



*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

- Outreach would like to welcome a new addition to our Ambassadors team, Yasmeeen Zubaidi. She brings a wealth of experience and energy to the Outreach team. Welcome Yasmeeen!
- Suzanne Khambata, FNP, was appointed as the co-chair of the San Diego Tuberculosis Elimination Committee for Colleges and Universities. The committee is creating pathways for students to stay free of TB and detect students at high risk for developing TB.

### Events & Activities

- In November, Assessment offered their Spring Mesa RegFest workshops. They offered three workshops and continued to collaborate with counseling to support students with navigating the Spring class schedule, registration, and MySDCCD portal.
- On November 8th, the Career Center was invited to present in Alessandra Moctezuma's Museum Studies class to share information regarding career exploration and the MBTI career assessment. Students learned about the importance of matching their interests to their career goals. In addition, students also learned how natural personality type preferences can help inform their decision making around choosing work tasks and work environments.
- Chris Kalck, Marisa Alioto and Kristina Carson attended the 2019 Counselor Conference: Counseling for Careers here in San Diego. This conference provided career related workshops for K-14 Counselors, administrators, and educators. At the conference they learned about local career pathways, high growth industry sectors, best practices, and labor market information. In addition,

they refreshed their skills on how to integrate career exploration and development into our counseling practice

- The Mesa College Associated Students Leadership Retreat was held over the first weekend of November; this two-day, overnight community-building event featured presentations by a variety of Mesa College faculty, administrators, including Vice President of Student Affairs Ashanti Hands, Dean of Student Development Ailene Crakes, Dean of Student Success & Equity Larry Maxey, as well as special guest presenters such as Dr. Carl Luna. It is here that student leaders build the bonds that will shape the future of student leadership at Mesa College.
- The Stand continued working with The Ronald McDonald House as part of Feeding San Diego's Retail Rescue program. The Stand receives roughly 1000 pounds of food every Tuesday which is passed out in approximately 20-30 minutes to 70-100 students. While everyone is welcome the pop-up market is primarily serving students.
- A big thank you to all the Student Service programs and departments for participating in the Classified Senate's Resiliency Fund Free Throw Challenge! In all 32 teams from across the campus participated in the fundraiser. A total of 347 baskets were made during the event. We were able to raise \$6,228 for the Resiliency Fund! A big shout out to Ryan Shumaker, Classified Senate, Academic Senate, Dean's Council, President Luster, Mesa Foundation, and Associated Students for their matching donations.

## **Innovations & Data**

- To better serve our military affiliated student population, a survey was sent out asking what student services they would like to learn more about, we learned what times work best for students who want to meet with a counselor in the VRC as well as our students are very interested in transfer and career options.
- Mesa Journeys [PowToon video](#) added Student Services web page. The video provides a short introduction to the Mesa Journeys tool!
- Admissions is piloting a DocuSign process with Mission Bay High School for our high school supplemental application and certification of special part-time high school student status. Every CCAP/ACP student from Mission Bay who submits the DocuSign form will not need to submit another supplemental application (ever). Admissions hopes to make the DocuSign process go live for all of our 13 CCAP/ACP schools.
- As of 11/30/19, Financial Aid has disbursed \$8,945,801.16 in aid to our students.

## **Policies & Procedures**

- DSPS continues to collaborate with EOPS and Promise to streamline policies and procedures for students with disabilities.
- The deadline to apply for graduation as a fall graduate ended on November 15. If students missed the deadline, please encourage them to apply for Spring 2020.

## Student Success Stories

- Students have begun to ask their Peer Navigators when the application to be mentors will open. This is a strong indicator of the positive influence PNs have on their mentees!
- Two CalWORKs students have reported they're on the Dean List!
- We would like to recognize student Isaac Flores for his phenomenal presentation at the Board Meeting on 11/14. Isaac shared his experiences at Mesa College with Nextup with so much grace and appreciation. He also had an opportunity to meet and speak with two board members who provided him with information about how he, too could one day run for a board position. Thank you, Isaac!
- Olivia Picolla shared this first-hand account of a student who reached out to her personally, "A student just came in my office and wanted to share a big thank you to us all. He shared he felt so stressed before starting the application, but the quiet space, soothing music, and patient kind staff helped him through this process."
- Student feedback reports reveal that students enrolled in Student Health Services' depression and anxiety collaborative practice with a therapist, nurse practitioner and physician report significant anxiety/depression reduction with completion of school related tasks and academic success.

# Admissions

## Employee Updates

Several staff members extended their thanksgiving break by taking vacation time, taking time to recoup, re-energize and recover from the first fall on CS. Several are excited to begin their winter vacations in the next couple of weeks.

