



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

- Admissions hired two new VA Work Studies: Griffin McGrody and Martin Fontenot.
- DSPS welcomes Travis Bodnar who joins the team to assist with test proctoring.
- Financial Aid hired a new hourly Daisy Mosqueda. Lillian Jensen will be leaving Mesa after three years as an hourly.
- VP Hands was appointed as VP rep to the newly formed Facilities and Safety Committee.
- Deborah Van Alstyne from Counseling has left us. She's moved to Texas, and we'll miss her

Events & Activities

- The Admissions department participated in a webinar: Creating & Sustaining an Inclusive Campus Culture: Addressing Microaggressions, Implicit Bias & Other Exclusionary Events. In addition, the department had a panel discussion with Dr. Judy Sundayo and Michael Temple which was invigorating and allowed the department to discuss the next steps for the Admissions office.
- The Stand Basic Needs Resource Center collaborated with Student Affairs, Associated Students, EOPS, DSPS, Outreach, and Peer Navigators to host an engaging week of events for Hunger and Homelessness Awareness Week, November 16-20. During the week, the team distributed over 400 Thanksgiving Family meal packs to students prepared by the Culinary Arts. In addition to the Thanksgiving Meals, there was a Warm and Fuzzy gift package distribution, which included

toiletries, a warm blanket and \$50 market gift card to over 200 students, and the monthly Free Drive-Thru Farmer's Market.

- Student Health Services facilitated a QPR (Question, Persuade, and Referral) Training session on November 4th for all counselors and leads from all student services offices.
- Program Director of Veterinary Technology Program Jeaneal Davis invited Aurora San Pedro, LFMT, to her class to present on mental health awareness and services that Student Health offers during this pandemic time. Students collected information on mental health hygiene, knowing when to ask for help, who to ask for help from, and how to connect to Student Health services for mental health help.
- During the month of November, the Veterans department held multiple events, including events for Mesa's annual Veterans Week recognition. Virtual events included local four-year school rep visits, internship information, and resume/admission application workshops from our Career, Transfer & Evaluations department. Other events included presentations from VA Vocational Rehab and Columbia University's Center for Veteran Transition & Integration which were well attended.
- Student Services hosted our twice monthly Feel, Heal & Be Real dialogue series, including a special Post Elections edition.
- M&M hosted a FriendsGiving Mix & Mingle on Monday, November 23rd. The participants had a blast in the breakout rooms and appreciated everyone for coming to connect with one another. The M&M team is truly grateful for our Student Services team members.
- VP Hands attended and presented at the ASSCCC Conference titled, *Equity, Diversity and Inclusion in Budget Reduction Considerations*.

Innovations & Data

- Along with the Outreach Department, Assessment began answering students' questions via live chat, and found it very successful. Students were able to get real-time information and they were very appreciative.
- As of November, Student Health has given over 100 free flu shots to students. Student Health will continue to give away free flu shots until the end of the semester.
- The Stand continued providing drive thru versions of the Mobile Market and Farmers Market. Each event is providing 40-50lbs of produce and shelf stable food for free to those who attend. Mesa is averaging 225 households at each event.
- The following items were approved for CARES Act funding - Cranium Café; Professional Learning: Advising African American Men: An Equitable Approach; a Spring 2021 Mental Health Event; additional counseling and financial aid hours; EOPS Outreach; and computer request and communication software. These approvals bring Student Services expenditures to a close.

Call to Action Update

- Student Services presented our Call to Action at Mesa College's Special Board Meeting and to the campus and posted Call to Action information on the Black Lives Matter Resource page and on the Student Services home page.
- The Admissions office created three calls to action: removing barriers for Black Student applications and enrollment; accessing the list of new students who missed the application

priority deadline to provide students with the resources needed to get a higher priority group for Summer 2021; and creating a list of resources to share with Black students- We have a final draft of our 30 item resource guide for our Black students, which we will add to our Admissions website and include in our admissions emails.

- Assessment is in the development stage of creating marketing materials (i.e. infographics) that will highlight student support services with hyperlinks. Our goal is to have these ready for distribution by early December.
- Peer Navigators researched on-campus resources specifically designed for African-American/Black students.
- The Career Peer Ambassadors created and facilitated six career-related workshop presentations designed to help students learn about job search strategies, essential personal branding tools, and career readiness skills and resources. We initiated collaborative efforts with the Black Studies Program and Umoja and offered to present workshop presentations in classrooms and events.
- The Counseling Equity Committee continues to meet and is readying our Canvas shell for use. We have the departments' approval to use a student feedback form, which should help us better meet our students of color needs.
- DSPS has developed a resource guide for Black students that includes mental health support and community resources.
- EOPS will increase its recruitment of eligible Black students, measuring the achievement of its goal by tracking number of students that apply to EOPS are pending, eligible and ineligible.
- The Evaluations department addressed racial inequity by hosting its first-ever Apply for Graduation Party on November 6th and November 13th from 11:00 a.m. – 12:00 p.m. In total, 20 students attended the event and shared how helpful it was to learn about the process of applying for graduation and to complete their application on the spot.
- Financial Aid worked with Counseling BFCC's (Black Faculty Counselor Collaborative) through three separate Zoom meetings to help support students who identify as African American or Black.
- The Promise team has been sharing all events from the Sawubona Canvas shell with Promise students who have self-identified as Black or African American (63 students). The Promise team promotes these events via email, newsletter, and social media and encourages students to attend to fulfill their Promise campus engagement activity requirement.
- Student Affairs with leadership provided by Jen Park has collaborated with the Writing Center to design a prompt to assist students in writing their essays for the Scholarship.
- Student Success and Equity initiated its Student Services Call to Action by personally calling 164 Black students who withdrew for the Fall Semester. Forty-nine individuals within the Mesa College Community volunteered to participate.
- The Transfer Center created customized transfer workshops for disproportionately impacted students as defined by the Title V Transfer Center guidelines.
- The Veterans office has hired an additional two black students as VA work studies for Veterans, Records & Admissions and is working on placing additional students in TCE.

Policies & Procedures

- Promise students who did not meet the 12-unit requirement for Fall 2020 (and do not have an appeal on file) can remain eligible for the program by enrolling in at least 12 units for Spring 2021 or by appealing for a reduced unit load AND completing a check-in with the Promise team. Students in this situation will receive an email notification of this process.

Student Success Stories

- Borderless Scholars would like to congratulate Juan Menjivar Reyes, Naybi Magana, Uriel Nataren, and Daniel Chanvez Melendrez for having started their transfer application process. Despite the obstacles they had to overcome during their educational journey, this will be their last academic year at San Diego Mesa College and they are preparing to continue their education at the university.
- The Evaluations Office has been working closely on the Regional Strong Workforce Grant Completion Project to assist students in earning their degree in Business Administration or Economics. 158 students had completed their course requirements and only needed to apply to graduate. Out of the 158 students, 53 students have already applied for their degrees as a result of this program with more to follow!
- A student complaint came to the Veterans office and after talking with the student and spending time listening to his concerns and needs, the office was able to assist him. With the help of multiple people across the campus (Ramiro Hernandez in Counseling, Ivonne Alvarez in Admissions & Records and a faculty member), Veterans was able to enroll the student in a class and keep maintain his full-time monthly status and stipend from the VA. It was a team effort.

Admissions

Employee Updates

- Elizabeth Jones and Jordan Frodente were trained by Charlie Lieu on how to add our important admissions deadlines to the event calendar.
- We hired 2 new VA Work Studies: Griffin McGrody and Martin Fontenot.
- Admissions staff attended several events in November, including:
 - On November 4: Feel, Heal & Be Real- Special Post Election Edition; Allyship Training attended by Celine, Jim, and Raquel; QPR Training attended by Ivonne and Raquel.
 - On November 5: Mesa Pathways: Onboarding and Career Exploration (BLM specific) attended by Dulce
 - On November 9: A couple of staff attended the Beyond Protests- Activating Your Agency as an Activist
 - November 10th: Excel Training was attended by Karina.
 - November 19: Business Writing Tune-up: Attended by Raquel, Staff also attended the Feel, Heal, and Be Real.
 - November 20: CACCRAO Workshop attended by Raquel
 - November 23: M&M Friends Giving Mix and Mingle
 - Classified Call to Action- Jim, Elizabeth, LaKeita
 - SS call to action- Helena, Alexis and Celine will be calling our Black students who withdrew.
 - Inbox Zero- Karina has been working on clearing our Ivy AI Inbox to best serve our students.

Events & Activities

- Professional Development: BLM and Equity- As part of our desire to have a solid foundation on equity and the understanding the Black Lives Matter movement, we participated in a webinar: Creating & Sustaining an Inclusive Campus Culture: Addressing Microaggressions, Implicit Bias & Other Exclusionary Events. On Tuesday, November 17, we had a panel discussion with Dr. Judy Sundayo and Michael Temple, our almost 1.5-hour meeting was invigorating and allowed us to discuss the next steps for our office.

Innovations & Data

- November Student interactions:
 - 341 student emails across
 - 8 Allied Health programs
 - 708 student emails on the SD Mesa Admissions Inbox
 - 35 International student emails
 - 58 new prospective students assisted with the application process
 - 125 Residency students assisted, 91 of which were by Alexis!
 - 407 student phone interactions that require CS action
 - 22 student's CS passwords reset

- 31 students assisted with getting their transcripts
- 7 student zoom meetings across 8 Allied Health programs
- 161 JIRA student forms processed which included
- 28 name, social updates 29 students assisted with a verification letter

Call to Action Update

- The Admissions office created 3 calls to action:
 - Remove barriers for Black Student applications and enrollment- We started this process by working with the Kearny HS early graduates by updating their student groups so that they could get a priority enrollment for Spring 2021. We also helped clear their residency.
 - A second item we are working on is getting access to the list of new students who missed the application priority deadline and provide them the resources needed to get a higher priority group for Summer 2021.
 - Create a list of resources to share with Black students- We have a final draft of our 30 item resource guide for our black students, which we will add to our admissions website and include in our admissions emails.

Policies & Procedures

- We worked with the district to create a query on CS that will give us access to high school student balances so that we can work with Accounting on abating registration fees. We have also streamlined the supplemental application process so that we can enroll as many qualified high school students on open enrollment as possible.

Special Recognition

- Admissions would like to thank and recognize Alexis Calderon who passionately supports our Residency process. She continually takes on additional responsibilities, showcases a positive attitude and excellent work ethic.

Assessment

Events & Activities

- Ongoing Student Support (LIVE CHAT) - Along with the Outreach Department, began answering students' questions via live chat, and found it very successful. Students were able to get real-time information and they were very appreciative.
- Promise & Early High School Grads - Continued to collaborate with the Promise Program and Kearny Early-Grads to make sure that their milestones were updated and to ensure a smooth class registration process for them.
- Professional Development - Assessment staff participated in several workshops this month: MS Office Training, Classified Hacks #2, and Feel, Heal and Be Real.

Innovations & Data

- Unduplicated Student Count – 227
- Orientation - 28
- Email - 79
- E-CHAT (began 11/16) - 16
- Placement Assistant – 95

Call to Action Update

- Assessment is in the development stage of creating marketing materials (i.e. infographics) that will highlight student support services with hyperlinks. Our goal is to have these ready for distribution by early December.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

- Peer Navigators continue to hold virtual office hours by hosting Online AVANZA Engagement Center Hours. Students can drop in and get support and directions towards campus resources.
- Peer Navigator Monthly Workshop: Scholarships Nov. 18th and 19th: Proud to report the program had a strong turnout for both workshops! Fifty students showed up to learn more information on scholarships and where/when to apply.

Innovations & Data

- Adjustments are being made to offer a three-day Winter CRUISE and have Meet and Greet embedded instead of an option like Summer CRUISE.

Call to Action Update

- Peer Navigators researched on-campus resources specifically designed for African-American/Black students. This approach teaches the team what is available or needs more awareness, and share the process with AA/Black students. After all resources are collected, PNs will spend time, during their monthly meetings, to review the resources (instead of just emailing it out). The program is confident the approach will make students feel valued, recognized and ready to share their feedback to increase AA/Black student participation with CRUISE. In addition, the connection made will facilitate the dialogues planned during our spring semester focus groups.

Student Success Stories

- Some Peer Navigators have already submitted their CSU application! We will be sharing the good news of those accepted in the next report.

Special Recognition

- Shout out to the Promise team as they have supported CRUISE efforts by sharing their practices to maximize Zoom, support the Peer Navigators by encouraging students to meet with them, and continuing the collaboration!

CalWORKs

No Update

Career

Events & Activities

- On November 3rd, Raquel Sojourner and Kristy Carson, Career Counselors and Co-Career Coordinators met with students in PG 120 for a “Career Meet and Greet session” to share information about career services and a skill-building resource called Career Ready Guide. Thank you, Michael Temple, for inviting us to meet your students.
- The Career Center partnered with Veterans Services to provide a Resume Workshop for veteran students and alumni. Participants learned how to transform their military resume into a civilian resume – MOS to civilian job skills. Career Peer Ambassadors and guests taught students how to better market themselves when seeking a desired job or internship. The event was held virtually on Tuesday, November 3rd. Thank you to Vicki Hernandez, Veterans/Veterans Success Center & Records Supervisor, for inviting the career team to partner for this event.
- Career Center representatives attended two virtual events provided by Evaluations called Apply for Grad Party! Raquel Sojourner, Kristy Carson, and Alicia Lopez presented information about career services available to students preparing to graduate and in addition discussed services available to them after graduation.
- Kristy Carson, the Co-Career Coordinator, collaborated with Career Centers within SDCCD to coordinate two events in November also known as “National Career Development” month. Thank you, Michelle Tillman, for inviting Mesa College Career Center to be part of the committee.
 - 1) Workshop: Best Practices to Learn, Create & Leverage Your LinkedIn, Wednesday, November 18th at 6 pm via Zoom
 - 2) Career Panel: Navigating the Workplace during a Racial Reckoning as a Black Person - The discussion for this event addressed issues facing Blacks/African Americans as it pertains to career development, Thursday, November 19th from 1:00 - 2:30 pm via Zoom
- On November 20th, Raquel Sojourner and Kristy Carson, Career Counselors and Co-Career Coordinators met with students in the Borderless Scholars Program to share career resources and services accessible to them. Thank you, Leticia Diaz, for inviting us to meet with students.

Career Peers

- November 2nd - Sadie Wager presented the Fall 2020 Career Peer Workshop Series, “Marketing Yourself Through Social Media” Workshop (Student Services Call to Action Event)
- November 3rd - Helen Ma presented a Resume Workshop for Veterans in collaboration with Veterans Services
- November 4th - Luiza Barreto Rodrigues participated at the Promise Coffee Hour to share information about TCE services to Mesa Promise students November 6th - Lara Napasa participated in a Peer Navigator Alumni Student Panel
- November 10th - Lara Napasa presented the Fall 2020 Career Peer Workshop Series, “Are You Career Ready?” Workshop (Student Services Call to Action Event)

- November 16th - Luiza Barreto Rodrigues presented the Fall 2020 Career Peer Workshop Series, “LinkedIn 101: How to Expand Your Professional Network” Workshop (Student Services Call to Action Event)
- November 18th - Luiza Barreto Rodrigues participated at the Promise Coffee Hour to share information about TCE services to Mesa Promise students
- November 19th - Career Ambassadors attended the “Navigating the Workplace During a Racial Reckoning as a Black Person” SDCCD Panel Event

Innovations & Data

New Employer Contacts Mesa Job Network

- A total of 3 new employer contacts were made during this month through our online job board, “Mesa Job Network.”
 - NextGen Leads
 - Safe Harbor Home Care
 - Veteran Compensation Services

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/> To learn more about the online job board and other career resources for students, visit the “Career Connect Newsletter.” Newsletters are located on the Career website in the report's webpage.

Remote Data

- Student Career Contacts reported on SARS: Total of 52 (point of contacts)
- Remote Career Counseling Appointments: Total of 35
- Live Chatbot Conversations with Students: 26

Career Ambassadors Program (CAP)

- Career Ambassadors –
 - Reached out to 38 students via the Job Network to offer resume review support
 - Responded to 23 student emails and 4 phone calls
 - Received 7 new request forms for resume/cover letter assistance:
 - Completed 6 online student sessions: 4 resume sessions, 1 cover letter session, and 1 combined session
 - Collected 1 post-assessment surveys

Career Events:

- 6 workshops and a total of 152 students outreached to overall this semester.
 - Thekima Mayasa, Black Studies Class, Career Meet and Greet 26 students
 - Candace Katungi, Black Studies (2 Classes), Career Meet and Greet, 52 students
 - Cesar Lopez, Chicana/o Studies, Career Meet and Greet, 27 students
 - Michael Temple, UMOJA, Career Meet and Greet/ Career Ready Guide, 37 students
 - Borderless Scholars, EOPS, Career Services Overview, about 10

Call to Action Update

- Our Career Peer Ambassadors created and facilitated 6 career-related workshop presentations aimed to help students learn about job search strategies, essential personal branding tools, and career readiness skills and resources. We initiated collaborative efforts with the Black Studies Program and Umoja and offered to present workshop presentations in classrooms and events. We successfully reached a total of 118 participants who attended our Career Peer Workshop Series, and the Resume Workshop for Veterans. Although our student turnout was amazing, we had only 7 of 118 of participants self-report they identified as African American/Black. We hope to reach more African American/Black students by creating and sharing a newsletter with hyperlinks for the students to access the workshop presentations and session recordings. Additionally, our career coordinators also presented to 6 classes and programs including black studies, Chicano studies, Umoja, and Borderless Scholars.

Special Recognition

- Thank you to Vicki Hernandez from Veterans Services for collaborating with the Career Center to offer a Resume Workshop for Veterans! We look forward to more collaborative events in the future!

Counseling

Employee Update

- Deborah Van Alstyne has left us. She's moved to Texas, and we'll miss her :(

Events & Activities

- We've started Spring enrollment and that is really keeping Counseling BUSY!

Innovations & Data

- Drop-ins: 1449
- Appointments: 307
- Total: 1756

Call to Action Update

- The Counseling Equity Committee continues to meet and is readying our canvas shell for use. We have the departments' approval to use a student feedback form, which should help us better meet our students of color needs.

Student Success Stories

- Every student we have helped!

Special Recognition

- The whole department!

DSPS

Employee Updates

- DSPS welcomes Travis Bodnar who joins the team to assist with test proctoring.

Events & Activities

- DSPS Faculty participated in the QPR Training
- DSPS Coordinator, Erika Higginbotham, attended the California Association for Postsecondary Education and Disability (CAPED) fall virtual workshop
- The DSPS team attended the campus forum
- The DSPS team participated in the Hunger and Homeless week events
- DSPS Coordinator, Erika Higginbotham, attended the Medical Assisting and Phlebotomy program advisory meeting.

Innovations & Data

- DSPS processed 43 new student applications, 52 online appointment requests and the High Tech Center processed 5 alternate media requests.

Call to Action Update

- DSPS has developed a resource guide for Black students that includes mental health support and community resources.

Policies & Procedures

- Mesa DSPS collaborated with District DSPS and colleagues at City, Miramar and CE to develop guidance pertaining to COVID-19 mask exceptions.

EOPS

Events & Activities

EOPS

- 11/2/20-12/4/20 | University application Assistance Open Labs Monday-Friday via Zoom. EOPS Counselors will be available to support in applying for UC, CSU, Private, and Out of State universities - 11/4/20 | Resilience & Possibility a Post-Election Listening Circle- EOPS partnered with Student Affairs and Student Health Services to create a spaces where students shared feelings and thoughts about the election.
- 11/5-6/20 | 51st CCCEOPSA Annual Virtual Conference- EOPS/CARE/NextUp: A Transformational Movement- Then, Now, and Always. This year the conference allowed to virtually connect and celebrate the great work EOPS, CARE, and NextUp have done over the past 51 years and to come together once again in community to be inspired by keynote speakers, learn from our colleagues of best practices that are making a difference, and refueling to embark on many more transformational movements of keeping the educational dream alive for our students. Over 800 people attended the conference; 13 Mesa EOPS Team members attended. Counselor/Coordinator Sade Burrell Presented on how to support single parents in EOPS. Director of EOPS, Leticia Diaz served on the conference planning committee.
- 11/9/20 | Intersession Spring 2021 Priority Registration Open Lab- EOPS hosted an all date open lab for students to drop in via zoom and receive support from counselors in staff. There were a total of 47 students that attended.
- 11/17/20 | Living Right When Money Is Tight- EOPS hosted this workshop during Hunger and Homelessness Awareness week. This workshop provided the opportunity to learn about resources that participants can access for free or at a lower cost using students ID.
- 11/18/20 | The Holistic Student Series – Thankful thoughts- This workshop provided the opportunity for participants to learn about the many benefits of gratitude can have on mental health and perform gratitude exercises.
- University Application Fee Waivers- EOPS Students are eligible to receive up to 4 UCs, 4CSUs, and up two Private or Out of State University Application Fee Waivers. For more information, please contact the EOPS office at 619.388.2706.

NextUp & FAST Scholars

- NextUp & FAST Scholars: - FAST & NextUp has collaborated with Cal Coast Credit Union to host weekly workshops to EOPS students and foster youth. The class is titled, Mindset & Money, with the purpose of the workshop being able to provide student with financial education, resources and supportive services as they navigate their finances in adulthood.
- Students continue to engage in FAST Center online. Students are able to attend FAST Center online and meet with counselor and engage in conversations with our Project Assistant, Denise Arco.

Borderless Scholars

- 11/03/20 | Borderless Scholars hosted an Election Listening Space. It provided an opportunity for students to share thoughts and feelings during the Presidential Election.
- 11/10 & 11/13/20 | Borderless Scholars Team partnered with the San Diego Mesa College Financial Aid Office offered a CA Dream Act Application Workshop. The Financial aid workshop was tailored for current and prospective Undocumented Students. The attendees learned about the Dream Act Application, CCPG, Grants, and Scholarship opportunities.
- On Ongoing Basis | Borderless Scholars promotes FREE Immigration Legal Services to 335+ Borderless Scholars Students. Mesa College and Borderless Scholars is partnering with Jewish Family Services (JFS) to offer FREE Legal Immigration Consultations. To learn more about this service, please contact the EOPS Office to speak to one of our Borderless Scholars Team Members.
- 11/03, 11/10, & 11/17/20 | Borderless Scholars provided the Undocu-Circles that take place every Tuesday during Fall 2020. Zoom Meeting ID: 939 6770 1686. 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 much more. Everyone is welcome!
- On Ongoing Basis | Borderless Scholars Team is inviting students to join the RISE Club. RISE stands for Rising Immigrant Scholars through Education. The RISE Club is student lead and supports undocumented, AB 540, Dreamer, DACA, Non-DACA, students from mixed-status families, faculty/staff, and allies as well as the community at large. Any interested student in becoming part of this amazing club, either as a member or as an officer please contact Borderless Scholars Counselor Rosa Palacios at rpalacios@sdccd.edu for more information.

STAR TRIO

- Wellness Check-ins were conducted to reach out to all program participants.

Innovations & Data

NextUp & FAST Scholars

- FAST and NextUp is looking forward to discussing how we can better serve Black males in NextUp. With NextUp Counselor, Markus Berrien leading the group, we look forward to discovering how to increase the graduation and completion rate of foster youth who are Black.

Borderless Scholars

- FREE legal immigration consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars are partnering with Jewish Family Services to offer FREE legal immigration consultations! To learn more about this service, please contact the EOPS Office to schedule an appointment with a Borderless Scholars Counselor or visit our website at www.sdmesa.edu/EOPS. STAR TRIO: - 150 active student; 19 new and 131 continuing. We continue accepting applications, please visit our website at sdmesa.edu/STAR.

STAR TRIO

- 150 active students; 19 new and 131 continuing. We continue accepting applications, please visit our website at sdmesa.edu/STAR.

Call to Action Update

- 2020-2021- EOPS Call to Action: EOPS will increase the eligibility for Black students. We will measure the achievement of our goal by tracking number of students that apply to EOPS are pending, eligible and ineligible.
 - 2018-2019- 72 EOPS students served identified as African American (Source: Data Dashboard)
 - 2019-2020- 80 EOPS students served identified as African American (Source: Data Dashboard)
 - 2020-2021- As of 11/12/20- Received 970 EOPS applications- 89 Self-Identified as- African, African American, Black, African-American/White/Filipino, Afro Caribbean, Black/African American/White, Black/Pacific Islander, Black/Mexican/Irish, African/Native American, African/Portuguese, African American/Mexican American (Source: Fall 2020 EOPS Online Application)
 - Out of the above 89 Self-Identified:
 - 52 Ineligible (Over Income, Missing Transcripts/FA, Record at City/Miramar)
 - 37 Eligible
- Some specific steps to reach out goal consist of:
 - Working with District to add ethnicity to EOPS Query
 - Working with Mesa FA to identify Black/African American students enrolled in full-time units with CCPG A or B - Partnering with Outreach to identify prospective students
 - Continue offering Specialized Workshops: IG @SDMesaEOPS
 - Spring 2021 EOPS Application Outreach- partnering with UMOJA-Mesa Academy, Black Studies, Athletics, and Black Student Union: email, presentations, and/or supporting/collaborating with an events
 - EOPS Survey Responses
 - Wellness Check-Ins
- If you have any questions, ideas or would like to partner with us, please contact Leticia Diaz at Ldiaz@sdccd.edu.

Policies & Procedures

STAR TRIO

- 11/16/20 | Implemented online Student Access data system to track program participant outcomes and reporting of Annual Performances Report to the U.S. Department of Education.

Student Success Stories

- Borderless Scholars would like to congratulate Juan Menjivar Reyes, Naybi Magana, Uriel Nataren, and Daniel Chavez Melendrez for having started their transfer application process. Despite the obstacles they had to overcome during their educational journey, this will be their last academic year at San Diego Mesa College and they are preparing to continue their education at the university. We are so proud of them for their accomplishments and we wish them good luck with their transfer process. San Diego Mesa EOPS/Borderless Scholars Program will always be here to support them and help them through this journey.

Special Recognition

- To all our students working twice as hard to achieve their educational goals during these uncertain times. We see you; we hear you and we are here for you.

Evaluations

Events & Activities

- Due to historic and structural racism and other forms of systemic barriers for Black students including lower graduation numbers, the Evaluations department at San Diego Mesa College addressed racial inequity by hosting its first-ever Apply for Graduation Party on November 6th and November 13th from 11:00 a.m. – 12:00 p.m. In total 20 students attended the event and shared how helpful it was to learn about the process of applying for graduation and to complete their application on the spot.
 - The Apply for Graduation Party was designed to explain the application process, the importance of earning a degree and/or certificate, promoting the importance of participating in the Commencement Ceremony and the Rite of Passage end of the year celebration, and lastly, help remove structural barriers created by some student petitions. In addition, our Career Coordinators, Raquel Sojourner and Kristy Carson shared on career services available to students and alumni and the value a degree on your resume has.
 - The Apply for Graduation Party was promoted through various programs and channels on campus including, Black Studies Program and Faculty, Black Faculty Counseling Collaborative, UMOJA, Athletics, Next-Up, Foster Youth, DSPS, EOPS, and the Career Center.
 - In addition to the Apply for Graduation party, Counseling held counseling zoom sessions on November 6th & 13th, as part of the Grant Completion project, for students who are close to completing their degree. There were 50 students in attendance.

Innovations & Data

- All student petitions and forms are now electronic. Most petitions require students to meet with a Counselor before submitting. Students can find the forms and submit them through our District's Form's and Document's site here: <https://www.sdccd.edu/students/forms-anddocuments.aspx>
 - February 14, 2021 - Deadline to Apply for Graduation for students transferring to a CSU in Fall 2021 who are completing an Associate in Arts for Transfer (AA-T) or an Associate in Science for Transfer (AS-T). Associate Degree for Transfer (ADT).
 - March 15, 2021 - Deadline to Apply for Graduation and ensure your name will be included in the commencement program. **Students filing after this date, but before April 30, 2021 will still be Spring 2021 graduates, but their name may not be in the Commencement Program.**
 - April 30, 2021 - Deadline to Apply for Graduation and be a Spring 2021 graduate. Students filing after this date will be a Summer 2021 graduate.
 - July 31, 2021 - Deadline to Apply for Graduation and be a Summer 2021 graduate. Students filing after this date will be Fall 2021 graduates.

- Please note: Students must still apply for their degree/certificate through their mysdccd portal under the "My Academics" tab. Students should follow deadlines above that align with their path.

Call to Action Update

- The Evaluations Team successful held the Apply for Graduation party on November 6th and 13th. We had 20 students in attendance, and all students shared how helpful the event and resources were. During the event, we also asked students their "WHY" in pursuing an education - below is an excerpt from a student:
 - "Whenever I'm at my lowest, I always get back to My first Why, and that is none other than my daughter. I'm a single mom and I want to be able for my daughter to be proud of me someday and say that even though her mom raised her alone, she was able to finish her education and be a better person. All my hard work is for her future because every kid deserves the best parent and future they can have."

Policies & Procedures

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

Student Success Stories

- The Evaluations Office has been working closely on the Regional Strong Workforce Grant Completion Project to assist students in earning their degree in Business Administration or Economics. 158 students were complete with their degree and only needed to apply to graduate. Out of the 158 students, already 53 students have applied for their degree. These are

potentially 158 more students who will earn their degree this academic year who might have not without our efforts of contacting them on the process of applying for their degree!

- In addition, some students shared during the Counseling zoom sessions that they were close to giving up before attending one of the sessions. The zoom sessions helped students stay on track and not give up on their academic goals!

Special Recognition

- Counselors: Guillermo Marrujo, Chris Kalck, Ramiro Hernandez, Kari Parker for supporting students during the Counseling zoom sessions for the Regional Strong Workforce Grant Completion Project.
- Career Coordinators & Counselors: Raquel Sojourner and Kristy Carson, for their work and support in the Apply for Graduation Party.
- Alicia Lopez for presenting and supporting us at the Apply for Graduation Party!
- The Evaluations team! We ROCK!

Financial Aid

Employee Updates

- Hired a new hourly Daisy Mosqueda. Lillian Jensen will be leaving Mesa after 3 years as an hourly.

Events & Activities

- Brianna gave 2 Dream App Presentations to EOPS. The office gave 2 presentations of Financial Aid 101 to Outreach ambassadors.

Innovations & Data

- As of 11/16/2020, our Direct Loans are auto packaging to the eligible students award letter. There were 4,635 students who received this new updated award letter with instructions on how to accept or decline loan.
- As of today for Fall 2020 Semester:
 - A total of 51,995 emails have been answered and received.
 - A total of 2,206 virtual calls (phone or zoom) made.
 - A total of 10,067 imaged documents processed.
 - A total of 5,894 documents received and process via JIRA and DOCUSIGN (and counting).

Call to Action Update

- Financial Aid –
 - Worked with Counseling BFCC (Black Faculty Counselor Collaborative)- Had three separate zoom meetings to help support students who identify as African American or Black with their Financial Aid and collaborate with the BFCC.
 - Working with Basketball Coaches to support students who identify as African American or Black athletes with their FA status.
 - Working with Football Coaches to support student who identify as African American or Black athletes with their FA needs.

Special Recognition

- Lillian Jensen for all her work during her time at Mesa FA. Thank you, Lillian.

Outreach & Community Relations

Events & Activities

Outreach

- The Outreach staff continues to provide students services virtually via ZOOM and through our social media outlets such as Facebook and Instagram. The staff have provided personalized sessions as well as group sessions to students, prospective students, and community members.
- November 1 – 30 (Virtual Info Desk and RegFest): The Outreach Department continues to hold its Virtual Support Desk every Tuesday and Friday as well as support over the phone. In addition, this month we helped to support Mesa students with registration for spring semester, mySDCCD student portal, and navigating the class schedule.
- November 4 (Ambassador for Clairemont): Outreach Ambassador Nhulong Vo, had the opportunity to present to a number of different classes on the services Mesa College offers. Nhulong was there to assist and support students with the matriculation process as well as FAFSA.
- November 5 (Madison High School Introductions): Outreach Ambassador Jorge Martinez, had the opportunity to present to Madison high school classes on the services Mesa College offers. Jorge was there to assist and support students with the matriculation process as well as FAFSA.
- November 5 (Virtual College Week 20ppl): Outreach staff Van and Joel were provided the opportunity to share the benefits of attending Mesa College and all the wonderful programs and services to assist students in their educational endeavors. Van and Joel presented a Mesa overview and played a Kahoot with the students in attendance.
- November 13 (E3 Civic High School Virtual presentation 100ppl): Outreach staff Van and Joel were provided the opportunity to share the benefits of attending Mesa College and all the wonderful programs and services to assist students in their educational endeavors. Van and Joel presented a Mesa overview and played a Kahoot with the students in attendance. The staff created a virtual space for students to ask questions in regards to life, school, work, etc. It was very conversational and beneficial for the students in attendance to understand the journey to Mesa.
- November 18 (FAFSA Workshops 100ppl): Outreach staff Joel and Makayla hosted a series of Financial Aid workshops at Mark Twain High School to assist students with their FAFSA. Joel and Makayla will continue to host these FA workshops at Mark Twain.
- November 20 (District Ambassador Training): Mesa College Outreach participated in the quarterly Outreach training. This month's training was hosted by our District Outreach team. During this training, we discussed new innovations, tips/tricks, and ideas to better serve our students virtually.

Promise

- The Promise team hosted a Promise Early High School Graduate Info Session for early high school graduates entering Mesa College for Spring 2021. 65 students attended and received information about eligibility, the application process, and program details.
- We also hosted 3 Promise Coffee Hour sessions with a total of 50 attendees to catch up with Promise students, provide program updates, and share information about Mesa College

resources. Career Peer Ambassador Luiza Barreto Rodrigues joined us at all three sessions to introduce Transfer, Career, and Evaluations and also provide updates about different services and events. Promise students also participated in a journaling prompt (many of them for the first time!) and discussed the role of self-care in their lives.

Innovations & Data

Outreach

- We are now active on Twitter! Please follow us @sdmesaoutreach. We look forward to sharing on Outreach events with our school and community partners.

Promise

- Updated Promise cohort numbers—Year 1: 933; Year 2: 751
- The Promise team created a simple infographic with details about Year 1 and Year 2 Promise requirements. These can be found on our social media accounts (@sdpromisemesa on Instagram and Twitter).
- We are now active on Twitter! Please follow us @sdpromisemesa where we share program information and events. We also re-tweet other happenings from Mesa College programs and services and information relevant to Promise students.

Call to Action Update

Outreach & Promise

- The Promise team has been sharing all events from the Sawubona Canvas shell with Promise students who have self-identified as Black or African American (63 students). The Promise team promotes these events via email, newsletter, and social media and encourages students to attend to fulfill their Promise campus engagement activity requirement.
- We will meet with UMOJA in early December to discuss workshops we can offer/promote in the Spring for Promise students.

Policies & Procedures

Promise

- Promise students who were enrolled in zero units for Fall 2020 have been dismissed from the program. If they would like to appeal for readmission to the Promise program, they may email sdpromisemesa@sdccd.edu.
- Promise students who did not meet the 12 unit requirement for Fall 2020 (and do not have an appeal on file) can remain eligible for the program by enrolling in at least 12 units for Spring 2021 or appealing for a reduced unit load AND completing a check-in with the Promise team. Students in this situation will receive an email notification of this process.
- Students who did not successfully submit a financial aid application for 2020-2021 to Mesa College must do so by the end of Fall semester, or they may be dismissed from the program. Students in this situation have been notified via email.
- Early high school graduates entering Mesa College in Spring 2021 who are eligible for the San Diego Promise may now apply. They can email sdpromisemesa@sdccd.edu for the application link and details.

- About 350 Year 1 Promise students still have funds available in the campus bookstore for Fall 2020. The funds can be used online through the end of Fall semester. Any funds remaining after the end of the semester will be disbursed via check or direct deposit to the students. Students with a remaining balance have been notified via email.

Student Affairs

Events & Activities

Health & Homelessness Awareness Week

- The Stand Basic Needs Resource Center has collaborated together with Student Affairs, Associated Students, EOPS, DSPS, Outreach, and Peer Navigators to host an engaging week of events for Hunger and Homelessness Awareness Week, November 16-20. During the week, we distributed over 400 Thanksgiving Family meal packs to students prepared by the Culinary Arts. In addition to the Thanksgiving Meals, there was a Warm and Fuzzy gift package distribution, which included toiletries, a warm blanket and \$50 market gift card to over 200 students, and the monthly Free Drive-Thru Farmer's Market, which distributed food and fresh produce. Throughout the week, there were also special events to support student wellness, provide tips on living on tight budgets, and facilitate healing and education through community building. In particular, Student Health Services hosted numerous online discussions and presentations centered on stress management, anxiety reduction, community engagement and practicing good coping strategies, while EOPS informed students about some of the benefits that their student ID can get them off-campus.

Student Rights Presentations

- Claudia Perkins, Victoria Miller and Zulma Heraldez facilitated presentations on Student Rights to three Personal Growth (PERG) classes, and to members of Counseling, Extended Opportunity Programs and Services (EOPS), and the Classified Senate.

Call to Action Update

- Scholarships- Jen Park has collaborated with the Writing Center to design a prompt to assist students in writing their essays for the Scholarship. Dates for the workshops have been established

Special Recognition

- Thank you to the Hunger and Homelessness Awareness Week Planning Team. Each member of the team brought creativity, care and compassion. THANK YOU TO: • Johanna Aleman • Taylor Carpenter • Shanelle Changotra • Leticia Diaz • Nellie Dougherty • Zulma Heraldez Duran • Courtney Lee • Charlie Lieu • Victoria Miller • Ivonne Meza • Jen Park • Claudia Perkins • Vannie Pham • Krystal Ramirez • Agustin Rivera • Karla Trutna

Student Development

Events & Activities

- A QPR (Question, Persuade, and Referral) Training was facilitated on November 4th. This training was made available to all counselors and leads from all student services offices
- Dean of Student Development created the videos presented at the November Board of Trustees on the Black Faculty Counselors' Collaborative and Olympian Pathways Prototype.
- Dean of Student Development and Dean of EXSC, Health Education, Dance, and Athletics presented at the November Board of Trustees meeting on the Olympian Pathways Prototype.

Special Recognition

- Many thanks to the Student Development Division for their hard work in developing your Student Services Call to Action. It has been nice to see the progress taking place in all areas.
- Thanks to the Veterans Team: Vicki Hernandez, Ramiro Hernandez, Gail Fedalizo, Adrian Tanjuaquio, and Laura Arellano for their help with this year's Veterans Week Activities.
- Thanks to Jacqueline Collins for her continued support with all our needs, more so with the Veterans Success Center.
- Thanks to Vicki Hernandez and Ramiro Hernandez for being a part of the Veterans Success Center video recording for the Board of Trustees.
- Thanks to the Taylor Genuser, Travis Nichols, Sean Ricketts, and Wes Williams for being a part of the video recording on OPP - Olympian Pathways Prototype for the November Board of Trustees Presentation.
- Thanks to Leroy Johnson and Michael Temple for facilitating a presentation on BFCC - Black Faculty Counselors' Collaborative at the November Board of Trustees Presentation.

Student Health Services

Events & Activities

- In beginning of November Linda Gibbins-Croft LCSW presented at Cajita/Balikbayan Project, in celebration of Dia de los Muertos and Filipinx Heritage Month about services current students could receive from Student Health. Along with giving psychological support on grief for the event.
- SDCCD Students were invited to attend an interactive seminar to learn about how to keep yourself balanced while on the internet, at college. During this pandemic lots of things are impacting students, from frustrations upon ourselves to causing others to be upset. Aurora San Pedro, LMFT hosted a major mental health event called, STFU (Stop, Take a moment, Focus, Understand) Seminar. This interactive webinar provided strategies educate students on the finer points of Zoom classroom etiquette, virtual conflict resolution, building self-awareness during virtual times, resilience, accountability, and assertive behavior versus aggressive behavior. Thank you to Claudia Perkins from Student Affairs (Student Rights and Responsibilities), she provided important information that students are always welcome to contact Student Affairs for any assistant and reporting of any trouble between peer to peer and/or professor to student.
- Student Health Services assisted Ailene Crakes, Dean of Student Development to request QPR (Question, Persuade, and Referral) training for athletic trainers. Dr. