



*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

- Due to the COVID-19 pandemic, March marked an incredible turn of events for our district, the country and the world. To help ensure the safety of students, employees, and the local community, on March 10<sup>th</sup>, Chancellor Carroll shared that we would begin the process of converting our classes to an online format. Student Services started to prepare for a campus closure and movement towards the remote delivery of services. Our last day working from campus was March 13<sup>th</sup>. To prepare for the shift, classes were cancelled for the week of March 16<sup>th</sup> and Student Services professionals worked remotely to convert our delivery of services to a remote format, learn new technology and ease in to our new routines and practices. Classes and services resumed remotely on March 23<sup>rd</sup>.
- Lisa Naungayan was promoted to serve as the new EOPS Student Services Technician. A hearty congratulations to her!
- DSPS is excited to welcome Rosie Sanchez as our new counseling intern. Rosie was a student at Mesa College before transferring to SDSU where she is now pursuing her master's degree in Rehabilitation Counseling.
- Prior to the transition of working remotely, the Peer Navigator program successfully held in-person interviews to join next year's team. Offers have been made and we are in the new hire process. We will announce names once all paperwork has been finalized.

## Events & Activities

- Outreach, in collaboration with Financial Aid, Career/Transfer, and Career Education, hosted the first "The Journey to Mesa College" and it was a huge success. We had the opportunity to give back to students, prospective students, and their families on some of those urgent questions they needed answers to. The event consisted of videos, interactive games, and helping students understand their "why". We had over 30 prospective students and their families attend this event.
- CARE students that needed a laptop were provided a CARE laptop. They also received \$500 grants.
- NextUp and FAST students that needed a laptop were provided a NextUp laptop. NextUp students received a \$1,500 grant and FAST students received a \$200 grant.
- FREE immigrations Consultations with an attorney are available and offered virtually through EOPS. Contact the office to schedule ([MesaEOPS@sdccd.edu](mailto:MesaEOPS@sdccd.edu)).
- An estimated 150 students attended the job fair on March 12th which was held indoors in the Student Services building. A total of 33 companies attended the event. 72 students participated in completing a "Passport" form.
- Assessment and Outreach teamed up to visit Madison High School on March 13. We visited 6 classrooms and helped over 250 students both apply to the school and understand their placement levels and next steps.

## Innovations & Data

- Student Services established the [Online Student Support Services](#) website.
- Petition processes are moving online. Students will find more information, here: <https://www.sdccd.edu/students/forms-and-documents.aspx>
- Student Success & Equity developed a COVID 19, Emergency Response Resource Page in order to support students experiencing hardship due to the pandemic.
- The Emergency Funding Review Taskforce (EFRT) was mobilized to develop, manage and review the emergency relief funding program.
- In partnership with Alex Napoles, IT and Business Admin, Student Services established and implemented a three-phase plan for providing remote access to work computers for student services employees.
- Since moving to working remote Veterans and Records has moved VA paperwork online. This was done immediately in order to continue service to our student veteran population.
- Same-day Zoom transfer appointments went online before spring break. University admissions appeal documents were updated and posted on the website before going remote, including a narrated tutorial! Other campuses are using our materials.
- Suzanne Khambata, FNP, Linda Gibbins-Croft, LCWS, and Aurora San Pedro, LMFT met with County of San Diego Health and Human Services Agency (HHS) Behavioral Health Services (BHS) to create a MOA between Mesa College and BHS, Mental Health First Aid Training, and Adult Council to represent the Community College Constituency.

- Student Affairs has implemented a simple process to help students complete their College Report Transfer documents electronically ([Disciplinary Clearance Process](#)). We now have a step by step process outlined on the Student Affairs website.
- The Promise program has collected mid-semester progress reports online from faculty and will be sending students their grades, feedback, and resources during the first week of April. Promise is also working with counseling to offer extra support and interventions for students based on faculty feedback. The program will begin offering virtual workshops to assist students with the appeals process.
- The DSPS office is now working remotely by using a Canvas shell to upload all of the necessary files and documentation to support students in a remote format. Counselors are utilizing Zoom to conduct student appointments and meetings.
- A total of 19 jobs were posted by employers on the online job board to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>
- CalWORKs student appointments are being held by phone, email or via Zoom (depending on students' device availability).
- Admissions created a FAQ for its website that is updated on a weekly basis. Several staff (Karina, Jordan, Rena and Raquel) add to the FAQ based on what students are asking, curating answers and updating the website. Admissions also added a Zoom meeting request to our website and has received one student request so far.

## Policies & Procedures

- The Dean of Student Development developed the [FAQs for EW](#) in response to students' need during the COVID-19 crisis.
- Please remember that all students must apply for graduation through their MySDCCD portal – for more information and deadlines, please visit [sdmesa.edu/evaluations](http://sdmesa.edu/evaluations).
- Financial Aid rapidly implemented and documented the necessary changes to the 19-20 Federal Work-Study program (FWS) based on the flexibilities granted by the US Department of Education. The procedural change implementation allowed Mesa FWS students to receive their March payroll checks based on their scheduled work assignments and will provide students with payments based on the maximum 25 hours per week for the months of April, May and June with most students exhausting their funding levels before the end of the academic year (6/30/2020).

## Student Success Stories

- The Associated Students donated \$20,000 to the Mesa Foundation COVID-19 Emergency Relief Fund. #studentssupportingstudents
- Hours before campus closed, Financial Aid was able to mail out over 70 students to mail checks vs having students come to campus for pick up. In addition, the office mailed out 11 Chaffee checks! The office has worked collaboratively to reach out to students asking them to provide their up-to-date address on the student portal to avoid any delays in checks being received.
- 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.

