones. If a student contacted the department for any reason, staff always double-checked their student account to see if they needed to complete the Placement Assistant. Once students completed the Placement Assistant, they received an email with specific contact information for their next steps to enrollment.
- Kearny Fast Track students were successfully enrolled for their fall 2020 courses. It was a real effort this year with the cancellation/reduction of fall classes which many students had already been enrolled in.

Student Success Stories

- Several Madison HS class of 2020 students were having difficulty clearing their Current Mesa High school holds, so we communicated with Madison's Kelly Balzer and the registrar to get copies of their HS diploma's and HS transcripts to clear the students. Kelly said, "You are so awesome!"
- During the SDSU workshop the Veterans office learned a student that the Veterans Success Center has worked with not only got an internship at Northrop Grumman but has been given the opportunity to continue working with them and is interested in attending SDSU in their engineering program.

Admissions

Employee Updates

- Celine Ahearn was awarded an Olympian Spirit Award at this year's convocation, and for good reason. We celebrate Elizabeth Jones as she was officially promoted to Senior Student Services Assistant.

Events & Activities

- Cesar Gaxiola and Trung Huyhn supported the training of the Outreach Ambassadors with information on services provided to students via the admissions office on August 5. Several admissions staff members attended the 2020 SD Mesa Convocation on August 13. Celine Ahearn and Cesar Gaxiola partnered with Miramar College and hosted a CCAP Presentation to students and parents on August 13 and August 20. LaKeita Platts, Elizabeth Jones, Helena Hubbard and Raquel participated in the Feel, Heal and Be Real dialogues. Celine Ahearn, Elizabeth Jones and Helena Hubbard participated in the M&M zoom escape rooms.

Innovations & Data

- Dulce Lopez continues to lead the admission staff on moving students from parent-x classes and LCOMS into child courses. We moved 13 ENGL 101x courses into 26 child classes which included 302 students. 2 LCOMS, and 16 math x courses which included 492 students. We replied to over 2,500 emails, processed 343 JIRA forms, enrolled 253 dual enrollment students (MET, FastTrack and Dual), and updated 96 student records. We also had 297 student interactions across 8 Allied Health programs. We also completed updating all SDUSD Graduating seniors HS diploma dates on CS. 260 courses were converted to online, and Admissions moved all students from face to face to online instruction class numbers. We also supported Retail Management by enrolling their students into their 3 cohort courses for the fall 2020 term.

Policies & Procedures

- We continue to support our students with our Google Voice line, various admissions emails and JIRA for form processing. We are looking at starting our Admissions live chat. As an office, we have begun to review our policies and processes in regards to our equity efforts and are working towards a comprehensive response to the Call for Action.

Student Success Stories

- Several Madison HS class of 2020 students were having difficulty clearing their Current Mesa High school hold and ATB, so we communicated with Kelly Balzer and the registrar to get copies of their HS diploma's and HS transcripts to clear the student groups, holds and ATB requirement. Kelly said, "You are so awesome!"

Special Recognition

- Admissions would like to recognize our amazing staff who continually volunteer to work the extended hours to support our students. Those additional hours on Fridays (2 Fridays until 5 PM) and Saturday make a difference to our students. On Saturday, August 15 we had 189 student interactions.

Assessment

Events & Activities

- The Assessment Office continued to work with students to update their milestones. If a student contacted the department for any reason, staff always double-checked their student account to see if they needed to complete the Placement Assistant. Once students completed the Placement Assistant, they received an email with specific contact information for their next steps to enrollment.
- Challenge exams for Chemistry wrapped up in August. The Assessment Office has been working closely with Admissions and the Chemistry, Math and Language Departments to be able to offer challenge exams via Zoom. We will be working on perfecting the process to make it easier for students for next semester.
- ELAC GO! (a guided self-placement tool for English Language Acquisition classes) rolled out this month for all students in the District.

Innovations & Data

- 308 Unduplicated Student Count
- 197 Placement Assistant Submissions
- 123 Emails
- 45 Orientation
- 52 Phone Calls

Events & Activities

- We would like to give a big shout out to Amy Bettinger, for her dedication and support of current and new students, and for going the extra mile to set up them up for a successful fall semester!

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Update

- The Peer Navigator Program is fully staffed with 13 student leaders who are ready for the 2020-2021 academic year!

Events & Activities

Aug 14 - AVANZA Engagement Center (AEC) Open Hours

- Peer Navigators facilitated drop-in time to address last minute student concerns, assist with navigating Canvas or mySDCCD, and providing support for students.

Aug 17-20 – AEC Welcome Week

- Peer Navigators provided new students the opportunity to connect with other students or engage in some online games.

Aug 31 – AEC Open Hours

- The program is piloting open hours for all students to drop by the Engagement Center to connect with PNs or ask questions. Efforts are aimed at increasing student awareness and engagement.

