



*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 ♦ Basic Needs ♦ CalWORKs ♦ Career ♦ Counseling ♦ DSPS ♦ EOPS & Special Programs ♦ Evaluations ♦ Financial Aid ♦ Outreach & Community Relations ♦ Student Affairs ♦ Student Development ♦ Student Health Services ♦ Student Success & Equity ♦ Transfer ♦ Veterans ♦ Vice President Student Services**



## Monthly Update Highlights

### Employee Updates

- Alexi Balaguer is now serving as Acting Supervisor for the AVANZA, CRUISE, and Peer Navigator programs.
- Sade Burrell is serving as Acting Director for EOPS/TRIO Programs.
- Lucio Lira has been appointed to serve as the Pride Center Coordinator (Adjunct Counselor).
- Jordan Nash has been hired to serve as the "Black Leadership Fellow" (Project Assistant) reporting directly to Dean Maxey
- The Stand would like to welcome Wesleigh Harrison as a Basic Needs Intern Counselor and Zahra Shojania and Monique Rosas as new Basic Needs Ambassadors.
- The Dean of Student Development worked with Jacqueline Collins and McKinley Fitzpatrick to organize the orientation video shoot scheduled for March 16 and March 17.
- We welcome back Transfer Adjunct Counselor Mary Garcia from maternity leave.
- Congratulations to Trina Larson for being SDCCD's nominee for the California Community Colleges Classified Employee of the Year Award. Trina's nomination was ratified at the March 24th Board of Trustee meeting.

## Events & Activities

- Throughout the spring semester, Counselors Miriam Pacheco, Kimberly Williams-Kee, and Adam Erlenbusch have been presenting workshop topics for Promise Students. Interested Promise Students can sign up at <https://bit.ly/PromiseWorkshops22>
- Students are back at the FAST center, strengthening Mesa's ability to build community and enhance student experiences.
- Outreach participated in the SDCCD Roadmap to Success virtual conference. This virtual conference was designed to provide K-12 educators and community partners with important information, resources, and strategies to effectively support students interested in attending San Diego City, Mesa, and/or Miramar College or the San Diego College of Continuing Education.
- In collaboration with the Office of Outreach and many other departments and service areas, Student Affairs was able to offer a targeted Reorientation program to select Mesa College students. The Mesa Reorientation Event was designed to help ease the transition back to campus and included department presentations from SD Promise Program, Career, Transfer, Evaluations, and Basic Needs, as well as campus tours and gift bags with useful supplies.
- Student Health Services offered *Mesa Cares: Listening Circle Drop-in* for the crisis happening in Ukraine. It was facilitated by Linda-Gibbins Croft, LCSW, and provided a virtual space for the Mesa community to share thoughts and feelings.
- [Jumpstart website](#) is live! Students can register for the event, check out workshop descriptions, and visit our virtual resource fair.
- [Raza Grad registration site](#) is launched. Students can register for the event and upload pictures for a slideshow.

## Innovations & Data

- In March, Ivonne and Raquel met with Charlie to work on joining Mesa Journeys. They curated language and links to support our new students.
- Over 300 high school students attended the Pre-Enrollment workshops in the month of March with the support of Outreach, Assessment and other departments.
- A survey has been shared with all CRUISE students to provide feedback on what types of services and activities they need to be successful this upcoming 2022-2023 academic year. The survey also includes a section where they can opt into receiving Peer Navigator support for a second or third year.
- Handshake, our District-wide NEW student online job board is officially live! Students who attended SDCCD from Spring 2020-Present received an email on March 14, 2022, inviting them to activate their free student account. Since Handshake has gone live, 1,463 approved employers have activated their accounts and are posting employment opportunities, 376 Mesa students have activated their accounts, and both numbers continue to grow!
- 6,056 students received \$7.37 million in direct financial aid refunds of which \$6.75 million were part of the automatic HERFF funds distribution to Pell Grant and/or CCPG Spring 2022 registered students.
- In March, DSPS processed 64 new student applications; 18 student utilized the online booking form and 90 exams were proctored.

- Mesa College has been designated a Gold status Military Friendly School for the Large Public College Category for the 2022-2023 school year. Mesa was previously awarded the Silver status for the 2021-2022 school year. Over 1,800 schools participated in the 2022-2023 survey, of which 665 schools earned awards level designations in Gold, Silver, and Bronze. 282 of these participants were selected for “Gold” award status for their leading practices, outcomes, and effective programs. Of the 282 Gold status colleges, only ten are in California, and Mesa is one of three in San Diego. Kudos to Dean Crakes, Vicki Hernandez and their entire team!

## **Policies & Procedures**

- Several state senate bills and assembly bills are being crafted to increase the accessibility of community college and high impact services for students who have experienced foster care.
- Promise progress report forms were sent to current year-one students. These self-reported Progress Reports are due April 8.
- Student Services returned to work 5 days per week with our new hours: Monday – Thursday 8am – 6pm and Fridays, 8am – 1pm.

## **Student Success Stories**

- The season of college acceptance is quickly approaching and we love this time of the year.
  - Two Rising Scholars students were accepted to SDSU! SDSU Project Rebound assisted students with application process.
  - ICC President Natalie Spilman was accepted to SDSU!
  - To date four NextUp/FAST Scholars have been accepted to CSUF, CSUEB, SDSU and more to come!
  - Three CalWORKs are awaiting acceptance letters from their 1st university choices.
  - One CalWORKs student has been accepted to SDSU!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- The Career Ambassador's met with 22 students for resume and cover letter assistance. Below are some of the student testimonials:
  - “Jocelyn was very professional and made the process easy and fun. I loved how she helped me with what I needed. Will be making more appointments with her.”
  - “Lara did a great job, I feel absolutely ready for applying for jobs.”
  - “Jose was patience, encouraging and thorough!”