## Events & Activities

- Admissions staff was present at the Retail Management Certificate Kickoff on Friday, November 1.
- Celine Ahearn presented a PPT on the application and registration process and helped students submit their applications for Spring 2020.
- Dulce Lopez attended the Onboarding and Career Exploration Professional Learning Opportunity on Generation Z
- Jim Arnegard attended the Mesa Journeys training also on November 1.
- The Admissions office supported the Veterans Office by attending their soft opening and being a part of the Chicano experiences in the Vietnam Era panel presentation.
- Rena, Trung, Jose, Dulce and Raquel attended the Joint School Meeting.
- The Admissions office was also part of the CS fall training on Friday, November 8th.
- Various staff members supported the first Reg-Fest partnership with various student services programs on the first 2 days of Spring registration.
- LaKeita Platts represented SD Mesa at a local international high school on November 13th.
- Celine and Cesar visited 8 high schools to clear residencies, name & social security numbers for CCAP/ACP students.
- Out international team: LaKeita, Alexis and Jose all attended the International Fall Departure Workshop on Friday, November 22nd.

## Innovations & Data

- We are piloting a DocuSign process with Mission Bay High School for our yellow supplemental application and certification of special part-time high school student form. Every CCAP/ACP student from Mission Bay who submits the DocuSign form will not need to submit another yellow form (ever). We are hoping to make the DocuSign process go live for all of our CCAP/ACP schools (13 in total).
- In the month of November we handled 499 phone calls which were 59.5% of calls received. We processed 12 reinstatements, 58 pre-req/ Co-req class enrollments, 16 course repetitions enrollments, 10 late adds, 6 petitions for adjustment after the deadline, 12 HS graduation date updates, 69 petitions to certify, 1 late petition for withdrawal, and 8 other additional petitions.
- We also saw 197 students wanting to clear their residency, 126 international students, 25 allied health students, 9 cross-enrollment students, 13 students needing to reset CS password, 3 dual enrollment high school students, 52 students needing an ID card, 19 prospective students, 16 students wanting to update their name/date of birth or SSN, 11 student petitions, 14 students wanting certification and 155 other student request for a total of 640 face to face interactions in November.

## **Policies & Procedures**

We were approved by District to use San Diego Unified School District Power School screenshots for updating student's names (when students used their last name for first on CCCApply), this helped Cesar and Celine with fixing the hundreds of CCAP/ACP student files. We also presented our case to the District on HS open enrollment dates and are hoping to see a new policy in place for Fall 2020.

## **Student Success Stories**

Ivonne Alvarez (Director of A&R) has been training Raquel Aparicio on residency which came in helpful when the residency staff was not available to meet with a student (she had been waiting 30 minutes) and Raquel was able to meet with the student, collect her documentation showing both intent to be a CA resident and physical presence for 366 days and was able to clear the student's residency. The student cried, overjoyed that her residency was cleared and she could now afford to pay for her fall courses and in time to register for spring 2020.

## **Special Recognition**

Admissions is thankful to Vicky Hernandez, Veterans Supervisor for her partnership with Admissions in providing support via VA work-study students, joint Admissions/Records, and Veterans activities/events and managing the office while both Ivonne and Raquel were on vacation.

# Assessment

## Events & Activities

In November, Assessment offered their Spring Mesa RegFest workshops. They offered three workshops and continued to collaborate with counseling to support students with navigating the Spring class schedule, registration, and MySDCCD portal.

- Career and Transfer - In November the Career and Transfer Center hosted CSU Transfer Workshops in the Assessment Lab. Workshops were offered twice daily and in 3 weeks, there were 29 sessions. All of the workshops were well attended!
- ELAC - Assessment has also been working with the English department as they pilot a new self-assessment for ELAC students. Students in an ELAC 15 and ELAC 145 tested the new program and then participated in focus groups to give feedback.
- Counseling and Promise - Hot Spot Counseling continued with Stephanie Barnes in the small lab as she helped first-year Promise students prepare for the spring semester. She is available Monday's from 12:30pm-3pm in the Assessment Office, I4-201.
- Financial Aid - The Financial Aid department hosted two CA Dream Act Application workshops as they prepared to help students for the 2020-21 school year.
- Admissions - Assessment and Admissions have now partnered in the Challenge Exam process for students. Although the exams are still processed by Jim Arnegard in the Admissions Office, they are now proctored in the Assessment Office by staff.

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

## **Events & Activities**

### **Game Night | Nov. 7th and 12th**

Nov. 6th and 19<sup>th</sup> CRUISErs were invited to play retro-board games with their Peer Navigators! The event has been very popular, and the program now offers two sessions a month. Game Night also provided students a much needed break from the semester.

### **Peer Navigator Monthly Workshop: Starting Early on Scholarships! | Nov. 7th and 12th**

In an effort to promote the upcoming scholarship season, Peer Navigators held multiple workshops to encourage students to apply to scholarships. Each workshop provided a "how to" approach and a list of links, including the campus scholarship directory. vents & Activities

## **Student Success Stories**

- Students have begun to ask their Peer Navigators when the application to be mentors would open. This is a strong indicator of the positive influence PNs have on their mentees!

## **Special Recognition**

- Stephen Alison, Lead Peer Navigator. He has done a remarkable job of motivating the PNs and leading by example. Stephen goes the extra mile to ensure his mentees' needs are met and providing the same support to the team.