# Admissions

## Employee Updates

- We did a week and a half of training for our new VA work studies: Danielle and Anthony.
- Every admissions staff member spent time with our VA work studies training them on front counter, phones, and business processes.
- We started our staff remote zoom meetings on Monday March 23.

## Events & Activities

- Cesar Gaxiola and Celine Ahearn attended the San Diego Unified School District Counselor DocuSign training for CCAP/ACP for Fall 2020-Spring 2021 on March 10.

## Innovations & Data

- We started using our Google Voice number (619) 327-9194 for our general Sdmissions line and updated that number on our online pages. Students are able to leave us voice messages, and some have texted their questions and concerns.
- We created the SDMesaAdmissions@sdccd.edu email created for students to connect with us.
- SDMesaResidency and SDMesaIS were also created for our residency staff and international staff to keep in contact with students.
- We created a FAQ for our admissions website that we update on a weekly basis. As we add emails and calls to drop ins, several staff (Karina, Jordan, Rena and Raquel) add to the FAQ based on what students are asking, curating answers and updating the website.
- We partnered with District on implementing JIRA for Admissions and Records forms. We helped develop the workflow for the various forms as well.
- We added a Zoom meeting request to our website, and have received a student request for a one on one meeting (it was fun).
- In March before remote work, we printed 40 student ID's, reset 3 CS passwords, saw 21 Allied Health students, 35 international students and 71 students wanting to clear their residency. We also verified 14 student enrollments, 3 name updates. Since Remote, we replied to 90 emails and 35 Google Voice calls.

## Policies & Procedures

- Various procedures were changed with the move to remote, most are done through JIRA. We are thankful that printed signatures are accepted for dual enrollment forms which will help us as we get ready to enroll summer HS students.

## Student Success Stories

- Students have been very thankful that we are answering their calls and emails while remote.

## Special Recognition

- Karina and Jim who have been AMAZING at answering student emails and calls and logging them on SARS drop in! They are thorough in their emails and kind in their language with students which helps students to feel at ease, which is especially important in this season.

# Assessment

## Events & Activities

- Assessment and Outreach teamed up to visit Madison High School on March 13. We visited 6 classrooms and helped over 250 students both apply to the school and understand their placement levels and next steps.

## Innovations & Data

- Like other departments, we have been busy adapting our department to work remotely, but still help students through their first steps at Mesa. Some of the ways we are doing this include:
  - Creating a Google Voice number that will forward student phone calls to staff cell numbers
  - Designing a Canvas shell for students to easily access important information
  - Reaching out to students with Orientation and Placement Assistant submission with a friendly follow-up email to help direct students navigate their steps for summer and fall enrollment in classes.
- Support to Assessment & Testing Offices (City College and Miramar College) with setting up their Google Voice, Placement Assistant submissions, and communications to students.

## Special Recognition

- Special shout out to Amy Bettinger and Naayieli Bravo for going above and beyond to support our sister campuses with this recent transition to remote services.

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

## **Employee Update**

- Two Peer Navigators have resigned. The program is in process of connecting all mentees with new PNs.
- Prior to the transition of working remotely, the PN program successfully held in-person interviews to join next year's team.
- Offers have been made and we are in the new hire process. We will announce names once all paperwork has been finalized.

## **Events & Activities**

- Peer Navigators are embarking on hosting a virtual workshop via Zoom.
- In addition, PN will also host town hall meetings with their groups to help answer any questions their mentees might have.

## **Innovations & Data**

- All program services are now online. Peer Navigators have notified their mentees they are able to connect via various platforms.

## **Policies & Procedures**

- New policies and procedures are being created as we switch to an online format.

## **Student Success Stories**

- Although the program had two members of the team step down, mentees thanked them for their mentorship and efforts.

## **Special Recognition**

- Alexi Balaguer and Stephen Alison. They have been consistent, supportive and proactive helping us transition online.
- The following Peer Navigators have demonstrated leadership during a time of need and need to be commended for their efforts: Al'Asia Metaphor, Albert De La Mora, Charlie Shimazaki, Gladiola Romero, Gloria Gonzalez, Guadalupe Mendez, Truc "June" Nguyen, Lara Napasa, Michael Codianne, Nayra Cruz, Nick Howell, Rochelle Hall and Serena Dellaney.

# CalWORKs

## Events & Activities

- SDCCD CalWORKs Preview Day - was cancelled due to COVID-19
- Continue collaboration efforts with San Diego Continuing Education CalWORKs program
- Incorporated monthly Zoom meetings with Public Consulting Group (PCG), one of the county CalWORKs contractors, on strengthening Pathways and support services for incoming and continuing students
- Started bi-monthly Zoom meetings with County reps and county CalWORKs contactors (PCG & ResCare)
- Started bi-monthly Zoom meeting with CalWORKs Region X Reps
- Started weekly Zoom meeting with SDCCD CalWORKs programs Directors, Coordinators, and counselors
- Started weekly Zoom or phone call meeting with Mesa CalWORKs staff and counselors

## Innovations & Data

- Fall 2019
  - 45 CalWORKs students enrolled Spring 2020
- All CalWORKs program documents have been converted to PDF fillable forms
- Counseling Appointments
  - Student appointments are being held by phone, email or via Zoom (depending on students' device availability).
- Case Load
  - Each counselor has a set of students to follow-up with phone calls and emails
  - Survey of Needs has been done per student.
- Continue to receive and process new students.
- Continue to update Individual Training Plan's (ITP's) or Book/Material Request Forms.
- Program phone has been forwarded to a Google Voice.

## Policies & Procedures

- Sanctions
  - County has suspended any sanctions on any cases until the end of June.
  - No one will be terminated at this time, even those who were on probation
- CalWORKs Program Funds
  - Funds can be used as emergency grants to CalWORKs college students
- CalWORKs Work Study
  - Students who have been receiving CW Work Study will continue to get paid.
- Book/Material Request Forms
  - The Chancellors office is working with the county to allow computers/laptops and hotspots devices be an acceptable purchases for reimbursement.