# Admissions

## Employee Updates

- We interviewed for our new SST position to help support our Residency and International Teams.

## Events & Activities

- Admissions staff attended the AP 7170 Remote Work Procedure Work Session hosted by VC Smith.
- We also attended the Learn About Depression Workshop hosted by our Mesa College Health and Mental Health office on March 8.
- We attended the Mesa College Campus Community Forum on March 8 and 22.
- We learned so much from TCE's presentation during the Joint School Meeting on March 9. Great job, TCE staff!
- Classified staff attended Classified Senate on March 10
- On Friday, March 11, we joined the Region X Colleges to discuss student fraud.
- We loved the M&M Pi Day and enjoyed sharing and eating delicious pie on 3.14
- We collaborate and support our CCAP/ACP programs by attending the SDUSD/SDCCD Joint Partnership Workgroup meetings.
- Raquel attended several sessions as part of The 2022 Pathways to Equity Act Virtual Conference on March 16 and the first San Diego/Imperial Region - Dual Enrollment Convening on March 22.

## Innovations & Data

- In March, Ivonne and Raquel met with Charlie to work on joining the Mesa Journeys. We curated language and links to support our new students.
- We continued to support students via emails (408), phones (936 calls, 81.3% of calls answered), and on-campus via QLess (519).

## Policies & Procedures

- During the Supervisor A&R meeting with the district, we made suggestions to District Student Services on improving JIRA by completing the registration worksheet, an online fillable form, and looking at the Change of course level within a discipline or section form process.

## Special Recognition

- Big thank you to Celine Ahearn for training Armando and Jocelyn on Admissions processes at the front counter.

# Assessment

## Events & Activities

- The Outreach Department began Pre-Enrollment Workshops for Mesa’s feeder high schools this month, and Assessment was there to help! March kicked off with “Madison at the Mesa” where Mesa hosted Madison high school here on campus. In addition, we visited Twain, Clairemont, High Tech High and had two days at Mission Bay HS.
- After the Outreach presentation, we worked with all attending students to make sure their milestones were completed and they understood their next steps. Over 300 high school students have attended the Pre-Enrollment workshops in the month of March!

## Innovations & Data

- ELAC: 1
- Email: 9
- Orientation: 12
- Placement Assistant: 32

# **AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs**

## **Employee Updates**

- The Peer Navigator program is currently holding interviews for next year's Peer Navigator team. We hope to introduce the new team via upcoming report
- Alexi Balaguer is now serving as Acting Supervisor for the AVANZA, CRUISE, and Peer Navigator programs

## **Events & Activities**

- Peer Navigator Andrew Arevalo participated in the New Student Orientation Video Shoot by sharing a student testimonial on Thursday, March 17
- Peer Navigators Amanda Silva-Flores and Andrew Arevalo participated in the Promise Student Panel for the Campus Community Forum on Tuesday, March 22
- Game Nights: Peer Navigators continued with community building by engaging their mentees through an in-person and online game night! Our in-person game night was held on Wednesday, March 23 from 3:00p - 5:00p and our online game night was held on Zoom on Wednesday, March 24 from 4:00p - 6:00p

## **Innovations & Data**

- The Peer Navigator program received 34 applications for the Peer Navigator position, and held a total of 24 interviews
- Peer Navigators continue to hold their monthly meetings with each of their mentees online through Zoom
- The CRUISE program has begun planning for Summer CRUISE. We hope to share more updates for CRUISE in the next report
- A survey has been shared with all CRUISE students to provide feedback on what types of services and activities they need to be successful this upcoming 2022-2023 academic year. The survey also includes a section where they can opt into receiving Peer Navigator support for a second or third year

## **Policies & Procedures**

- The Peer Navigator program has implemented an "Office Hour Checklist" to help the Peer Navigators during their Office Hours with staffing the front desk and maintaining the center to support the AVANZA Engagement Center

## **Student Success Stories**

- Happy to announce Peer Navigators are beginning to receive acceptance letters!

## **Special Recognition**

- Dominic Jauregui, Lead Peer Navigator. He has supported the program's screening and interview process, while simultaneously maintaining his full-time status and strong grades. He has been punctual and consistent. We are grateful for his leadership and support.

# Basic Needs

## Employee Updates

- The Stand would like to welcome Wesleigh Harrison as a Basic Needs Intern Counselor, Zahra Shojania and Monique Rosas as new Basic Needs Ambassadors.

## Events & Activities

- Direct Student Support - The Stand continued seeing students through our direct student support program and have been providing students with books, supplies, foods, and other resources to assist with basic needs.
- Market distributions - We continue offer our food distributions the Mobile Market held on the first Monday of each month is now held on the campus quad from 1-2. while our Third Thursday Farmers Market continues to be a drive thru event. Just a reminder that these two events are open to the college community.
- Workshops - The Stand has continued a series of workshops under the theme of Bolstering Confidence for a Safe Return. We are partnered with EOPS, CalWorks, STAR TRiO in promoting workshops under this theme. Students who attend 2 or more workshops will be eligible for a \$200 cash grant.

## Innovations & Data

- The Stand sends out a monthly newsletter via constant contact informing students of the upcoming month's events.