# CalWORKs

## Events & Activities

- This year with the increase in staff member to CalWORKs, we were able to participate in the following campus events:
  - Mesa Journeys: Provided program information to students and staff members that participated in the event.
  - Student Services Reg Fest: Provided program information to students and staff members that participated in the event.
  - In collaboration with ASG and EOPS/CARE: This is the 2nd year we are putting on the "CalWORKs/CARE Holiday Celebration" Event - It will take place on Thursday, Dec. 12th from 3:30pm-5:30pm. A formal invitation went out in early November to (CARE & CalWORKs student only).
  - In collaboration with EOPS/CARE: This is the 2nd year we were able to sign-up our CARE and CalWORKs students to receive a gift from the Toys for Tots Foundation
  - Continue to attend Region X CalWORKs meeting
  - Continue collaboration efforts with San Diego Continuing Education CalWORKs Program, and Mesa College Outreach Department
  - Continue working with Public Consulting Group (PCG), one of the county CalWORKs contractors, on strengthening Pathways and support services for incoming and continuing students. We are hoping to have a district outreach workshop with PCG staff member and prospective Mesa students in 2020.
  - Continue efforts are being made to have a special workshop at Mesa College for ResCare, another county CalWORKs contractor.

## Student Success Stories

- Two CalWORKs students have reported they're on the Dean List.

## Special Recognition

- Shout out to ASG and EOPS/CARE for another year of collaboration effort in support of our CalWORKs students.



# Career

## Events & Activities

### Presentations

On November 8th, the Career Center was invited to present in Alessandra Moctezuma's Museum Studies class to share information regarding career exploration and the MBTI career assessment. Students learned about the importance of matching their interests to their career goals. In addition, students also learned how natural personality type preferences can help inform their decision making around choosing work tasks and work environments.

## Innovations & Data

### New Employer Contacts

Total of 14 new employer contacts were made during this month through our online job board, "Mesa Job Network."

- BNIM Architects
- Camisado Marketing
- Evonexus
- HBM Supply
- Learning Care Group
- McDonald's Restaurant Franchisee
- MedData
- Olivewood Gardens and Learning Center
- Piazza Premier Preschool Staffing Agency
- Rancho Santa Fe Medical Group
- TDM CPA
- The Yiddish Arts and Academics Association of North America (YAAANA)
- U.S. Census Bureau
- We R Fabrics

A total of 14 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/>

### Special Recognition

Thank you Katlin Choi, Work-Based Learning Coordinator, and Alessandra Moctezuma, Gallery and Museum Studies Director, for inviting the Career Center to connect with students and participate in this amazing event, "Hidden Career Paths in Museums."

# Counseling

## Events & Activities

- Chris Kalck, Marisa Alioto and Kristina Carson attended the 2019 Counselor Conference: Counseling for Careers here in San Diego. This conference provided career related workshops for K-14 Counselors, administrators, and educators. At the conference they learned about local career pathways, high growth industry sectors, best practices, and labor market information. In addition, they refreshed their skills on how to integrate career exploration and development into our counseling practice

## Innovations & Data

- Drop-Ins Only: 2221
- Appointments Only: 239
- Total Unduplicated Contacts: 2418

## Special Recognition

- Everyone

# DSPS

## Events & Activities

- On November 1st Erika Higginbotham, DSPS Coordinator, attended the Regional DSPS University and Community Colleges Directors meeting hosted by National University
- On November 5th DSPS faculty attended an Office of Civil Rights (OCR) Legal Updates webinar hosted by the CCCCO and presented by Paul Grossman
- On November 8th DSPS faculty and staff attended the Campus Solutions training
- DSPS hosted an information table during the first ever spring priority enrollment Reg-Fest on November 12th
- DSPS funded two teams to participate in the Resiliency Fund Free Throw Challenge on November 15th
- DSPS faculty attended several of the International Education Week events

## Innovations & Data

- In November, 243 counseling appointments were scheduled and 805 drop-in services were provided. Our test proctoring center scheduled 245 exams.

## Policies & Procedures

- DSPS continues to collaborate with EOPS and Promise to streamline policies and procedures for students with disabilities.

## Special Recognition

- DSPS would like to thank Melissa Williams for her leadership and organization as the DSPS Program Review Lead Writer.
- DSPS would like to recognize Rebekah Corrales for her promotion and for completing the tenure review process. Rebekah is a valued member of the DSPS team and we appreciate her continued contributions to the department and the college.

# EOPS

## Employee Updates

- Nextup Outreach Ambassador, Janelle Brown has accepted a position. We are very sad to see her leave but we are very excited to see her helping so many amazing people in her new position.
- Aliyah Banks is a NextUp Peer Mentor who recently joined our NextUp team. We're looking forward to seeing her grow in her new position.

## Events & Activities

### EOPS

- 11/5- Study Break- EOPS hosted an event for students to stop by and learn about upcoming events, workshops and opportunities.
- 11/12 and 11/13- Spring 200 Priority Registration- hosted open labs for students to stop by the EOPS office and receive support from counselors to enroll in Spring 2020 courses.
- 11/15- Region X Student Leadership Conference at UCSD- EOPS students, counselors and staff from 8 community colleges in San Diego engaged in meaningful discussions, connected with UCSD transfer students and support programs, and participated in a campus tour.
- 11/21- Living Right When Money Is Tight- EOPS hosted a workshop providing information on different ways to save money and accessing college students discounts.

### CARE

- Every other Tuesday- We continue to host Circle of CARE, a bi-weekly support group for single parents to connect and discuss resources to further support them in their multiple roles as students, parents, caregivers, etc.
- 10/29-We hosted Soroptimist, an International non-profit organization dedicated to providing women and girls with access to education and training that they need to achieve economic empowerment. During the workshop, four representatives from Soroptimist walked our students through the application and what to include to increase the likelihood that they are awarded. The scholarships they award provides students with anywhere from \$1,000-\$3,000 for college attendees who are head of household and have dependents.
- We have two CARE student representatives who will provide their insight/voice to activities that we plan so that we can best account for barriers that would prevent students from accessing resources. This came about after attending the Racial Justice In Community Colleges Event where Drs. Harris and Woods noted "Nothing about them, without them". We realize the value of student perspectives in adjusting our practice to better meet the needs of our students.
- We are coordinating Toys for Tots for students' child(ren) to receive a free holiday present this holiday season. We worked with CalWORKs and were able to enroll 39 families this holiday season! We are finalizing preparation for the CARE/CalWORKs Kids Holiday Party scheduled for December 12th.
- We're still collecting new books from the campus community so that each child is gifted a book at the Kids Holiday Party. We were able to work closely with CalWORKs to identify potentially eligible EOPS and CARE students. We personally invited 6 students to be a part of both EOPS and CARE.

### NextUp and FAST Scholars

- NextUp and Fast continues to host its weekly workshops with Urban Beats. Also, our financial fitness class has allowed our students to become more knowledgeable about their credit, credit score and become more aware of their spending habits.
- 11/21- We hosted our Friendsgiving event at the FAST Center.
- NextUp and FAST students in attended this event that is a safe, caring and inviting place to come for the upcoming holidays.

### Borderless Scholars

- 11/6- Borderless Scholars hosted an Undocu-Ally Training. This training was designed by out two Borderless Scholars Counselors, Rosa and Clemente, to inform Mesa's Faculty and Staff on how to better serve our Undocumented Students.
- 11/7- Borderless Scholars and Immigrants Rising hosted the CA Dreamer Regional Training. The training focused on Bridging Financial Aid and Admissions for Undocumented Students. The interactive training expanded our campus toolkit, promote cross-campus learning, and developed a plan to support admissions and financial aid personnel.
- 11/12 and 11/19 Borderless Scholars hosted Undocu-Circles. Undocu-Circles is a space for the undocumented community & allies to come together and share community, space, and conversations around topics pertaining to current events, legislation updates, resources, feelings, and many other things.

### Project Restart:

- 11/14- Focus group was held for Project Restart students to come together to share ideas and discuss challenges of being in college while incarcerated/recently released. The students were eager to share their stories and ideas and expressed interest in continuing a bi-monthly meeting to develop program goals.
- The program continues to develop resources for students and will continue with recruitment efforts.

### Student Success Stories:

- We would like to recognize Isaac Flores for his phenomenal presentation at the Board Meeting on 11/14. Isaac shared his experiences at Mesa College with Nextup with so much grace and appreciation. He also had an opportunity to meet and speak with two board members who provided him with information about how he, too could one day run for a board position. Thank you, Isaac!
- 4 CARE students are benefitting from borrowing Macbook laptops through the CARE laptop loan program initiated this semester.

### Special Recognition:

- Thank you to Ivonne Meza for her contribution to the NextUp/FAST Friendsgiving event. Her dedication and support for students is beyond any expectations. Thank you, Ivonne.
- A huge shout out to Lisa for the dedication she provides to processing CARE paperwork and applications and giving our students her all! Thank you for all you do!

# Evaluations

## Events & Activities

The Evaluations team supported students filling out transfer applications during the November break from 11/25 – 11/27. The Evaluations team has begun prepping for the 2020 Commencement ceremony occurring May 30, 2020 – mark your calendars! We expect to see an increase in student participation this next year since this commencement ceremony date occurs after student finals, finally!

## Innovations & Data

- The Evaluations team worked closely with our sister campus, Miramar College in assisting with creating the Apply for Graduation PowToon tutorial video with the Miramar logo, so they are able to post the video on their Miramar Evaluations site. The Miramar Evaluations team expressed their gratitude and shared how helpful it has already been for their students.
- The Evaluations team will be premiering our new “Apply for Graduation” and “Participate in the Commencement Ceremony” banners across campus once we return from break in January. With the new design and updated information, we hope to increase student awareness and interest. Since we have created and posted our Apply for Graduation PowToon tutorial video, we have over 180 views (and possibly more) – students have been sharing how helpful it is.
- Additionally, the Evaluations team, Office of Communications, and REPRO are collaborating to create a new commencement invitation brochure this year that will be mailed to students with more detailed information on the commencement ceremony.

## Policies & Procedures

- Please remember that all students most apply for graduation through their MySDCCD portal – for more information and deadlines, please visit [sdmesa.edu/evaluations](http://sdmesa.edu/evaluations). There are no longer paper forms to apply for graduation. Please note that transcript evaluations are taking 30 – 40 business days. Please share this with students and encourage them they can clear their Pre-requisites with a counselor while their transcripts are being evaluated so they are still able to register for classes. Please note, the District Evaluations team has hired another Evaluator – here is the updated alphabet:
  - Paula Christopher: C, D, E, F
  - Thu Nguyen: A, H, V
  - Hilda Osuna: J, L, T, U
  - Christina Monaco: G, S, W, X
  - Ryan Zimmerman: N, O, P, Q, R
  - Helen Houillion: I, K, M, Y, Z
  - Christina Hambrick (New Evaluator): B
- 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.
- The deadline to apply for graduation as a fall graduate ended on November 15. If students missed the deadline, please encourage them to apply for Spring 2020.

## **Student Success Stories**

- Fall 2019 is coming to an end and students have applied for to be a fall graduate or are preparing as they apply for a spring 2020 graduate – congrats Olympians!
- Students expressed their gratitude during the transfer application season, September – November, and felt supported the whole way through.

## **Special Recognition**

Special recognition to our evaluators for working hard on reviewing student petitions, transcripts, and so much more! Special Recognition to our student workers who continue to support are students through eval processes and procedures!

# Financial Aid

## Employee Updates

- Brianna Garcia (SSA - Dreamer's Liaison) had her 6 month anniversary as a contract employee. Lilibeth Rodriguez, Cal Grant Subject Matter Expert, will be partially returning to the office after 3 years at the District (Hurray!)

## Events & Activities

- Financial Aid presentations and workshops were provided by Brianna Garcia (California Dream Act Application) and Skyler Dennon (PG 120 and Financial Aid Appeal's Workshops).
- Gilda Maldonado and Brianna Garcia continue participation in the LEEP program and Resiliency Funds Task Force.
- Gilda Maldonado participated in the Scholarship Planning Committee.
- Pilar Ezeta attended the Managers and Supervisors training held at Continuing Ed.
- Skyler and Brianna participated at the RegFest for a few hours manning the FA Table.

## Innovations & Data

- As of 11/30/19, our office has disbursed \$8,945,801.16 in aid to our students. Compared to past history where we could see a forgery claim one a year or every couple of years, this Fall alone, we seeing 6 checks affecting 5 students.

## Policies & Procedures

- We are in the process of reviewing regulatory changes that will be in effect for the 20-21 academic year and incorporating to our verification and policies and procedures. The changes to verification process are more aligned with the IRS Tax changes implemented by President Trump as 2018 will be the base tax year. Application and verification processing saw the re-instatement of reporting untaxed foreign income on the FAFSA/CA Dream Application. Up to \$103,900 in foreign income is excluded from U.S. taxes as long as it is reported on the U.S. taxes as foreign income and taxes were paid in the foreign country.

## Special Recognition

- Laura Cormode for working on the 18-19 Pell Grant reconciliation and Skyler Dennon for completing awarding 100% of the FWS allocation.



# Outreach & Community Relations

## Employee Updates

We would like to welcome a new addition to our Ambassadors team, Yasmeen Zubaidi. She brings a wealth of experience and energy to the Outreach team. Welcome Yasmeen!

## Outreach

- In the month of November, Outreach provided over 250 campus tours to prospective students and their families. Big shout out to the Outreach ambassadors for all of their hard work this month!
- November 2 – The Outreach Department participated in the San Diego Gulls Avid Night at Pechanga arena. During this event Outreach ambassadors: Darien Duong and Hernica Judan were able to meet prospective students and share all that Mesa College has to offer.
- November 7 – The Outreach Department hosted The School for Entrepreneurship and Technology to an interactive Kahoot followed by a campus tour. The students had the opportunity to exemplify their college experience at Mesa College. All thirty of the students had the opportunity to ask questions in regard to life after high school, what kind of majors to pursue, and any advice for incoming freshmen. Outreach ambassador, Samantha Ceron-Draeger and Jorge Martinez provided all the necessary information for the students to succeed.
- November 8– Outreach hosted E3 Civic High School. The visiting campus brought over 120 students to learn more about what Mesa College has to offer to them. The students were welcomed with an interactive presentation from Outreach, NextUP, and Career Education. The students learned about the plentiful support programs and services dedicated for students at Mesa College. The Outreach ambassadors provided a very influential narrative for incoming students interested in pursuing higher education.
- November 12 -13 - Outreach staff and ambassadors participated in the Student Services Regfest. Student ambassadors supported students with mysdccd portal questions, registration questions and directed students to the Student Services Regfest resource fair to have their questions answered by the experts.
- November 18 – Orange Grove High School made their way out all the way from Corona, CA to see what Mesa College has to offer to their students. The visiting group was very engaged and interested in a lot of the programs offered at Mesa College. There were over 30 students that made their way from Corona to Mesa College, see Instagram for photos. The students were welcomed with an interactive Kahoot followed by a campus tour.
- November 19 – Outreach hosted Ideate High Academy to an informational presentation followed by a campus tour. It was a small group, however the visiting group was very interested in a lot of the programs and services we offer to incoming students.

- November 22 - Student ambassadors and Outreach Staff participated in the ongoing District Outreach Ambassador Training, which was held at City College. During this training, ambassadors were able to meet and participate in team building exercises across the District (City College and Miramar College). In addition, they toured and had an overview from the following departments: Cosmetology, the Planetarium, and Nursing. They received training on how to best promote these programs to prospective students.

#### Promise

- Promise students must attend at least one campus event each semester to fulfill their Campus Engagement Requirement. If you have any events you would like to promote to Promise students, please send the details to Donnaly Atajar: [datajar@sdccd.edu](mailto:datajar@sdccd.edu).

### **Innovations & Data**

#### Promise

The district Promise team has reviewed all appeals for students who wish to be reinstated in the Promise program or have fallen behind with regards to requirements. As a result, we have increased the current cohort numbers:

- 1,008 Year 1 students
- 460 Year 2 students

### **Policies & Procedures**

#### Promise

- We are in the process of working with students who will not complete at least 12 units this semester so they may maintain their Promise eligibility for Spring 2020. Students who fall into this category may pick up the required documents in Outreach and complete them with a Promise counselor.
- We are now accepting applications for early high school graduates who wish to enter the Promise program in Spring 2020. As of now, 56 early graduates from Kearny High School will be enrolled. Early graduate applications from students attending other high school will be admitted on a space-available basis.

# Student Affairs

## Events & Activities

### AS Leadership Retreat

The Mesa College Associated Students Leadership Retreat was held over the first weekend of November; this two-day, overnight community-building event featured presentations by a variety of mesa college faculty, administrators, including Vice President of Student Affairs Ashanti Hands, Dean of Student Development Ailene Crakes, Dean of Student Success & Equity Larry Maxey, as well as special guest presenters such as Dr. Carl Luna. It is here that we build the bonds that will shape the future of student leadership at Mesa College.

### Brown Act Training

Members of the Mesa College Associated Students and Student Affairs participated in a District training session for the Brown Act, which establishes principles and procedures for conducting meetings in an official capacity. This training was held at City College campus on November 8.

### Second Annual CCC & LGBTQ+ Summit

Disciplinary and Compliance Officer Claudia Perkins attended the second annual California Community Colleges & Lesbian, Gay, Bisexual, Transgender and Queer+ Summit on November 23. The Summit overall was concerned with advancing the awareness of LGBTQ+ issues within the California Community Colleges in particular, and how to go about expanding those support services currently being provided.

### Hunger & Homelessness Awareness Week

Student Affairs in collaboration with Equity, EOPS, Financial Aid, Student Health and Associated Students contributed notably to the calendar of events for Hunger & Homelessness Awareness Week through Days of Service, the Associated Students Thanksgiving Feast, a free screening of the Academy Award-winning documentary "Inocente," a workshop on "Living Right When Money Is Tight" presented by Mesa College staff and faculty, and through direct support at the Farmer's Market hosted by the Office of the Dean of Equity. The "Inocente" screening was attended by 55 students, which is a record turn out! The Thanksgiving Feast served more than 400 plates of food and the nearby Farmer's Market handed out an astonishing seven-and-a-half tons (14,719 lbs.) of free produce and canned or packaged goods, in addition to the 10 turkeys worth about 164 lbs. that were given out to students at the Feast. For Days of Service, Student Affairs organized an opportunity for Mesa College students to provide community service through Kitchens for Good on November 18, with about a dozen students attending.

### LEAD Series Final Meeting

The Fall 2019 cohort from the LEAD series held its final meeting in November and wrapped up the semester with a small graduation ceremony.

### Special Recognition

Thank you to Jennifer Park, Student Affairs/ Equity Project Assistant. She did an exceptional job taking the lead coordinating Hunger and Homelessness Awareness Week of events. Each event was engaging, insightful, resourceful, and supportive!

# Student Development

## Special Recognition

- To the Transfer Center Team - Anne Hedekin, Claudia Estrada-Howell, Gity Nematollahi, Mary Eden, and Mary Garcia for supporting all our students during the transfer season. Many thanks goes to Leroy Johnson, Chair of Counseling and all the counseling faculty for all their assistance.
- Thanks to the Vicki Hernandez, Ramiro Hernandez, and Adrian Tanjuaquio for all their hard work in organizing this year's Veteran's Celebration Week. The Veterans Celebration Week occurred from November 4-9. This week long celebration was focused on honoring those who served. Examples of activities include the Veterans Resource Center Soft Opening, BBQ, Veterans Writers Reading and Master Class, Chicano Experiences in the Vietnam War, Veterans Resource Fair, Boot Camp Challenge, and a Torrey Pines Hike. Additional thanks goes to the instructional faculty who partnered with counseling to support this event to include Cesar Lopez, Manuel Velez, Kelsey Graham, and Jennifer Derilo.
- Many thanks goes to Karla Trutna, Amy Bettinger, and Naayieli Bravo for all the collaborative efforts with Transfer Center and Counseling to help students with Reg Fest and the application filing period.

