



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

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



Monthly Update Highlights

Employee Updates

- Naayieli “Nelly” Bravo has left her SSA position with Assessment to pursue other interests. During her time at Mesa, Nelly made an impact in the Outreach department serving as an Outreach Ambassador, then transitioned to her current SSA role in Assessment.
- We said farewell to Cathy Springs and Barbara Young, classified front counter staff. We also said farewell to Travis Bodnar, hourly staff who was with us for four years. To all, we wish nothing but the best in the new chapters of their lives.
- The AVANZA, Peer Navigator, and CRUISE programs are proud to announce this year's 2020-2021 Peer Navigator Team! -Chris Fisher -Gloria Gonzalez (Lead Peer Navigator) -Guadalupe Mendez -Jocelyn Buelna -Jordan Volden -Truc (June) Nguyen -Koffi Adjalle -Mariel Micael -Nayra Cruz -Nick Howell -Noah Rojas-Domke -Rochelle Hall -Vianey Gomez
- The Career Center is so proud to announce the newest team member to join the Career Peer Ambassador Program, Lara Napasa!
- We welcomed Alicia Vasquez on 07/20/2020 as our new NANCE employee. She will assist with front counter responsibilities.
- Laura Arellano-Rodriguez has been assisting the Admissions team with resetting student passwords via JIRA. She has also become our JIRA go-to.

Events & Activities

- The Assessment Office helped over 530 students in June and 600 students in July with their matriculation steps and additional follow-up steps. The department continues to look for different ways to help students remotely as they navigate the enrollment processes for the fall semester.
- On June 11th Kirsten Pogue-Cely hosted a Kearny Fast Track Meeting on Zoom with over 130 Fast Track students. The purpose of the meeting was to help the high school students remotely fill out their Supplemental Application for HS students and submit it on Jira.
- The DSPS department continues to be engaged and committed to providing flexible and robust remote services to students. The department meets regularly over Zoom and has transitioned our entire application and appointment request system to an accessible online format. DSPS is gearing up to provide remote test proctoring support for DSPS students and instructional colleagues for the fall 2020 semester
- The 2020 San Diego Mesa College Virtual Commencement Ceremony went live July 17th and is posted on the Commencement Website to view: www.sdmesa.edu/commencement
- The Outreach Department in collaboration with Assessment, Counseling, Admissions, and Promise hosted a series of Mesa RegFest sessions designed to support students as they prepare for Fall 2020 at Mesa College!
- Promise hosted three information sessions for students who will be entering the program in Fall 2020. These sessions were geared toward student-athletes, Clairemont High School, and the general public. We had over 110 participants across all three sessions.
- The Mesa College Graduate Parade, which took place between 9:00am and 11:00am on Wednesday, July 15th, proved to be an unprecedented success! More than 300 students attended with their friends and families in festive vehicles decorated to celebrate their achievements.
- The Rite of Passage Virtual Commencement presentation was released on Friday, July 10th, at 10:00am on the Mesa College website. Much like the Mesa College Virtual Commencement, this virtual presentation featured slides submitted by these special graduates, and recorded video segments from select faculty and administrators.
- The Black Faculty Counseling Collaborative presented to Student Services on programs and practices aimed at supporting black students.
- Throughout June and July, Student Health Services, Mesa Cares, also provided a forum for Black Students only to cope with grief and share feelings about recent deaths by police in Black communities. Our very own Mental Health Counselors, John Guinn, LMFT and Monica Woodruff, AMFT facilitated this welcoming forum to teach students different methods to uplift family life, shared ideas about ways to pursue justice, and provided psychoeducation.
- The Vice President for Student Services hosted Part III of Student Services Feel, Heal and Be Real Series with a focus on empathy vs sympathy and Part IV which focused on resilience and trauma.
- Student Services hosted the Summer 2020 Mesa Student Services Council Retreat, focus was on Sanka Reflections, Equity in Action and a Call to Action.

Innovations & Data

- In June and July, Admissions replied to 3,607 emails, processed 410 items from phone conversations with students on Campus Solutions. Admissions also helped 739 allied health students across 8 programs.
- Peer Navigator training and Summer CRUISE all went online. Each program embedded breaks (as much as possible) to limit Zoom fatigue. To help the process, adjustments were made along the way.
- The Counseling Equity Committee has been formed: Vang Thao, Jennifer Phelps, Adam Erlenbusch, Kristina Carson and Leroy Johnson. Its goal is to make the Counseling Department more accessible, inclusive and welcoming to our disproportionately impacted students.
- Mesa College EOPS and Borderless Scholars is partnering with Jewish Family Services to offer FREE Legal Immigration Consultations!
- All Transfer Center workshops are being recorded and will be posted on TC YouTube Channel
Set up YouTube Channel
- Student Services launched our Student Services Canvas Page
- In partnership with Student Success & Equity and the Culinary Arts Program, the Vice President of Student Services helped launch a Free Hot Meal program for students in need
- SSE implemented a partnership with the Culinary Arts Program which allowed students who are experiencing food insecurity during the pandemic to receive hot meals for them and their families. This partnership will continue throughout the Fall Semester.

Policies & Procedures

- CalWORKs implemented Zoom Drop-In time to talk to a counselor, ask question or schedule an appointment.
- On June 18th, 2020 the U.S. Supreme Court announced that they deny the Trump's Administration decision to end DACA. As of today, the College is still waiting for the notification. If new DACA applications will be accepted, EOPS will email the campus community as we receive information. We encourage students to renew their DACA. IRC San Diego and the Jewish Family Services is currently offering FREE DACA Renewal services and may help with the \$495 government-filing fee (while CA state funds are still available). In response to the Pandemic, appointments are offered virtually! If you have any questions, please reach out to our Borderless Scholars team!

Student Success Stories

- 18 out of 20 Summer 2020 CalWORKs students were our Spring 2020 CalWORKs students. This is a great testament to the priority students see their education as.
- Congratulations to the Class of 2020! Students were recognized at the drive-through graduation parade and received their diploma cover!
- 687 students participated in our Virtual Commencement Ceremony and over 2000 students graduated!
- Mesa Student Grace Osoimalo will begin training this September as a full-time worker with the County of San Diego. Grace has been with Mesa Student Health Services for three years as a Peer Educator and Health Services Office Assistant. She provided superb help to students in the office as well as being a leader in our Community Health events. We will always adore your presence in our department. We wish you the best.

Admissions

Employee Updates

- To best serve our students, we have created small team pods. These are the teams: email Team for SD Mesa Admissions@sdccd.edu are James "Jim" Arnegard, Karina Sandoval, Jordan Frodente, Elizabeth Jones and Helena Hubbard. Phone Team answering Google Voice # (619) 327-9194 are Helena Hubbard, Karina Sandoval, Celine Ahearn, Cesar Gaxiola, Jordan Frodente, and Jim Arnegard. JIRA Team includes Rena Alspaw, Elizabeth Jones and Celine Ahearn. Social Media Team is Elizabeth Jones and Helena Hubbard. HS Special Programs CCAP/ACP/ Fast Track are Celine Ahearn, Cesar Gaxiola and Jose Aranda. Residency Team (sdmesaresidency@sdccd.edu) are LaKeita Platts, Alexis Calderon and Trung Huyhn. International Team (sdmesais@sdccd.edu) are Alexis Calderon, LaKeita Platts and Jose Aranda. Dulce Lopez manages our Allied Health Admissions and supports the Residency Team.