# CalWORKs

## Events & Activities

- Mesa College CalWORKs provided an in-person Welcome Back Event on Friday, March 4th. We provided 20 families with box lunches, Mesa College backpacks, school supplies, \$50 Gas Cards, Instant Pot, Instant Pot Cookbook, and Organic Starter Spice Set. Presentations consisted of CW staff introductions, The Stand, My Benefits "CalWIN" - Self-Sufficiency Services, provided by San Diego County Health & Human Services Agency, EOPS/CARE Program, San Diego County Contractors (Public Consulting Group - PCG & Equus Workforce Solutions).
- CalWORKs provides 1/week workshops through CalWORKs Canvas. This provides
- student with activity hours for those who need to provide any to their county case managers. Sample of workshops (Anxiety Strategies, Self Care, Introduction to (MT2C), How Student Aid is counted for CW student income guidelines, and CW SB1232 changes).
- Outreach and recruitment through collaboration efforts with county contactors - Public
- Consulting Group (PCG), ResCare, and Equus Workforce Solutions.
- Continue to provide via zoom format CalWORKs Drop-in Hours: Mondays & Thursdays (9am & 4pm) and Wednesdays (2pm)
- CalWORKs Information Workshop, provided by the SD County Health & Human Services Agency (HHSA). Topics includes Cash Aid, CalFresh, and Medical application, process, or issues. Workshop is open to the campus for prospective or new or current CalWORKs students. Workshop occurs every Mondays and Thursdays via zoom format from 11am-12pm. More information can be found on the Mesa CalWORKs website at <https://www.sdmesa.edu/student-services/calworks/index.shtml>
- Attended monthly CalWORKs Region X meeting. SD County Health Human Services Agency
- (HHSA), and SD county contractors Public Consulting Group (PCG), ResCare, and Equus
- Workforce Solutions. The goals are to continue strengthening pathways and support services for incoming and continuing CalWORKs students.
- Continued collaboration effort with EOPS/CARE program to provide support to prospective, new or continuing CalWORKs & EOPS/CARE students. Services include, but not limited to application and eligibility process, academic counseling, and recruitment efforts.
- Continue accepting appointments for Spring 2022 Individual Training Plan (ITP), Book/Material Request forms and educational plans
- Continuing to accepting CalWORKs applications and referrals

## Innovations & Data

- Spring 2022 - Active CalWORKs Students (35 +) and continuing to accept new students every week.
- Summer 2022 - Prospective CalWORKs Students (3+)

## **Policies & Procedures**

- CalWORKs students can continue scheduling a CalWORKs appointments by emailing mesacalworks@sdccd.edu or by calling program phone at 619-388-2709 or by filling out a online google form on the CalWORKs website:  
[https://docs.google.com/forms/d/e/1FAIpQLSfGeRzRnAvYTNbFL4gs7biz3HsfvsMr5bwwQwy\\_1oi01MTsQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfGeRzRnAvYTNbFL4gs7biz3HsfvsMr5bwwQwy_1oi01MTsQ/viewform)

## **Student Success Stories**

- Three CalWORKs are awaiting acceptance letters from their 1st university choices.
- One CalWORKs student has been accepted to SDSU!!!!!!!!!!!!!!!!!!!!!!

## **Special Recognition**

- A special thank you to all of our awesome Mesa College CalWORKs Counselors (Grace A., Jennifer V., and Van P.) that continuously provide great teamwork and collaboration efforts with multiple campus departments and programs in facilitating meaningful, and helpful information for our CalWORKs students. Continues thank you to our Admin Assistant (Pahua V.) and to our program leader, Larry Maxey for the amazing support you always provide the CalWORKs students and staff.

# Career

## Employee Updates

- Sadie Wager, Career Center Specialist, supported the Madison @ Mesa event by presenting on Overview of Career Services to high school students - about 100 were in attendance.
- In addition, Sadie participated in the MT2C Tutor Training by presenting on an Overview of Career Services.
- Career Counselor/Coordinator, Raquel Sojourner, presented with WBL Coordinator, Katlin Choi on Career Services & WBL to Psych 201-Careers in Psychology classes on March 21st and 23rd.
- Career Counselor/Coordinator, Kristy Carson, is continuing support the efforts of the Handshake implementation

## Events & Activities

- The Career Center & WBL, in partnership with San Diego Workforce Partnership, will be hosting a virtual career fair on April 27th from 10:00 a.m. - 1:00 p.m. More details to come on our events page: <https://www.sdmesa.edu/student-services/career-center/career-events/index.shtml>

## Innovations & Data

- For additional support and assistance with job searching and preparing application materials, please contact the Career Center at 619-800-3556 to schedule an appointment.
- Handshake, our District-wide NEW student online job board is officially live! Students who attended SDCCD from Spring 2020-Present received and email on March 14, 2022, inviting them to activate their free student account.
- If you are working with a student who is experiencing issues accessing their Handshake activation email, or did not receive an email, please call our department at 619-388-2777 or email us at [mesacareer@sdccd.edu](mailto:mesacareer@sdccd.edu), including your name and student ID #.
- Since Handshake has gone live, 1,463 approved employers have activated their accounts and are posting employment opportunities, 376 Mesa students have activated their accounts, and both numbers continue to grow!
- The Career Ambassador's met with 22 students for resume and cover letter assistance. Below are some of the student testimonials:
  - "Jocelyn was very professional and made the process easy and fun. I loved how she helped me with what I needed. Will be making more appointments with her."
  - "Lara did a great job, I feel absolutely ready for applying for jobs."
  - "Jose was patience, encouraging and thorough!"