# Student Health Services

## Employee Updates

- Suzanne Khambata FNP was appointed as the co-chair of the San Diego Tuberculosis Elimination Committee for Colleges and Universities. We are creating pathways for students to stay free of TB and detect students at high risk for developing TB.

## Events & Activities

- Aurora San Pedro LMFT visited classrooms to educate students on Mental Health Hygiene. This included all the education students need to do to stay mentally well.
- The Student Health Services web page now includes links to: Kognito for free access to mental health support training for faculty/staff/students, ULine for 'lay persons' mental health assessment and tips for mental health support, Crisis support phone numbers, Student Health events and Active Minds student club information/resources.
- The Active Minds student club meets weekly and they are working on new ways to connect with students to destigmatize mental illness.
- The Comfort Tent is currently open and available to faculty/staff/students. It is located in the M/S lobby (Thank you Dean Topham for permission to be indoors and stay dry).
- Aurora San Pedro LMFT has met with Peer Navigators each week this semester. November the education focused on stress management and self-awareness.

## Innovations & Data

- Aurora San Pedro LMFT is working toward MOU's with community mental health agencies for specialty referrals. We have a meeting in December with the County of San Diego Behavioral Health Services to segue our students into the correct community supports without struggles.

## Student Success Stories

- Student feedback reports reveal that students enrolled in our depression and anxiety collaborative practice with a Therapist, Nurse Practitioner and Physician report significant anxiety/depression reduction with completion of school related tasks and academic success.

## Special Recognition

- Front Office student worker Kennedy Carrothers celebrated her Nursing School graduation as she prepares to enter the Navy as an officer. Kennedy will be going to active duty training in June 2019.

# Student Success & Equity

## Events & Activities

- Student Development & SSE Joint School Meeting - Nov 6
- Master Planning Taskforce Meeting - Nov 19
- Management Association Board of Director's Meeting - Nov 22

## Innovations & Data

### Direct Student Support

For the fall semester we have reviewed 100 applications for assistance and was able to provide direct support to 86 of those students, providing a total of \$9,802.44 support to Mesa College Students.

### The Stand

During November The Stand had 2364 transactions and is currently serving 1397 individual students for the fall semester.

### The Stand: Farmers Market

In November, we provided 14,719 pounds of free produce and shelf stable goods to 703 households.

### The Stand: Mobile Market

This event is a smaller scale Farmers Market brought to campus through our partnership with The San Diego Food Bank. With the help of our CTE Strong Workforce team were able provide fresh produce to 294 households.

### The Stand: Pop-up Market

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

## Policies & Procedures

The Stand Resource Center Taskforce was formed and met.

# Transfer

## Events & Activities

- The month of transfer applications! CSU and UC applications were due on November 30th. CSU Workshops, Open Lab and drop in assistance in the TCE
- Transfer Night
- UC San Diego Day
- Rep Tabling
- Rep Visits
- UC Application Workshops hosted by UCSD
- UCSD Medical ULink program workshop

## Innovations & Data

- CSU Video Tutorial Available on the website to provide 24 hours CSU application assistance.
- The TCE collaborated with Assessment Office, holding 23 applications sessions 3 days of open lab (24 hours) We helped over 1000 students complete their CSU and UC applications.
- We appreciate the collaboration with Amy and Karla to make this happen.
- Two Teacher Education Application sessions were held with an SDSU rep and Counselor Gabriel Adona.
- 107 pre assessment surveys were completed
- 82 post assessment surveys were completed
- Medical U link workshops on Nov 21 15 students
- UCSD application workshop Nov 5 and 21 approx 80 students registered
- UC San Diego Day 11/5 over 20 departments attended
- SDSU one on ones 21 students registered.
- 3 campuses tabled outside of the TCE during November
- Transfer Night Full house on the third floor with 28 campuses included UCSD, UCSB, UCI, SDSU and all of our SDEC member schools. EOPS scheduled a study hall and pizza at the same time. 21 student surveys collected.

## Student Success Stories

- Many students expressed appreciation for our workshops and open labs. The entire TCE staff and especially career ambassadors (who staffed each workshop and lab) were essential to our success. TCE staff assisted students on drop in in the TCE; they provided excellent assistance, were kind and supportive to all our applicants.
- Olivia Picolla shared this first-hand account of a student who reached out to her personally, "A student just came in my office and wanted to share a big thank you to us all. He shared he felt so stressed before starting the application, but the quiet space, soothing music, and patient kind staff helped him through this process."

