



Student Services Monthly Updates are designed to tell our story of providing pathways that inspire, engage and empower our diverse students to learn and succeed. These updates also track our support of Mesa's journey of becoming the leading college of equity and excellence. We encourage you to review our highlights and dig deeper into departmental updates to learn about new employees, innovations, data, events/activities, student success stories, special recognitions and new Policies & Procedures impacting the way we serve students. Thanks to our incredible Student Services Team for their tireless efforts in creating the conditions that matter for our students to succeed. – Ashanti Hands, Vice President, Student Services

Admissions ♦ Assessment ♦ AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs ♦ CalWORKs ♦ Career ♦ Counseling ♦ DSPS ♦ EOPS & Special Programs ♦ Evaluations ♦ Financial Aid ♦ Outreach & Community Relations ♦ Student Affairs ♦ Student Development ♦ Student Health Services ♦ Student Success & Equity ♦ Transfer ♦ Veterans ♦ Vice President Student Services



Monthly Update Highlights

Employee Updates

- Admissions is excited to welcome Armando Manzo and Jocelyn Werlinger into the Admissions Team.
- As of January 24, Jennifer Park will serve as the Acting Student Services Technician for Evaluations and provide support with student petitions, graduation, and Commencement planning. She has been a great addition to the team!
- Financial Aid welcomed Cecilia Valdez from City College Financial Aid as its new SAT replacing Laura Cormode after her retirement and added three additional project assistants: Delaney Lizarraga, Lawson Hardrick-Cervantes and Wendy Lizarraga Hidalgo.
- Student Health Services hired a new adjunct faculty Lindsey Harvey, FNP. She started her assignment in December 2021.
- Michael Sanders has transitioned from Basic Needs Ambassador (project assistant) to the new position of Housing Resource Specialist (adjunct counselor). Sergio Osuna was hired as new Basic Needs Ambassador in January. The Stand said goodbye to Basic Needs Ambassador Ariel Guzman.
- Jordan Agricola is Veterans' new Student Services Assistant; Sibel Sahebamei retired on December 30.
- Congratulations to Ivonne and Gilda for recently having their positions reclassified to Directors. This was a districtwide process.

- Congratulations to the Mesa Live Chat team for being recognized at Spring Convocation and earning their Olympian Spirit Award! Thank you for supporting our students via our Mesa Live Chat service. This team also helps to manage the knowledge base in the system, working to update the over 15,000 automated responses within the bot's database.

Charlie Lieu
Amy Bettinger
Jocelyn Werlinger
Vanndaro Chhum
Al'Asia Metaphor

Karina Sandoval
Celine Ahearn
Vang Thao
Abimaliel Rosario

Jessica Gaffney
Jennifer Phelps
Darien Duong
Charles Shimazaki

Events & Activities

- Assessment & Testing joined the Outreach Department to extend support to Kearny Early High School Graduates. Jocelyn Werlinger represented Assessment and provided students with information about milestones, Placement Assistant, and orientation to the 210 students who attended.
- CalWORKs continued to reach out to students who did not enroll in Fall 2021 or Summer 2021 classes.
- The DSPS Department was honored to be asked to present about Ableism at the Campus Community Forum on December 14th.
- FAST Scholars and NextUp hosted a Confidence Boosters Series with author and entrepreneur, Ihaasan Ali. The series focused on how to build confidence through the clothes we wear, our attitudes, and overall style. The workshop was well attended and students were able to speak with the author about how style matters and how style impacts them as college students.
- The San Diego Mesa College 2022 Commencement Ceremony will be held on campus on May 27th, 2022. The Commencement Team is working on logistics and will share details with the campus as the event gets closer.
- Scholarship Outreach events began in early December following the application opening on December 6, 2021. In collaboration with MT2C, Student Affairs offered five information sessions in tandem with writing workshops in December and January. Scholarship Office Hour sessions, which occur every Tuesday at 1PM, also began.
- The Dean of Student Development is working in collaboration with the Accounting Supervisor and Business Services to finish the 2020-2021 SEA Annual Program Report.

Innovations & Data

- Out of 54 Winter and Saturday CRUISE respondents, 53 reported to have a positive to extremely positive experience with their Peer Navigator; 39 indicated they were equally engaged while attending a virtual session; 41 shared being able to identify someone to turn for academic support. Data is promising as we continue to deliver online student services.
- The San Diego Community College District is transitioning to a new online student job board powered by Handshake. The Career Center at San Diego Mesa College is no longer utilizing, JobNetwork.

- In December, General Counseling assisted 1,298 student on drop-in and 213 student appointment (unduplicated count). From January 3rd to January 26, 2022, General Counseling assisted 1,684 in drop-in and 220 student appointments (unduplicated count)
- During the months of December and January, DSPS processed 125 new student applications through the new mydspd web portal. DSPS across the district has streamlined the DSPS application and file management system allowing for a better student experience.
- About 115 early high school graduates will be joining the Promise program as Year 1 students during the Spring 2022 semester.
- The CalFresh Peer Ambassadors have been doing peer outreach through Instagram, Twitter, and Tik Tok. They can be followed at @SdMesaCalFresh.
- To date, Mesa College has awarded \$9,495,420 in Direct Aid to students using HEERF funds.
- As of January 12, 2022, our partnership with Motimatic has yielded 299 registrations for Spring and 24 registrations for intersession.
- In partnership with Student Affairs, Student Outreach and Student Success and Equity, Student Services launched the “You’re all set, no more debt at SDCCD: A fresh start for Spring 2022 at Mesa College” campaign. Special letters and phone calls were sent to over 3,300 students reminding them that their student debt was relieved and letting them know that we are thinking of them and encourage them to rejoin us in Spring.
- Live Chat stats:
 - 274 students assisted by Mesa Live Agents from Dec. 1 – 31.
 - 675 students assisted by Mesa Live Agents from Jan. 1 – 31.

Policies & Procedures

- The SD Mesa Transfer Center YouTube channel has a wide variety of resources for students. Students can access all the Transfer Center Workshops, Virtual Tours, links to all CSU and UC universities. The Center’s YouTube channel and other social media are great resources for students: <https://www.sdmesa.edu/student-services/transfer-center/index.shtml>
- In collaboration with the District, the following COVID announcements were sent to students
 - [Update on COVID-19 and Spring Intersession](#)
 - [Updated Student Vaccination Requirements for Spring 2022](#)
- Information regarding Cleared4, which provides students with an easy way to upload their vaccination cards, make a testing appointment, and verify COVID-19 vaccination and testing compliance, can be found [here](#)

Student Success Stories

- Admissions was able to capture and save 45 students who had submitted their vaccine cards in Cleared4 before the District inadvertently dropped from their on-campus courses. These students were reinstated into their on-campus courses.
- These are some comments shared by our EOPS students in a Fall 2021 exit survey:
 - “EOPS sends email regularly with information about services, things happening, and reminders about things. They have been very helpful and I have been able to participate in picking up supplies for example.”