## **Policies & Procedures**

- No more google voice! All Career Counseling and Career Ambassador appointments are being held via zoom. Students can schedule Career Counseling and/or Career Ambassador appointments by emailing our department email at [mesacareer@sdccd.edu](mailto:mesacareer@sdccd.edu) or by calling 619-388-2777.

## **Special Recognition**

- Ayana Woods, Jocelyn Dorantes, Lara Napasa, Jose Ortega, and Amy Redding for your dedication to the supporting students in the Career Center and redesigning our career materials and website, so they are more student friendly. Thank you for all that you do!

# Counseling

## Events & Activities

- Throughout the spring semester, Counselors Miriam Pacheco, Kimberly Williams-Kee, and Adam Erlenbusch are presenting workshop topics for Promise Students. Interested Promise Students can sign up at <https://bit.ly/PromiseWorkshops22>

## Innovations & Data

- From March 1 to March 16, 2022 the following unduplicated count for drop-ins and appointments are as follows: Drop-ins 632 and Appointments 225

# DSPS

## Events & Activities

- 3/01-DSPS Coordinator, Erika Higginbotham, attended a legal training workshop hosted by Paul Grossman
- 3/03- DSPS Counselor, Rebekah Corrales attended Inna Kanevsky's presentation regarding the war in Ukraine
- 3/08- the DSPS counseling faculty attended Judy Heumann Disability Rights Lecture
- 3/08-DSPS Counselor, Rebekah Corrales attended Presentation for Gracia Molina de Pick Feminist Lecture Series
- 3/09-DSPS gave an update about the Clockwork program at the Joing School Meeting
- DSPS counselors and staff have been presenting at the CCAP Outreach Informational Nights highlighting DSPS services
- 03/15-DSPS held its first Diverse-Abilities DSPS Club meeting

## Innovations & Data

- In March, DSPS processed 64 new student applications; 18 student utilized the online booking form and 90 exams were proctored.

# EOPS & Special Programs

## Events & Activities

- *Mind Mapping: Improving your Grades Workshop* by EOPS/NextUp Counselor, Melissa Zavala
  - Community Partner Promises2Kids will present about their Guardian Scholars program to NextUp and FAST Scholars
  - NextUp and FAST programs are gearing up for May's Foster Youth Awareness Month and end of the year celebrations
- Mesa College Borderless Scholars has been meeting with City, Miramar, and CE on a weekly basis to plan the District Virtual Conference. The conference, which will take place at City College, will be a hybrid event. Students can attend the conference at either City College or their prospective school. The event will take place on Wednesday, April 20th. Everyone is welcome!
- Number of students getting the gas cards from The Dreamer Resource Center. Also, Borderless Scholars Team issued a Spring 2022 survey for students to opt-in requesting specific supportive services such as: Book Service, School Supplies, Money for Food, Counseling Appointments, Immigration Consultations, and one time Gas Card assistance. The questionnaire was distributed to 505 Borderless Scholars students.

## Innovations & Data

- Enhanced our case management onboarding process to more efficiently support students who experienced foster care through the Mesa College and EOPS/NextUp/FAST matriculation process
- To date four NextUp/FAST Scholars have been accepted to CSUF, CSUEB, SDSU and more to come!
  - NextUp/FAST Scholars continuously are becoming eligible for Financial Aid through the appeal process
  - Students are back at the FAST center, strengthening our ability to build community and enhancing student experiences

## Policies & Procedures

- Several state senate bills and assembly bills are being crafted to increase the accessibility of community college and high impact services for students who have experienced foster care.

## Student Stories

- Two Rising Scholars students accepted to SDSU! Collaboration with SDSU Project Rebound who assisted students with application process

## **Special Recognition**

- Shout out to Kristina Carson and Raquel Sojourner for serving as career liaisons for our FAST and NextUp programs- we have already send an increase in our scholars seeking out support with career services
- Shout out to Agustin Rivera for intentionally seeking out students for historically marginalized communities to service as Peer Navigators
- Shout out to our Acting EOPS Director for jumping right into supporting our NextUp and FAST programs!



# Evaluations

## Events & Activities

- The San Diego Mesa College 2022 Commencement Ceremony will be held on campus on May 27th, 2022 AT 4:00 P.M. Students/Faculty/Staff are encouraged to visit the Commencement webpage for updates on details surrounding Commencement Day:  
<https://www.sdmesa.edu/student-services/commencement/index.shtml>
- Email and mail invitations are sent out in early April to eligible grads who have applied for graduation in summer 2021, fall 2021, spring 2022, and summer 2022.

## Innovations & Data

- The Evaluations Team is working on an Evaluations Tool Kit for Campus to support with student petitions, forms, and other evaluations related processes. Stay tuned!
- For any questions related to Evaluations, please contact us at [mesaevaluations@sdccd.edu](mailto:mesaevaluations@sdccd.edu) or 619-388-2680. No more google voice (for now).