Innovations & Data

- Preliminary feedback from 2020 Summer CRUISE is positive! Qualitative data reveals a sincere appreciation for Summer CRUISE and the Peer Navigators. However, Summer CRUISE data also reveals a need to focus on our African-American and Pacific Islander student population. The majority of our Summer CRUISE participants identify as Latinx or white.

Policies & Procedures

- Going online has caused the programs to re-evaluate efforts to create stronger policies and procedures. This step is pending.

Student Success Stories

- The following are some responses from 2020 Summer CRUISE participants –
 - "she was very helpful and gave great feedback/answers to anyone that asked and went out of her way to show us exactly how to do it if needed"
 - "I had lots of fun and feel more comfortable starting Mesa."
 - "So kind and welcoming! Helped to ease my nerves of starting school."
 - "she was very helpful and super nice. she did a great job and i know it wasn't easy for her because everyone was very scared to participate and ask questions."

Special Recognition

- The Peer Navigators and Alexi Balaguer. Without them, holding Summer CRUISE online would not have been a success. They are an amazing group and beyond supportive!

CalWORKs

Employee Updates

- The CalWORKs Program is happy to announce we are in the process of hiring two new Adjunct Counselor.

Events & Activities

- The CalWORKs Program continues to be engaged and committed to providing flexible services to students.
- The transition of the entire application and appointment request system to an accessible online format has continued to work very well.
- The program meets regularly over Zoom.
- We finished closing all 21 Summer 2020 student cases files.
- We started creating 23+ Fall 2020 student case files.

Innovations & Data

- The CalWORKs Program continues to be engaged and committed to providing flexible services to students.
- The transition of the entire application and appointment request system to an accessible online format has continued to work very well.
- The program meets regularly over Zoom.

Policies & Procedures

- The CalWORKs Online Appointment Google Request Form continues to work very well. The program also Implemented Zoom Drop-In time on Fridays to Zoom with a counselor, ask question or schedule an appointment and that continues to work well.

Student Success Stories

- 9 out of 23 current Fall 2020 CalWORKs students are new to Mesa College and the CalWORKs program.
- 1 new CalWORKs Summer 2020 student had been accepted to transfer to University of San Diego. This is an addition to three other student that transferred after Spring 2020 semester.

Special Recognition

- To Pahua Vang as she has helped the program, in general, tremendously, but especially with the overhaul of the CalWORKs website. Thank you Pahua!

Career

Employee Updates

- Carolina Chavez, Career Peer Ambassador, has secured a NEW job opportunity with great pay and full benefits. She will be transitioning to her new role as a full-time Animal Health Technician. During her time as a Career Ambassador, Carolina facilitated 77 individual student sessions on resume building and cover letter writing. She has also supported countless students during Mesa events, presentations, and transfer application workshops. Congratulations Carolina! Our team will miss you!
- Lara Napasa, Career Peer Ambassador, completed her intensive resume and cover letter training. She will now be assisting the Career Peer Ambassador Program with one-on-one student sessions. Congratulations on successfully completing your performance evaluations! We're so happy to have you on our team, Lara!

Events & Activities

Career

- The Career Center and Work Based Learning hosted "Career Chats" during Fall 2020 Welcome Week on Thursday, August 20th from 10:00 am-12:00 pm. We met with 15 students and supported them with questions regarding career services and general information. The event was held through Zoom, a free video and audio communication platform. Event was facilitated by Raquel Sojourner, Kirsty Carson, and Katlin Choi; the event was moderated Alicia Lopez.
- What is CAREER CHATS? A space where students can chat with a Career Counselor and a Work Based Learning Coordinator about their major and planning needs.

Career Ambassadors

- Career Ambassadors hosted Welcome Week Activities on August 17th-20th, "Meet Our Career Peer Ambassadors! Learn about Transfer, Career, and Evaluations Services." 22 students & alumni participated.
- Luiza Barreto Rodrigues collaborated with Work-Based Learning to present at the "Tech + 21st Century Skills Series" Presentation on August 24th for EOPS, and Project Restart.
- Our Career Ambassadors have been preparing for TCE Open House 2020. They will be the leading voices in the virtual sessions of our event, "Student Empowerment Through Student Voices!" on August 31-September 3rd.
- Keep an eye out for the event Recap Newsletter to be emailed in September.