Events & Activities

- The Admissions staff meets every Tuesday at 10 AM for a zoom staff meeting. We were trained by District on how to reset CS passwords on Thursday, June 4, and are thankful to have Laura Arellano from Records and Veterans supporting Admissions with the helpdesk JIRA request for CS reset.
- Admission staff has been attending the Feel, Heal and Be Real events for the call of Action to Black Lives Matter.
- Jim Arnegard attended a training and discussion meeting on Challenge Test via JIRA/Canvas and has been working with Chairs on setting up Challenge testing for Fall 2020.
- Admissions staff attended the Presentation on Supporting Black Students on Wednesday, July 1.
- Helena Hubbard was a part of the winning team who escaped Hogwarts Virtual Escape Room on July 21, 2020.

Innovations & Data

- In June and July, we replied to 3,607 emails, processed 410 items from phone conversations with students on Campus Solutions. We also helped 739 allied health students across 8 programs. We reset 65 CS passwords before starting to support District with the help desk JIRA Mesa CS resets. We processed 230 dual enrollment requests and enrolled 104 CCAP/ACP students into their courses. We answered 18 students who had questions on ID cards for Summer and Fall terms and documented 140 interactions with international students. We were busy with JIRA and processed 992 JIRA work orders. We helped clear 325 residency determinations. We also provided 68 verification of enrollments to students, received 397 name, DOB, SSN and duplicate records updates and 63 transcript request. We are still averaging 125 calls per day.
- We also administratively moved 227 class sections for Fall 2020 and 47 summer class sections.
- We updated 883 SDUSD HS senior HS diploma's on CS.

- Sadly, because of COVID, we had to remove 291 Honors designations from CS for students who chose to cancel their honors contracts for Spring 2020.
- We've created templates on JIRA and for email communication to students as part of our innovation and have created schedules for all teams to ensure a 2 day turn around time on VM's and emails.

Policies & Procedures

- We have met with City and Miramar on the Student Petition process and the SDCCD forms and documents website to ensure that we are all on the same page. We've made suggestions to district on reports needed, updates on the wording, and processed on JIRA for dual enrollment and student petitions.
- We connected with our CCAP/ACP partners at City and Miramar to ensure our policies and procedures are the same for all SDUSD schools.
- We have also connected with our own Financial Aid and Transfer and Evaluations offices to ensure our policies and procedures allow for a streamlined process especially with being remote.

Student Success Stories

- We love our students and feel we see them succeed when we are able to help them reset their passwords so they can log into MySDCCD and register for classes; when we walk them through the application and registration process; when we come to campus so that DENA and PTA graduates can have the College seal on their forms so that they can get their certifications and exams. This question is always challenging, how do we pick just one?

Special Recognition

- SD Mesa Admissions would like to recognize Helena Hubbard who has taken on the amazing responsibility of replying to our Google Voice voicemails. Admissions, prior to remote work, did not have a voicemail set up, because of the large volume of calls we receive. Voicemail is a feature of Google Voice and one that cannot be turned off. Every day, Helena returns the 30-40 voicemails left by students. She calls them, leaves them a message, and often sends a text for students to reply with their student ID and the best time to return their calls. As you can imagine, Helena speaks with students who are angry that their call was not initially picked up, or upset that they had to call more than once, but Helena is patient and empathetic and helps support these students! We are so thankful to Helena for her amazing role in our Admissions team!

Assessment

Employee Updates

- Naayieli “Nelly” Bravo has left her SSA position with Assessment to pursue other interests. During her time at Mesa, Nelly made an impact in the Outreach department serving as an Outreach Ambassador, then transitioned to her current SSA role in Assessment. In addition, she served on the Classified Senate as the Member at Large, a role she carried out honorably. We wish her all the BEST and thank her for her contribution to the department.

Events & Activities

- The Assessment Office helped over 530 students in June and 600 students in July with their matriculation steps and additional follow-up steps. The department continues to look for different ways to help students remotely as they navigate the enrollment processes for the fall semester.
- June: Collaboration with Promise - Assessment helped the Promise program track students' assessment and orientation progress in order to meet the June priority registration deadline.
- June - July: RegFest – The Assessment Office once again collaborated with Outreach, the Promise Program, Admissions and Counseling to offer RegFest sessions for new students. Using Zoom, students were presented with a quick overview of the class registration process, and then given the opportunity to attend one-on-one sessions via Breakout Rooms.
- June - July: ELAC – At the end of June, the new self-assessment program was rolled out by the District for students interested in ELAC classes. Titled “ELAC Go!” the program uses reading and listening components to help students self-assess remotely.
- July: The Assessment Office started proctoring Chemistry challenge exams remotely in July.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Update

- We are proud to announce this year's 2020-2021 Peer Navigator Team! -Chris Fisher -Gloria Gonzalez (Lead Peer Navigator) -Guadalupe Mendez -Jocelyn Buelna -Jordan Volden -Truc (June) Nguyen -Koffi Adjalle -Mariel Micael -Nayra Cruz -Nick Howell -Noah Rojas-Domke -Rochelle Hall -Vianey Gomez

Events & Activities

- June 22 - July 10 Peer Navigator Training
 - 75+ hours of new PN training held over a three week period via Zoom. Our team is resilient and focused for the year ahead.
- July 13 - July 29 Summer CRUISE
 - As of this report, the Peer Navigator Program and Summer CRUISE Program welcomed over 700 new Mesa students! Making this achievement more remarkable is ALL sessions were held online.

Innovations & Data

- Peer Navigator training and Summer CRUISE all went online. Each program embedded breaks (as much as possible) to limit Zoom fatigue. To help the process, adjustments were made along the way. Team suggestions led to making last minute decisions to improve the work flow of Summer CRUISE. In addition, components from Summer CRUISE will be uploaded to the website for CRUISEr reference.

Policies & Procedures

- Due to working remotely, current policy and procedures all had to be reevaluated. Moving forward, and keeping student equity as the basis, CRUISE and the Peer Navigators will have to pivot to meet student expectations while maintaining the integrity of student programming.

Student Success Stories

- Each morning and afternoon Summer CRUISE session presented unique challenges and opportunities for growth. Fatigued, Peer Navigators would use their new mentees' gratitude (done via text) as a much needed pick-me-up. For example, "thank you for being my Peer Navigator" or "thank you for today's session" were often cited as their success.

Special Recognition

- Alexi Balaguer, the Peer Navigators, DSPS, EOPS, Financial Aid, Kapwa, TEC, The Stand, STEM, Tutoring, Promise, Campus IT, Dr. Hands, and I guess Larry?