## **Student Success Stories**

- Mesa College CalWORKs Scholarship was able to award 2 scholarships to 2 of our current Mesa CalWORKs students.
- Through the CalWORKs Association Scholarship a Mesa CalWORKs Student won the, "Live Your Dream", Scholarship. As well as having 9 Mesa CalWORKs students apply for the, "CalWORKs Student Voices" Scholarship
- Scholarship
  - To-date 3 Mesa CalWORKs students have been accepted into a university

## **Special Recognition**

- Special Thank you to Amber Alatorre from General Counseling, Karen Geida from EOPS/CARE program, and Markus Berrien from EOPS/NextUP program for all your support with the Mesa CalWORKs Scholarship. This is extremely important to all of our Mesa CalWORKs students.

# Career

## Events & Activities

### Spring 2020 Career Fest March 9th through March 13th

Throughout the week, the Career Center and Work-Based Learning collaborated on hosting a variety of activities to support students with their career exploration and job preparation needs. The following is a lineup of the events:

- Résumé Review Tent and FREE Clothing Closet Events held on March 9th & 10<sup>th</sup>: Students received 1:1 résumé assistance from Career Counselors and Career Peer Ambassadors. Career Center staff discussed the importance of getting ready for Career Fest and met with students 1:1 at the “Get Ready Station” to receive assistance on how to connect and start a conversation with employers, sharing an elevator pitch, and what to expect from the fairs throughout the week. Also, The STAND provided professional clothing closet items free to students. In addition, the Career Center provided free professional headshots to individuals interested in updating their headshots.
- Café Con Leche Career Series March 9th & 10th – The Career Center kicked off the event series during Career Fest week. Students met with a Career Counselor to chat about career and major planning needs all while enjoying a cup of free café (coffee) and pan dulce (Mexican sweet concha bread).
- Employer Meet and Greets were held throughout the week. Students connected with professionals from a variety of industries such as Urban Planning & Sustainability, Careers in Technology, Careers in Humanities, and Careers in STEM. In addition, one panel highlighted the importance of professional skills and communication in the workplace. Students learned from the panelists perspective what desirable skills employers are looking for in candidates, how to prepare for the job search, and how the panelists navigated their career choices.
- Internship & Service Learning Fair held on March 11th – In this event, students networked with local companies about internship and volunteer options and how to gain hands on experience.
- Job Fair held on March 12th – We had a variety of companies attend the job fair. Students met with local companies hiring for part-time and full-time jobs. In addition, Career Center provided free professional headshots to individuals interested in updating their headshots.

### Career Ambassadors

- Assisted the Transfer, Career, and Evaluations Center in promoting Career Fest events, transfer events, and commencement/petition to graduate deadlines through distributing flyers across campus on multiple days to inform and encourage student participation.
- Actively participated in facilitating Career Fest events for the Mesa community at the Resume Tent events, Internship and Service Learning Fair, Job Fair, and Employer Panels on March 9th-12th.
- Helen Ma joined the Mesa Pathways Onboarding and Career Exploration Committee on March 10th.
- Career Ambassador Program services have transitioned to be offered from remote locations. Online peer-to-peer resume building and cover letter writing assistance will be offered to students and alumni after Spring Break. Services will be available through Zoom meetings, phone calls, and email communications during remote operation hours.

## Innovations & Data

- New Employer Contacts Mesa Job Network: Total of 8 new employer contacts were made during this month through our online job board, “Mesa Job Network”: 1. Aflac 2. California State Parks 3. Chula Vista Police Department 4. Govx Inc. 5. Momentum Marketing 6. San Diego County Office of Education] 7. T3 Triple Threat Youth Mentors 8. Westflex, Inc.
- Job Postings on Mesa Job Network: A total of 19 jobs were posted by employers on the online job board to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>
- Career Fest Data:
  - Résumé Tent Events March 9th & 12th– A total 57 students attended the event and received assistance with editing their résumé or creating one for the first time. On March 9th, we helped 31 students and on March 10th we helped 26 students.
  - The STAND Professional Clothing Closet March 9th & 10th– A total of 6 students selected items from the clothing closet. Many students received information about services provided through The STAND.
  - Café Con Leche Career Series – 25 students participated in the event on March 9th & 10th.
  - Job Fair March 12th – An estimate of 150 students attended the job fair on March 12th which was held indoors in the Student Services building. A total of 33 companies attended the event. 72 students participated in completing a “Passport” form. The “Passport” form is an optional activity for students at the Job Fair that we provide to encourage participation and engagement with employers. Students who complete the form also provide us with feedback on their experience of the event. Students who participated in completing the “Passport” had the opportunity to receive free lunch while supplies lasted.

### Career Ambassador Program

The Career Peer Ambassadors facilitate walk-in peer-to-peer coaching sessions with students on job search, resume writing, cover letter writing, and interview preparation. March estimated number of student sessions: 30 sessions March estimated hours spent on coaching sessions: 22.5 hours  
Number of completed assessments collected: 11 assessments Total number of hours in training sessions: 6 hours

## Student Success Stories

- Congratulations to our TCE Federal Work Study Student Aide, Damien Lopez, for being admitted to his top choice university for transfer. He will be transferring this Fall 2020 to California State University, Northridge to study Computer Science. Damien’s dream career is to work for a media or virtual reality experience company as an user experience designer. We are so proud of you, Damien!