## Special Recognition

It takes a huge team effort to pull off a successful application season...As transfer center coordinator is it not possible to carry out these projects without a supportive team! Many thanks to all TCE faculty and staff, including student workers, Career Ambassadors, Assessment Office staff, General Counselors, EOPS Counselors and all student services staff who helped students get their applications submitted on time!

- Many thanks to the Counselors who facilitated workshops!
- Thank you to Olivia for creating the CSU Video Tutorial!
- Thank you to Amara for creating the Pre and Post surveys.
- Thank you to Gity for managing all the behind the scenes efforts to make this huge undertaking possible.
- There are many to thank, I hope I have not left anyone out!



# Veterans

## Employee Updates

- One staff went on an extended Thanksgiving break and sailed the high seas and another one will be enjoying a Parisian vacation over Winter Holiday.

## Events & Activities

- Veterans Week Activities were a success.
- Gail Fedalizo attended the Region X Veterans Meeting at UCSD representing Mesa College on Nov 1 and Adrian Tanjuaquio represented Veterans for the Journey Flex event also on Nov 1 on campus.

## Innovations & Data

- To increase the number of students turning in their semester worksheet for VA Education benefits early, we offered gift cards to Mesa Café on a first come first serve basis. Since registration began, 14% of our students utilizing VA Educational benefits have turned in their semester worksheets for the spring semester.
- To better serve our military affiliated student population, a survey was sent out asking what student services they would like to learn more about, we learned what times work best for students who want to meet with a counselor in the VRC as well as our students are very interested in transfer and career options.
- Usage of the VRC for both computer and studying has increased from Fall 2018, we had a 4% increase in computer usage and a 7% increase in studying. Due to increased advertising about the Vet Counselor being in the VRC, we have increased the Vet drop ins by .5%.

## Policies & Procedures

- Starting in late October we starting using the Drop In option in SARS, this procedure was changed to be able to capture who we are serving at the Veteran Services counter for the Point of Service Survey as well as for future data to be captured for assessment.
- Working with district to come up with a refund policy for returning unused government funds (military tuition assistance).

## Student Success Stories

- In late October into November, one of our VA work study students had a payment delay from the VA. Prior to leaving out of the country, I contacted the VA on his behalf to find out what was happening with his payment. After making contact with the VA again, he was paid the next day. The student was able to fully concentrate on his studies again and enjoy the rest of the month of November. Fortunately the VA paid him for the two periods owed him instead of making him wait the normal 10 days for the most recent timecard I sent in.

## **Special Recognition**

A huge thanks and appreciation to the Student Development team--Andrew, Claudia, Ivonne, Raquel and last but not least our Awesome Dean Ailene. Thank you for the support, collaborations and making work fun and a place I look forward to everyday. I can't wait to see what the New Year brings us and am looking forward to collaborating with all of you in 2020!

# Vice President Student Services

## Employee Updates

- VP Hands served as an “Expert Reviewer” for the CUE SEA Plan Review Weekend

## Events & Activities

- The Student Services Center served as host site for the Cal Coast Credit Unions Pack the Pantry event. California Coast Credit Union is celebrating their 90th anniversary and has committed to 90 days of giving back. In partnership with the SD Food Bank, from November 4-18, each of the 25 Cal Coast branches will collect non-perishable food items and hygiene products to donate to SDICCA food pantries.
- As we do at every meeting, Mesa Student Services Council members shared an overflowing cornucopia of student success sightings. Our experiences with students fill us with gratitude.
- A big thank you to all the Student Service programs and departments for participating in the Classified Senate’s Resiliency Fund Free Throw Challenge! In all 32 teams from across the campus participated in the fundraiser. A total of 347 baskets were made during the event. We were able to raise \$6,228 for the Resiliency Fund! A big shout out to Ryan Shumaker, Classified Senate, Academic Senate, Dean’s Council, President Luster, Mesa Foundation, and Associated Students for their matching donations.
- The building safety team conducted a radio exercise to improve the evacuation team’s communications in emergency situation. The team is planning an annual, scheduled evacuation drill in January.

## Innovations & Data

- Mesa Journeys [PowToon](#) video added Student Services web page. The video provides a short introduction to the Mesa Journeys tool.

## Special Recognition

VP Hands attended and or presented at the following events/retreats/trainings and thanks the event coordinators for creating the conditions that matter for students to succeed:

- AS Leadership Legislative Retreat, the executive team shared our personal stories with student leaders
- CCC Dreamers Project Regional Training: Welcome
- Hunger and Homeless Awareness Week, with a special shout out to the Associated Students for hosting their Annual Thanksgiving Feast. It was an honor to serve students at this event.
- Noche de Familia Dinner, an event for Puente students, parents and supporters
- Resiliency Fund Free Throw Challenge - VP Hands sponsored a team, “Ashanti’s Hands”, for the Classified Senate’s Resiliency Fund Free Throw Challenge! Shout out to Classified Senate for stepping up to the line in support of our students.
- SDCCD Board of Trustees Meeting at San Diego Mesa College
- Veteran’s Awareness Week (i.e. VRC Soft Grand Opening, Chicano Experiences in the Vietnam War: Panel and Luncheon)