CalWORKs

Events & Activities

- Finished closing all 44 Spring 2020 student cases files
- Started to create Summer 2020 student case files
- Assisted CalWORKs student by verifying/filling out county required documents (ITP & Bk Request Forms).
- CalWORKs staff continue to have bi-weekly zoom meetings - Attended weekly SSE Leadership Team meetings - Attended BLM Training/Workshops - Attended CCC CalWORKs Association Workshops
- Attended MSSC Retreat
- Attended CalWORKs Region X monthly meetings that included SD County contractor, and Public Consulting Group (PCG). With the goal being to continue strengthening pathways and support services for incoming and continuing CalWORKs students.

Innovations & Data

- 2016 - 2017 = 17 students served
- 2017 - 2018 = 111 students served
- 2018 - 2019 = 127 students served
- 2019 - 2020 = 122 + students served
- Summer 2020: CalWORKs students 20 +
- Working on providing Summer 2020 Mesa CalWORKs Students with a COVID-19 Emergency Relief Funds in the amount of \$100 in the form of a virtual card.

Policies & Procedures

- CalWORKs implemented a Google Form on the website where a student could request a time for an appointment by Zoom, a phone call, or by email.
- Implemented Zoom Drop-In time to talk to a counselor, ask question or schedule an appointment.
- Continuing to use different ways to connect with students
- At the end of July we started processing Fall 2020 Intake forms and provide CalWORKs orientation

Student Success Stories

- 18 out of 20 Summer 2020 CalWORKs students were our Spring 2020 CalWORKs students. This is a great testament to the priority students see their education as. They are all our student success story!

Career

Employee Updates

- We are so proud to announce the newest team member to join the Career Peer Ambassador Program, Lara Napasa! Lara previously served as a Peer Navigator with the CRUISE program to mentor first year students in their transition to Mesa College. She is now excited to join the Career Center to assist students with their career goals as a Career Peer Ambassador!

Events & Activities

Career Ambassadors

- July CAP online services resume on July 1st, 2020. Complete the Summer 2020 Request Form to schedule an appointment for virtual peer-to-peer résumé and cover letter assistance with a Career Peer Ambassador. The summer staffing schedule is limited. Please check our Career Center website for any updates or changes in remote operating hours.
- Please share Request Form link with currently enrolled students and alumni: tinyurl.com/capsummer20
- Career Ambassadors attended the President's Campus Forum on July 9th at 1pm
- Career Ambassadors attended the Black Minds Matter webinar series in July

Innovations & Data

New Employer Contacts Mesa Job Network for June

- Total of 7 new employer contacts were made during June through our online job board, "Mesa Job Network."
 1. Aerotek
 2. Brilliant Corners
 3. Business Office Outfitters
 4. Clipboard Health
 5. ComForCare Home Care North
 6. Design Squared Interiors
 7. Renewal By Andersen
- Job Postings on Mesa Job Network for June
 - A total of 20 jobs were posted by employers on the online job board in June to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Remote Data for June

- Student Career Contacts reported on SARS Total of 52 (point of contacts)
- Remote Career Counseling Appointments: Total of 38
- Live Chat-bot Conversations with Students: 26

New Employer Contacts Mesa Job Network for July

- Total of 7 new employer contacts were made during July through our online job board, “Mesa Job Network.”
 1. Center for Thoughtful Change
 2. Cue Health
 3. Integrity Home Improvements, Inc.
 4. Olde Del Mar Surgical
 5. Rose Canyon Animal Hospital
 6. Trifunovic Insurance and Financial Services – State Farm Agent
 7. Writers House
- Job Postings on Mesa Job Network for July
 - A total of 11 jobs were posted by employers on the online job board in June to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Remote Data for July

- Student Career Contacts reported on SARS Total of 61 (point of contacts)
- Remote Career Counseling Appointments: Total of 48
- Live Chat-bot Conversations with Students: 27

Career Ambassadors Program (CAP)

- Career Ambassadors –
 - Participated in 19 training sessions to improve their resume coaching skills
 - Reached out to 195 students via the Job Network to offer resume review support
 - Responded to 72 student emails and 3 phone calls
 - Received 30 new request forms for resume/cover letter assistance: 9 in-progress, 5 unresponsive
 - Completed 16 online student sessions: 13 resume sessions, 3 resume & cover letter combined sessions
 - Collected 10 post assessment surveys
 - Comments received from student participants:
 - Carolina is awesome and professional.
 - Luiza was great! She was really helpful in improving my resume.
 - Luiza is helpful, friendly, nice, patient, and also helped with my LinkedIn profile, very good!
 - Helen was really great, very efficient and clear in her suggestions. She provided good tips to make my resume better.

Special Recognition

- We would like to give a huge THANK YOU to the Strong Workforce program for supporting our Career Peer Ambassador Program. We could not do it without you!

Counseling

Events & Activities

- On June 11th Kirsten Pogue-Cely hosted a Kearny Fast Track Meeting on Zoom with over 130 Fast Track students. The purpose of the meeting was to help the high school students remotely fill out their Supplemental Application for HS students and submit it on Jira. A huge thank you to Ivonne Alvarez, Raquel Aparacio, Jose Aranda, and Celine Ahearn. Celine used her skills and created a video tailored for Fast Track Students which walked them through the Supplemental Application process and was a reference that students could use after the meeting as well! Again, a big thank you to Admissions for making this work!

Innovations & Data

- The Counseling Equity Committee has been formed: Vang Thao, Jennifer Phelps, Adam Erlenbusch, Kristina Carson and Leroy Johnson. Our goal is to make the Counseling Department more accessible, inclusive and welcoming to our disproportionately impacted students.

Student Success Stories

- Counselors have assisted new students with their many needs.

Special Recognition

- Our Counseling professionals

DSPS

Events & Activities

- The DSPS department continues to be engaged and committed to providing flexible and robust remote services to students. The department meets regularly over Zoom and has transitioned our entire application and appointment request system to an accessible online format. DSPS is gearing up to provide remote test proctoring support for DSPS students and instructional colleagues for the fall 2020 semester
- The DSPS department is committed to providing a safe and welcoming space for students, faculty and classified professionals. We continue to engage in dialog and participate in campus and community conversations. The department is also accessing opportunities to raise our consciousness about the issues facing our students and our community. DSPS has been participating in the Black Minds Matter webinar series, Feel, Heal & Be Real dialog series and school and campus forums. Classified Professional, Shanelle Changotra is serving as the DSPS liaison to the Black Faculty Counselors' Collaborative.
- At the end of June, DSPS Coordinator, Erika Higginbotham, along with a Mesa DSPS student attended the SDCCD DSPS Advisory meeting. This was an opportunity to hear from SDCCD DSPS students and community partners. This year the theme centered around COVID-19 and supporting student in a remote educational setting. The students requested flexibility, intentional and accessible communication modes for distributing information (for example, social media and text messaging). The students also emphasized the need for a sense of "community" even in the remote environment and encouraged online support such as zoom rooms and opportunities to meet with other students.
- DSPS Counselor, Joseph Pritchett, is holding zoom office hours to assist DSPS students with educational planning and DSPS Instructional Assistant, Peter Markall, is holding weekly zoom tech talks to support DSPS students with technology needs, provide resources and answer questions.
- The DSPS team participated in summer CRUISE and has been presenting about DSPS at the Allied Health orientations. DSPS also participated in the drive-through and virtual graduation events.

Innovations & Data

- For the spring, 2020 semester DSPS served 881 students.
- In June, 189 student counseling appointments were scheduled and 241 drop-in services were provided.
- In July, 217 student counseling appointments were scheduled and 176 drop-in services were provided

EOPS

Events & Activities

June EOPS and Special Programs Events

- 6/4/2020 | Project Restart Zoom Check-in- Project Restart students will have the space to check in with other students.
- 6/4/2020 | EOPS and Special Programs Drive-Thru Achievement Celebration- Over 170 EOPS graduates were celebrated for completing a certificate, associate's degree and/or transferring to university.
- 6/11/20 | CARE Grants- All CARE students were awarded \$500 in grants.
- 6/18/20 | EOPS collaborated with the programs in the Student Success and Equity department to create a space for students to come together and check in with each other, share experiences, and engage in dialogue about current events with the Black Live Matter movement.
- 6/22/2020 | Fall 2020 Priority Registration- EOPS promoted priority registration to continuing EOPS students who are attending Fall 2020 and offered the support of staff and counselor to assist them with registration.
- 6/23/2020 | Undocumented Student's Experience Transferring to a University- Borderless Scholars Program hosted a workshop sharing a student's experience in higher education, open to everyone.
- 6/24/2020 | Specific Tool to Reduce Anxiety and Other Stressors- Wellness workshop to help students deal with stressors due to current life situations regarding the pandemic.
- 6/25/2020 | Catalyst Fund Fellowship- Borderless Scholars promoted available fellowship geared to support undocumented students during 2020-2021. Fellow will be assigned a mentor from Borderless Scholars team and will receive a \$3,000 stipend.
- 6/25/2020 | Colibri MX – An IME Becas Scholarship- EOPS and Borderless Scholar promoted available scholarships to help immigrant students with their higher education journeys. • Project Restart Summer Supplies and Book Services- Through the support of the Foundation mini grant, we were able to provide supplies and book service to students.
- FAST Center Online- Every Wednesday from 12om-1pm. FAST and NextUp students had an opportunity to learn about resources and also meet with counselors and staff through a virtual FAST Center.

July EOPS and Special Programs Events

- 7/1/2020 | Resume Building Tips- EOPS workshop developed for students to learn about tools to create their resume.
- 7/7/2020 | Techniques on How to Prepare Emails- EOPS workshop intended to discuss how to send an email, email signature, etc.
- 7/8/2020 | Specific Tools to Reduce Anxiety and Other Stressors- Wellness workshop to help the student express their feelings and to deal with stressors due to current life situations regarding the pandemic.

- 7/14/2020 and 7/21/2020 | Undocually Training- Training developed for educators interested in cultivating a safe and welcoming space for current and prospective Mesa College Undocumented, AB540, Dreamers, DACA Recipients, and students from mixed-status families.
- 7/23/2020; 7/28/2020; 7/30/2020 | Breathing Meditation- Wellness workshop for students to learn and practice breathing and to experience relaxation and healing.
- 7/27/2020 | Registration to Vote- EOPS invited students to learn more about voting and provided resources to register to vote.
- Tuesdays from 12pm-1pm- Undocu-Circles. It is a space for the undocumented community and allies to virtually come together and share conversations around topics pertaining to the current Pandemic (COVID-19), legislation updates, resources, feelings, and much more.
- Monthly Mesa College Dreamer Students Work Group. Everyone is welcome! The purpose of this work group is to link efforts that are happening across campus and collectively develop and strengthen support services for current and prospective Mesa Dreamer students.

Innovations & Data

- FREE Legal Immigration Consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars is partnering with Jewish Family Services to offer FREE Legal Immigration Consultations! To learn more about this service and to schedule an appointment please contact the EOPS Office to schedule an appointment with a Borderless Scholars Counselor or visit our website at www.sdmesa.edu/EOPS.
- 7/17/2020 | Borderless Scholars Fund and FAST Scholars Emergency Fund, EOPS promoted Mesa's Giving Day to provide an opportunity to support programs through donations. Thank you all that supported! •The Hispanic Serving Institution (HSI) Office will be sponsoring art work for the new Dreamer Center. A survey was sent to Borderless Scholars Students and Allies to vote on an art piece. The Dreamer Center will be a space devoted to providing resources, support, and advocacy for our Undocumented, AB540, Dreamer, DACA students, mixed status families, and our campus community. The center will be located in the Mesa College Student Services Building, room I4-204.
- With the collaboration and sponsorship of the the MEChA Department, five Borderless Scholars Students were awarded with the MEChA CARE Package.
- STAR TRIO Counselor Hieu Huynh created a Canvas Shell for STAR TRIO over a year ago. He has maintaining and engaged students through this platform. He has also conducted multiple presentations across the Region X colleges sharing his knowledge and experience in creating a Canvas Shells for student support programs.

Policies & Procedures

- On June 18th, 2020 the U.S. Supreme Court announced that they deny the Trump's Administration decision to end DACA. As of today we are still waiting for the notification if new DACA applications will be accepted, we will email the campus community as we receive information. We encourage students to renew their DACA- IRC San Diego and the Jewish Family Services is currently offering FREE DACA Renewal services and may help with the \$495 government-filing fee (while CA state funds are still available). In response to the Pandemic,

appointments are offered virtually! If you have any questions, please reach out to our Borderless Scholars team!

Special Recognition

- Special Recognition to Borderless Scholars Counselors, Rosa Palacios and Clemente Ayala for always going above and beyond on supporting our students. We appreciate his passion and dedication to our program. Borderless Scholars Program is so fortune to have such an amazing Counselor. Thank you so much Clemente for everything that you do! 😊 -Big thank you to Deanna for updating the orientation, to Hieu for creating a platform in Canvas and to Thuan and Petra for manually updating all students during this summer.

Evaluations

Employee Updates

- The Evaluations team, along with the entire Mesa College Campus is working remotely. We are still here to support students and they can contact us via email at sdmesaevaluations@gmail.com or by phone using our Google Voice phone number at 619-800-3259. Please check the evaluations website for any updates and information, here: sdmesa.edu/evaluations
- Our District Evaluators are finishing up spring grads. Evaluators will work next on summer 2020 graduates.

Events & Activities

- The 2020 San Diego Mesa College Virtual Commencement Ceremony went live July 17th and is posted on the Commencement Website to view: www.sdmesa.edu/commencement
- The Evaluations department participated in Virtual Summer Cruise in July and is preparing for the fall 2020 Welcome Week and the fall TCE Open House.

Innovations & Data

- Some evaluation forms are currently being transitioned to the online format, JIRA, which District is developing. Check here for more information: <https://www.sdccd.edu/students/forms-and-documents.aspx>
- New forms added this month:
 - Application for Credit by Exam
 - Certificate of Performance

Policies & Procedures

- Please note, our Evaluators are finishing up spring 2020 grads. Most student's status should now be "Degree Awarded". If students are missing requirements, this will be noted by their evaluator on their graduation status and they are encouraged to meet with a counselor as soon as possible.
- Students who need to submit an academic petition will go through the new online portal system JIRA found here: <https://www.sdccd.edu/students/forms-and-documents.aspx>. It is highly encouraged students meet with a counselor prior to submitting any petitions in case of missing information, which will cause delays.
- How to submit an official transcript to SDCCD? Student must submit all official electronic transcripts to our Transcript Office email tinquiry@sdccd.edu. Students should confirm their transcripts have been received and totaled 3 weeks after sending them in. Once received, they should request their transcript evaluation through JIRA.
- How can students request an IGETC/CSU Certification? Students will need all official transcripts on file (even if they have already transferred to their transfer institution). Students will then visit the JIRA portal system and submit their request there. Please note that certifications are

currently only being emailed, so please encourage students to ask for their school's appropriate email address for the evaluators to email their certification too.

- Update to the Evaluator Alphabet (by last name): Please do not share evaluator's emails with students. If students have a question for their evaluator, always direct them to email evaluators@sdccd.edu.
 - Christina Hambrick.....B, F, N
 - Christina Monaco.....G, S, W, X
 - Helen Houillion.....I, K, M, Y, Z
 - Hilda Osuna.....J, L, T, U
 - Daniel Borbon Ibarra.....C, D, E
 - Ryan Zimmerman.....O, P, Q, R
 - Thu Nguyen.....A, H, V
- Please note that transcript evaluations are currently taking 90 business days. Please share this with students and encourage them they can clear their Pre-requisites with Counseling while their transcripts are being evaluate. Please remind students to check the status of their student petitions (Academic Renewal, Mod of Graduation Requirement, IGETC Cert, and more) on Advising Notes under the My Academics tab.

Student Success Stories

- Students have been very understanding and patient during these unexpected times, so thank you to all of our amazing students. Once again you have shown us how resilient you can be with anything that comes your way.
- Congratulations to the Class of 2020! Students were recognized at the drive-through graduation parade and received their diploma cover!

Special Recognition

- Deborah Salazar – she is supportive, caring, and quick to respond to our students!

Financial Aid

Employee Updates

- We welcomed Alicia Vasquez on 07/20/2020 as our new NANCE employee. She will assist with front counter responsibilities.
- We said farewell to Cathy Springs and Barbara Young, classified front counter staff. We also said farewell to Travis Bodnar, hourly staff who was with us for four years. To all, we wish nothing but the best in the new chapters of their lives.
- We completed the hiring process for the two (2) Technician positions that had been vacant for many months.

Events & Activities

- The Financial Aid Office staff has been busy participating in Black Lives Matter workshops, participated in EOPS Dreamers and Undocumented Students workshops, participated on student orientations and ClassiCon.

Innovations & Data

- Even when we have a very small staff to meet the needs of the college and students we have implemented a series of changes that accommodate our compliance requirements and the needs of our students: 1) Zoom Meetings: Pilar Ezeta was instrumental in setting up the process to schedule 15 minutes zoom meetings between students and a counter staff or a Tech if the questions submitted require greater level of knowledge and expertise. 2) Zoom Workshops: Skyler Dennon is providing the SAP Appeal workshop via zoom and the majority of the students are keeping their scheduled appointment to participate in the workshop. 3) SAP - Testing the system to verify that Spring 2020 EW-COVID-19 coursework was excluded as approved regulatory flexibility for the Completion Rate SAP component identified that inadvertently CS was excluding all this course work from the SAP calculation. Extensive additional testing was required further delaying completing this process. 4) SDCCD Financial Aid Overpayment Business Process: Gilda - in coordination with District's Student Financials and Finance teams along with the campuses office leaders for Student Accounting and Financial Aid, we completed districtwide uniform process for handling overpayments of federal aid that includes the regulatory treatment differences according to the reasons behind the overpayment. 5) Gilda - along with the District Business System Analysts completed and updated the Transfer Monitor Process to be better equipped in identifying and preventing the disbursement of aid for any student whose federal record is identified as receiving aid at multiple colleges which is strictly prohibited. 6) CARES ACT and United Ways: Gilda worked in coordination with Campus and District's leadership teams to delineate parameters, application tool, eligibility requirements and award maximums for the CARES ACT Grant for our Spring 2020 and Summer 20 students as well as the United Way Grant. For these programs we disbursed: CARES Act Grant - \$1,368,900 to 2,071 students and for the United Ways Grant - \$10,600 to 53 summer enrolled students who

do not have the ability to apply and/or receive federal financial aid. 7) Disbursements: We disbursed \$1,312 M to 1,170 students. 8) Our office staff has received 1,590 general documents via JIRA, the staff has processed 1,393 of them. We received 1,427 federal verification documents via DocuSign, the staff has been able to process 440 of them. We received 11,483 emails and responded to 9,039. We received 63 faxes, and approx. 225 pieces of mail. Responded to 81 emails, completed 6 zoom meetings with students and participated providing 5 Aid Office services zoom presentations. 9) Gilda - has been working closely with the District System Analysts and Scott Cho, FA consultant in the development of the auto-packaging process for the Direct Subsidized Loan Program. The process, job aid for students and staff is still work in progress but we expect to be ready for implementation early September. 10) Last but not least The Direct Deposit process was completed, tested and implemented for the Summer disbursement (Awesome!!!).

Policies & Procedures

- We have extended the flexibility for the SAP appeal for students by not requiring a "wet" counselor signature on the Academic Plan discussed by the student and the counselor and the plan to be followed. The Direct Subsidized Loan application will be on DocuSign until Mesa completes the steps for auto-packaging. Once we complete our processes, the loan application will be removed from DocuSign to avoid duplicity and confusion.

Special Recognition

- To the full staff for being super troopers, working above and beyond to respond to an overwhelming amount of student contact: Alma, Brianna, Florisel, Julissa, Laura, Lupe, Pilar, Randall and Skyler, our own skeleton team that has done amazing things for the students! To my great Dean, Victoria Miller, working diligently and making magic with Marco Chavez and Julio Navarro, helping us complete the processes to hire the much needed staff to help students as we try to stay afloat. To Natoshka Susoeff (Tosh), Lilibeth, Emmanouil (Manolis), Scott Cho, James Blair, and Victor DeVore, the District staff working closely and diligently with our Office. To Rowena Rodriguez, Thu Trinh, Michael Ledesma, Robyn Watkins, Nancy Lane, for making accommodations, modifying procedures where we can assist students during these uncertain times. To President Luster, Lorenze Legaspi, Ashanti Hands and Isabel O'Connor for your immense support. To Student Accounting for working with us and being flexible during the in-person check distribution for students unable to pick-up their checks or after being returned by the USPS. To all... Thank You

Outreach & Community Relations

Employee Updates

Outreach

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

Promise

- Promise submitted two proposals for OCE funding for two project assistants to assist with disproportionately impacted populations in Promise and social media. Both proposals were approved for Fall 2020.

Events & Activities

Outreach

- June -July: The Outreach Department in collaboration with Assessment, Counseling, Admissions, and Promise hosted a series of Mesa RegFest sessions designed to support students as they prepare for Fall 2020 at Mesa College! This year we offered 10 Mesa RegFests sessions and assistance was extended to over 200 students. All students received the following support: Counseling questions, navigating through the student portal, assistance with choosing the right classes, Promise Program questions, and understanding the importance of milestones. There were new students and returning students. We want to give a BIG THANK YOU to Assessment, Counseling, Admissions, Teacher Ed Program, STEM CORE and Promise for participating in all 10 sessions - You truly were all in for our Mesa students!!
- June 2 and June 22 - Outreach Student Ambassadors Delany Lizarraga, Jorge Martinez, Finn McDaniel and Tiffany Quintero assisted the Financial Aid department with their student "FA Check Pick Up," an onsite effort. The ambassadors served as guides to students, ensuring that everyone was in compliance with social distancing recommendations.
- June - Outreach Ambassadors in collaboration with Peer Navigators and MT2C Tutors, contacted students who withdrew from Mesa College this Spring semester. In unison, all participating departments were able to extend student services information to students by phone as well as by email. This high touch effort supported our Mesa students in a big way.
- June - July: Outreach has continued to provide students and prospective students a service called, "Olympian Chat", the purpose of the chat is to provide personalized services and support to students to imitate face to face contact via ZOOM. We assist students with matriculating into Mesa College as well as provide them the appropriate resources and connections.

Promise

- Promise hosted three information sessions for students who will be entering the program in Fall 2020. These sessions were geared toward student-athletes, Clairemont High School, and the general public. We had over 110 participants across all three sessions.
- Outreach partnered with Assessment, Counseling, Admissions, STEM CORE and Teacher Ed to host 10 RegFest sessions and served over 200 students. Students received assistance with

mySDCCD and Fall course enrollment, admissions issues, counseling questions, and Student Services.

- We hosted ten Promise Orientations for incoming Year 1 students who attended Summer CRUISE. About 700 students attended. Students learned about requirements to remain eligible for the Promise, benefits of the Promise program, EOPS, and FAQs.
- Promise staff and counselors worked together to develop an expedited abbreviated education plan process for incoming Year 1 students. Students were given the option to view a 45-minute video and sign up to meet with a Promise counselor to complete their abbreviated education plan.

Innovations & Data

Promise

- 890 students will be moving on to Year 2 of the Promise program. They will be invited to attend a virtual Recommitment Event in August.
- 1,012 students will be entering Mesa College as Year 1 Promise students so far. Students have until August 31 to complete matriculation steps.

Policies & Procedures

Promise

- The Promise program is still accepting applications for Class of 2020 high school graduates and other special populations entering Mesa College for Fall 2020 on a space-available basis. For more information, please visit: <https://www.sdccd.edu/about/departments-and-offices/student-services-department/promise/future-promise-students.aspx>

Student Affairs

Events & Activities

Mesa College Virtual Commencement

- The Mesa College Virtual Commencement presentation was released on Friday, July 17th, at 10:00am through the Marching Order website. This commencement presentation included graduate slides for more than 600 graduating students, as well as video segments from Chancellor Constance Carroll, The Board of Trustees, President Pamela Luster, Associated Students President Taylor Carpenter, and many other honored officials from Mesa College and the SDCCD. Special thanks must go to the Mesa College Audio-Visual Team and select members of the Commencement Planning Committee for their unique contributions to the final product.

Graduate Parade

- The Mesa College Graduate Parade, which took place between 9:00am and 11:00am on Wednesday, July 15th, proved to be an unprecedented success! More than 300 students attended with their friends and families in festive vehicles decorated to celebrate their achievements. Many representatives from Mesa College's faculty, staff, and administrators were present to add their voices from the sideline. The atmosphere was fun and exciting, and you could really see the joy on our graduate's faces as we cheered them on. Many students have responded positively to the event, with a handful even indicating that they preferred this format to the traditional walk across the stage!

Rite of Passage Virtual Commencement

- The Rite of Passage Virtual Commencement presentation was released on Friday, July 10th, at 10:00am on the Mesa College website. Much like the Mesa College Virtual Commencement, this virtual presentation featured slides submitted by these special graduates, and recorded video segments from select faculty and administrators.

Cap & Tassel Distribution

- A special Cap & Tassel Memorabilia Gift was offered to those graduates who participated in the Virtual Commencement by creating a graduate slide. Eight separate distribution windows were offered across two weeks, arranged so that the first set would be available prior to the Graduate Parade in case those students were also participating in that event and wanted to wear some regalia.

Inter-Club Council Update

- The Mesa ICC has invested significant effort to reposition the organization to take greater advantage of online resources as Mesa College and the SDCCD move into another semester of remote instruction. Two major projects have coalesced from this effort: an Archive project that will combine a history of the ICC with an organized collection of club operating documents, and a separate website to serve as a central hub for Mesa College clubs to share and receive information. So far, a well-developed template for the website, currently called Mesa Club Hub alongside the newsletter, has been created and web development has moved into the detail and refinement stage. ICC executives expect that the website will be ready for deployment in the upcoming Fall semester.

Student Success Stories

- 687 students participated in our Virtual Commencement Ceremony and over 2000 students graduated!

Special Recognition

- Thank you so much to the incredible, hard-working creative Virtual Commencement Planning Team and the Graduation Parade Planning Team. Each member of the team contributed with excellence, care and determination to create a celebration to remember as we honored, recognized and celebrated each of the graduates.
- Much appreciation to the following:
 - Johanna Aleman *Joel Arias Jacqueline Collins Michael Davis *Zulma Duran *Hai Duong Frank Fernandez Claudia Estrada- Howell *Jennifer Kearns Thuan Le *Courtney Lee *Charlie Lieu *Jennifer Park Carlos Pellayo Claudia Perkins Olivia Picolla Debra Picou *Anabel Pulido Monica Romero Pablo Vela Carlos Wales (*members that served on both committees*)
- Special thank you to Leticia Diaz and all of TEAM EOPS for their kind hearted creations during the Rite of Passage Parade. It was exceptional due to their beautiful design and creativity They ROCKED IT!
- Thank you to all the volunteers that joined us for the Graduate Parade. Your cheer, enthusiasm and joy that you brought to the parade created a memorable experience.
- Special Shout out to Naomi Jordan, SDICCA Intern in Equity and Student Success. She joined Team Student Affairs early each day during Grad Week making sure every event for the graduates was beautifully coordinated!

Student Development

Events & Activities

- Dean of Student Development, along with Counseling Chair has been working with the athletic counselor, athletic directors, Dean of EXSC, and Chair of EXSC to streamline the process for student athletes. The meetings have been designed to identify gaps and ways to improve services and address challenges.
- The BFCC - Black Faculty Counseling Collaborative presented to Student Services on programs and practices aimed at supporting black students.

Innovations & Data

- Dean of Student Development submitted a video called Top 10 Positive Things that Occurred During COVID-19. The video was highlighted by ACCCA in their Monday Motivation Message. <https://www.youtube.com/watch?v=HTqIkm4uKJ8>
- Dean of Student Development created a Sawubona Canvas Shell, and a canvas page designed to support Mesa Student-Athletes.

Special Recognition

- Special recognition to Michael Temple for forming the BFCC - Black Faculty Counselors' Collaborative, and for the following faculty for being a part of the group: Leroy Johnson, Markus Berrien, Judy Sundayo, Deborah Van Alstyne, Raquel Sojourner, Terrence Hale, Sade Burrell, Kimberly Williams- Kee, Ava Gill, and Mary Eden.
- Many thanks to Michael Temple, Leroy Johnson, Judy Sundayo, Markus Berrien, and Raquel Sojourner for their presentation at the July school meeting.

Student Health Services

Events & Activities

- Mesa Cares Forum for Grief and Resilience is a weekly drop-in group for all students to talk about what is happening with Black Lives Matter and the current needs for civil rights. Mental Health Coordinator, Linda Gibbins-Croft, LCSW gave a brief presentation on Trauma, which included information on trauma & resilience and discussion. Mental Health counselors, John Guinn, LMFT and Monica Woodruff, MFT provided a safe place for students to speak their mind during the month June.
- Throughout June and July, Student Health Services, Mesa Cares, also provided a forum for Black Students only to cope with grief and share feelings about recent deaths by police in Black communities. Our very own Mental Health Counselors, John Guinn, LMFT and Monica Woodruff, AMFT facilitated this welcoming forum to teach students different methods to uplift family life, shared ideas about ways to pursue justice, and provided psychoeducation.
- John Guinn, LMFT and Linda Gibbins-Croft, LCSW, participated in the Mesa Community Forum - College Updates and Making Space for a Discussions on Race to address mental health and the current events regarding black lives matter.
- During the months of June and July, Active Minds continued meeting weekly with counselor Aurora San Pedro, LMFT. Aurora continued Mental Health discussions about the uncertainty of our college classes being remote versus in-person. Conversations revolved around routines, coping, transitioning to remote learning, and ways to stay connected to self and others. Active Minds leaders and club members decided to remain connected throughout the summer by creating the Active Minds book club. Trevor Noah's Born A Crime was the book chosen by students. Weekly meetings to discuss assigned chapters have remained consistent.
- Aurora San Pedro has also been a part of the AVANZA center's Meet and Greet for the Summer Cruise program. Aurora conducted a 1 hour presentation on Mental Health including self-awareness and self-care tips.
- Aurora San Pedro, LMFT has met with the new group AVANZA Peer Navigators to assist in this transition into a new semester, as we continue distance learning. Discussions on how to speak with fellow students/mentees who need further mental health support was reviewed during the meeting. Aurora provided support on maintaining healthy routines, discussions around building self-awareness, and implementing self-care.
- Linda Gibbins-Croft, LCSW provided weekly Zoom Drop-in Support groups in the month of June and July. This is a general drop-in group that students can show up to and share thoughts and receive coaching for coping. In this group, professors thought this was a Zoom support and ended up asking for support to learn Zoom. Since we discovered this, we changed the invitation language to clarify the purpose and outreach for the group.
- Suzanne Khambata, FNP and Nancy Bromma FNP are providing Student Health Services presentations at Allied Health orientations. Suzanne also attenda weekly State of California Public Health COVID meeting and twice monthly County of San Diego COVID meetings. Suzanne attended the San Diego Immunization Coalition webinar on Developing COVID vaccinations. Suzanne Attended the Health Services Association for California Community Colleges COVID special meeting in July.

Innovations & Data

- Our Greatest thanks to Victoria Miller and Ashanti Hands for approving our TB test and Vaccination stations for Mesa Allied Health Students. We will continue to provide these clinics until mid-August.
- Aurora connected with San Diego City College Mental Health to discuss a collaboration in the Fall semester with our Active Minds clubs.
- Aurora provided mental health training for staff during Classi-Con called 'Maintain to Feel Sane'. Topics revolving around self-care, managing routine and schedule, recognizing mental health needs were discussed. Reviewing ways to utilize EAP services to seek mental health support through VEBA benefits was reviewed. Continued with the topics of distance professional learning workshops were provided by Aurora called Mindfulness + Working From Home. Aurora offered tips and resources for staff on how to utilize Mindfulness techniques to improve and sustain working from home.
- In June, we served 203 students with medical and mental health needs. In July, 311 students were served.
- Collaborations and on-going meeting/conversations with County of San Diego Behavioral Health Services have continued. Pending approval for the MOA between San Diego Mesa College and County Behavioral Health Services (BHS) remains in development. Meetings regarding the planning of a collaborative event with County of San Diego BHS, and San Diego Community Colleges continued to be developed as we lead into the Fall semester.

Policies & Procedures

- Collaborations and on-going meeting/conversations with County of San Diego Behavioral Health Services have continued. Pending approval for the MOA between San Diego Mesa College and County Behavioral Health Services (BHS) remains in development. Meetings regarding the planning of a collaborative event with County of San Diego BHS, and San Diego Community Colleges continued to be developed as we lead into the Fall semester.

Student Success Stories

- Mesa Student Grace Osoimalo will begin training this September as a full-time worker with the County of San Diego. Grace has been with Mesa Student Health Services for three years as a Peer Educator and Health Services Office Assistant. She provided superb help to students in the office as well as being a leader in our Community Health events. We will always adore your presence in our department. We wish you the best.

Special Recognition

- Special recognition this month goes to Monica Woodruff AMFT and John Guinn LMFT for their tireless work with students in the Black Student Forum, in 1:1 sessions and in on-line events. They are extraordinary Marriage Family Therapists and serve as guides for our students through distressing events with both their heart and soul.

Student Success & Equity

Events & Activities

- Participated in Classi-con 2020
- Conducted Classified Evaluations and Feedback Sessions
- Facilitated New Peer Navigator Orientation
- Participated in Student Services: A Space to Feel, Heal and Be Real
- With Student Services Leadership Team coordinated MSSC Retreat
- Coordinated Mobile and Farmers Markets

Innovations & Data

- Facilitated 4 mobile markets, 2 in June and 2 in July, at each we distributed food to 300 households per event.
- SSE implemented a partnership with the Culinary Arts Program which allowed students who are experiencing food insecurity during the pandemic to receive hot meals for them and their families. This partnership will continue throughout the Fall Semester.