- “Priority registration, check-ups with counselors, and grants were super helpful this semester!” o “EOPS really helped me stay on track with taking the right classes and completing my prerequisites.”
- Alejandra Espinoza, Student Health Services’ project assistant, started her second semester at California State University San Marcos. She is majoring in Psychology, hoping to be a guidance counselor when she graduates next spring. Alejandra is the first woman in her family to pursue a higher education thanks to the help of the Promise scholarship program at Mesa. She went on to support her extended family to enroll in different scholarships and currently has four family members in a university or community college.
- The Transfer Center was able to award the equivalent of 11 (\$770) in application fee waivers through and Innovation grant from the Mesa Foundation. We hope to continue to support students’ reimbursements for transcript fees.

Admissions

Employee Updates

- We have hired two new SSA's. We are excited to welcome Armando Manzo and Jocelyn Werlinger into the Admissions Team. Armando joins us from SD Miramar's Career Center. Jocelyn brings her experience from ERP, MySDCCD Support Desk, and Testing and Assessment into our Admissions office.

Events & Activities

- Admissions staff celebrated the Grand Opening of the Mesa College Dreamer Resource Center on December 7, 2021.
- We also were well represented at the Holiday Coffee, Chats, and Cheer on December 8.
- We continue to participate in the Classified Senate and attend the President's cabinet and College Forums.
- We also attended the SD Mesa Convocation on Thursday, January 27.

Innovations & Data

- We continue to support students via our sdmesaadmissions@sdccd.edu email, where we replied to 1,763 emails. We cleared over 464 students via Cleared4 and certified 12 students' cross-enrollment applications. We reset 37 MySDCCD passwords and helped 231 high school students with their questions on dual enrollment while enrolling 1,320 CCAP/ACP students and 293 dual-enrolled students. We processed 431 JIRA tickets and 105 enrollment verifications.

Policies & Procedures

- High School early alert was processed as part of the end-of-term processes by District Student Services. All high school students who receive a D, F, or W will need a letter of recommendation from their high school to continue taking college courses through the college.
- We are working with SDUSD and District student services on improving our early high school graduate and end-of-term SDUSD process to facilitate enrollment from SDUSD to SD Mesa.
- We had to pivot these last two months on our MySDCCD Support Desk process, as an update to JIRA caused the system to require all students, faculty, and staff to create a JIRA account to submit forms such as name, SSN, and student petitions. To remove barriers from students, we collected such documents via our SD Mesa email address with a photo of a government-issued ID and from the email on file.
- We continue working with District on improving Cleared4. We've discovered discrepancies in the upload of cleared student data, and District is working on identifying students impacted and adding their clearance on MySDCCD for on-campus enrollment.

Student Success Stories

- We were able to capture and save 45 students who had submitted their vaccine cards in Cleared4 before the District inadvertently dropped from their on-campus courses. These students were reinstated into their on-campus courses.

Special Recognition

- We are so thankful to Celine, Cesar, Jim, and Karina as they helped support Raquel in administratively transferring over 1,700 students into 182 new class numbers between January 10 and January 26. They are amazing, and we are so thankful to have them as our team members!

Assessment

Events & Activities

- Assessment & Testing joined the Outreach Department to extend support to Kearny Early High School Graduates. Jocelyn Werlinger represented Assessment and provided students with information about milestones, Placement Assistant, and orientation to the 210 students who attended.
- The Assessment staff continues to support Mesa’s Live-Chat option and saw a marked increase in the month of January.

Innovations & Data

December 2021	January 2022
<ul style="list-style-type: none">• E-Chat: 82• ELAC: 5• Email: 45• Orientation: 12• Placement Assistant: 49• Challenge Exams: 2• Unduplicated Student Count: 339	<ul style="list-style-type: none">• E-Chat: 174• ELAC: 5• Email: 71• Orientation: 24• Placement Assistant: 93• Unduplicated Student Count: 233

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

- **Jan. 8th: Saturday CRUISE**
Peer Navigators welcomed 60 early high school grads who will be attending Mesa for the spring semester.
- **Jan. 11th - Jan. 13th: Winter CRUISE**
In collaboration with International Student Orientation and the Promise program, Winter CRUISE offered incoming students an in-depth session on available resources and programs. Forty students received mentorship during the three-day event.
- **Jan. 20th: Second Year Winter CRUISE**
The programs are piloting a second-year session to create a pipeline for CRUISErs, complete with knowledge about program eligibility for a second year, mentorship from a Peer Navigator, and support from Promise. The inaugural session also hopes to establish and identify the needs for a third year program.

Innovations & Data

- Out of 54 Winter and Saturday CRUISE respondents, 53 reported to have a positive to extremely positive experience with their Peer Navigator; 39 indicated they were equally engaged while attending a virtual session; 41 shared being able to identify someone to turn for academic support. Data is promising as we continue to deliver online student services.

Student Success Stories

- Winter and Saturday CRUISErs were very appreciative of our Peer Navigators!
 - You did a great job in making new Mesa Students feel welcome -It was informative in a very friendly and fun way. Super comfy environment too -My Peer Navigator was great!
 - The best part of Winter CRUISE was meeting new people and all the support we all have
 - Being able to share relaxing and funny experiences while learning about Mesa and its services

Special Recognition

- We are rooting for our recently applied to college PN's! Alondra, Amanda, Andrea, Dominic, Kim, and Thomas. Will share their acceptance in an upcoming report.

CalWORKs

Events & Activities

- In December, CalWORKs collaborated with the Toys for Tots organization to provide toys for our current CalWORKs students that have children under the age of 13. CalWORKs were able to provide (5) \$25 virtual cards for families with children over the age of 12 and under 19.
- In January, CalWORKs were able to provide multiple workshops to current student to provide activity hours for those who decided not to enroll in classes during Winter Intersession.
 - Grit: The Power of Passion & Perseverance
 - Time Management Strategies: Finding Balance for the Student-Parent o Overview of Child Welfare Services (CWS)
 - Introduction to (MT2C): Tutoring Services with Q&A
 - The Lifetime Effects of Childhood Adversity o Transcending Failure & Rising Strong – Brene Brown
 - Pay Off Debt, Save Money, Build Wealth – Budgetnista
 - CSA San Diego County Fair Housing Resources o Networking 101
 - Vulnerability & Leadership – Brene Brown
- CalWORKs Cash Aid/HHSA (Health & Human Services Agency) Workshops. Occurs every Mondays and Thursdays on Zoom from 11am-12pm. Workshop assist new or current CalWORKs students with Cash Aid, CalFresh, and Medical application, process, or issues. More information on Mesa CalWORKs website.
- Attended the CalWORKs Region X monthly meeting that included SD County Health Human Services Agency (HHSA), and SD county contractors Public Consulting Group (PCG), ResCare, and Equus Workforce Solutions. Goals to continue strengthening pathways and support services for incoming and continuing CalWORKs students.
- Attended monthly meeting with SDCCD CalWORKs program leaders and SD county contractor's case manager from Public Consulting Group (PCG). In an effort to streamline the outreach and recruitment efforts with PCG Center, East, and South.
- Continued collaboration effort with EOPS/CARE Program for new or continuing CalWORKs & EOPS/CARE students. This includes eligibility, application, academic counseling, follow-ups and recruitment efforts.
- Spring CalWORKs grants are in the process of being distributed to all current CalWORKs students who are in good academic standing.
- Continuing accepting applications and referrals
- CalWORKs continued to reach out to Fall 2021 students who have not enrolled in Spring 2022 classes, support them find classes based on major and assist them with resources (e.g., food insecurity, housing, and legal services)
- CalWORKs has also continued to reach out to students who did not enroll in Fall 2021 or Summer of 2021 classes
- New and current CalWORKs student continue to thrive with the online CalWORKs counseling services
- Continued posting California CalWORKs program and other Mesa College Student Services program updates or workshops through CalWORKs Canvas

Innovations & Data

- Fall 2021 CalWORKs Students = 22
- Spring 2022 CalWORKs Students = 28 +
- Accepting appointments for Spring 2022 Individual Training Plan (ITP), Book/Material Request forms and educational plans
- Provided Spring Welcome Back Video to all CalWORKs students on CalWORKs Canvas. Promoting February in person Welcome and Welcome back event.
- Increased CalWORKs Drop-in Hours:
 - Mondays & Thursdays (9am & 4pm)
 - Wednesdays (2pm)
- Increased collaboration efforts with the county Public Consulting Group (PCG) Center, East, and South. To increase a smooth transition to San Diego Mesa College CalWORKs program

Policies & Procedures

- All of our appointments are still being held via Zoom or over the phone.
- CalWORKs forms (CalWORKs Individual Training Plan (ITP) and Book/Material Request form) has the new CalWORKs States regulations.
- Workshop of New CalWORKs State regulation will be provided during Winter Intersession.
- CalWORKs is continuing accepting application for the academic year 2021-2022.
- CalWORKs online fillable application (Intake Form) is available in the CalWORKs website

Student Success Stories

- A CalWORKs student just finished her 2 year academic program in the Radiology Technology program.

Special Recognition

- Special thank you goes out to our newest member to the CalWORKs team, Van Pham, who coordinated the Toys for Tots event. To Jennifer Vo for assisting in putting the Toy for Tots family bags together and handing them out. To Grace Aumoeualogo for reaching out to all our CalWORKs students by emails and phone calls and promoted the Toys for Tots event. To Pahua Vang for assisting in getting the virtual card for the families that qualified.

Career

Events & Activities

- Career Counselor and Co-Coordinator, Kristy conducted a Career Overview Presentation to new Winter CRUISE students on Jan. 13th
- The Career Center Team is planning for Welcome Week.

Innovations & Data

- The San Diego Community College District is transitioning to a new online student job board powered by Handshake. The Career Center at San Diego Mesa College is no longer utilizing, JobNetwork. All student accounts have been closed, effective August 31, 2021.
- As a district-wide effort, the implementation team has decided to launch the tool in spring. Therefore, all students are expected to receive an email in February with instructions on activating their accounts. More details and marketing to follow. For the most up-to-date information, this will be included on the Career Center website here: <https://www.sdmesa.edu/student-services/career-center/job-internships/index.shtml>
- For additional support and assistance with job searching and preparing application materials, please contact the Career Center at 619-800-3556 to schedule an appointment.

Policies & Procedures

- All Career Counseling and Career Ambassador appointments are being held via zoom format. Students can schedule Career Counseling and/or Career Ambassador appointments by emailing mesacareersdccd@gmail.com or by calling 619-800-3556.

Student Success Stories

- Fall 2021 Graduates! Please encourage graduates to update their resume/cover letters by scheduling a Career appointment. Career Services is available to students and alumni!

Special Recognition

- Kristy Carson & Raquel Sojourner - thank you for your dedication to students and your TCE Team. You always find an innovative way to connect with students and the campus to increase awareness and access around the value of career exploration and services. Thank you for your all that you do! The best Career Coordinator duo ever!

Counseling

Events & Activities

- On December 1 and December 2 a number of General Counseling Faculty attending the San Diego and Imperial Regional Consortium Community Colleges Career Conference.
- In January...
 - Kristy conducted a virtual Career Overview Presentation to the new Winter CRUISE students on Thursday, Jan. 13th, continues to serve on the Handshake Implementation Team, and has completed the 8 webinar trainings.
 - Raquel will serve on the hiring committee for the new Mesa College CTE Dean
- Mesa's International Student Orientation took place on January 11, 12, 13 where 20 new international students will be joining the Mesa Community for the Spring 2022

Innovations & Data

- In the Month of December General Counseling assisted 1,298 student on drop-in and 213 student appointment (unduplicated count)
- From January 3rd to January 26, 2022, General Counseling assisted 1,684 in drop-in and 220 student appointments (unduplicated count)

Special Recognition

- A shout out to Dr. Judy Sundayo, Counseling Faculty as she was selected as Mesa College Diversity, Equity and Inclusion Coordinator for 2 years!!!!

DSPS

Events & Activities

- The DSPS Department was honored to be asked to present about Ableism at the Campus Community Forum on December 14th.
- DSPS Counselor, Dawn Stoll, attended the 2021 Counselor Conference in December.
- The DSPS Department participated in the spring convocation.
- DSPS Coordinator, Erika Higginbotham, attended the Region E DSPS meeting and the Uber Chairs meeting in January

Innovations & Data

- During the months of December and January, DSPS processed 125 new student applications through the new mysps web portal. DSPS across the district has streamlined the DSPS application and file management system allowing for a better student experience.

Special Recognition

- DSPS would like to thank Melissa Williams for the exceptional work she did as the DSPS Department Lead Writer for Program Review.
- DSPS would like to recognize Allison Crakes (DSPS Project Assistant) for her contributions to the DSPS department and helping with our outreach and marketing efforts through direct student contact and social media.

