



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

Contents

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Monthly Update Highlights

Employee Updates

- Marisa Alioto was hired as Counseling's departmental online counselor.
- EOPS is excited to welcome Markus Berrien to our EOPS team as the new full-time Faculty Counselor for EOPS/NextUp!
- Claudia Perkins has begun her position as Mesa's first ever EEO, 504 and Student Conduct Officer.
- CalWORKs is excited to share that Silvia Ibarra has joined the team as a new adjunct counselor.
- Brianna Garcia will be assisting Mesa's DACA/AB540 population as well as serving as the liaison between Financial Aid and EOPS on issues related to this group of students.
- Elizabeth Jones in Admissions has graciously taken on additional office responsibilities including verification, authorizations, and record-keeping, she was also voted into the Classified Senate.
- All Admissions staff have created SMART goals as part of their yearly evaluations which include professional development and growth opportunities.
- Allied Health students are required to pay \$200 for a computer program that uploads vaccination and TB information. Nancy Bromma and Student Health Services are looking at methods to assist with this expense.

- Student Services was honored to celebrate the service, contributions and retirement of:
 - Kathy Fennessey, Senior Secretary for Student Affairs retired after 24 years of service, see Kathy's retirement video
 - Lawanda Foster, Supervisor for Veterans & Records, retired after 41 years of dedicated service

Events & Activities

- Assessment collaborated with Outreach, Promise, and Counseling to offer on-site registration support to incoming Promise students. We held five MesaRegFest workshops in the Assessment lab, students were introduced to the new class schedule website, they received support with setting up their mysdccc portal, and were able to register for classes. In addition, Counseling contributed to this effort with one-on-one support, helped to clear pre-requisites, and supported students with class selection. This effort helped over 100 Promise students!
- DSPS Counselors and Classified Professionals supported all aspects of the summer CRUISE. Counselors conducted trainings, held workshops and the DSPS department participated in the Meet & Greet sessions.
- The Pride Parade was festive with an SDCCD contingent of over 200 marchers. The event garnered a very warm reception indeed on one of the hottest days of 2019! Student Affairs coordinated Mesa's participation.
- The School of Student Development is pleased to report that Veterans Resource Center has a new temporary location: D101. The location has furniture designed to meet the needs of our student veterans.
- Veterans counselor Ramiro Hernandez attended the WAVES Conference where he was updated on improvements the VA is making to get back to schools in a timely manner regarding inquiries, the implementation of the STEM G.I. Bill, and other issues California is facing related to how the VA operates and how changes to assessment are affecting student veterans.
- Student Services hosted our annual Mesa Student Services Council Retreat at Point Loma University. Thirty student services council members (including our Associated Student president and vice president) attended and engaged discussions including: practicing gratitude, putting equity into practice, Campus Solutions, professional development: Impostor Syndrome, aligning our vision with major campus initiatives (Guided Pathways, Strong Workforce and Work-based Learning, Pathways Navigation and Promise) and planning for our future.
- In July, Borderless Scholars hosted Undocu-Circles, a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and many other things.
- On July 29, Mesa College held its' first ever, Basic Needs Summit. Basic needs refers to the most essential resources required to thrive as a student; this includes, access to nutritious food, stable housing, and financial wellness resources.

Innovations & Data

- The Admissions office has begun showing students their ID photos before printing so students can select the best lighting and photo for their SD Mesa ID.
- Since 2016, CalWORKs enrollment has increased from 29 to 92 students.
- A total of 119 jobs were posted by employers on the online job board to hire Mesa students and alumni in June and July. Students can create an account on <https://www.collegecentral.com/sdmesa/>
- The Evaluations team has reorganized content on its website to share information with students, faculty, and staff in a comprehensive way. Note to Classroom and Counseling Faculty: please feel free to revisit our Forms & Petition tab under the Evaluations website for updated content, policies, and procedures for students.
- The Promise program received 1,231 applications for the 2019-2020 cohort. 1,068 students were deemed eligible by the district to enroll in the Promise program for Year 1. 531 students will be moving on to Year 2 (2018-2019 cohort) of the program.

Policies & Procedures

- Students enrolled in their last year or semester of classes should Apply for Graduation. To complete this process, students will simply log-on to their mySDCCD portal and “Apply for Graduation” under the “My Academics” tab. The degree and/or certificate students are pursuing will already be on their portal. The Evaluations team is supporting students during this transition. Students also now have access to check the status of other academic petitions such as: Modification of Graduation Requirements, Academic Renewal and more! Students can access the status of their academic petitions under “Advising Notes” on their mySDCCD portal.

Student Success Stories

- In Admissions, student success stories often take the form of small victories. These victories might include helping a student clear their hold so that they can enroll into a class, notifying students that they have been admitted to the Physical Therapy program, and seeing a student’s face light up when they can retake their photo until it is perfect! We champion these small moments with our students that help remind us that we are student centered and student driven!
- Peer Navigators are asking their mentees to anonymously write their thoughts about their experience at CRUISE. In turn, the positive responses have boosted PN confidence and morale. This approach was suggested by a current Peer Navigator.
- Our student Oli Deressa Kinati notified the Career Center about securing a one year commitment paid part-time internship at the San Diego Housing Commission and will be part of the Finance/Accounting department.
- Mesa student and Peer Educator Xochitl Bravo traveled to Cancun Mexico to learn about Aztec and Mayan history at the Chichen Itza pyramids. Xochitl's family culture and ethnicity are Aztec and Mayan. Xochitl will be presenting her story and photos at Student Health Service’s upcoming retreat.
- The Transfer Center encouraged several students to apply to USD through their late/extended deadline. Two students recently informed us that their applications to USD were accepted!

Admissions

Employee Updates

- Elizabeth Jones has graciously taken on additional office responsibilities including verification, authorizations, and record-keeping, she was also voted into the Classified Senate.
- Dulce Lopez and Raquel Aparicio are being trained on residency to best serve our students during peak seasons.
- Celine Ahearn is finishing her first 12 units in her master's program.
- All staff created SMART goals as part of their yearly evaluations which include professional development and growth opportunities.

Events & Activities

Yearly evaluations were completed in June. This was a great time of reflection and vision casting for 2019-2020. Alexis Calderon got married on 7/27/2019.

Innovations & Data

- The Admissions office began showing students their ID photo before printing so that students could select the best lighting and photo for their SD Mesa ID.
- The Admissions phone tree was updated with messaging and new groups were created to best serve our call volume.
- We are attempting to implement SARS check in to best collect data.
- Here are some of our data:
 - Registration Worksheets processed (to manually add/drop students): 274
 - Reinstated students into courses: 2
 - Cleared Pre-Req/Co-Reqs: 134
 - Course Repetitions: 37
 - Late Adds: 38
 - Placed into a waitlist: 1
 - Dropped: 19
 - Manually enrolled: 43
 - Petitions to Challenge test administered and processed: 109
 - Updated HS graduation dates: 128
 - Petitions to certify: 74
 - Students serviced by these sections of Admissions:
 - Residency: 428
 - International Students: 110
 - Allied Health Students: 16
 - Change of name, SSN or DOB processed: 141
 - Phone calls: 5,582
 - We are working on increasing our answer % and service level %.

Policies & Procedures

- We updated the business process for HS student enrollment and created timelines for CCAP and ACP programs to best serve our high school students.
- District also gave Jordan Frodente, Elizabeth Jones, Dulce Lopez, Celine Ahearn and Raquel Aparicio access to reset portal passwords and security questions.

Student Success Stories

There are so many to pick from and I think this has to do with being able to see the small victories when we are able to help a student clear their hold so that they can enroll into a class, when we can notify students that they have been admitted to the Physical Therapy program, when we see a student's face light up when they can retake their photo, 3, 4, 5 times until it is perfect! We champion these small moments with our students that help remind us that we are student centered and student driven!

Special Recognition

Elizabeth Jones has done a fantastic job at her new desk and duties. She is very detailed oriented and has created a more consistent way of collecting our data. She has also connected to the larger SD Mesa community with her involvement in the Campus Care Committee and now in the Classified Senate. We are thankful to her for her commitment to SD Mesa Admissions!

Assessment

Events & Activities

- Updated Office Materials - Created materials with updated Placement Assistant and Online Orientation links and instructions and shared them with different Student Services departments so that they could share with students as well. Because the assessment step can now be completed remotely, we want to ensure that every student knows about that option!
- Additional support to students - Although students are no longer required to come to campus to complete assessment, we saw that some incoming students still wanted some extra support as they transitioned from their high school experience.
- Online Orientation Access - Helping students check off their Orientation step got a boost when Charlie Lieu set the Assessment office up with the ability to view the administrative end of the Online Orientation so we could see which students had completed it. This helped us be proactive in helping students get that important matriculation step checked off on their account.
- Collaboration with Promise - Assessment helped the Promise program track students' assessment and orientation progress in order to meet the June priority registration deadline.
- MesaRegFest - Assessment collaborated with Outreach, Promise, and Counseling to offer on-site registration support to incoming Promise students. We held five MesaRegFest workshops in the Assessment lab, students were introduced to the new class schedule website, they received support with setting up their mysdccd portal, and were able to register for classes. In addition, Counseling contributed to this effort with one-on-one support, helped to clear pre-requisites, and supported students with class selection. This effort helped over 100 Promise students!
- Pre-Registration workshops held in Assessment Lab- Counseling has been holding their Pre-Registration workshops in the assessment lab, which not only allows more students to attend, but also has the added benefit of students being able to quickly clear up any milestone/placement level questions before their SEP is created by the counselor.
- Collaboration with International Orientation - In collaboration with Admissions' International Orientation on July 29, our office walked 46 International students through the Placement Assistant process.

Innovations & Data

- June – 660 Unduplicated Student Count
- July - 790 Unduplicated Student Count

Assessment continued to find different ways to help students navigate their summer and fall enrollment processes as students and staff adjusted to the changes brought about through CCCApply and Campus Solutions.

Special Recognition

A big shout out to Amy Bettinger and Naayieli Bravo who have helped over 100 students during MesaRegFest!

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Updates

- Sixteen Peer Navigators supported each other and welcomed over 800 new students to the campus! The new team –

Al'Asia Metaphor	June Ngyuen
Albert De La Mora	Lara Napasa
Charlie Shimazaki	Michael Codianne
Diego Medellin	Nayra Lopez
Dylan Tran	Nick Howell
Gladiola Romero	Rochelle Hall
Gloria Gonzalez	Serena Delleney
Guadalupe Mendez	Stephen Alison

Events & Activities

- Summer CRUISE! June 26 - August 8
- Three Parent / Family Member Academy July 13, 27 and August 10

Innovations & Data

Summer CRUISE is gathering surveys to analyze student experience.

Student Success Stories

Peer Navigators are asking their mentees to anonymously write their thoughts about their experience at CRUISE. In turn, the positive responses have boosted PN confidence and morale. This approach was suggested by a current Peer Navigator.

Special Recognition

Alexi Balaguer	Guadalupe Mendez
Al'Asia Metaphor	June Ngyuen
Albert De La Mora	Lara Napasa
Charlie Shimazaki	Michael Codianne
Diego Medellin	Nayra Lopez
Dylan Tran	Nick Howell
Gladiola Romero	Rochelle Hall
Gloria Gonzalez	Serena Delleney
	Stephen Alison

This team is awesome!!!!