Policies & Procedures

- Partnering with Ed-equity to develop a process for the distribution of resiliency fund resources to students. Processes are being developed.

Student Success Stories

- Participated in Mobile Commencement, Right of Passage and EOPS Recognition Ceremonies, students were very appreciative and the events were a great success.

Special Recognition

- Special thanks to Naomi Jordan who served as the SSE SDICCCA Intern and did a fantastic job serving our students and programs. Thank you Naomi!

Transfer

Events & Activities

- TCE participated in CRUISE
- TCC conducted a workshop for the Peer Navigators

Innovations & Data

- Transfer Recognition Spot Light Video replaced the Created Exit Survey for outgoing transfer students
- All TC workshops are being recorded and will be posted on TC YouTube Channel Set up YouTube Channel
- Counselor appointment: 77
- Transfer contacts (including calls and emails): 453

Special Recognition

- Thank you to all the TCE staff who keeps moving along during the COVID shut down! Cannot do it without you! Special thanks to Olivia and former CAP Erin-Nicole for creating the Transfer Recognition Spotlight Video!

Veterans

Employee Updates

- Laura Arellano-Rodriguez has been assisting the Admissions team with resetting student passwords via JIRA. She has also become our JIRA go-to.

Innovations & Data

- Veteran Services has been updating the website and are using the Chat Bot. In the first month since fall registration started we have received over 270 VA worksheets and have processed almost 200.
- Our VA work-study students are managing a "Virtual front desk" for Veterans and Records and providing peer to peer service to our student veterans and military affiliated students. We will begin offering Zoom times next month as well as social media (Instagram Live) peer to peer opportunities.

Policies & Procedures

- We have completed the process for the 2019 Voluntary Education Institutional Compliance Program and are in compliance with the Department of Defense program.

Student Success Stories

- Over the past few months we have talked and Zoomed with so many students exiting the military and trying to figure out how to start at Mesa College. It fills our hearts to see they have followed through with their goals and enrolled in classes and submitted their VA paperwork.

Special Recognition

- To the entire Mesa College Student Services community for the continued support to our students to ensure their success both inside the classroom and outside the classroom.

Vice President Student Services

Employee Updates

- VP Hands & Trina Larson virtually attended the National Conference on Race and Ethnicity and completed the following training: COVID 19 Safe Keagan Campus Training
- VP Hands participated in the following webinars|trainings|conferences
 - EEO Training
 - Unscripted/Unplugged: A2MEND Dialogue
 - NASPA VPSA & AVP COVID-19 Colleague Conversation for SSAOs at community colleges
 - A Moment (District Student Services)
 - JFS Community Conversation Understanding the Supreme Court Decision on DACA: What Happens Next?
 - USC's Race and Equity Center's Leading Productive Conversations on Racism eConvening
 - Developing Post-CARES Act Emergency Funding for Undocumented Students at CCC's
 - A2Mend: Time for courageous leadership
 - Emergency Planning COVID-19 Webinar
 - CCC Black Faculty, Staff and Administrators Call to Action
 - Black Minds Matter Series

Events & Activities

- Hosted Part III of Student Services Feel, Heal and Be Real Series with a focus on empathy vs sympathy
- Hosted Part IV of our "Feel Heal and Be Real" Series, focus was on resilience and trauma
- Hosted Summer 2020 Mesa Student Services Council Retreat, focus was on Sanka Reflections, Equity in Action and a Call to Action.
- The Mesa Motivation and Moral Committee celebrated Fathers at Mesa. We hosted a special social hour via Zoom called, "Super Dads Social Hour." We're excited for summer virtual activities!
- M&M also hosted its first virtual escape room and it was a successful event! What is a virtual escape room? It's a scenario created for you to have fun in solving a series of puzzles with your Student Services team members via Zoom. The theme was Harry Potter and Hogwarts. Knowledge of references related to the theme is NOT required to participate. Prizes were awarded to Team Gryffindor, who escaped with the fastest time. On Wednesday, August 5th, we're hosting a second virtual escape room that will take place at the happiest place on Earth! Hope to see you there!
- VP Hands participated in the following activities
 - EOPS Grad Packet Drive Thru Event
 - Mesa Visions Launch Party
 - Drive Thru Mobile Market
 - Class-icon
 - Mesa Community Forum – College Updates and Making Space for a Discussions on Race Black Student Forum: George Floyd, Justice, Healing Part I & II, a collective effort of concerned faculty, staff and administrators from City, Mesa, Grossmont and Southwestern Colleges
 - Food Distribution
 - Raza Virtual and Drive Thru Graduation Ceremony

- Rite of Passage Online and Drive Thru Celebration
- Raza Grad Online Ceremony
- Mesa Graduate Drive Thru Parade
- Mesa College Virtual Commencement Ceremony
- Presented on Equity at the Mesa Foundation Board Retreat

Innovations & Data

- Launched our Student Services Canvas Page
- Monica Romero, Agustin Rivera, Joel Arias, and Charlie Lieu met with virtual platform vendors Vfair, Hopin, and OpenWater.
- Student Affairs, Evaluations, Communications Office, and Mesa Technology met to discuss the implementation of Mesa's Virtual Graduation using the platform: Marching Orders.
- Launched CARES Act online Funding Application.
- Participated in our initial planning partnership meeting with Edquity, an evidence-based technology to distribute emergency aid to the college students who need it most.
- CARES Act Institutional Funding Expenses and programs include: Financial Aid hours, Counseling Hours, Ivy Chatbot
- In partnership with Student Success & Equity and the Culinary Arts Program helped launch a Free Hot Meal program for students in need
- In partnership with Student Affairs and the Office of Planning and Research, helped coordinate the launch of our Academic Honesty Survey
- Virtual Chatbots launched for CalWORKS, STAR TRIO, Work Experience, and Evaluations
- Mesa Pathways, Onboarding and Career Exploration workgroup launched Student and Staff Mesa Journeys survey
- Student Affairs, Mesa Foundation, and Office of Planning and Research developed and coordinated the launch of the Mesa Scholarship survey
- Watch Now: [Mesa College Virtual Commencement Ceremony](#). Congratulations to the Class of 2020! A big thank you to the Student Affairs team, Office of Communications, Evaluations Office, and the Mesa Technology Team for work on this project!
- Launched United Way online Financial Assistance Grant Application.

Policies & Procedures

- In partnership with the District, sent the [Spring Semester of 2020 Good Standing Message](#) - a response to the unprecedented circumstances of COVID-19
- Launched our United Way & CARES Act process for Summer. Worked to change the process midway to include excluded student populations.
- In partnership with VP O'Connor, co-authored a letter to faculty regarding our EW process
- Submitted the survey on the Impact of ICE Rule for F-1 and M-1 Students on behalf Mesa College
- In partnership with the District, completed Summer 2020 CARES Act and United Way Grant application process

Special Recognition

- Kudos to the School of Student Development and School of Student Success and Equity for hosting an incredibly insightful School Meeting: A Presentation on Supporting Black Students