## Special Recognition

- For Career Résumé Tent Events, we would like to thank WorkAbility III Counselors from SDCCD and Counselors from Mesa College Counseling, our very own Career Center Counselors, and Career Peer Ambassadors. We are thankful for their time in providing résumé review sessions to students. In addition, we would like to thank The Stand for providing free professional clothing items during résumé tent events.
- Special recognition also goes to Outreach Ambassadors and Peer Navigators for assisting our Career Fest events.
- Thank you to Facilities team, Mesa Printing Services, Bookstore, Technology Services, Student Accounting, Business Services, and Mesa Dining Coffee Services for supporting us in making Career Fest events a success. We couldn't have done it without you! Thank you to the entire Student Services team and our leadership for helping us move the event indoors!
- Thank you to our Career Ambassadors and TCE Students Aides for being SUPERSTARS during this adjustment period to working remotely. We recognize that many of you have faced and are currently facing challenges from the impact of the coronavirus outbreak. Thank you for your continued commitment to supporting our student services efforts through virtual platforms. We are so amazed by your resilience during these challenging times, as you manage being a full-time student, working multiple jobs/searching for additional jobs, caring for your families, and most importantly, practicing self-care. We hope you had an opportunity to re-energize during Spring Break. Be safe and we look forward to meeting with you all virtually again after Spring Break!
- And last but certainly not least, THANK YOU to the TCE Staff and Counselors for your leadership and hard work, especially during these uncertain times.

## **Counseling**

### **Innovations & Data**

- Numbers have slowed due to COVID-19.

### **Student Success Stories**

- Lots of work done following the COVID-19 closure.

# **DSPS**

## **Employee Updates**

- DSPS is excited to welcome Rosie Sanchez as our new counseling intern. Rosie was a student at Mesa College before transferring to SDSU where she is now pursuing her master's degree in Rehabilitation Counseling.

## **Events & Activities**

- DSPS Coordinator, Erika Higginbotham, participated in the CTE Local Planning Committee Meeting.
- DSPS Counselor, Melissa Williams and DSPS Coordinator, Erika Higginbotham presented at LEEP: Leaders Engaging in Equity Practices about DSPS DSPS.
- Coordinator, Erika Higginbotham and DSPS Counselor, Joseph Pritchett attending the Region E meeting.

## **Innovations & Data**

- In response to COVID-19, the DSPS office is now working remotely. We have utilized a Canvas shell to upload all of the necessary files and documentation to support students in a remote format. Counselors are utilizing Zoom to conduct student appointments and meetings.

## **Special Recognition**

- A huge thank you to the DSPS classified professionals and faculty for all their work in helping to provide the DSPS support services in a remote format.

# EOPS

## Employee Updates

- Lisa Naungayan was promoted to serve as the new EOPS Student Services Technician!

## Events & Activities

### EOPS

- EOPS and Special Programs Study Break- March 5<sup>th</sup>: An opportunity for students to learn about upcoming events and workshops. Food and supplies provided.
- EOPS and Special Programs Student Forum- March 26th via Zoom: An opportunity for students to share how our programs can support them remotely.
- Partnered with LRC to offer refurbished laptops to students.

### CARE

- CARE students that needed a laptop were provided a CARE laptop.
- CARE students received a \$500 grant.

### NextUp & FAST Scholars

- NextUp and FAST students that needed a laptop were provided a NextUp laptop.
- NextUp students received a \$1,500 grant and FAST students received a \$200 grant.
- Hotspots: Through the support of CCCCCO and JBay, NextUp and FAST were able to provide a limited amount of hotspots and cell phones to students.
- Master Keys Series: Motivation workshop facilitated by NextUp & FAST Scholars Counselor Coordinator, Sade Burrell, this workshop is offered every Thursday from 2pm-3pm. Now hosted via zoom. Workshop I open to everyone.

### Borderless Scholars

- FREE immigrations Consultations with an attorney are available and offered virtually. Contact the EOPS office to schedule.
- SDCCD Dreamer UCLA Campus visit- March 3rd at UCLA. Borderless Scholars hosted. A combination of CE, City, Miramar and Mesa- 39 students, 4 counselors and 1 manager- attended the campus visit.

### Project Restart

- Applied for Associated Student grant funding
- Collaborated with instructional faculty to come up with alternate teaching strategies for students who have limited or no access to internet/videos/online instruction.

### STAR TRIO

- Leticia Diaz, Thuan Le, & Olivia Flores attended the TRIO WESTOP (Western Association of Educational Opportunity Personnel) Conference March 9th-12th, 2020

## **Innovations & Data**

- Google Voice: Transferring office calls to google voice number, multiple team members can be added to Google Voice account to receive calls.
- Counseling appointments: Student appointments are being held via Zoom and Phone Calls.
- Wellness Check-Ins- All counselors are assigned a list of students so that counselors check in with students via a personalized phone call or email; check ins occur on a regular basis.
- Follow us on Instagram @SDMesaEOPS and @SDMesa\_NextUp!

## **Policies & Procedures**

- We are accepting applications for CARE, NextUp, FAST Scholars, Borderless Scholars, and Project Restart on an ongoing first come, first serve basis. Thank you for continuously referring students!
- Contact us:
  - Monday-Thursday: 8am-5pm
  - Friday: 8am-3pm
  - (619) 388-2706
  - [MesaEOPS@sdccd.edu](mailto:MesaEOPS@sdccd.edu)
  - [www.sdmesa.edu/eops](http://www.sdmesa.edu/eops)

## **Student Success Stories**

- Congratulations to the EOPS and STAR TRIO Scholarship Recipients! EOPS Scholarship Recipients (\$300 each): 1. Sindy Navarro 2. Rebecca Figueroa STAR TRIO Scholarship Recipient (\$300 each): 1. Tran Lu 2. Nghi Nguyen

## **Special Recognition**

- To all EOPS, CARE, NextUp, FAST Scholars, NextUp, Borderless Scholars, Project Restart, and STAR TRIO team members who collectively worked to transiting our services remotely and for always being there to assist our students and each other during uncertain times.