Innovations & Data

New Employer Contacts Mesa Job Network for June

- Total of 4 new employer contacts were made during June through our online job board, “Mesa Job Network.”
 1. Amerit Consulting
 2. GL Pools
 3. laera Surf
 4. SenDX
- Job Postings on Mesa Job Network for June
 - A total of 26 jobs were posted by employers on the online job board in June to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Remote Data for June

- Student Career Contacts reported on SARS Total of 62 (point of contacts)
- Remote Career Counseling Appointments: Total of 48
- Live Chat-bot Conversations with Students: 26

Career Ambassadors Program (CAP)

- Career Ambassadors –
 - Participated in 11 training sessions to improve their resume coaching skills
 - Reached out to 9 students via the Job Network to offer resume review support
 - Responded to 28 student emails and 3 phone calls
 - Received 7 new request forms for resume/cover letter assistance: 9 in-progress, 5 unresponsive; 1 is in progress
 - Completed 6 online student sessions: 5 resume sessions, 1 resume & cover letter combined sessions
 - Collected 4 post assessment surveys
 - Comments received from student participants:
 - Helen was really great, very efficient and clear in her suggestions. She provided good tips to make my resume look better.
 - Malik is an excellent Career Ambassador. They were very thorough when reviewing my resume and cover letter and helped me highlight important keywords in my both documents. They also informed me about a few other services that the Career Center has to offer that could potentially help me in the near future. Overall, it was a great experience and I will definitely recommend this service to other students and Alumni. Sadie was very clear about what I need to improve in my Resume. She is also nice and friendly.

Special Recognition

- Thank you to ALL Mesa students. We hear you. We see you. We CARE. Hang in there!

Counseling

Events & Activities

- Kearny Fast Track students were successfully enrolled for their fall 2020 courses. It was a real effort this year with the cancellation/reduction of fall classes which many students had already been enrolled in. A huge shout out to Jose Aranda in Admission for enrolling these students and being extremely helpful and responsive as things changed! Also, thank you to Accounting for waiving the fees for this high school program. It takes a village.

Innovations & Data

- Drop-ins: 1781
- Appointments: 352
- Total: 2066

Policies & Procedures

- Created an 'in house' form to help students fill out transcript request JIRA form. This is a big time saver.

Student Success Stories

- Many!

DSPS

Events & Activities

- DSPS Counselor, Joseph Pritchett continues to hold zoom office hours twice a week to assist students with Educational Planning.
- DSPS faculty participated in the Black Minds Matter webinar series.
- DSPS faculty presented at the Allied Health Orientations.
- DSPS faculty and classified professionals attended the fall convocation.
- DSPS faculty and classified professionals attended the campus forum.
- DSPS Coordinator Erika Higginbotham attended the state-wide all DSPS directors monthly meeting.
- DSPS faculty attended the Paul Grossman legal webinar.
- DSPS Counselor, Isaac Arguelles attended an Unconscious Bias training.
- DSPS Counselor, Melissa Williams presented to the new Outreach Ambassadors.
- DSPS Counselor Melissa Williams attended a Mental Health training.
- DSPS Coordinator, Erika Higginbotham, participated in the newly formed district committee to develop culturally sensitivity training for district employees.

Innovations & Data

- DSPS processed 125 new student applications for the month of August and scheduled 122 online requests for DSPS counseling appointments. There were 283 student counseling appointments scheduled and 327 drop-in services recorded. There were 97 Alternate Media requests.

Policies & Procedures

- Through a collaborative a DSPS district wide effort, the DSPS Waiver of Full-Time Status Requirement for Student Success Programs was finalized.

Special Recognition

- A huge thank you to all of the DSPS classified professionals and counselors for all their hard work and efforts to help students during this busy time of the year.

EOPS

Events & Activities

EOPS

- 8/17-18/20 | EOPS and Special Programs Meet and Greet-An opportunity for students and the campus community to stop by and learn about the various programs and to meet staff and counselors.
- 8/27/20 | Offered two workshops- Are you planning to transfer to a university Fall 2021.
- 8/27/20 | Partnered with the PATH Program to offer information sessions to learn about the PATH Peer Mentoring program. Workshops, events and professional development.

CARE

- 8/4/20 | CARE Zoom check-in- Opportunity for students to check-in with a counselor and peers.
- 8/2020 | Converted CARE paper application to Google Form application. CARE application is provided once students submit an EOPS application at Sdmesa.edu/EOPS. Students must be part of EOPS first to be considered for CARE.

NextUp & FAST

- 8/3/20-8/6/20 | FAST and NextUp Annual Welcome Back event- This year the event was four days. Three of the four days students received valuable information from EOPS department, financial aid, and community members. All students received the opportunity to connect and problem solve amongst themselves. They were able to begin building a community within the program by bonding and sharing experiences. The continuing students answered questions from the incoming student and they all supported each other through the week. One on the final day, students completed their program orientation while continuing to engage with each other. Each day we had a minimum of 38 students and participants on our zoom meeting.

Borderless Scholars

- 8/11/20 | 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.
- 8/2020 | Borderless Scholars promoted the DACA Update Workshops that took place on August 6 and 11 at 12:00 p.m. These workshops were hosted by Jewish Family Services. JFS, through its Higher Education Legal Services team provided the attendees with updated information about DACA, DACA Renewal application, its process, how the JFS offers services, appointments, documents needed for renewal applications, and JFS availabilities on campuses.