EOPS & Special Programs

Events & Activities

EOPS

- 12/1-2 | EOPS Team Members attended and presented at the Fall 2021 Counselor Conference: “Counseling Students for Future Careers.” Markus Berrien presented on NextUp, FAST Scholars, and FAST Center. Karen Geida, Ava Gill, & Krystal Mucha presented on Rising Scholars. Consuelo Orihuela and Yolanda Granados Nicacio presented on Borderless Scholars.
- 12/8/21 | EOPS Team Members attended the M&M Holiday Coffee, Chats, and Cheer Event.
- 12/9/21 | Learn How to Release Trapped Emotions Workshop: At this workshop, EOPS students were able to learn more about trapped emotions and how to release them using a practice known as Emotion Code.
- 12/13/21 | Scholarships Info Session: At this workshop, EOPS students were able to get an overview of Mesa Scholarships, a guided tour of the online application and ask any questions they had.
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- 12/14/21 | EOPS Virtual Study Session: This workshop was hosted for EOPS students to have an opportunity to study independently on Zoom and keep each other focused and motivated for finals.
- 12/15/21 | EOPS, NextUp, and CARE hosted an Advisory Board Meeting.
- 1/12 & 1/20 | Amara Tang presented on behalf of EOPS and Special Programs at Winter Cruise.
- 1/19/22 | Scholarships Info Session & Writing Workshop: At this workshop, EOPS students were able to get an overview of Mesa Scholarships, a guided tour of the online application and ideas and tips for writing stronger personal statements.
- 1/25/22 | Our amazing colleagues- Chris Kalck, Maggie Haddad and Sade Burrell participated in M&M’s welcoming event, the Student Services Spring 2022 Meet & Greet.

CARE

- Outreach and recruitment through EOPS applications
- All students receive a gas card after 3rd contact appointment
- Grants distributed to all students making 1st and 2nd contact appointment
- Collaboration with CalWORKs
- CARE Holiday Drive-thru lunch celebration and crafts for kids
- Fall 2021 CARE Circle Network meeting
- Second CARE grant of semester sent out to students who competed two counseling contacts
- Amazon cards distributed for educational expenses/end of year.
- Advisory Board meeting
- Collaboration with CalWORKs
- Attend monthly EOPS/CARE statewide check-in meetings

- Spring semester planning (welcome back event, workshops)
- Campus Welcome Week info session

NextUP & FAST Scholars

- FAST Scholars and NextUp hosted a Confidence Boosters Series with author and entrepreneur, Ihaasan Ali. The series focused on how to build confidence through how we present ourselves in the clothes we wear, our attitudes, and overall style. The workshop was well attended and students were able to speak with the author about how style matters and how style impacts them as college students.
- FAST Scholars and NextUp hosted their end-of-the-semester celebration where students were provided with an opportunity to meet with counselors, receive their educational packages, mingle with other students, and eat amazing food. The event was well attended despite the rain. -January 18- Scholarship Workshop: Facilitated by EOPS/NextUp/FAST Scholars Counselor, Sade Burrell. Fifty-Five EOPS/FAST/NextUp students learned effective strategies on how to apply for scholarships and win.
- January 20- In collaboration with the Financial Aid Office, Jessica Gaffney hosted Financial Aid Office Hours for FAST and NextUp scholars.
- In reach & Outreach- Foster Youth SDCCD Email- contacted 34 new potential FAST/NextUp

Rising Scholars

- Attend Rising Scholars CCC Counselor meetings and workshops
- Presented at 2021 Region X Counselor Conference through Community College Career Ed Program
- Collaboration meeting with Rising Scholars statewide network
- Attend monthly Region X SDICCCA meeting
- Recruiting new students through EOPS applications
- Rising Scholars Holiday drive-thru lunch (students receive a meal card and chance at opportunity drawing for backpack and supplies)
- SDSU Project Rebound Monthly meeting with Region X representatives
- Assist Rising Scholars students with transfer applications through workshops with UCSD Underground Scholars and SDSU Project Rebound
- Campus Welcome Week info session

Borderless Scholars

- 12/1/21 | Borderless Scholars gave a presentation at the Counselor Conference: Counseling Student for Future Careers. The team gave an overview of the services provided by Borderless Scholars and the new Mesa College Dreamer Resource Center to our undocumented student population. During this presentation, there was a student voices panel and a Q&A section.
- 12/7/21 | Mesa College and the Borderless Scholars Program had the Grand Opening of The Dreamer Resource Center. The Mesa College Dreamer Resource Center is a space devoted to providing resources, support, and advocacy for students that identify as Undocumented, AB540, Dreamer, DACA, mixed status families, and community. The grand opening had over 250

attendees that came at various times and participated in activities such as donating to support our students, created art work in support of our student population and ended it with a ribbon cutting ceremony within the theme of Migration Is Beautiful. The Dreamer Resource Center is located in the 2nd floor of the Student Services building, in room I4-204, and it has its doors open to the students, staff, and community M-TH: 8:00am - 6:00pm, F: 8:00am to 1:00pm.

- 12/9/21 | Borderless Scholars in collaboration with JFS/HELs (Jewish Family Services/ Higher Education Legal Services) continue to promote FREE Immigration Legal Services to 454 Borderless Scholars Students. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team members or access the following link to schedule an appointment: www.jfssd.org/HELs.
- 12/9/21 | Mesa College Borderless Scholars Team met with the Dreamer Support Programs at the District, City College, Miramar College, and CE to continue an ongoing partnership and work together to bring awareness and advocacy for our current and future SDCCD students who may benefit from the Dream Resource Centers.
- 1/13/21 | Borderless Scholars in collaboration with JFS/HELs (Jewish Family Services/ Higher Education Legal Services) continue to promote FREE Immigration Legal Services to 454 Borderless Scholars Students. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team members or access the following link to schedule an appointment: www.jfssd.org/HELs.
- 1/28/ 21 Borderless Scholars Team held a Financial Aid CA Dream Act Application Workshop. The Financial aid workshop was tailored for current and prospective Undocumented Students. The attendees learned about the Dream Act Application, CCPG, Grants, and Scholarship opportunities. The workshop was presented by our Borderless Scholars counselor Clemente Ayala.

STAR TRIO

- 12/1 & 12/2 – STAR TRIO Counselors, Chris Kalck & Lucio Lira, attended the San Diego & Imperial Counties Community Colleges Regional Consortium 2021 Counselor Conference: Counseling Students for Future Careers.
- 12/10 – STAR TRIO Counselor Coordinator participated in the WESTOP SoCal Chapter: Regional TRIO Programs Networking Event.
- 12/16 – STAR TRIO hosted a STAR TRIO Club Information Session to learn about the opportunity to participate as a club member and/or as a club officer. Student learned about the club's previous year experiences and how what skills they can develop/enhance in the club. This information session served as one of the workshops required for the Bolster Your Confidence for a Safe Return.
- STAR TRIO is providing outreach services to STAR TRIO students by helping choosing classes for spring 2022 and identifying useful resources to continue with their academic goals.
- 1/20 - STAR TRIO Counselors Coordinator, Chris Kalck participated in Winter Cruise to share about the eligibility requirements and benefits of STAR TRIO.
- During Spring 2022, STAR TRIO will be offering individualized STAR TRIO Student Awards to support STAR students in their Transfer and Scholarship objectives. Students meet with a STAR Counselor to create achievable goals for an individualized recognition. Example award domains

include community service, advocacy, and leadership. STAR students are encouraged to connect with a STAR Counselor to see what award they might be able to achieve.

Innovations & Data

Borderless Scholars & Dreamer Resource Center

- Borderless Scholars Team and RISE Club continue to work together to support RISE Club. RISE stands for Rising Immigrant Scholars through Education. The RISE Club is student lead and supports undocumented, AB 540, Dreamer, DACA, Non-DACA, students from mixed-status families, faculty/staff, and allies as well as the community at large. Any interested student in becoming part of this amazing club, either as a member or as an officer please contact Borderless Scholars Counselor Rosa Palacios at rpalacios@sdccd.edu for more information.

STAR TRIO

- STAR TRIO is successfully serving 80% of its enrollment target. This fall 2021 semester, the program welcomed 71 new students.
- This fall 2021 Semester 180 counseling appointments were provided.
- 100% of our enrolled students have successfully completed a financial literacy portion to learn more about budgeting, finances, and credit scores.
- STAR TRIO will continue to accept application starting spring 2022. Student can complete the application on our STAR TRIO website

Policies & Procedures

EOPS

- EOPS is accepting applications for Spring 2022. Please share this link with students, and encourage them to apply: <https://bit.ly/EOPSInfoSP22>
- We began offering Spring 2022 EOPS New Student Orientations to eligible students.

STAR TRIO

- STAR TRIO started with orientations for incoming students. STAR TRIO is accepting application starting spring 2022. Student can complete the application online on our STAR TRIO website.

Student Success Stories

EOPS

- These are some comments shared by our EOPS students in a Fall 2021 exit survey.
 - “EOPS sends email regularly with information about services, things happening, and reminders about things. They have been very helpful and I have been able to participate in picking up supplies for example.”
 - “Priority registration, check-ups with counselors, and grants were super helpful this semester!” o “EOPS really helped me stay on track with taking the right classes and completing my prerequisites.”

- “They kept giving information on resources that were available throughout the semester as well as scholarship opportunities that were directed to people affected by the pandemic.”
- “I was supported emotionally because I feel that I have someone who can help me.”
- “EOPS was greatly helpful to me amidst the switch to remote learning. In particular, I utilized services that EOPS provides such as The Stand's food distribution events and their voucher to Mesa's 72Fifty restaurant. As well, I was fortunate to qualify for an application fee waiver through EOPS when applying to hopefully transfer to a university, which eased my stress significantly. Lastly, another example of how supportive EOPS was, during this time, was how EOPS allowed me the opportunity to join the Phi Theta Kappa Honor Society (PTK).”
- “I was supported with knowing what classes I needed as well as support within the transfer process, specifically Nellie was extremely helpful with my application process and with academic support. I love EOPS and wouldn't know how they can improve because everything is amazing!”
- “My counselor Ava Gill was so supportive of me with my cancer journey and helping me stay on track with completing my educational goals.”
- “They helped me transfer from one career to another because I ended up finding the one that interested me the most. They gave me some financial relief with the money given to buy books along with informative emails where I was able to receive more financial help.”

Borderless Scholars & Dreamers Resource Center

- Congratulations to all of our Borderless Scholars on the Dream Resource Center's Grand Opening. This space would not have been possible without your advocacy and bravery.

Special Recognition

- FAST and NextUp would like to recognize and thank student worker, Isacc Flores for his hard work and dedication to the program. Isaac continues to serve as a role model and an amazing scholar. We are very proud of Isacc for completing his CSU application for transfer and we look forward to seeing which school he decides to attend. Thank you, Isacc!
- A special thanks to the awesome Mesa College teams that continuously collaborate with our Borderless Scholars Program and now the Dreamer Resource Center. Thank you for the amazing teamwork, the support, and collaboration in facilitating meaningful, and helpful information for our Dreamer students. Thank you to everyone who came out to support and volunteer for our Center's Grand Opening. Thank you very much! Your contribution to such a wonderful event means a great deal to our Borderless Scholars Team.
- Thank you to Jennifer Park for presenting the Scholarships Info Sessions for our EOPS and Special Programs students!
- Much appreciation to our Basic Needs Team for collaborating in the “Bolster Your Confidence for a Safe Return” Workshop Series. Eligible students will be receiving a \$200 grant for their participation.

- Shoutout to our AMAZING Borderless Scholars Team: Consuelo Orihuela, Yolanda Granados Nicacio, Rosa Palacios, Clemente Ayala, Giovanni Sanchez, and Leticia Diaz for a successful Grand Opening of the Dreamer Resource Center!
- We look forward to reconnecting with everyone when we return in 2022! Happy New Year to all our Student Services colleagues!
- EOPS is excited for the Spring 2022 semester, and we look forward to seeing our Student Services colleagues when it is safe to return on campus!
- We also look forward to collaborating with our Basic Needs Team to continue offering workshops for the Spring 2022 “Bolstering Your Confidence for a Safe Return” Workshop Series. Eligible students will be receiving a \$200 grant for their participation.
- Congratulations to all of our Borderless Scholars on the Dream Resource Center's Grand Opening. This space would not have been possible without your advocacy and bravery.

Evaluations

Employee Updates

- As of January 24, Jennifer Park will serve as the Acting Student Services Technician for Evaluations and provide support with student petitions, graduation, and Commencement planning. She has been a great addition to the team!
- Please continue to contact the Evaluations Team through email at sdmesaevaluations@gmail.com for all Evaluations-related inquiries.

Events & Activities

- The San Diego Mesa College 2022 Commencement Ceremony will be held on campus on May 27th, 2022. The Commencement Team is working on logistics and will share details with the campus as the event gets closer. In the meantime, students who wish to participate in the upcoming commencement must complete their degree and/or certificate requirements by fall 2021, spring 2022, or summer 2022 and must apply for graduation.
- Students can find more information on the Evaluations website here: <https://www.sdmesa.edu/student-services/evaluations/apply-for-degree.shtml>

Policies & Procedures

- Student Petitions
 - All student petitions and forms are electronic. However, 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: <https://www.sdccd.edu/students/forms-and-documents.aspx>.
 - For more information on the types of petitions, please visit the Evaluations Student Forms/Academic Petitions here: <https://www.sdmesa.edu/student-services/evaluations/forms-and-petitions.shtml>
- Graduation
 - Please encourage students to apply for graduation - applying for graduation is a required step for students earning a degree and/or Certificate of Achievement. Below are the 2021-2022 Apply for Graduation deadlines:
 - February 15, 2022 - Deadline to Apply for Graduation for students transferring to a CSU in Fall 2022 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, 2022 - 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, 2022 will still be Spring 2022 graduates, but their name may not be in the Commencement Program.**
 - April 30, 2022 - Deadline to Apply for Graduation and be a Spring 2022 graduate. Students filing after this date will be a Summer 2022 graduate.

- July 31, 2022 - Deadline to Apply for Graduation and be a Summer 2022 graduate. Students filing after this date will be Fall 2022 graduates.
- Students apply for their degree/certificate through their mysdccd portal under the, "My Academics" tab. Students should follow deadlines above that align with their path. Please encourage students to meet with a Counselor and apply early. Student's can watch this quick tutorial on applying for graduation:
<https://www.youtube.com/watch?v=eI2S4GGSi7M>
- How to students check their graduation status? Students can apply and view their graduation status through their student portal. Under the "My Academics" tab on the College Student Dashboard, click "View Graduation Status". Students should meet with a Counselor if they are unclear of their status.
- The District Evaluator Alphabet (for internal use):
 - Thu Nguyen...A,H,V
 - Christina Hambrick...B,F,N
 - Daniel Borbon Ibarra...C,D
 - Mary (Maggie) Stone...E, G
 - Helen Houillion...I,K,M,Y,Z
 - Hilda Osuna...J,L,T,U
 - Ryan Zimmerman...O,P,Q,R
 - Christina Monaco...S,W,X

Student Success Stories

- Fall 2021 graduates! Students who completed requirements and applied for fall 2021 graduation, will receive their diploma in the mail in March.

Special Recognition

- Deborah Salazar and her continued commitment to serving students!

Financial Aid

Employee Update

- We welcomed Cecilia Valdez from City College - Financial Aid as our new SAT replacing Laura Cormode after her retirement.
- Additionally, we completed the selection for the best candidate for the SSA - Cal Grant Coordinator position. HR is working on the paperwork and notification to all those who participated.
- We added 3 additional project assistants Delaney Lizarraga, Lawson Hardrick-Cervantes and Wendy Lizarraga Hidalgo.

Events & Activities

- Call to Action student meetings throughout the semester twice a month, FAST Center workshops twice a month, FA Appeal workshops twice a month.

Innovations & Data

- We handled over 800 calls to date 1/20/2022; over 3000 emails handled, over 50 zoom appointments.
- Working on an email blast notification on the availability of the Income Reduction Process inviting students whom have been negatively affected and have documentation of their loss / change in income to submit the documents for evaluation and decision making. Students will be directed to our webpage, download, print and complete the 21-22 Income Reduction Request and upload via the student's portal. Preliminary evaluation indicated that district wide approximately 14,000 financial aid applicants will be receiving the notification.

Special Recognition

- Special shout out to the office staff for their efforts assisting students while short staffed and to the District FA Team for their support in making our campus goals and aspirations possible.

Outreach & Community Relations

Events & Activities

Outreach

- Dec 1: Mesa College Outreach was provided the opportunity to conduct a Promise Information session to Kearny High School's early graduates. The students were provided information on Promise, student services and academic resources available to them once they transition to Mesa College. Outreach staff were able to assist students in completing their Promise applications for the spring semester. The students were ecstatic to learn more about the SD Promise program and how it can support their tuition costs for their first two years! Outreach serviced over 200 students at this session.
- December 2-3: Our Project Assistant, Joel Vera-Gonzalez presented at the Mission Bay High School Career week. Joel had the opportunity to present on the CTE programs that we offer at Mesa College. Joel presented to a total of nine (9) classes. Three (3) classes on Thursday, December 2nd, and six (6) classes on Friday, December 3rd. In total Joel was able to present to approximately 200 students.
- Dec 3: Mesa College Outreach participated in the monthly District Outreach training. All the campuses (City, Mesa, Miramar and the College of Continuing Education) were invited to showcase and share their various programs and services to better serve students, no matter where they decide to attend. All in all it was a great opportunity for the Ambassadors to get to know their peers better throughout the District.
- December 15: Our Project Assistant, Kaylyn Talia organized a community service effort to help support 100 homeless members of the San Diego Day Center. The Outreach team created 100 Blessing bags which included a first-aid kit, shampoo, conditioner, deodorant, toothbrush, toothpaste, socks, gloves, chapstick, sunscreen, Kleenex, and numerous snacks. In addition, we supplied about 30 blankets as it was chilly over the holidays and each bag also included a personalized note that the ambassadors wrote to brighten their day. Together, the team set everything up on a table outside of the San Diego Day Center and personally distributed each bag and blanket while interacting with them. It was truly a humbling experience for our team!
- Jan. 25: Outreach staff, Van Chhum in collaboration with the District office presented on the programs and services that makes Mesa unique and special to the San Diego Workforce Organization. The purpose was to support this workforce initiative and showcase the numerous SDCCD academic pathways available to their employees.

Promise

- We hosted two Promise Orientation sessions at Winter and Saturday CRUISE for over 40 Promise students entering the program for Spring 2022.
- On January 31st, we had the opportunity to meet with Year 1 students during the Promise Virtual Spring Kickoff. Students had the opportunity to learn more about program requirements, benefits and ask questions to be spring ready!
- We presented during the "Winter CRUISE for Second Year students." It was a great opportunity to meet with second year Promise students and answer their questions.

- We are hosting two giveaways for current Promise students. The deadline to apply is February 11. - Earn an emergency grant up to \$250 here: <https://bit.ly/sdpgrants22>
- Laptop Opportunity Drawing: <https://bit.ly/laptopspring22>

Innovations & Data

Promise

- About 115 early high school graduates will be joining the Promise program as Year 1 students during the Spring 2022 semester. These students have until February 7 to sign their Promise contract.

Policies & Procedures

Promise

- Students who did not successfully submit a financial aid application were dismissed from the Promise program. Students without a financial aid application on file can remain eligible for the program by reaching out to us at sdpromisemesa@sdccd.edu.
- The Promise application for Class of 2022 high school graduates entering Mesa College in Fall 2022 is now available. Students can visit the Promise website for details and to apply: <https://sdmesa.edu/promise>

Student Affairs

Events & Activities

- **Scholarship**

Scholarship Outreach events began in early December since applications opened December 6, 2021. On the following Friday, Student Affairs presented to the MT2C tutors. In collaboration with MT2C, Student Affairs offered five Information Sessions in tandem with Writing Workshops in December and January. Scholarship Office Hour sessions, which occur every Tuesday at 1PM, also began. All together, the December and January events had an attendance in excess of 100 participants. This year, Student Affairs has teamed up with EOPS to offer five Info Session/Workshops for EOPS students. We are also working with Allied Health to offer two events for Allied Health students to meet their unique scheduling needs. As an additional bonus, students who attend at least one scholarship workshop this semester and apply to at least three scholarships will be able to receive \$100.

Special Recognition

- Special message of appreciation to Suzanne Khambata. She has been providing ongoing support and guidance to our students experiencing COVID. She has worked around the clock to ensure students have the medical support needed to combat COVID. She has helped faculty navigate the COVID quarantine timeline. She has spent numerous hours with the Dean of Student Affairs to draft appropriate protocols, messaging and systems to support the campus during the pandemic. Suzanne has been exceptional and we THANK YOU SUZANNE!

Student Development

Events & Activities

- Dean of Student Development worked with Accounting Supervisor and Business Services to complete the 2020-2021 SEA Annual Program Report.
- Dean of Student Development is working with Veterans Counselor, Veterans Supervisor, and Accounting Supervisor to complete the VRC Final Narrative and Report due on January 31st.
- Dean of Student Development is working with a team of supervisors and coordinators to lead the New Student Orientation updates.

Special Recognition

- Thanks to Ivonne Alvarez and Raquel Aparicio for leading their team to provide support during these challenging times. They have continued to work towards removing barriers for students and supporting institutional priorities.
- Special Recognition to Blythe Barton for serving as NFI Coordinator for Mesa. She has done a wonderful job leading the team and working alongside faculty and the LOFT!
- Many thanks to Jacqueline Collins for providing support with the upcoming video recording for the New Student Orientation.
- Many thanks to Leticia Diaz, Agustin Rivera, Karla Trutna, Olivia Picolla, Vicki Hernandez for helping identify talent for the new student orientation.

Student Health Services

Employee Updates

- Student Health Services hired a new adjunct faculty Lindsey Harvey, FNP. She started her assignment in December 2021.

Events & Activities

- In December 2021, Student Health finished the fall semester with telehealth mental health individual services, weekly mental health groups (Be Calm, Black Student Forum, Come As You Are LGBTQIA, and Connections using Games Group)
- Active Minds club celebrated December with Holiday Trivia games, how to set boundaries during family gatherings, coping with holiday stress and finding a new book for their upcoming book club.
- Medical Director Dr. Calvin Wong and Student Health Director Suzanne Khambata, FNP facilitated an open zoom meeting for questions about COVID to Athletics staff and faculty
- In January 2022, Active Minds chose Turtles All the Way Down, by John Green for their intersession book club.
- Student Health will be assisting Professor Veronica Gerace of Communication Studies in providing her class with e-books of Saving Grace: Speak Your Truth, Stay Centered and Learn to Coexist with People Who Drive You Nuts, by Kristen Powers

Innovations & Data

- Free flu shots are provided daily to current students. Student Health provided 33 additional seasonal influenza vaccine for students.
- Front office staffs are working with Mediat electronic health record vendor to work out technical issues to improve workflow for providers who are working on and off campus. Mental Health counseling and medical services are fully using Mediat for charting on students.
- Student Health has fully transitioned over to the electronic health records. With data collected through Mediat, Student Health served 348 students this month. We are available for all students for in-person and tele health appointments until the end of the semester.
- Mimi Vu, office manager joined the Mediat: 2021 Virtual Client Conference to learn more about the current Electronic Health Records (EHR) system Student Health is using for medical and mental health charting. The conference include 2 day support.
- Day 1 learning about Blaster & Notification Tool: creating reminders; User Management: creating new users, managing existing users in User Administration, and Care Provider Setup; System Maintenance: tips for improving system efficiency, code management/clean up and Template Builder clean up; Visit Summary: how to setup to best meet clinic's needs; and Mediat Wish list: new ideas from clients to vendors.
- Day 2 learning about reporting tool for the gathering specific types of data: discussion of standard reports, analysis, report writer and blaster; EHR charting: increase efficiency with a review of notes, note favorites, and auto replace; Mediat One ICM: a Demonstration comparison with ICM-D and discussion of the transition process.

- In December, Student Health has fully transitioned over to the electronic health records. With data collected through Mediat, Student Health served 272 students through telehealth mental health services. Medical services were available for all students for in-person and tele health appointments until the end of the semester with 464 students served.
- In January, Student Health mostly served students remotely with limited in-person services with Dr. Wong every Wednesday for Athletes and Allied Health students. Medical services served 978 students and will be serving another 65 students before the end of January and mental health services served 37 students.

Student Success Stories

- Alejandra Espinoza, our project assistant started her second semester at California State University San Marcos. She is majoring in Psychology, hoping to be a guidance counselor when she graduates next spring. Alejandra is the first woman in her family to pursue a higher education thanks to the help of the Promise scholarship program when she was at Mesa College. She went on to support her extended family to enroll in different scholarships and currently has four family members in a university or community college.

Student Success & Equity

Employee Updates

- Michael Sanders has transitioned from Basic Needs Ambassador (project assistant) to the new position of Housing Resource Specialist (adjunct counselor).
- We were sad to say goodbye to Basic Needs Ambassador Ariel Guzman.
- Sergio Osuna was hired as new Basic Needs Ambassador in January.

Events & Activities

- Served on a panel with the New Faculty Institute, had a robust discussion on student success and equity.
- Served on the Mesa Pathways, retreat planning committee.

Innovations & Data

The Stand

- **Direct Student Support**
 - The Stand continued seeing students through our direct student support program and have been providing students with books, supplies, foods, and other resources to assist with basic needs.
- **Market distributions**
 - The Stand is continuing to host the Farmers and Mobile markets as a drive thru model on the third level of the campus parking garage. These events are typically held the First Monday and Third Thursday of each month. We continue to encourage everyone to volunteer to support these events either by volunteering or informing students about the events.
- **CalFresh Ambassadors**
 - The CalFresh Peer Ambassadors have been doing peer outreach through Instagram, Twitter, and Tik Tok. They can be followed at @SdMesaCalFresh. During the fall semester our CalFresh Peer Ambassadors reached 143 students through social media and email, 27 students through digital presentations, and 120 students in person.
- **Workshops**
 - The Stand has continued a series of workshops under the theme of Bolstering Confidence for a Safe Return

Transfer

Events & Activities

- December and January transfer events include wrapping up the applications as well as phase two of the application process which requires students to complete supplemental applications for SDSU, UC Transfer Academic Updates or the Cal State Apply Transfer Academic History update. To that end the transfer center hosted application workshops through December as the deadline was extended. In January the Transfer Center will continue to offer Zoom Open labs to support students in this next step for transfer students. The Transfer Center will also host daily live Zoom Transfer Talks similar to the SDSU Virtual Help desk.

Innovations & Data

November data as of 11/19/21. Will change by the end of the month as November 30th is the application due date for most CSUs and UCs.

Transfer Center Data	
<ul style="list-style-type: none">• Counselor Drop-In Appointments: 70• Counselor Additional Contact: 756• Transfer Center Drop-ins: 237• CSU/UC Open Lab: 16• CSU/UC Open Lab Participants: 398	<ul style="list-style-type: none">• Supplemental App Open Labs: 23• Supplemental App Open Lab Participants: 233• Chat Bot Conversations: 79

Policies & Procedures

- We continue to encourage students to call in or join our live Zoom events. Transfer Students can schedule one hour appointments and 30 minute remote drop ins as well as daily drop ins. We prefer students avoid sending time sensitive questions via email.
- PLEASE SEND STUDENTS OUR WAY: The SD Mesa Transfer Center YouTube channel also has a wide variety of resources for students. Students can access all the Transfer Center Workshops, Virtual Tours, links to all CSU and UC YouTube channels-it is a great resource for students. Please encourage students to subscribe. We also encourage students to follow us on social media as we post flyers and updates for our events. Please send students to our webpage to sign up for our email updates. Students can also get bi-monthly transfer updates by completing the Mesa Journeys questionnaire.
- Links on the Mesa Transfer Center page for the email lists and social media <https://www.sdmesa.edu/student-services/transfer-center/index.shtml>
- Fall 2022 Transcript Reimbursement Funds available from the SD Mesa Foundation Innovation Grants. Please send students over to complete our form.

Student Success Stories

- The Transfer Center was able to award the equivalent of 11 (\$770) in application fee waivers through and Innovation grant from the Mesa Foundation. We hope to continue to support students reimbursements for transcript fees.
- News from last year but still noteworthy...A Mesa drama student transferred to Yale last year! Congratulations.

- We are anxiously awaiting our latest transfer news from students. More to come in future updates on Transfer Success stories. Please send students to fill out the form on our main page: " 🏠 Let us know which universities accepted you for transfer! 🏠 "

Special Recognition

- Thank you to all the Transfer Friends who assisted with the application workshops and the supplemental application workshops. Big thank you to Andrew and Cynthia for scheduling all the counselors. We appreciate all the counselors who supported us.
- We could not do this without you. Takes a village to transfer a student.

Veterans

Employee Updates

- Jordan Agricola is our new Student Services Assistant; Sibel Sahebamei retired on December 30.

Events & Activities

- We are currently recruiting new VA work-study students for the coming year.

Innovations & Data

- The staff had contact with 789 students via JIRA, phone or email.
- We have 579 contacts via the Virtual Front Desk and students coming into the VSC.

Policies & Procedures

- We have been implementing new policies/procedures from the Department of Veterans Affairs. These changes are communicated with the students to everyone is informed of what they need to do for the coming semester.

Vice President Student Services

Employee Updates

- Congratulations to Ivonne and Gilda for recently having their positions reclassified to Directors. This was a districtwide process.
- VP Hands was selected by NASPA to serve as a Peer Reviewer | Team Member using ACCJC's new comprehensive peer review model.
- Congratulations to the Mesa Live Chat team for being recognized at Spring Convocation and earning their Olympian Spirit Award! Thank you for supporting our students via our Mesa Live Chat service. This team also helps to manage the knowledge base in the system, working to update the over 15,000 automated responses within the bot's database.

Charlie Lieu	Raquel Aparicio	Karina Sandoval	Jessica Gaffney
Amy Bettinger		Celine Ahearn	Jennifer Phelps
Jocelyn Werlinger		Vang Thao	Darien Duong
Vanndaro Chhum		Abimaliel Rosario	Charles Shimazaki
Al'Asia Metaphor			

Events & Activities

- Motivation & Morale (M&M) Committee
 - **January 2022**
 - M&M hosted our Student Services Spring 2022 Meet & Greet to welcome, introduce, and celebrate our new, promoted and reclassified employees. Congratulations to all, and we look forward to working with you in your new roles! Join us in welcoming our newest members of the M&M Team: Jennifer Park, Abi Rosario, and Gity Nematollahi!
 - **December 2021**
 - M&M hosted a "Holiday Coffee, Chats, and Cheer" event on December 8th. We served coffee brewed with love, holiday treats, and some of Student Services' favorite holiday tunes! Participants had the opportunity to write holiday cards and participate in a drop-off + pick-up white elephant gift exchange. M&M wishes you a Happy New Year, and we look forward to seeing you again in 2022!
- VP Hands presented at the following events:
 - Provided a welcome at our Dreamer Resource Center Grand opening. Click the link below for coverage of this amazing event - <https://www.kpbs.org/news/education/2021/12/08/dreamer-resource-center-opens-at-mesa-college-to-help-the-undocumented>
 - NASPA Presentation: VPSA & AVP Colleague Conversation: Self Care for the SSAO
 - CCLC Conference: What's Really Working? Innovative Solutions to Addressing Basic Needs
 - New Faculty Institute
 - Part Time Faculty Orientation
 - Spring Convocation

- VP Hands attended/participated in the following activities/events
 - Served as a judge for Dr. Gerace's Small Group Communication Student Presentations on Building Community at Mesa
 - The #RealCollege Virtual Journey Celebration honoring President Pamela Luster
 - Mesa College Holiday Reception
 - Management Association Annual Holiday Event for Active and Retired Managers
- VP Hands attended the following webinars/professional learning opportunities
 - State Chancellor's Webinars
 - Chancellors Forum
 - Postsecondary Basic Needs: Housing Security & Rental Assistance Strategies
- Charlie Lieu, Vicki Miller, and Claudia Perkins presented at Catalyst. The workshop covered:
 - Mesa Journeys, a web tool designed to help students find support services and programs available at Mesa College.
 - Faculty support forms and instructions for reporting academic honesty issues, acts of discrimination or harassment, and student concerns on campus, in the classroom, or on Zoom.
- Charles Shimazaki presented at the Adjunct Faculty Orientation, sharing Mesa Journeys with our new faculty members.

Innovations & Data

- To date, Mesa College has awarded \$9,495,420 in Direct Aid to students using HEERF funds
- As of January 12, 2022, our partnership with Motimatic has yielded 299 registrations for Spring and 24 registrations for intersession.
- In partnership with Student Affairs, Student Outreach and Student Success and Equity, we launched the "You're all set, no more debt at SDCCD: A fresh start for Spring 2022 at Mesa College" campaign. Special letters and phone calls were sent to over 3,300 students reminding them that their student debt was relieved and letting them know that we are thinking of them and encourage them to rejoin us in Spring.
- Mesa College has received Categorical Program Allocations totaling \$1,735,222. These funds will be allocated for Basic Needs, Mental Health and Retention & Enrollment
- Charlie Lieu, Charles Shimazaki, and Darien Duong collaborate with the MOST workgroup (Mesa Online Success Team) to develop a student services portal for our online students. More of this collaboration to come!
- Live Chat stats:
 - 274 students assisted by Mesa Live Agents from Dec. 1 – 31.
 - 675 students assisted by Mesa Live Agents from Jan. 1 – 31.

Policies & Procedures

- [Established our Spring 2022 Student Services Hours](#)
- [Updated our Online Student Support Services Website](#)
- The District issued a memo regarding reissuing diplomas due to an official name change. The [form](#) has been updated to reflect the new changes
- In collaboration with District the following COVID announcements were sent to students
 - [Update on COVID-19 and Spring Intersession](#)
 - [Updated Student Vaccination Requirements for Spring 2022](#)

- Information regarding Cleared4, which provides students with an easy way to upload their vaccination cards, make a testing appointment, and verify COVID-19 vaccination and testing compliance, can be found [here](#).