# 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](mailto: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](http://sdmesa.edu/evaluations).

## Events & Activities

- The 2020 San Diego Mesa College Commencement Ceremony has been postponed until further notice. Below is the message sent to students regarding the SDCCD Commencement Ceremonies. Please note: Apply for Graduation deadlines remain the same.
  - *As public health experts continue to indicate that we are likely to be impacted by COVID-19 throughout this semester, San Diego City College, Mesa College, Miramar College and Continuing Education have made the difficult decision to postpone the Spring 2020 Commencement Ceremonies. It was a disheartening decision, but in an effort to protect the health and safety of our students, faculty, staff and communities, we feel this is the best course of action. Plans for rescheduling have not been made at this time, but you will be informed of future commencement plans as they become available. We will continue to work remotely to process all Graduation Applications for Spring and Summer 2020 graduates. Upon completion of the requirements for your Associate Degree and/or Certificate of Achievement, your award will be recorded to your transcript and your diploma/s will be mailed to your address on record. Spring graduates can anticipate receiving their diploma/s by early August and summer graduates can anticipate receiving their diploma/s by the middle of October. We appreciate your understanding during these challenging times, and we wish you good health and safety. Thank You, Your Evaluations Team*

## Innovations & Data

- Some evaluation forms are currently being transitioned to the online format, JIRA that District is developing. Check here for more information: <https://www.sdccd.edu/students/forms-and-documents.aspx>

## Policies & Procedures

- All evaluators are working from home, and petitions (that are not already on the online student form page created by District) can be sent to their district emails by staff members only.
- All student communications should be directed to the evaluator email box at [evaluators@sdccd.edu](mailto:evaluators@sdccd.edu), which will be checked daily.
- Please do not direct students to email their petitions directly to the evaluators at either their personal email or the group email.

- Evaluator Email & Alpha:
  - Christina Hambrick (chambrick@sdccd.edu): B, N
  - Christina Monaco (cmonaco@sdccd.edu): G, S, W, X
  - Helen Houillion (hhouilli@sdccd.edu): I, K, M, Y, Z
  - Hilda Osuna (hosuna@sdccd.edu): J, L, T, U
  - Paula Christopher (pchristo@sdccd.edu): C, D, E, F
  - Ryan Zimmerman (rzimmerman@sdccd.edu): O, P, Q, R
  - Thu Nguyen (tnguyen@sdccd.edu): A, H, V
  - Daniel Barbon Ibarra: Back up for all evaluators
- Please remember that all students must apply for graduation through their MySDCCD portal – for more information and deadlines, please visit [sdmesa.edu/evaluations](https://sdmesa.edu/evaluations).
  - The deadline to apply for graduation as a spring graduate is April 30th!
  - Please note that transcript evaluations are currently taking 75 business days.
  - Please share this with students and encourage them they can clear their prerequisites with a counselor while their transcripts are being evaluated, so they are still able to register for classes.
  - 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.

## **Special Recognition**

- Special recognition to all of Student Services. This has been a collective effort and the Evaluations Team appreciates your patience during this time as we figure out the best way to serve students while meeting their needs.

# Financial Aid

## Employee Updates

- Reposted the two open SAT positions.
- Brianna Garcia completed her 10 months probationary period.

## Events & Activities

- Pilar has worked intensely contacting students and validating their mailing addresses for checks still in the Accounting Office waiting to be picked-up. In a two days span before closing 25 students responded and their checks were mailed to their correct address.
- We have worked with Accounts Payable staff creating alternative procedures to expedite re-issuing warrants.
- We have diligently worked with District Finance discussing agreeing in required changes to the financial aid funds disbursement schedule to accommodate the SDCCD closure while minimizing impact to students and maintaining compliance with cash management rules.
- We received and mailed to the correct mailing address 11 Chafee checks to prior Former Foster Youth. After contacting CSAC, due to the national emergency, CSAC decided to leave up to the FAO's discretion releasing the funds to 2 students that had by that time withdraw from school. The checks were mailed to them too.
- We redistributed \$61,000 in FSEOG funds to eligible students with an expected check printing date of 5/6/2020.
- We began evaluation of Full time 430 Cal Grant recipients that were yet to receive their Student Success Completion Grant.
- Total to be disbursed will be \$475,662 also in the 5/6/2020 check printing schedule.

## Innovations & Data

- We mobilized most of our mainly in-person office operation to a remote process.
- Skyler Dennon was instrumental in working with IT to re-direct all faxes received from being printed to be saved as an imaged document in our share drive. He reviews the faxes and identifies the student to proceed to notify the appropriate staff. This process has worked very well.
- We also implemented DocuSign for three verification documents allowing students to upload in a secure manner their worksheets and supporting documentation.
- We have created a Frequently Asked Questions Guide for FA. This is posted on the website and has been a very helpful resource to our students and Mesa community members.

## **Policies & Procedures**

- Financial Aid rapidly implemented and documented the necessary changes to the 19-20 Federal Work-Study program (FWS) based on the flexibilities granted by the US Department of Education. The procedural change implementation allowed Mesa FWS students to receive their March payroll checks based on their scheduled work assignments and will provide students with payments based on the maximum 25 hours per week for the months of April, May and June with most students exhausting their funding levels before the end of the academic year (6/30/2020).
- Financial Aid Techs and Staff are easily accessible to students via email. Techs/ Staff are broken down by student last name. This has allowed us the opportunity to build rapport with students. This has been helpful as the student does not need to share their situation multiple times with different staff. They have one point of contact.
- Students who do not have their FA Password can submit a form electronically and we will work with them to gain access.
- Students that have been impacted financially by COVID19 crisis can complete and Income Reduction Form and their FA Tech will work with them to assist with FA adjustments
- We have collaborated with the COVID19 Emergency Relief Fund Committee to support students.

## **Student Success Stories**

- Hours before campus closed we were able to mail out over 70 students to mail checks vs having students come to campus for pick up. In addition we mailed out 11 Chaffee checks! We have worked collaboratively to reach out to students asking them to provide their up to date address on the student portal to avoid any delays in checks being received.
- After campus closed we were able to help 3 students complete the void and re-issue process. These students' checks have been missing since February and are yet to be return by the USPS.

## **Special Recognitions**

- To Pilar who has been a trooper with all these initiatives.
- To Skyler for thinking outside the box and finding solutions while more formal alternatives can be found for students to submit their documents using technology options.
- To Brianna who was monitoring the status and location of the Chafee checks.
- To the staff who has adapted to the new reality for doing business, responding to a sea of emails and demonstrating their friendship during our almost daily meetings.
- To Finance, Rowena Rodriguez, Robin Watkins, Michael Ledesma, Thu Trinh, Todd Owens and Nancy Lane for their extraordinary willingness to help and make things possible for our students.
- To Student Accounting for walking hand-in hand with us as we were validating mailing address for them to redirect countless checks to the right address.

# Outreach & Community Relations

## Events & Activities

### Outreach

- In the month of March, Outreach provided campus tours to over 50 prospective students and their families. The Outreach Department continued their offerings of Pre-Enrollment Workshops for the Spring semester.
- One of our feeder schools, Madison High School participated in an all day workshop and allowed Outreach and Assessment staff the opportunity to provide services to over 250 students. The students in attendance had the opportunity to receive support to complete their admissions application for Mesa College. Assessment staff provided information in regards to milestones. Outreach staff closed the session with a next steps presentation, which included information on Counseling, Financial Aid, CRUISE, EOPS, DSPS, and the San Diego Promise program.
- Van Chhum was extended an invitation to provide Promise Program overview to Met High School seniors. Van provided important information and handouts to over 30 prospective seniors on the importance of the Promise Program and college.
- Van Chhum had the opportunity to give a presentation to prospective students at CE Mesa. Students learned about the importance of transitioning to Mesa College, as well as support services and programs. The students were very intrigued and interested on pursuing a special certification program at Mesa College.
- Outreach In collaboration with Financial Aid, Career/Transfer, and Career Education hosted the first "The Journey to Mesa College' and it was a huge success. We had the opportunity to give back to students, prospective students, and their families on some of those urgent questions they needed answers to. The event consisted of videos, interactive games, and helping students understand their "why". We had over 30 prospective students and their families attend this event.
- Outreach participated in the week of festivities hosted by the Career and Transfer center.

## Innovations & Data

### Outreach

- Outreach has transitioned to online support services. We have created a Google Voice phone number and YouTube channel. We are also offering our Mesa Information Nights as Webinars.
- Outreach can be reached via the following:
  - Google Voice Phone: 619-800-2246, 619-800-2632
  - Email: [mesaoutreach@sdccd.edu](mailto:mesaoutreach@sdccd.edu)
  - Facebook: San Diego Mesa Outreach
  - Instagram: @sdmesaoutreach
  - Youtube Channel: San Diego Mesa Outreach

### **Promise**

- We have collected mid-semester progress reports online from faculty and will be sending students their grades, feedback, and resources during the first week of April. We are also working with counseling to offer extra support and interventions for students based on faculty feedback. We will begin offering virtual workshops to assist students with the appeals process.

## **Policies & Procedures**

### **Promise**

- Current Year 1 and Year 2 Promise students who drop courses and fall below the required 12 units for the semester may submit an appeal to remain in the program. Please have students request an appeal form by emailing [sdpromisemesa@sdccd.edu](mailto:sdpromisemesa@sdccd.edu).
- We are accepting applications from Class of 2020 high school graduates to enroll in the Promise program for Fall 2020. The application can be found here: <http://sdccd.edu/promise/getstarted>

## **Student Success Stories**

### **Outreach**

- Outreach is pleased to report, that Tiffany Quintero has been accepted to University of California Riverside (UCR), home of the "Scotty Highlanders." We congratulate her on this achievement and are rooting for all of our ambassadors as they await to hear back from their remaining schools!

### **Promise**

- Promise Mentor Jessica Gaffney was accepted to transfer to San Diego State University (SDSU) for Fall 2020. Congratulations for this incredible achievement, we are beyond proud and know you will shine at SDSU!

## **Student Success Stories**

- Promise - We want to acknowledge the AMAZING Promise Mid-Semester Progress Report Team: Charlie Lieu, Miriam Pacheco, Kyung Ae Jun, Van Chhum, Jessica Gaffney, and Marcos Guzman.
- We also want to extend a warm THANK YOU to our VPSS, Dr. Hands and VPI, Dr. O'Connor for their support. It really does take a village and thanks to all of this support, we were able to communicate with approximately 518 faculty members.

# Student Affairs

## Events & Activities

### Cancellation or Postponement of Events

- As a result of drastic measures taken by the State and Federal governments to flatten the infection curve of the novel coronavirus COVID-19, Mesa College campus was closed for an indeterminate amount of time. All events taking place after approximately March 13 were postponed or cancelled entirely during the run-up to this broader closure. This includes two major events for Student Affairs during March: the ASACC Conference in Washington DC, and Jumpstart.

### Student Affairs Remote Transition

- Student Affairs experienced a very smooth transition from the office to working remotely as a result of the campus closures, all things considered. Of particular note: web pages related to Student Affairs--including the pages for Scholarships, the Associated Students, and Campus Clubs--are being constantly monitored and updated to assist students with taking advantage of the services that we are still able to provide in a remote environment.