Project Restart

- 8/6/20 | Project Restart Zoom check-in- Opportunity for students to check-in with a counselor and peers.
- 8/2020 | Delivered school supplies to Project Restart students at Westcare.

- 8/2020 | Collaboration with Movement Be and Project Rebound (SDSU)- Representatives stop by Project Restart events with share resources with student and also facilitate activities to empower them by amplifying their narratives.
- 8/24/20 | Collaboration with WBL to offer Tech Skills Workshops Series- Reviewing a Syllabus, Writing Emails, & Contacting professors.

STAR TRIO

- SD Mesa College STAR TRIO awarded the 2020-2025 SSS TRIO grant from the Department of Education, which allow us to continue supporting current and new students pursue their educational goals!

Innovations & Data

- FREE Legal Immigration Consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars is partnering with Jewish Family Services to offer FREE Legal Immigration Consultations! To learn more about this service and to schedule an appointment please contact the EOPS Office to schedule an appointment with a Borderless Scholars Counselor or visit our website at www.sdmesa.edu/EOPS.
- Thanks to you for everyone's support! Borderless Scholars raised close to \$2,000 during Mesa Giving Day last month. Your support will provide emergency funds to support our Undocumented Students. You may donate year around by visiting our Borderless Scholars website at www.sdmesa.edu/EOPS.

Policies & Procedures

- Despite the Supreme Court decision on June 18th, 2020 to reinstate the DACA program, the Trump administration released a memo on July 28th, 2020 that continues to restrict the DACA program. Current DACA recipients can continue to apply to renew their DACA, DACA protections and benefits continue, and Renewal period has been shortened from 2 years to 1 year. No new DACA applications are been accepted as of today, we will email the campus community as we receive any updates on this information. We encourage students to renew their DACA- IRC San Diego and the Jewish Family Services is currently offering FREE DACA Renewal services and may help with the \$495 government-filing fee (while CA state funds are still available). In response to the Pandemic appointments are offered virtually! If you have any questions, please reach out to our Borderless Scholars team!

Policies & Procedures

- One FAST Scholars earned a 4.0 GPA for her summer classes!
- Our recent NextUp graduate passed the TEAS exam for nursing and scored within the 97th percentile of testing.
- San Diego Mesa College Borderless Scholars Catalyst Fellow for the 2020-2021 academic year has been selected! The Catalyst Fund Fellowship 2020-2021 is an opportunity for students to participate in a year-long program. The selected fellow will receive a \$3,000 stipend, develop a student project, attend monthly online leadership workshops facilitated by Immigrants Rising

staff, and receive mentorship from a Borderless Scholars team member. We are happy to announce that Yvonne Rulfo will be our Catalyst Fellow this year. Yvonne is in her second year as a Mesa student and is currently enrolled in the Physical Therapy Program. Yvonne will have the opportunity to gain visibility, knowledge, and a strong voice on our campus, as well as provide invaluable input to the Borderless Scholars team who serve undocumented communities.

Special Recognition

- Blanca “Melissa” Zavala is the NextUp Student Services Technician and has been the pillar of the program since its beginning. Her dedication and willingness to step in as a leader has been unmeasurable. Since being quarantined, her passion and dedication has only grown more and students continue to benefit from her commitment to all foster youth. We look forward to seeing her professionally grow at Mesa College. Melissa, thank you for all you do for us.
- A HUGE shout goes out to the STAR TRIO team- Thuan, Petra, Hieu, Deeana, and Nellie for their ongoing commitment to our STAR TRIO program and students! A special THANK YOU goes out to Marichu Magana for supporting us with the STAR TRIO grant writing process!
- Congratulations to Yvonne Rulfo for being selected by The Catalyst Fund Fellowship Program to serve as our Fellow for the 2020-2021 academic year. Welcome Yvonne!

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.
- Our District Evaluators finished awarding spring graduates their degree/certificate and diplomas were mailed out mid-August. Evaluators are beginning to work on summer 2020 graduates.

Events & Activities

- The Evaluations department participated in Welcome Week and offered two zoom sessions for students in their last year and titled it, "Ready, Set, Apply & Graduate" to assist students in their last year and ensure they were on track. The first half of the hour was a presentation and the second half was opened to Q&A. The presentation can be viewed here: <https://bit.ly/sdmesaevaluations101>.

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-and-documents.aspx>
- The 2020- 2021 Apply for Graduation Deadlines are here:
 - October 1, 2020 - Deadline to Apply for Graduation ONLY for students transferring to a CSU in Spring 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).
 - November 15, 2020 - Deadline to Apply for Graduation and be a Fall 2020 graduate. Students filing after this date will be a Spring 2020 graduate.
 - 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 mysdccd portal under the "My Academics" tab. Students should follow deadlines above that align with their path.

Policies & Procedures

- Spring 2020 diplomas were recently mailed out. Students should receive them by the end of August. Summer 2020 diplomas will be mailed out in November.
- How to submit an official transcript to SDCCD? Student must submit all official electronic transcripts to our Transcript Office email tinquiry@sdccd.edu. Students should confirm their transcripts have been received and totaled 3 weeks after sending them in. Once received, they should request their transcript evaluation through JIRA.
- 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
- 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) on Advising Notes under the My Academics tab.

Student Success Stories

- Congratulations to the all summer 2020 graduates! Congratulations to our incoming students who are resilient starting the fall semester through an online format. We are here for you!

Special Recognition

- Amara Tang. She meets each day with a positive attitude and is constantly meeting students where they are at with determination to meet their needs. In addition, she has been instrumental in planning Welcome Week & TCE Open House activities. We appreciate all that you do!

Financial Aid

Employee Updates

- We welcomed to our Mesa family Dang T. Nguyen "Thuy" on 8/10/2020 and Jacob Martin on 8/24/2020 as our new Student Assistance Technicians. Thuy came to us after being a Project Assistant with SAT responsibilities at Miramar College during ERP and Jacob comes to us from Point Loma Nazarene University - Financial Aid Graduate and Adult Students Division. They are a great and much needed addition to our office staff.

Events & Activities

- Skyler Dennon hosted two SAP Appeal Workshops via Zoom.

Innovations & Data

- As of 08/28/2020, we disbursed \$15,756 to 16 students related to the 19-20 aid year program and \$32,559 in 20-21 Direct Loan funds to 5 students and/or parents. We received 5,108 emails and responded to 3,337 of them. We made 72 phone calls and 14 zoom sessions with individual students. Received 676 documents via JIRA and 1,778 via DocuSign of which 508 are still pending review and posting in CS. Imaged 497 documents.

Policies & Procedures

- In collaboration with the counselors participating in the Appeal's Committee (EOPS, DSPS and General Counseling), staff received necessary training to secure security access to the Comment page on the Student Success Counseling pages with the purpose for office staff to verify and validate that students submitting financial aid appeals have met with a counselor prior to submission.

Special Recognition

- To all the office staff whom have been working more than 10 extra hours per week since July processing, performing the verification processes and/or the review of additional documents or information that allows file review completion and initiation of the packaging process to our students. To Manolis, Tosh, Lilibeth and Victor for their technical support. With immense gratitude we say farewell to Scott Cho, FA consultant during the implementation and go live of the Financial Aid Module and the revision, correction and updates on work previously completed by Ciber. You will be missed!

Outreach & Community Relations

Employee Updates

Outreach

- The Outreach Department hosted a series of interviews to select our 2020-21 Ambassadors. We selected five new student hires and re-hired three veteran ambassadors: Makayla Srioudom, Anthony Chhum, Nhulong Vo, Keysy Mendez Lopez, Kaitlin Clapinski, Darien Duong, Delany Lizarraga, and Jorge Martinez Vazquez. Say HELLO to your 20-21 Outreach Student Ambassadors!

Events & Activities

Outreach

- The Outreach Department has utilized social media to bolster services to students, connecting via our Outreach virtual desk, connecting via Instagram and meeting a record number of students one-on-one via Zoom. Our levels of engagement have gone up significantly and we want to thank our team for continuing to innovate and build community online.
- 8/3 - 8/28: Outreach Staff member Van Chhum has been supporting the Cal-SOAP Consortium with their “Summer Melt” program, helping students who recently graduated from SDUSD have a successful transition to Mesa College and be set up for success!
- 8/4 - 8/12: All Student Ambassadors participated in two weeks of department training and had the opportunity to hear from student services departments as well as CTE programs, and QPR training. The team of eight ambassadors were provided with extensive training on some of the major student services Mesa College has to offer. They also participated in team building and communication exercises.
- 8/17 - 8/21: Outreach hosted a series of virtual offerings during the Welcome Week to support our first-time college students as well as returning students. In addition to welcoming students, Outreach assisted students in navigating through the student portal, assisted with adding classes, checking out books, paying their fees, etc.
- 8/28: Ambassadors and Outreach Staff participated in the Fall Virtual District Outreach Training. During this training, ambassadors were able to meet and participate in team building exercises across the District (City College and Miramar College). They had a “Social Media 101” training provided by the District Communications office.
- 8/28: Outreach was invited to attend its first fall semester community event, “Access Microenterprise Program Virtual Open House.” Staff member: Karla Trutna represented Outreach and had the opportunity to meet and greet with members of the Access Organization as well as community members, hear an overview of Access (AMP), hear success stories, learn about upcoming community projects.

Promise

- 8/13: We hosted a make-up Year 1 Promise Orientation for incoming Promise students who missed Summer CRUISE and Promise orientation during July. Over 70 students attended.

- 8/18 - 8/19: We hosted 2 Year 2 Recommitment Events. A total of 165 Year 2 students attended to learn about how to stay eligible for the Promise program throughout their second year and ways to stay involved and engaged virtually during Fall semesters.
- 8/20 -8/21: We hosted 2 Promise Welcome Hours sessions. Students got their questions answered regarding the Promise program and also learned tips and tricks for succeeding online with their college coursework and making the most of their virtual college experience throughout Fall 2020.

Innovations & Data

Promise

- 1,140 Promise applications for Mesa College have been verified and 970 of those students have signed a Promise contract and are officially enrolled in the San Diego Promise. Students have until August 28 to sign the Promise contract.
- 890 students have moved into Year 2 of the Promise program.

Policies & Procedures

Promise

- All Promise students must be enrolled in at least 12 units for Fall 2020 by August 28, unless prior arrangements with the program have been made. Students who wished to appeal and make alternate arrangements were able to do so until August 28.

Special Recognition

- We would like to give a special shout out to our Outreach team: Van Chhum, Donnaly Atajar, Jessica Gaffney, Tiffany Quintero, and Hernica Judan, this summer the landscape looked a little different for our students and you found creative and meaningful ways to extend support. Thank you for going above and beyond to support our Olympians!

Student Affairs

Events & Activities

Welcome Week

- In keeping with the pandemic mitigation precautions that Mesa College has taken to ensure the safety of its students, staff, and faculty, the Fall 2020 Semester Welcome Week series of events was held entirely online. 15 different departments and service areas participated in this entirely new event format, including our Career Peer Ambassadors, The Stand, and the Learning Resource Center, with a total of 39 individual virtual events held between Monday and Friday. Student Affairs would like to thank every participant for their efforts and support!

AS In-House Elections

- The Mesa College Associated Students announced their In-House Elections for the Fall 2020 Semester during the last full week of August. In-House elections are a vital component for the AS, allowing the organization to fill student senator seats that have been left vacant or were recently vacated after the regular election took place in the spring semester.

Special Recognition

- Thank you very much to Team Outreach. KARLA! VANN! and DONNALLY! are incredible. These three have facilitated an exceptional welcome week of events to make sure students feel welcomed. They have provided support and guidance with such creativity to make sure our Promise students feel welcome and excited to kick off the academic year. We are so fortunate to have their spirit, creativity and can do attitude for anything that comes their way. THANK YOU TEAM OUTREACH!

Student Development

Innovations & Data

- The School of Student Development is collaborating with Athletics to develop a program called Olympian Pathways Prototype (OPP), an equity minded approach geared toward serving Mesa's student-athletes by introducing intentional, intrusive interventions that aim to increase retention, academic success, a sense of belonging, and accountability. This work is done through an equity-minded, team approach that includes the head coach, the SA Counselor, Assistant Athletic Directors, the Dean/ Athletic Director, Athletic Retention Technicians (ARTs), and Student Services. The ARTs are the newly introduced catalysts to the retention efforts of the Athletics program. ARTs serve our SAs by providing timely responses, a wealth of knowledge, and holistic support by creating and nurturing professional relationships with our SAs and demonstrating consistent, authentic care for each individual SA.
- A team consisting of the Veterans Counselor, Veterans Supervisor, Counseling Chair, Dean of Student Affairs, and Health Services Director are working collaboratively to increase mental health and wellness services available to student veterans. The VSC - Veterans Success Center has moved to its new location.
- Dean of Student Development created the Sawubona Canvas Shell and Resources for Student Athletes Page

Special Recognition

- Congratulations to the following counselors who recently completed their Online Faculty Training Certification Program: Adam Erlenbusch, Mary Eden, Anne Hedekin, Laura Mathis, Raquel Sojourner, Michael Temple, and Kimberly Williams-Kee.
- Congratulations to Raquel Sojourner for completing the Mesa Buddies Program!
- Many thanks to Jacqueline Collins for providing the leadership and support with the Veterans Success Center move.
- Congratulations to the Black Faculty Counselors' Collaborative for their recent flex presentation on Supporting Black Students.
- Kudos to Adam Erlenbusch for facilitating a Heart and Stones Workshop series to both students and the Mesa Community. Thank you for sharing his skills as an LMFT and for the fun virtual stone painting workshop.

Student Health Services

Events & Activities

- Aurora San Pedro, LMFT, Mental Health Counselor, invited an astounding panel of professionals from the County of San Diego Health and Human Services Agency (HHSA): Behavioral Health Services (BHS), including Piedad Garcia, Ed.D., LCSW, Deputy Director, Phuong Quach, Psy.D, LMFT Behavioral Health Program Coordinator, Charity White-Voth, LCSW, Assistant Medical Services, and Linda Bridgeman Smith, Driving Under the Influence (DUI) Program Coordinator. The SD County Behavioral Health Services Forum provided valuable information to learn how to connect everyone to the County's services:
 - Behavioral Health Services
 - Aging and Independence Services
 - Child Welfare Services (CWS)
 - Housing and Community Development Services
 - Crisis support and Intervention
 - Drugs and Alcohol support
 - Public Health Services
 - Self-Sufficiency Program
- Also at the County Behavioral Health Services Forum, Student Health provided helpful resources to 79 Students, Staff and Faculty from all 3 Colleges including CE. In addition, our special guests sparked some fun and learning! Holly Bowron Hainley, FNP with her Rockin' Horse Minis, Flash and Izzy attended and taught us about the human animal connection and the benefits of animal therapy.
- Our department's professionals, Dr. Calvin Wong, Suzanne Khambata, FNP and Laura Milligan, FNP assisted in Allied Health orientation in welcoming students from Health Information Management (HIMS Program), Medical Assisting (MA Program), and Physical Therapist Assistant (PTA Program).
- Student Health invited QPR (Question, Persuade and Refer) instructor Michele Madden to provide a Zoom presentation for practical and proven suicide prevention training to new Outreach Ambassadors for Mesa's Outreach and Community Relations.
- For Welcome Week, Student Health prepared three Zoom seminars on COVID Education with our very own, Dr.Wong MD, Suzanne Khambata FNP, Laura Milligan FNP, Nancy Bromma (FNP), Linda Gibbins-Croft LCSW and John Guinn LMFT. They provided education about masks, updated COVID information and provided a variety of resources from SD County. Our Mental Health Coordinator, Linda Gibbons-Croft LCSW , and mental health counselor, John Guinn LMFT provided different techniques to calm yourself if you experience mask anxiety. There were 105 participants in the three seminars.
- Suzanne Khambata FNP continues to attend the weekly State of California COVID tele-conference, County of San Diego Public Health bi-monthly Colleges and Universities COVID meeting, Tuberculosis Elimination group and the Nurse Family Partnership with the County of San Diego Mother to Baby program.

Innovations & Data

- Linda Gibbins-Croft LCSW will begin a new "Games" group (weekly) to improve connection between students and provide psycho-education.
- The CARES Act will help us purchase Mediat, an electronic health record system and Doxy.me a HIPAA compliant tele-health program.
- In August, we served 314 students with medical/nursing and mental health needs.

Policies & Procedures

- Student Health updated and shared their Telemedicine process and procedures with other Colleges.

Student Success & Equity

Employee Updates

- We would like to welcome two new SDICCCA Interns who will be supporting SSE in 2020/20: Vannie Pham and Krystal Ramirez. Welcome!

Events & Activities

- Equity Training for new Peer Navigators
- The Stand has relocated to the new location in K105/106

Innovations & Data

- Facilitated two drive through food distributions, served a combined 600 households.
- The Stand Basic Needs Resource Center will be providing 20 students a week with \$50 vouchers to be used at 72Fifty (San Diego Mesa Colleges culinary department's restaurant). The vouchers can be used to purchase lunch and/or dinner when service starts. Students will be selected on a first come first serve basis and can only be awarded once a semester. Awards will be given out over approximately 12 weeks beginning August 26th and with the last awards being sent out before the Thanksgiving break. Student will have until December 3rd to use the voucher, but will be encouraged to use them within a week of awarding.

Policies & Procedures

- Direct Student Support Fall 2020 Procedures:
 - Prior to Website launch: Student are emailed a one-page direct student support application, Students are given the option of filling out and returning the pdf, or they can schedule appointment and we will go over questions in the assessment process.

Transfer

Events & Activities

- Launched Transfer Talks on Tuesdays. Had 11 students on our first day.
- All transfer center workshops are have been recorded and are on website and YouTube channel.
- Planning fall events to include virtual application labs
- Coordinated with PATH to host an event during welcome week
- Spring 2021 virtual application labs in the "dog days of summer"

Innovations & Data

- Virtual Application Labs
- 11 Transfer Talk-11 students
- 1 First Live application open lab
- 33 Student Counselor Appointments
- 11 Transfer Workshops
- 29 Welcome week attendees
- 260 Drop ins
- 70 Chatbot Conversations

Policies & Procedures

- All services are online or virtual through Zoom. Stay tuned to webpage as all info will start there then go through social media or YouTube

Student Success Stories

- 12 students attended our virtual chats or application workshops

Special Recognition

- Thanks to Oliva for helping with flyer, Amara and team for the Transfer FAQs and Gity for her steadfast role supporting transfer students.

Veterans

Employee Updates

- Laura Arellano Rodriguez has been assisting Admissions with resetting student passwords and has been monitoring JIRA for the Veterans and Records department.

Events & Activities

- Offered a SDSU Spring Veteran Admission workshop for students to learn more about spring admission opportunities. We had a turn out of 18 students to meet with the SDSU Military Liaison officer. Also offered a CSUSM spring Veteran admission workshop for students. Had 4 students show up to learn more about opportunities at CSUSM

Innovations & Data

- The Veterans School Certifying Official's team processed over 275 VA benefits so far for the month. The Veterans and Records team assisted over 860 students via email or telephone for the month. We processed 224 JIRA request with a majority being password resets for students.

Student Success Stories

- By offering the spring admission workshop with SDSU, so far 3 students have applied for the opportunity to start at SDSU in the Spring 2021 term.
- During the SDSU workshop we learned a student that the Veterans Success Center has worked with not only got an internship at Northrop Grumman but has been given the opportunity to continue working with them and is interested in attending SDSU in their engineering program.

Special Recognition

- A huge thank you and recognition to Ramiro Hernandez for his continued support of our student veterans. The commitment and time Ramiro puts into reviewing each file so our students can get paid is so crucial to their success at Mesa. Ramiro is always available when we need him for a quick question regarding a student or if a student needs to meet with him. Thank you is not enough for all Ramiro does for the success of our students. Ramiro, you are an integral part of our team and we appreciate you more than words can say.

Vice President Student Services

Employee Updates

- VP Hands joined the Statewide Equity Institute Task Force and the Speakers Network and Storytellers Taskforce subcommittee.

Events & Activities

- Student Services Motivation & Morale (M&M) Committee ended the summer with a blast! We had 15 players join our virtual escape room on August 5th: "Unlock Disney World!" Prizes were awarded to Team Mad Tea Party, who escaped with the fastest time. On August 12th, M&M hosted the Student Services Fall 2020 Meet & Greet with over 30 participants who joined to celebrate our new and promoted student services team members: Donnaly Atajar (Student Services Technician, Outreach/Promise), Lisa Naungayan (Student Services Technician, EOPS), and Jacqueline Washle (Student Services Technician, Counseling). We are so lucky to have these amazing professionals working in Student Services at Mesa!
- VP Hands attended the following webinars/trainings:
 - Village Demands #2 "Across racial lines: National dialogue on the history of Anti-Black Racism and its impact on US society"
 - Toward A Post-Pandemic Vision of Student Success (SDSU CC Leadership Alumni)
 - "Across racial lines: National dialogue on the history of Anti-Black Racism and its impact on US society"
 - Black Minds Matter Series
- VP Hands attended and/or provided welcomes for the following college events
 - EOPS Retreat
 - Convocation
 - Honors Orientation
 - Administrators Leadership Retreat
 - Drive-thru Mobile Farmers Market
 - San Diego Mesa College Campus Community Virtual Forum
 - Counselors Meeting
 - Ambassador's Meeting
 - Fall 2020 HSI Retreat
 - Fast/NextUp Orientation
 - Welcome Week Activities

Innovations & Data

- In partnership with Executive Leadership, a letter was sent to all students who were enrolled in Spring 2020 but not Fall 2021. The letter let them know that we have upped our game, are ready for them and that seats are open
- SS CARES Act Institutional Efforts to date include Ivy Chat Bot Additional Counseling and Financial Aid Hours, Protelesis, Innovative Educators
- CARES Act and United Way Awards as of August 25, 2020 (Includes Spring & Summer awards)
 - CARES – 2,877 students have been awarded \$1,368,900.00 (\$500 awards)
 - United Way – 53 students have been awarded \$10,600 (\$200 awards)
- In partnership with Executive Leadership, approved the Olympians Pathways Prototype. This program aims to increase student success rates for our student-athlete population at Mesa. Much of this work will be executed through the deployment of Athletic Retention Technicians (ARTs). The ARTs will be responsible for overseeing and executing value-added tasks and activities that have been discussed and vetted through both Instruction and Student Services at Mesa.
- In technology –
 - Virtual Chatbots launched for The Stand, Student Health, International Students, and Mesa Academics and Athletics Program.
 - New Title XI slides were added to Online Student Orientation.
 - The STAR TRIO 2020-21 fillable application was updated.
 - Promise Year 1 and Year 2 contracts were updated.

Policies & Procedures

- SDCCD will not be dropping for non-payment, this Fall. Holds will be placed on students who have not paid fees.
- SDCCD has an Interim Title IX Policy - <https://www.sdccd.edu/docs/District/procedures/Student%20Services/AP%203100.2a.pdf>
- At last month's MSSC Retreat, the Student Services Leadership Team made a **Call to Action** to all Student Services departments. The call was a direct response to the spark felt around the world by the murder of George Floyd, the resulting light being shined on structural racism and our responsibility to ensure that our students have access to equitable outcomes and opportunities to succeed and thrive. Each SS department will develop a minimum of 1 SMART Goal that is specifically designed to remove barriers for Black students at Mesa College.

Special Recognition

- Congratulations to Trina Larson, Charlie Lieu and Ashanti Hands for receiving Olympian Spirit Awards