CalWORKs

Employee Updates

- It's with mixed emotions that I share with you all, that Markus Berrien is no longer an adjunct counselor for CalWORKs, but with great joy that he is now working full time in the EOPS department as the EOPS/NextUp Counselor.
- We are also excited to share that Silvia Ibarra has joined our team as a one of the new CalWORKs adjunct counselors.

Events & Activities

- Continue to attend CalWORKs Region X meeting.
- Continue collaboration efforts with San Diego Continuing Education CalWORKs Program, and Mesa College Outreach Department.
- Continue collaboration efforts with the EOPS/CARE program, with DSPS, Financial Aid and the General Counseling Department.

Innovations & Data

Unduplicated Participant Data:

- Academic Year 2016 – 2017 (including summer) Total of 29 CalWORKs Students
 - Consistent enrollment from Spring to Summer - 8 students
- Academic Year 2017 – 2018 (including summer) Total of 89 CalWORKs Students
 - Consistent enrollment from Fall to Spring or Spring to Summer - 29 students
 - Consistent enrollment from Fall to Spring to Summer - 8 students
- Academic Year 2018 – 2019 (including summer) Total of 92 CalWORKs Students
 - Consistent enrollment from Fall to Spring or Spring to Summer - 38 students
 - Consistent enrollment from Fall to Spring to Summer - 12 students

Policies & Procedures

The program is currently in process of making changes to the CalWORKs program documents and handbook to better serve the new and current incoming CalWORKs students.

Career

Events & Activities

Career Center Presentations:

- San Diego Fire Department Company Visit: On June 25 and July 18, 2019, a representative from San Diego Fire Department visited the Mesa campus to provide information to students about their career opportunities. SDFD offers excellent career opportunities to motivated and team oriented individuals interested in serving the public.
- Summer CRUISE: The Career Center participated in Summer CRUISE Meet & Greet events. Career Peer Ambassadors participated in five Summer Cruise events to share information about Career Center services to over 150 incoming Mesa College students per session.

Innovations & Data

Total of 43 new employer contacts were made during this month through our online job board, "Mesa Job Network."

- Adrian's Surf N' Turf Grill • Allele Biotechnology & Pharmaceuticals • Brady SoCal, Inc. • California Coast Credit Union • Challenge Center • Club Demonstration Services • Concordia Church and School • Coronado Yacht Club • Davy Architecture • Estancia La Jolla • Fairfield Residential LLC • Full Swing Golf • General Dynamics NASSCO • Gerardy Photography • Ghianni Findings • Goularte Law Firm • Hernandez Chiropractic • High Tech High • ICES Education • Intelicare Direct • International Community Foundation • Jimbo's • Mad Engine • Nth Generation Computing • Partnerships with Industry • Pearlmax Oral Surgery • Penasquitos Christian School • PHP Agency • San Diego Diplomacy Council • San Diego Marble & Tile • San Diego Rescue Mission • San Diego Unified School District • SoulCycle • State of California Franchise Tax Board • St. Didacus Parish School • Stehly Farms Market • Sysco • Team Chodorow • TOTAL Physical Therapy • Transformco/Sears/Kmart • Tree San Diego • WT Financial Inc dba HR Block • Younique Marketing Studio

A total of 119 jobs were posted by employers on the online job board to hire Mesa students and alumni in June and July. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Career Ambassador Program

- In July, Career Ambassadors spent 18 hours to facilitate a total of 19 peer-to-peer coaching sessions on job search, resumes, cover letters, and/or interview preparation. When they're not holding sessions, Career Ambassadors work on career center projects and assist with event planning, and outreach activities.
- Career Ambassadors collected a total of 19 completed sets of pre- and post- survey assessments.
- We updated our outcomes and assessments for the upcoming academic year.

Student Success Stories

- Our student Oli Deressa Kinati notified the Career Center about securing a one year commitment paid part-time internship at the San Diego Housing Commission and will be part of the Finance/Accounting department. The program is designated to provide undergraduate students with the opportunity to work on projects under the guidance and mentorship of San Diego Housing Commission management. The program also educates and prepares interns for multifaceted exposure to all functions within a potential affordable housing career, so that they may become better acquainted with the Affordable Housing Industry.
- Career Center staff member, Alicia Lopez, worked closely with Oli by connecting him to the employer and helping him with his application materials. She coached him on how to proceed with obtaining letters of recommendation and encouraged him to move forward with applying even though the deadline was only three days away. In addition, he was referred to meet with our Career Peer Ambassador, Helen Ma. Helen helped the student with interview preparation strategies. On May 20th, he was offered the paid part-time internship (20 hours/week) at \$15.00 per hour for a one year commitment. He accepted the position. We are so proud of him and his determination to succeed.

Special Recognition

- Special Recognition goes out to Alicia Lopez for helping our students launch their careers. As our Career Center Senior Student Services Assistant, she is a very dedicated and hard worker and an incredible asset to Mesa College. Thank you Alicia for all that you do!

Counseling

Employee Updates

Marisa Alioto was hired as our departmental online counselor as of July 8

Events & Activities

Numerous General Counselors assisted with the six Summer CRUISE sessions this semester.

Innovations & Data

Drop-Ins Only: 4546

Appointments Only: 464

Total Unduplicated Contacts: 4868

Student Success Stories

An email to Alison Do:

Hi Professor Do,

I want to personally thank you so much for all the passion you have put into this class. From the thoughtful provoking material, to the relevancy it had on my daily life. This was the first college class I have ever taken, since I'm a freshman I was recommended this class because I was that kid in high school that did not know anything about college. My family never went, I did not know what I would major in, I was even unsure if I wanted to go to college or not because I was so naive in the process of it all. All my friends were getting accepted to universities and already had their whole plan laid out for all four years. I did not. I did not have a single clue.

However, after taking your class, all the research I have put into your assignments actually paved a way for me. I finally saw a glimpse of my future. I found what I wanted to major in, I found what classes I needed to take, how to transfer to a university, what university was right for me, how to start my own career, and I got to get more in depth with my career.

I feel so comfortable with my school life now knowing that I finally have that security of what I want to do. I finally have that weight off my shoulders from all the stress and indecisiveness. I feel way more passionate and driven to attend college now that I have a plan. Thank you for everything professor! I wouldn't have found my way if it wasn't for your class! You truly are appreciated!

Special Recognition

Vang Thao and Guillermo Marrujo for their continued help with Campus Solutions.

Student Success Stories

The whole Mesa General Counseling Staff for their patience and dedication.

DSPS

Employee Updates

Becky Snow, DSPS High Tech Center Instructor, completed her assignment with DSPS. We appreciate her contributions to the department and her dedication and support to the students in the High Tech Center during the spring 2019 semester.

Events & Activities

- In June the annual DSPS audit was conducted.
- The annual SDCCD DSPS Advisory meeting was held at CE North City.
- DSPS Coordinator, Erika Higginbotham, attended the 3-day Mesa Pathways Institute June 3-5 and the bi-annual San Diego DSPS Community College and University meeting at UCSD.
- DSPS Counselors and Classified Professionals supported all aspects of the summer CRUISE. Counselors conducted training's, held workshops and the DSPS department participated in the Meet & Greet sessions.
- In July, the DSPS Counselors attend the annual Association on Higher Education and Disability (AHEAD) virtual conference.
- DSPS Counselor, Isaac Arguelles, represented DSPS at the annual MSSC retreat.
- DSPS Counselor, Isaac Arguelles, DSPS Administrative Technician, Manny Jacobo and DSPS Coordinator, Erika Higginbotham, attended the Mesa Basic Needs Summit on July 29th.

Innovations & Data

- In June, DSPS proctored 41 exams and 316 counseling appointments were scheduled. DSPS provided 311 drop-in services.
- In July, DSPS proctored 129 exams and 363 counseling appointments were scheduled. DSPS provided 721 drop-in services.

Special Recognition

A big shout out and thank you to Manny Jacobo who always goes above and beyond!

EOPS

Employee Updates

We are excited to welcome Markus Berrien to our EOPS team, he is joining our team as the new full-time Faculty Counselor for EOPS/NextUp as of early June! Markus is a counselor with a Master of Science in Counseling with an emphasis in Multicultural Counseling from San Diego State University, a Bachelor of Arts in Sociology with a minor in Education from University of California, San Diego, and an Associate of Arts in Social and Behavioral Sciences from Mt. San Jacinto College. Markus' professional experience includes being a culturally competent education advocate, counselor, and researcher. He looks forward to helping folks meet their personal, academic, and professional goals. Through this work, he is able to honor his mother and give back to communities and generations of folks that have supported him to be in the position he is in today. When he is not working, Markus enjoys watching the Oakland Raiders and experiences around eating, cooking, and laughing with friends and family. Please help me in giving him a warm welcome!

Events & Activities

EOPS:

- June- In addition to counseling services, EOPS provided \$100 book services to all EOPS students enrolled in summer courses.
- July 9- Hosted Priority Registration open lab where students were able to stop by throughout the day and receive support from Counselors and Staff.

CARE:

- June- CARE students who completed spring program requirements received an educational grant.
- June 19- Hosted CARE Advisory Board Meeting. Reflected, assessed and planned for 2019-2020 goals.

NextUp and FAST Scholars:

- June 11- NextUp hosted a Think Tank which was an opportunity for the NextUp team reflect, assess, and plan for 2019-2020.
- June 13- YMCA Youth & Family Services representative from Connections 2020 presented on their program and services.
- June 18- Members of the NextUp team attended the Southern CA Higher Education Foster Youth Consortium at Riverside City College.
- June- Janelle and Yesenia promoted the NextUp program on and off campus by distributing flyers and hosting information tables at various locations. Janelle also presented multiple Promise Orientations (Summer Cruise) on EOPS and the programs/services it offers.
- June 28- Members of the NextUp team along with Mesa College Animal Health Tech students, presented Mesa College opportunities and NextUp services to 25 Promises2Kids Youth.
- July- June- Janelle and Yesenia promoted the NextUp/FAST Scholars program on and off campus by distributing flyers and hosting information tables at various locations. Janelle also presented multiple Promise Orientations (Summer Cruise) on EOPS and the programs/services it offers.
- July 18- NextUp team members presented to YMCA Youth & Family Services staff on NextUp program.

Borderless Scholars:

- June- Borderless Scholars students enrolled in summer courses received
- June 3 and 4-Borderless Scholars hosted a Summer Welcome Back event. The event was designed to equip Borderless Scholars student with the necessary resources and supplies for their Summer semester.
- June 4, 11, 18, 25, and 27-Borderless Scholars hosted Undocu-Circles. Undocu-Circles is a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and many other things.
- June 11 and July 9- Borderless Scholars and Work Based Learning collaborated in offering a Jobs, Internships, and Volunteering Opportunities 101 workshop tailored specifically for Undocumented, AB540, DACA recipients and Dreamers. The workshop focused on the opportunities these students have for jobs, internships, and volunteering opportunities.
- June 27- Borderless Scholars hosted an Undocu-Ally training with the support of the UCSD Dream Center. The purpose of this event was to better educate Mesa staff on the resources available to Undocumented, AB540, DACA recipients, and Dreamers on campus.
- July 9, 16, 23 and 30, Borderless Scholars hosted Undocu-Circles. Undocu-Circles is a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and many other things.
- July 16, 23 and 30, Borderless Scholars hosted Brave Circles. Brave Circles is a space to honor the uniqueness of each individual. Undocumented, AB540, DACA recipients, and Dreamers students can be seen, heard, and understood with no judgment.

STAR TRIO:

- July- STAR TRIO is hosting group new student orientations.

Innovations & Data

Follow us on Instagram @SDMesaEOPS!

Fostering Academic Success and Transitions (FAST) Center is a space at San Diego Mesa College dedicated to serving current and former foster youth whom are current and prospective students. Through the support of San Diego Mesa College and the NextUP program, the FAST Center is among the first dedicated spaces at a California Community College serving foster youth. We hope you can join us at the grand opening of the FAST Center on Thursday, August 22nd, 2019 from 11:00am -1:00pm in Room D-102!

EOPS is celebrating 50 years! EOPS was conceived as a way to help students, who were both educationally and economically disadvantaged, successfully cultivate a future through academic and personal development. In 1969, Senate Bill 164 was enacted into law, establishing EOPS within the California Community Colleges system. The first EOPS programs were established in spring 1970 at 46 community colleges. Today, EOPS exists at 114 community colleges in California. EOPS is committed to provide student support services over, above and in addition to what is available through other programs. We hope you can join us at our EOPS 50th Year Celebration on Thursday, September 5, 2019 from 11:00am -1:00pm at the AVANZA workshop room!

Policies & Procedures

We are accepting applications for EOPS, CARE, NextUp, FAST Scholars, Borderless Scholars, Project Restart, and STAR TRIO on an ongoing first come, first serve basis. Thank you for continuously referring students!

Contact us:

Monday-Thursday: 8am-6pm

Friday: 8am-3pm

Room: I4-309

(619) 388-2706

www.sdmesa.edu/eops

Student Success Stories

At the end of each fall and spring semester, EOPS students complete a survey about their experience in EOPS. Below are a handful of responses from our students' experiences in our program:

- "EOPS helped me succeed by having wonderful and encouraging counselors and staff members. They have pushed me to do wonderful things and make the next step in pursuing my education."
- "EOPS has helped me so much pursue my educational goals and kept me on track with my ed plan. Their financial contributions as well have helped me immensely."
- "EOPS made me aware of services that I did not know existed. They were very helpful in the college application process, they helped answer any questions I had in regards to the process. For this I am very grateful, they did a very good job when it came to reaching out to me whenever there was an event."
- "Helped me recenter my focus on my major and provided financial needs when I needed it the most."
- "EOPS helped me succeed by checking in on me and making sure that I got what I needed and made sure that I had all the support they were able to offer."
- "Counselor provided a lot of information I didn't know before (transferring to universities, choosing the right classes, etc.). EOPS helped me to get an important study material for my classes."
- "EOPS is a great support program that has helped me in many ways. I was able to get certain fees waived and that certainly helped me through the semester, as well as the book grant."
- "EOPS helped me succeed because they give me that motivation or reassurance I need in myself whenever I feel like giving up or like I am not making progress."

Special Recognition

A special thank you goes out to NextUp/FAST Scholars Counselor Coordinator Sade Burrell for applying to the Angell Grant. San Diego Mesa College was awarded \$50,000 for the third consecutive year! These funds will support our current and former foster youth. To learn more about the FAST program visit www.sdmesa.edu/eops.

Evaluations

Events & Activities

In June and July, the Evaluations team participated in five Summer CRUISE Meet & Greet events. Our team shared information about Evaluation services to over 700 incoming Mesa College students. The Evaluations team is excited for the fall semester to begin as we prepare for our fall Open House, Transfer Applications, Career Fest, and more!

Innovations & Data

While we patiently wait for Mesa's overall website redesign, the Evaluations team has reorganized content on our website to share information with students, faculty, and staff in a comprehensive way. Note to Classroom and Counseling Faculty: please feel free to revisit our Forms & Petition tab under the Evaluations website for updated content, policies, and procedures for students. The Evaluations team is also preparing a campus campaign to share more about our services and processes. The goal for this campaign will be to engage students earlier and to help them feel prepared during their academic career here at Mesa.

Policies & Procedures

Since the launch of Campus Solutions and mySDCCD, some functions have made processes easier for students such as Applying for Graduation. Students enrolled in their last year or semester of classes should Apply for Graduation. To complete this process, students will simply log-on to their mySDCCD portal and "Apply for Graduation" under the "My Academics" tab. The degree and/or certificate students are pursuing will already be on their portal. The Evaluations team is supporting students during this transition. Students also now have access to check the status of other academic petitions such as: Modification of Graduation Requirements, Academic Renewal and more! Students can access the status of their academic petitions under "Advising Notes" on their mySDCCD portal.

Student Success Stories

- Summer 2019 is coming to an end and students earning their degree as a summer graduate are close to finishing! Keep on going!
- The Evaluations team continues to process IGETC certifications for students transferring to their universities in the fall – congratulations to all students transferring!

Special Recognition

- Special recognition to our evaluators working hard on completing catalog review and support campuses evaluations staff.
- Special Recognition to Amara Tang, Student Services Assistant, in the Transfer/Career/Evaluations Center for supporting all three departments and continuing to find ways on how we can improve services for our students.

Financial Aid

Employee Updates

Brianna Garcia will be assisting our DACA/AB540 population as well as serving as the liaison between Financial Aid and EOPS on issues related to this group of students.

Events & Activities

- Kesia Williams participated in the EOPS, Think Tank meeting.
- Brianna Garcia participated in the Summer Undocu-Circles.
- Pilar Ezeta, Brianna Garcia, Alma Godinez, Kesia Williams and Guadalupe Bueno participated in Summer CRUISE activities.
- Pilar Ezeta and Gilda Maldonado participated in the MSSC Retreat.

Innovations & Data

We disbursed \$1,137,104 in Pell Grant funds to our summer students and \$192,000 in retroactive disbursements to 240 students who were enrolled during Fall and Spring. Learning from our 1 year experience with CS, we have incorporated a few changes for the academic year 19-20 such as not accepting student's changes on Financial Aid Campus Of Record after we start the packaging process unless the student is already on a campus mismatch situation that needs resolution. The Federal Work Study awarding process will also see a change. Areas with multiple supervisors under a direct Dean's supervision will submit centralized (Dean's Level) requests as well as job descriptions. Mesa students will see in their initial award letter FWS as part of the auto-packaging process, instead interested federal aid applicants who meet the eligibility requirements will be reviewed as "new" students will have a short evaluation at the counter and upon review, eligible students can begin the hiring process. While interested "returning" FWS students will be able to complete a shorter version of the process allowing them to start working in a very short period of time.

Special Recognition

Shout out to the office staff for being such troopers in the midst of the ever changing CS processes especially the counter staff. To Laura, Randall, Julissa, and Florisel for their hard work on processing manual R2T4 calculations and making possible that the counter staff received information on 19-20 processes. To Lili and Julissa, the Cal Grant Team, for their dedication and diligence demonstrated by being very close to reconcile the 18-19 Cal Grant Program. To Skyler for having around 26 FWS returning students almost ready to go for the 19-20 academic year.

Outreach & Community Relations

Employee Updates

- We conducted interviews for the new Student Ambassador team in June and offered positions to nine students. We can't wait for them to begin working with us the Fall!

Events & Activities

Outreach

- Outreach conducted 64 individual tours in June and July to 200 prospective students. Students were given information regarding their specific areas of interest while Student Ambassadors highlighted our support programs, academic programs, and the wide variety of services available to Mesa College students.

June

- June 3 - Outreach Ambassadors, Jordan Nash, Karen Villanueva and Victor Cenicerros participated as student panelist in the Mesa Pathways Summer Institute. Ambassadors were able to share their student experiences in regards to programs and services that helped to support them during their academic journey at Mesa.
- June 3 - Outreach in collaboration with the Counseling Department hosted a series Pre-Registration Workshops at Madison High School. The students were given an overview of the importance programs and services offered at Mesa College. Following the overview, the counselors and student ambassador assisted the students in navigating the college catalog, college courses, and their educational plan.
- June 4 - Outreach Student Ambassador Nicolas Irving participated in the San Diego Town Hall & College Fair hosted at City College. The purpose of the event was to hear first-hand from parents, students, educators, and community leaders about improving access to college enrollment and improving graduation rates.
- June 4 - Outreach Student Ambassadors participated in the Mesa African-American Achievement Summit, serving as guides to high school students from San Diego Unified Schools. It was an empowering and eventful day for all of the students, they were given the opportunity to explore the campus and get a glimpse of the Mesa College experience.
- June 5 - Outreach in collaboration with the Counseling Department hosted a Pre-Registration Workshop at Clairemont High School. The students were given an overview of the importance programs and services offered at Mesa College. Following the overview, the counselors and student ambassador assisted the students in navigating the college catalog, college courses, and their educational plan.
- June 18 - Outreach Staff, Karla Trutna and Van Chhum were given the opportunity by CAL-SOAP to provide a presentation to over 200 high school students at their annual SWAG Event. It was a gratifying experience to connect with high school students from throughout San Diego Unified School District and introduce them to Mesa College.
- June 20 - Outreach participated in the Farmers Market by helping to distribute free food to Mesa students.

July

- In the month of July, Mesa College Outreach officially launched the pilot for the Summer Melt Program at Clairemont High School. The Summer Melt Program came about as an effort to extend support during the summer to prospective high school students who have plans to go to college, but are unsure of their next steps. Outreach had the opportunity to provide students with their Mesa College next steps. As a pilot, we will continue to expand our efforts to other schools within the feeder area.
- July 13 & July 27 - Outreach Staff Karla Trutna served as the presenter during the CRUISE Parent (Spanish) workshops. During these presentations, Mesa programs and services were introduced to parents. Parents left the presentation with the tools necessary to better support their students as they transition to Mesa in the Fall.
- July 24 - Outreach Staff Van Chhum and Karen Villanueva oversaw the Mesa Journeys table at the Summer Cruise's Meet and Greet. Students were given the opportunity to fill out the Mesa Journeys questionnaire, it was to better narrow down the programs and services that were a fit for the student.
- July 25 - Mesa College hosted a cohort of forty freshmen from Bayfront Charter School to a campus visit. The students were provided an interactive Kahoot on the programs and services Mesa College provides. The students utilized the opportunity to ask questions regarding classes, sports, the college experience, and clubs. It was by far one of the most interactive experiences with a freshman cohort. The students were provided a campus tour then concluded at the Mesa Commons for lunch. Bayfront Charter has been a constant supporter of Mesa College and we continue to foster the relationship we have.
- July 30 & July 31 - Outreach Ambassadors Karen Villanueva and Nicolas Irving helped to support Admissions during their International Student Orientation.

Promise

- There have been 5 Promise Orientations (2019-2020 cohort; Year 1 students) held at Summer CRUISE. Over 600 students have attended these orientations to learn about Promise eligibility and requirements for their first year in the program. The final Promise orientation for Year 1 students will take place at the last session of Summer CRUISE during the first week of August.
- Assessment and Testing facilitated 5 Mesa RegFest workshops to assist Year 1 Promise students with enrolling in the Fall courses on MySDCCD.