## Policies & Procedures

- WE are thrilled to share that we have created a simple process to help students complete their College Report Transfer report electronically ([Disciplinary Clearance Process](#)). We now have a step by step process outlined on the Student Affairs website.

## Special Recognitions

- Every department under the School of Student Affairs has proven to be exceptional. It is Amazing work how quickly we all worked together, kept each other informed and quickly transitioned to online services. This was no small task, but the collaboration and the support provided to one another was incredible. GREAT WORK School of Student Affairs which includes Student Affairs, Financial Aid, Student Health, Mental Health, Outreach, and Assessment. Great appreciation for every single member of the family. Thank you to VPSS Hands for her phenomenal leadership. She continues to serve as a leader and partner uplifting our spirits and encouraging us to excel even in the most challenging of times. Her care, creativity, brilliance and compassion keeps us grounded.

# Student Development

## Events & Activities

- Dean Crakes has been working with the Director of College Operations, along with the Veterans Services team to plan for the upcoming move for the Veterans Success Center. These included paint and carpet selection, furniture, and finishing touches. Crakes worked with the Accounting Supervisor to complete the mid-year report for the Veterans Resource Center RFA.

## Policies & Procedures

- Various faculty, staff, and supervisors have been attending training in preparation for implementation of online forms processing in collaboration with the district office.
- The Dean of Student Development developed the FAQs for EW in response to students' need during the COVID-19 crisis.
- SEA - Student Equity and Achievement Program Presentation to President's Cabinet was scheduled for March 17, 2020.

## Special Recognition

- Many thanks to Leroy Johnson, Chair of Counseling for all the support provided while leading through the COVID-19.
- Many thanks to the Student Services Leadership Team: Ivonne Alvarez, Raquel Aparicio, Vicki Hernandez, Claudia-Estrada Howell, and Andrew Tanjuaquio for their leadership during this challenging time

# Student Health Services

## Events & Activities

- On March 4th, Aurora San Pedro, LMFT set up an open workshop series Work Through Feelings (WTF) with NAMI San Diego. The guest speakers presented, In Our Own Voices: Living with Mental Illness. This is a recovery-education program presented by trained consumer presenters/facilitators to other consumers, families, friends and professionals. Anyone who has struggled with disorders such as schizophrenia, bipolar disorder, major depression, and other severe mental illnesses are welcome to use the program. These presenters offer insight and hope by their example and testimonials of their experiences.
- Aurora San Pedro, LMFT supported the Active Minds student club weekly meetings in March. They were working on new ways to connect with students and started pre planning for Conversation Café.
- Student Health events were postponed, which included weekly WTF open workshops, weekly Active Minds activities, March Comfort Tent, and a major static Drunk, Drugged and Distracted Driving Awareness display for the week before Spring Break.

## Innovations & Data

- Student Health Services connected with 359 students in our office for March. After March 16th Student Health Services team provided 98 phone calls, emails and/or Zoom sessions, for a total of 457 services.
- Suzanne Khambata, FNP, Linda Gibbins-Croft, LCWS, and Aurora San Pedro, LMFT met with County of San Diego Health and Human Services Agency (HHSA) Behavioral Health Services (BHS) to create a MOA between Mesa College and BHS, Mental Health First Aid Training, and Adult Council to represent the Community College Constituency.
- Aurora San Pedro stayed in contact with Sharp Mesa Vista to create a future MOU to provide a smooth transition for Mental Health Services for our students, including Outpatient and Intensive out-patient services.

## Policies & Procedures

- Student Health professional providers, consist of Medical Director, Dr. Calvin Wong, MD, Student Health Director, Suzanne Khambata, FNP and Nurse Practitioner, Nancy Bromma, FNP had weekly meetings on all current updates from the Centers of Disease Control and Prevention (CDC) and County of San Diego to inform up to date knowledgeable details to Mesa Community with the “Circle of Prevention”.

## Special Recognition

- Special recognition goes to Mimi Vu SSSA. Mimi facilitated our transition to on-line work easily and with great patience. Mimi was able to train everyone in Zoom, get everyone connected to whatever they needed and provide support in a zillion ways. We couldn't have done it without her expertise, individual attention and care. Well done Mimi!

# Student Success & Equity

## Innovations & Data

- Developed a COVID 19, Emergency Response Resource Page in order to support students experiencing hardship due to the pandemic.
- The Emergency Funding Review Taskforce (EFRT) was mobilized to develop, manage and review the emergency relief funding program.
- The emergency resource fund program has received more than 2300 student applications to date, nearly 2000 were received in the first 24 hours.
- To date the EFRT has approved the awarding of \$18,750 to students in need.

## Policies & Procedures

- Internal Business Process for Disbursing Emergency COVID 19 Funds was developed to support the basic needs of our students through the pandemic.

## Student Success Stories

- 125 Students have been awarded to date with emergency relief funding.

## Special Recognition

- I would like to formally recognize all of the faculty, classified professionals and admin associated with SSE. You have all done an amazing job under very challenging circumstances. I would also like to recognize the Emergency Funding Review Taskforce (EFRT) for your long hours of reviewing thousands of applications: Johanna Aleman; Pahua Vang; Jennifer Park and Naomi Jordan. Your efforts are truly appreciated.

# Transfer

## Events & Activities

- University admissions appeal documents were updated and posted on the website before going remote, including a narrated tutorial! Other campuses are using our materials.
- Transfer Center Coordinator was invited to present at WACAC SLC with local partners covering the transfer process.
- Before the campus closure...We held our first UCSD Pre Health Transfer Program with UCSD students. It was very successful and well attended.

## Innovations & Data

- Transfer Fall 2020 FAQs were created for transfer students and shared with Region X Transfer Center Directors for use on their websites
- Recruitment for the SDSU Microsite continues.
- Transfer Center Staff and CAPs revamped the Transfer Library! When we return to campus please stop by.
- Transfer Center webpage was reorganized to create easier access to transfer information.
- Amara created a Google form to collect student transfer updates. We have had 79 entries.

## Policies & Procedures

- Same day Zoom Transfer Appointments went online before spring break.
- Google Voice and Email Set up for Transfer Center Calls.

## Student Success Stories

- Acceptances are rolling in! Congratulations to all our Transfer Students as Prez Pam and the board say, it is smile season!

## Special Recognition

- Thank you to the entire TCE team and especially Gity for getting things ramped up to transition to remote systems. Thanks to Claudia for her leadership.

# Veterans

## Innovations & Data

- Since moving to working remote Veterans and Records has moved VA paperwork online. This was done immediately in order to continue service to our student veteran population.
- We also set up a Veterans resource email to allow students to contact our staff.
- Lastly, to provide continued service to our veteran population we have a Google voice account.

## Policies & Procedures

- New policies we have started is fully accepting documents via email. This decision was made in order to continue providing services to our student veteran population.

## Student Success Stories

- Had a student who contacted another department regarding his VA pay, due to class changes. The student reached out due to previous communications with him and we were able to straighten out his pay with the VA. The student was able to get what he was owed which helped him financially for the month of March. I am still in contact with him. We have also worked with other offices to provide additional services.

## Special Recognition

- The staff from Veterans & Records for their ability to adapt to working remotely during the initial time of uncertainty. Thank you for your optimism, open minds and believing and trusting in me to guide you through these times. Thank you 🙏

# Vice President Student Services

## Employee Updates

- Due to the COVID-19 pandemic, March marked an incredible turn of events for our district, the country and the world. To help ensure the safety of students, employees, and the local community, on March 10<sup>th</sup>, Chancellor Carroll shared that we would begin the process of converting our classes to an online format. Student Services started to prepare for a campus closure and movement towards the remote delivery of services. Our last day working from campus was March 13<sup>th</sup>. To prepare for the shift, classes were cancelled for the week of March 16<sup>th</sup> and Student Services professionals worked remotely to convert our delivery of services to a remote format, learn new technology and ease in to our new new routines and practices. Classes and services resumed remotely on March 23<sup>rd</sup>.
- To prepare for this shift, VP Hands participated SDCCD COVID-19 planning meetings, Executive Leadership Meetings, Student Services Leadership Team Meetings and daily meeting with District VPSS's & VCSS.
- VP Hands and Trina Larson are new members of the San Diego Chapter of the American Association for Women in Community Colleges (SDC-AAWCC)

## Events & Activities

- Unfortunately, due to concerns about the spread of coronavirus (COVID19), the M&M team had to cancel the event, "We Missed Pi Day: Pie Contest" on March 18th. The team plans to create some new ideas for virtual activities with M&M in April.
- VP Hands attended the following webinars:
  - The Hope Center for College, Community, and Justice webinar on meeting student's basic needs and keeping them enrolled during COVID-19
  - Chancellor's Office Weekly 1-hour COVID 19 webinars
  - Employing Equity-Minded and Culturally-Affirming Teaching and Learning Practices in Virtual Learning Communities
  - Supporting Students, Colleagues, and Community Webinar

## Innovations & Data

### VPSS Office

- Provided administrative oversight to Student Services departments to prepare for the transition to remote services. Support included:
  - establishment of scenarios for levels of remote services
  - assessment of needs
  - cancellation of events
  - support with rolling phones, outgoing messages, updates to websites
  - professional learning, like Zoom training and Google Voice instruction
- Established an [Online Support Services Website](#)
- In partnership with Alex Napoles, IT and Business Admin, established and implemented a three-phase plan for providing remote access to work computers for student services employees.

### **Vice President Ashanti Hands**

- Played a role in the establishment of a Mesa Foundation COVID-19 Emergency Fund, as a Mesa Foundation Board Member.
- Provided administrative oversight for the COVID Emergency Relief Fund & Support website and application process
- Participated in the establishment of Districts COVID-19 student communiqués and updates (click [here](#), [here](#) for example)
- Participated in the Districts establishment of a new online student petition process
- In partnership with President Luster, working to establish a college/District contract with Edquity
- With the Student Services Leadership Team, created a social media video reminding students of our commitment to them during these times.

### **College Technical Analyst Charlie Lieu**

- Worked with departments to create -
  - a new [Admissions FAQ](#) site.
  - new sites Veteran Services ([VA Forms](#) and Personal and [Wellness Counseling Services](#))
  - a new Student Affairs site: [Disciplinary Clearance Process](#)
  - [Google Voice set-up instructions](#).
    - Google Voice is an internet-based telecommunication tool that allows you to connect multiple lines to one number. It also allows you to make calls or send texts using your Google number. See video tutorial below on how to set it up. Note: This tool works best using the Chrome browser.

### **Student Services Center Safety Team**

- Before closures were announced, the building safety team sought feedback from departments on concerns regarding COVID-19.
- The team met virtually to share the new Facilities cleaning protocols and ideas for cleaning high-touch areas within departments.

## **Student Success Stories**

- Special thanks to the Associated Students for donating \$20,000 to the Mesa Foundation COVID-19 Emergency Relief Fund. #studentssupportingstudents

## **Special Recognition**

- Special thanks to Trina Larson and Charlie Lieu for the exemplary roll they played in helping support the entire Student Services division with this incredible, fast transition. Your innovation, critical thinking and attention to detail made this shift possible.
- Special thanks for all of the Student Services departments and programs for their “can do”, “we’re all in this together”, “student centered” approach to making this time. I am so proud of our team.
- Special thanks to Alex Napoles for his patience, leadership and guidance in Phase I and II of our remote access project.