## Policies & Procedures

- Student Petitions: All student petitions and forms are electronic. However, most petitions require students to meet with a Counselor before submitting. Students can find the forms and submit them through our District's Form's and Document's site:  
<https://www.sdccd.edu/students/forms-and-documents.aspx>. For more information on the types of petitions, please visit the Evaluations Student Forms/Academic Petitions here:  
<https://www.sdmesa.edu/student-services/evaluations/forms-and-petitions.shtml>
- Graduation: Please encourage students to apply for graduation - applying for graduation is required for students earning a Degree and/or Certificate of Achievement. Below are the remaining 2021-2022 Apply for Graduation deadlines:
  - April 30, 2022 - Deadline to Apply for Graduation and be a Spring 2022 graduate. Students filing after this date will be a Summer 2022 graduate.
  - July 31, 2022 - Deadline to Apply for Graduation and be a Summer 2022 graduate. Students filing after this date will be Fall 2022 graduates.
- Students apply for their degree/certificate through their mysdccd portal under the "My Academics" tab. Students should follow deadlines above that align with their path. Please encourage students to meet with a Counselor and apply early. Students can watch this quick tutorial on applying for graduation: <https://www.youtube.com/watch?v=eI2S4GGSi7M>
- For any questions related to Evaluations, please contact us at [mesaevaluations@sdccd.edu](mailto:mesaevaluations@sdccd.edu) or 619-388-2680. No more google voice (for now).

## Special Recognition

- Jennifer Park & Deborah Salazar for their dedication to our students and helping them through the student petition process, graduation, and commencement inquiries!

# Financial Aid

## Employee Update

- March marks the 3 month "anniversary" as Mesa-Financial Aid classified employees for Cecilia Valdez and Joel Vera-Gonzalez.

## Events & Activities

- Gilda Maldonado attended the 03/01/2022 "All Financial Aid Director's" CCCCCO Conference; between 03/21/2022 and 03/23/2022 Joel Vera, Cecilia Valdez, Jessica Gaffney and Pilar Ezeta attended the CCCCSFAA Conference; Jessica Gaffney continues to contribute to the "Live Chat" services; Skyler hosted 2 on-line SAP Appeal Workshops; Jessica Gaffney attended the Fostering Academic Achievement Nationwide (FAAN) and the Foster Youth Region X meeting; Lawson Kirdrick attended the Male Summit Conference in LA; Jessica, Joel Vera and Gilda Maldonado attended the CA Dream Act Application Bootcamp on-line workshops held on 03/10 and 03/17/2022. Skyler and Julissa attended the Federal Direct Loan Program "Return to Repayment" webinar; Gilda Maldonado participates in the 03/24/2022 webinar for Hispanic Serving Institutions from 11 - 12:30 and Pilar Ezeta will attend the NCAL webinar from 11 - 2 pm) , Gilda will join at 12:30 after the HSI webinar.

## Innovations & Data

- Financial Aid continues to work with D.O. staff on the implementation of Campus Logic for the 22-23 academic year. 6,056 students received \$7.37 M in direct financial refunds of which \$6.75 M were part of the automatic HERFF funds distribution to Pell Grant and/or CCPG Spring 22 registered students . Students received their refunds by check or Direct Deposit. Of the checks mailed in March 76 were returned to the District by the USPS due to wrong/outdated address in our system. From the students who selected or needed to pick-up their refund checks, 47 needed to be cancelled after the SDCCD period of retention at the Student Accounting Office expired and last but not least, 46 student refunds failed to be processed as Direct Deposit due to several routing number issues ranging from "closed account" to unable to locate the account". Of the 46 failed direct deposit refunds 23 (50%) were related to HERFF funds refunds.

# Outreach & Community Relations

## Events & Activities

### Outreach

- March 1: Outreach hosted a Financial Aid Workshop at Mark Twain High School. Outreach staff Van Chhum and Delany Lizarraga from Financial Aid assisted over 30 students on completing their financial aid applications for submission.
- March 4: Outreach hosted Madison High School to an all immersive experience at Mesa College. We called this event “Madison at the Mesa” it was a great way to welcome students to Mesa College physically. Over 100 students were provided a welcome by our Dean Miller and broken up into 4 separate groups. The groups participated in a number of workshops: Career Education, Assessment and Outreach, Financial Aid and Promise such as updating their milestones, understanding their career paths, their Financial Aid, and a given a campus tour of the newly renovated campus.
- March 8: Outreach hosted a Pre-Enrollment Workshop at Mark Twain. Outreach staff provided a next steps presentation to students interested in attending Mesa College in the fall followed by an application workshop. Staff supported over thirty students on their Mesa applications and Promise applications.
- March 9: Outreach hosted a Pre-Enrollment Workshop at Clairemont High School. Outreach staff provided a next steps presentation to students interested in attending Mesa College in the fall followed by an application workshop. Staff supported over thirty-five students on their Mesa applications and Promise applications.
- March 10: Outreach in collaboration with the Admissions Department has been providing a series of CCAP presentations. During these sessions, we help students to complete their Admissions application and to learn more about the supplemental application and submission process. We supported Mission Bay High School this month and more are to come!
- March 17: Outreach hosted a Pre-Enrollment Workshop at High Tech High School. Outreach staff provided a next steps presentation to students interested in attending Mesa College in the fall followed by an application workshop. Staff supported over thirty-three students on their Mesa applications and Promise applications.
- March 18: Outreach in collaboration with the Admissions Department has been providing a series of CCAP presentations. During these sessions, we help students to complete their Admissions application and to learn more about the supplemental application and submission process. We supported Madison this month and more are to come!
- March 21: Outreach hosted a Pre-Enrollment Workshop at Mission Bay High School. Outreach staff provided a next steps presentation to students interested in attending Mesa College in the fall followed by an application workshop. Staff supported over 115 students on their Mesa applications and Promise applications.
- March 23: Outreach participated in the SDCCD Roadmap to Success virtual conference. This virtual conference was designed to provide K-12 educators and community partners with important information, resources, and strategies to effectively support students interested in attending San Diego City, Mesa, and/or Miramar College or the San Diego College of Continuing Education. Big THANK YOU to Dr. Luster for providing a warm welcome, Michael Sanders from

Basic Needs, Randall Gambill from Financial Aid, Sahar Mohammadi from Student Affairs, and Nellie Dougherty from EOPS.

- March 24th: Outreach hosted Southwest High School with a comprehensive campus visit. The students were introduced to Mesa College's programs and services and provided with a tour of the culinary arts facility.
- March 24th: Outreach was provided the opportunity to attend Patrick Henry High School Virtual College Fair. Students were able to learn more about what Mesa College has to offer all students.

### **Promise**

- We hosted an appeal workshop to assist students with submitting an appeal to remain eligible for the Promise program while dropping below the required number of units. 6 students attended the virtual workshop.
  - The Promise program awarded 141 emergency grants in the amount of \$250 and 17 laptops. We hosted a second round of emergency grant applications due March 25.
  - The Promise program presented during the Campus Community Forum on March 22. We shared data and demographics on our most recent cohort of students as well as current initiatives for student engagement and wraparound support.
  - We participated in 4 presentations during Madison at the Mesa and shared San Diego Promise program information with prospective students.
  - Promise Counselors hosted Reintegration and Academic Success workshops for current Promise students.

## **Innovations & Data**

### **Promise**

- Progress Report forms were sent to current Year 1 students. These self-reported Progress Reports are due April 8.
- We are currently processing appeals submitted to remain eligible for the Promise program while enrolled in less than 12 units during Spring 2022. Students who did not submit an appeal will be dismissed, but may submit an appeal for re-admission to the Promise program.

## **Special Recognition**

- Progress Report forms were sent to current Year 1 students. These self-reported Progress Reports are due April 8.
- Major thanks and gratitude to Promise students Andrew Arevalo, Cesar Avila Jr., and Amanda Silva-Flores for sharing their experiences on the Promise student panel during the Campus Community Forum.
- Outreach Ambassadors Phoebe Truong and Keysy Mendez represented the Promise program for a TikTok campaign coordinated by the District.
- Outreach Ambassador Zain Almansari was accepted to University of New Mexico Cal Poly SLO for Architecture and is eagerly awaiting other admissions decisions.

# Student Affairs

## Events & Activities

### Spring Reorientation

- In collaboration with the Office of Outreach and many other departments and service areas, Student Affairs was able to offer a targeted Reorientation program to select Mesa College students. The Mesa Reorientation Event was designed to help ease the transition back to campus and included department presentations from SD Promise Program, Career, Transfer, Evaluations, and Basic Needs, as well as campus tours and gift bags with useful supplies. Most notably, students who participated in the Reorientation event became eligible to receive \$500 in assistance funding through the CARES Act (see Student Engagement Funds for more information). In order to accommodate demand and include the maximum number of students, Reorientation was offered in distinct morning and afternoon sections on two separate days, March 2nd and March 3rd.

### Student Engagement Funds

- Student Affairs was granted the unique opportunity to offer students some funds through the CARES Act for participating in certain student engagement activities, which included Club Rush, Reorientation, and applying for scholarships through the Mesa College Foundation. Students participating in the Reorientation event were eligible to receive \$500, while attendees at Club Rush and students who applied to scholarships after attending workshops were eligible to receive \$100. An astounding total of \$160,100 in funds are expected to be distributed to all 473 qualified participants, with the lion's share of \$141,000 going to the 282 students who attended Reorientation.

### Scholarship Updates

- Scholarship review committees met during March to determine their selections, and results are currently being tabulated. Once the final of recipients list is complete, students will be notified by email as to which scholarships they have been awarded. We expect these notifications to go out before the end of the month, but the process of sending award notifications may extend into the month of April due to Spring Break.

### AS Leadership Retreat Spring 2022

- On Friday, March 11th the Associated Students hosted an in person AS Legislative & Advocacy Leadership Retreat. This was an exceptional opportunity for continuing and new student leaders on the Associated Students to connect, collaborate and plan for the semester. Workshops included advocacy, goal setting, restorative practices and team buildin

## Student Success Stories

- Natalie Spilman, ICC President was accepted to SDSU! The season of college acceptance is quickly approaching and we love this time of the year.

## **Special Recognition**

- Special THANK YOU to the Outreach Team that included Karla Trutna, Donnaly Atajar and the awesome student leaders. They hosted the College Community Forum on Tuesday, March 22nd. The program was engaging, insightful and high spirited. The team shared information on the Promise program, the data, the impact and student testimonials.
- Thank you for always rising to the top and exceeding the standards. You do it with excellence.

# Student Development

## Events & Activities

- Dean of Student Development worked with Jacqueline Collins and McKinley Fitzpatrick to organize the orientation video shoot scheduled for March 16 and March 17.

## Special Recognition

- Many thanks to the following individuals who helped with the orientation video shoot: Carlos Wales for assisting with the screening process, Karla Trutna, Alexi Balaguer, Olivia Picolla, Vicki Hernandez, and Sade Burrell for helping identify students who can participate in the project. Jennifer Kearns for helping with the process, and Andy MacNeill for allowing us to use the LOFT to record the testimonials.
- Thanks to the following individuals for their participation: Charlie Shimazaki, Jordan Agricola, Alexandro Rodriguez, Jocelyn Dorantes, Daniella Castellanos, Kaileykielle Hoga, Jose Ortega, Raquel Sojourner, Jacqueline Collins, Fabiola Beas, Rodd Brisson, and Marquita Scott. Their participation allowed us to ensure representation of the various programs and services, many of which our students will be happy to learn about.
- Thank you to Pahua Vang and Cathy Palestini for providing Dean of Student Development with assistance.

# Student Health Services

## Events & Activities

- Mesa Cares: Listening Circle Drop-in for the crisis happening in Ukraine facilitated by Linda-Gibbins Croft, LCSW provided a virtual space to share thoughts and feelings. Student Health is here to offer support to all students who are affected by the ongoing global events.
- Facilitator John Guinn, LMFT not only provided service towards the weekly Grief and Resilience student support group for all students to talk about what is happening in our daily life dealing with grief. He provided additional Grief group for the culinary arts program this month.
- Linda Gibbins-Croft, LCSW facilitated a new workshop to support students on addiction to social media, dating apps, porn, video games and more. This workshop provided information on how these addictions affect time management, dopamine and pleasure. Linda reviewed different ways to take control of this addiction, create a workable self-care plan, time-management to notice when an app, social media or video games are taking over your life.
- Linda facilitated the popular virtual workshop to both students and professors: Learn about Depression. She presented information about what depression looks like, how depression is different from feeling a little sad, what actions can students take for self-help, and where can students get help and support.
- Active Minds: Book Club successfully finished their spring semester book, Turtles All the Way Down by John Green. Active Minds are seeking more members to join the club, which meets every Friday at 2:00 pm.
- Student Health supported Professor Veronica Gerace and her social behavior class by providing every student an e-book of Saving Grace: Speak Your Truth, Stay Centered, and Learn to Coexist with People Who Drive You Nuts, by Kirsten Powers.
- Suzanne Khambata FNP attended the County of San Diego Tuberculosis Elimination Initiative School/Colleges/University meeting. Suzanne is the Co-Chair of this committee that aims at Zero TB cases on campus. Highlights included a report by Suzanne on a Peer Educator position to assist in Tuberculosis Education at Mesa. Sarah Cadorette RN, Doctoral FNP Student at the University of San Diego is creating a Peer Education program for TB Elimination in conjunction with the County of San Diego Health and Human Services.

## Innovations & Data

- Student Health is continuing to learn and update the electronic health records. With data collected through Mediat, Student Health served 123 students through telehealth mental health services. Medical services were available to all students for in-person and tele health appointments. With total 384 services to students, including in-person appointments, tele health appointments and front office services.

## Policies & Procedures

- Linda attended Transition Age Youth (TAY) Behavioral Health Services Council meeting provided by the County of San Diego, Health and Human Services Agency about Adult Mental Health.



# Student Success & Equity

## Employee Updates

- Alexi Balaguer is serving as Acting Supervisor for the AVANZA Engagement Center & CRUISE Programs.
- Sade Burrell is serving as Acting Director for EOPS/TRIO Programs.
- Lucio Lira has been appointed to serve as the Pride Center Coordinator (Adjunct Counselor).
- Jordan Nash has been hired to serve as the "Black Leadership Fellow" (Project Assistant) reporting directly to Dean Maxey

## Special Recognition

- Special Recognition to Sade Burrell & Alexi Balaguer for their exceptional leadership transitioning into new roles.

# Transfer

## Events & Activities

- Welcome back Transfer Adjunct Counselor Mary Garcia from maternity leave. We missed Mary and are happy to have her back as she completes our Transfer Team.

## Events & Activities

- The Transfer Center is working on the dual goals of supporting Fall 2022 transfer students as well as preparing students for fall 2023 transfer and beyond. We are hosting daily transfer talks as well as meeting with students in appointments and drop ins.

## Innovations & Data

Transfer Center Data	Feb 23-Mar 23
<ul style="list-style-type: none"><li>• Counselor Drop-In Appointments: 52</li><li>• Counselor Additional Contact: 490</li><li>• Transfer Center Drop-ins: 97</li><li>• Chat Bot Conversations: 13</li></ul>	<ul style="list-style-type: none"><li>• Classroom Presentations: 1</li><li>• Transfer Talks: 16</li><li>• Transfer Talks Participants: 54</li></ul>

## Policies & Procedures

- The Transfer Center GoogleVoice and email have been discontinued. Please send students to our webpage for current contact information and for full host of Mesa events in addition to University Representative visits for spring of 2022. Please send students to our webpage to inform us of their admissions notifications. We are gathering their information to share Next Steps Spring Admissions Events as well as participants in the Transfer Recognition Spotlight Video. <https://docs.google.com/forms/d/e/1FAIpQLSfnaXQjCuFC-ZGseUzNDJL1O9RdI18pBZMp6qqXaHK4ddgEcQ/viewform>
- Sent out SLO surveys assessing our programs and services. Using AS funds to purchase 4 gift cards for the opportunity drawing.

## Student Success Stories

- Smile season is here! Transfer admission notifications are trickling in.

## Special Recognition

- Congratulations Mesa Transfer students for the hard work and grit displayed during the pandemic! We love Transfer students.

# Veterans

## Events & Activities

- Met with UC Riverside to discuss future visits to Mesa to speak with our student veterans.
- Met with TCE about collaborations for the semester regarding resume writing and workshops. Also discussed presenting at our Chow at the VSC event in April
- Participated in the New Faculty Institute, presented of services and resources of the Veterans Success Center

## Innovations & Data

- Mesa College has been designated a Gold status Military Friendly School for the Large Public College Category for the 2022-2023 school year.
- The office had over 300 communications with students, this is via email, phone and in person.

## Policies & Procedures

- We have been working with the district regarding the changes to the 85/15 rule for reporting to the VA.

## Special Recognition

- Thank you to Mesa Student Services and the Veterans and Records teams for all you have done and continue to do for student veterans.

# Vice President Student Services

## Employee Updates

- Congratulations to Trina Larson for being SDCCD's nominee for the California Community Colleges Classified Employee of the Year Award. Trina's nomination was ratified at the March 24th Board of Trustee meeting.

## Events & Activities

- Our March 2022 Mesa Student Services Council Meeting focused on our Return to Campus, Remote Work Policy, New Student Equity Plan and a CalWORK's presentation. [Agenda & Minutes page](#)
- M&M celebrated international Pi Day (3.14) on Monday, March 14th. Student Services employees had the opportunity to stop by in-person at the ASG Conference Room to grab a slice of pie and mingle with colleagues since returning to campus for operations Monday through Friday in Student Services.
- In partnership Administrative Services, Student Affairs and Student Health, hosted a Booster Clinic on March 17, 2022. A part of the campaign includes \$100 incentives for students who upload their Booster Information into our system by April 1, 2022.
- In partnership with Administrative Services and Student Affairs, distributed Antigen Self-Test Kits encouraging students to pick up free test kits and test before they come to campus from Spring Break.
- VP Hands presented at the following events
  - Reorientation events
  - A2Mend 15th Annual African American Male Summit
  - Ujamaa: Re-imagining the Dream: Panelist
  - Campus Community Forum
  - #EquityChat with Equity Avengers Pamela Luster and Keith Curry
  - Pathways to Equity Conference: Inspecting with we Expect for Black Students
- VP Hands attended/participated in the following activities/events
  - Disability Awareness Month Activities
  - Women's History Month Activities
  - 11th Annual Gracia Molina de Pick Feminist Lecture Series
  - Barrio Station 52nd "Virtual" Anniversary Benefit Dinner
  - Special Joint Board Meeting w SDCCD and SDUSD
- VP Hands attended the following webinars/professional learning opportunities
  - 2022 System Webinars: Chancellor's Office
  - Equitable and Complete Messaging and Communication to Guide Student Enrollment

## Innovations & Data

- Automatically Awarded \$6,778,800 in HEERF Emergency Relief Grants to 5,649 Mesa College Pell Grant & CCPG recipients. Students received \$1200 awards. Launched an Edquity Campaign for all other students to apply.

- In partnership with District, all students who enrolled for Fall 2021 classes but have not continued taking courses in Spring 2022 (for Mesa that's 4670 students) will receive a survey. The survey will seek information on why students have chosen not to continue their studies and what we can do to get them back. Students who respond will be eligible to receive a \$50 Gift Card.
- Partnered with ConexED to get a group registration for Mesa counselors to take the ConexED Counselor: Level 1 Certification course for FREE.
- 16 participants from various departments (Outreach, Admissions, DSPS, Veteran Services, Student Affairs, Counseling, The Stand, CalWorks, Testing/Assessment) attended the KIC Scanner training. Special thanks to librarian Sean Flores for providing the training session to our team!
- [Mesa Journeys progress update video](#) for Mesa Pathways
- [Jumpstart website](#) is live! Students can register for the event, check out workshop descriptions, and visit our virtual resource fair.
- [Raza Grad registration site](#) is launched. Students can register for the event and upload pictures for a slideshow.
- Updated "[Getting Started](#)" steps for Mesa Academics and Athletics Program.
- Live Chat stats – March 2022:
  - 1148 Automated Responses provided by Olympia Virtual Chat
  - 156 Students assisted by Mesa Live Agents
  - Mesa Journeys Newsletter March issues
    - [Mar. Issue #1](#)
    - [Mar. Issue #2](#)
- Want to include your announcements in the Mesa Journeys Newsletter? Please send it to: [mesajourneys@gmail.com](mailto:mesajourneys@gmail.com)
- Contact Charlie Lieu at [clieu@sdccd.edu](mailto:clieu@sdccd.edu) if you have any questions
- QLess Data

Category	Arrived	Removed	Left	No-Show
1-Mar-22	323	2	4	5
7-Mar-22	414	0	3	13
14-Mar-22	462	1	6	10
21-Mar-22	487	2	9	5
28-Mar-22	0	0	0	0
	1686	5	22	33

## Policies & Procedures

- Student Services returned to work 5 days per week with our new hours: Monday – Thursday 8am – 6pm and Fridays, 8am – 1pm.
- Participated in Districtwide conversations about policies and processes for employee onboarding and marketing.
- Participated in the Institutional Effectiveness and Partnership Initiative (IEPI) PRT Visit regarding Districtwide Transcript and Evaluation processes.

## Special Recognition

- We are pleased to announce that Mesa College has been designated a Gold status Military Friendly School for the Large Public College Category for the 2022-2023 school year. Mesa was previously awarded the Silver status for the 2021-2022 school year. Over 1,800 schools participated in the 2022-2023 survey, of which 665 schools earned awards level designations in Gold, Silver, and Bronze. 282 of these participants were selected for “Gold” award status for their leading practices, outcomes, and effective programs. Of the 282 Gold status colleges, only ten are in California, and Mesa is one of three in San Diego. Kudos to Dean Crakes, Vicki Hernandez and their entire team.