Innovations & Data

Promise

- The Promise program received 1,231 applications for the 2019-2020 cohort. 1,068 students were deemed eligible by the district to enroll in the Promise program for Year 1.
- 531 students will be moving on to Year 2 (2018-2019 cohort) of the program.

Policies & Procedures

Promise

- The Promise program is no longer accepting applications for incoming students. All students who were waitlisted between June 28 and July 26 have been accepted into the program.
- Year 1 Promise students must sign their Promise contracts online by Friday, August 2 to officially enroll in the program.

Student Success Stories

- 30 students from our 17-18 cohort completed an Associate's degree and/or transferred to a 4-year university.
- 138 students completed Year 2 (17-18 cohort) of the Promise program.

Student Affairs

Events & Activities

Pride Parade

Mesa College Student Affairs continues to serve a vital role in the SDCCD's participation with the annual San Diego Pride Parade by organizing the efforts of the planning committee and, more specifically, coordinating the Mesa College resources devoted to the event. The day of the event was festive, as usual, and the SDCCD contingent of over 200 marchers garnered a very warm reception indeed on one of the hottest days of 2019!

Summer CRUISE

Student Affairs staff participated in the Summer CRUISE program for new and prospective Mesa College students by presenting an introduction to Campus Life and Student Rights during the program's "Speed Dating" info sessions throughout the month of July.

M&M Committee

Student Affairs staff again participated in the Ollie's Traveling Ice Cream Truck event presented by the M&M Committee. Frozen sweets always prove to be the perfect treat for a hot summer day!

Special Recognition

Thank you to Outreach & Assessment! These two creative teams have collaborated and created a more positive transitional experience for our new students. This power team's innovative approach created the RegFest opportunity for new students! The feedback received has been exceptional. They are impacting students, building community all while creating a welcoming space for students. Thank you Karla, Vann, Donnaly, Amy, Naayieli and the Student Ambassador Team!!

Student Development

Employee Updates

- Marissa Alioto is serving as general counseling's new faculty with an emphasis in online counseling and advising.

Events & Activities

- The Student Services Leadership Team presented at this year's Classi-Con event: Spotlight on Student Services held on June 4.
- The School of Student Development is pleased to report that Veterans Resource Center has a new temporary location: D101 and the location has new furniture designed to meet the needs of our student veterans.
- The Dean of Student Development submitted the funding request for VRC Ongoing funding certification for 2019-2020.

Innovations & Data

- Dean of Student Development is working with the Dean of Student Success & Equity to look at ways to utilize technology to promote Basic Needs at Mesa.

Student Health Services

Events & Activities

Aurora San Pedro LMFT has been providing Student Health Center meet and greet sessions for the CRUISE program. They have attended 6 weekly sessions and met hundreds of students.

Innovations & Data

- In June we provided services for 172 students with an additional 354 students in July.
- Nancy Bromma FNP is working with Claudia Perkins and Allied Health to look at options to save Allied Health students \$200. Allied Health students are required to pay \$200 for a computer program that uploads vaccination and TB information. We are looking at methods to assist with this expense.

Policies & Procedures

We requested and received authorization from Risk Management to serve Mesa Allied Health Students who show Fall 2019 enrollment in an Allied Health program (for vaccinations and physicals), before the Fall semester begins.

Student Success Stories

Mesa student and Peer Educator Xochitl Bravo traveled to Cancun Mexico to learn about Aztec and Mayan history at the Chichen Itza pyramids. Xochitl's family culture and ethnicity are Aztec and Mayan. Xochitl will be presenting her story and photos at our upcoming retreat.

Special Recognition

Nancy Bromma FNP earns special recognition this month because she worked tirelessly in July while our census was up and other providers were on vacation. Our thanks to Nancy for keeping our students well!

Student Success & Equity

Events & Activities

Basic Needs Summit - On July 29, Mesa College held its' first ever, Basic Needs Summit. Basic needs refers to the most essential resources required to thrive as a student; this includes, access to nutritious food, stable housing, and financial wellness resources. The principle goals of the summit included the following:

- Developing Awareness – How to obtain buy-in from community and stakeholders
- Mapping of services and support – What are we currently doing and where?
- Integrated Services – Creating sustainability
- Collaboration – Work groups that help to spread awareness surrounding basic needs resources

We also participated in the Student Services Council Retreat and Summer CRUISE Parent Workshop.

Innovations & Data

Direct Student Support:

During June and July, SSE reviewed 11 applications for assistance and was able to provide direct support to 8 of those students. In total SSE gave out \$550 in support. \$350 was in book support, \$200 in food support, as well as backpacks and supplies.

The Stand:

During June and July The Stand had 1009 transactions and is currently serving 335 individual students for the summer semester.

The Stand: Farmers Market held 2 events during the summer, one on June 20th and one on July 18th, we gave 18,700 pounds of produce and shelf stable goods to 746 households.

The Stand: Pop-up Market This summer we continued working with The Ronald McDonald House as part of Feeding San Diego's Retail Rescue program. We are getting roughly 1000 pounds of food every Tuesday, which is passed out in approximately 20-30 minutes to 70-100 students. While everyone is welcome the pop-up market is primarily serving students.

Special Recognition

Special thanks to the SS&E Team for an excellent Summit on Basic Needs, cudos to all who assisted with the development, implementation and execution of the program.

Transfer

Events & Activities

- We hosted 8 rep visits total in June and July on the third floor of the student services building.
- Nine workshops were scheduled for the summer.

Innovations & Data

- Exciting new innovation: Zoom Meetings with UCLA! The Transfer Center partnered with UCLA on 5/24 to conduct UC Los Angeles Next Steps individual appointments and Transfer Advising
- We created a Save the Date flier for Cruise which we have also distributed to the student services faculty and staff.
- University of Hawaii and University of Arizona partnered up to table during June outside of the TC and General Counseling. The TC has continued to invite local SDEC schools to table during peak registration.
- Launched the Academic Renewal Workshop for summer.
- The Career Center shared their "Join our Email List Flyer" which the TC customized. We now have a link of our transfer page to collect email addresses.

Policies & Procedures

- The TC has revised its SSOs with the help of Amara Tang. We are working on revising our assessments to align with our revamped SSOs. The TC has mapped all the workshops and events to the updated SSOs.
- June and July are the months to update and revise all worksheets. GE sheets for 2019-20 were updated and slightly redesigned. If you see anything out of date please send us an email or give us a call.

Student Success Stories

- Congratulations! The Transfer Center encouraged several students to apply to USD through their late/extended deadline. We have had two students recently inform us that their applications to USD via this option were accepted!
- Two SD Mesa students were awarded scholarships from the Greater Assistance League. One was awarded \$3500 for towards tuition at UCSD the other student was awarded \$2000 for Laguna College of Art and Design.

Special Recognition

- Thank you to Amara for guiding us along with the new SSO and assessment process.
- Thanks to Malik of our Save The Date Fliers!

Veterans & Records

Events & Activities

Ramiro Hernandez attended the WAVES Conference where he was updated on improvements the VA is making to get back to schools in a timely manner regarding inquiries, as well as the implementation of the STEM G.I. Bill, along with the issues California is facing with how the VA operates and how our changes to assessment are affecting student veterans.

Vice President Student Services

Employee Activities

- Student Services was honored to celebrate the service, contributions and retirement of:
 - Kathy Fennessey, Senior Secretary for Student Affairs retired after 24 years of service, see Kathy's retirement [video](#)
 - Lawanda Foster, Supervisor for Veterans & Records, retired after 41 years of dedicated service
- Student Services is excited to welcome the following individuals to the Student Services family:
 - Claudia Perkins as our first ever EEO, 504 and Student Conduct Officer
 - Marisa Alioto, Assistant Professor/Counselor with an Emphasis in Online Counseling & Advising
- Vice President Hands completed the following trainings: California Community College Athletic Association (CCCAA) Compliance Rules Exam Sexual Harassment, Unlawful Discrimination and Department of Fair Employment and Housing (DFEH)

Events & Activities

- The Student Services Leadership Team presented a "Student Services Spotlight" workshop at this year's ClassiCon event.
- VP Hands, Dean Ailene Crakes, Dept Chair Leroy Johnson and Counseling-Faculty, Michael Temple participated in our UMOJA Site Visit
- The M&M team brought back the Ice Cream Truck and visited all the student services offices for a little summertime fun
- We hosted our annual Mesa Student Services Council Retreat at Point Loma University. Thirty student services council members (including our Associated Student president and vice president) attended and engaged discussions including: practicing gratitude, putting equity into practice, Campus Solutions, professional development: Impostor Syndrome, aligning our vision with major campus initiatives (Guided Pathways, Strong Workforce and Work-based Learning, Pathways Navigation and Promise) and planning for our future.
- Charlie Lieu and Joel Aries presented at annual MSSC Retreat. They shared the revisions made to the [Mesa Journeys](#) tool and introduced the upcoming implementation of IVY- Chatbot to the Student Services web pages.

Innovations & Data

- Over 800 Summer CRUSE students used the Mesa Journeys tool to learn about services and programs they may qualify for at Mesa! Thank you to all the volunteers (Charlie Lieu, Joel Arias, Claudia Estrada-Howell, Leroy Johnson, Shawn Fawcett, Leticia Diaz, Alicia Lopez, Trina Larson, Samantha Ceron-Draeger, Victor Cenicerros, Vanndaro Chhum, Karen Villanueva and Alejandro Escalante Avila) for helping at the Mesa Journeys table at the Summer CRUISE Meet and Greet event.
- The [Joint School Meetings](#) web page has been updated. Meeting agendas and presentations are neatly stacked and organized.

Special Recognition

VP Hands attended and or participated in the following events and thanks the event coordinators for creating the conditions that matter for our students to succeed:

- [Black and African-American Town Hall & College Fair](#), hosted by San Diego City College
- 2nd Annual [SDUSD African American Achievement Summit](#), hosted by San Diego Mesa College, under the leadership of Dean Larry Maxey
- [ClassiCon](#), served as Team Captain and presenter, hosted by the LOFT
- [Undocu-Ally Training](#) hosted by EOPS/Borderless Scholars
- Summer [CRUISE](#) Opening Sessions, hosted by CRUISE
- Mesa College's first ever [Athlete 101](#) Opening Sessions, under the leadership of Agustin Rivera
- Mesa College's first ever [Basic Needs Summit](#) , under the leadership of Dean Larry Maxey
- Special thanks to our [MSSC Retreat presenters](#): Vice Chancellor Lynn Neault, Deans Ailene Crakes, Vicki Miller and Larry Maxey, Charlie Lieu, Joel Arias, Karla Trutna, Claudia Estrada-Howell, Monica Romero and Howard Eskew.
- Marched in the [Pride Parade](#) along with members of the SDCCD family. Thanks to Vicki for coordinating district and college efforts.
- A big "Thank you" to the Mesa Journeys workgroup (Charlie Lieu, Joel Arias, Claudia Estrada-Howell, Leroy Johnson, Shawn Fawcett, Leticia Diaz, Alicia Lopez, Trina Larson, and Alexi Balaguer) for meeting over the summer to help update and revise the Mesa Journeys tool!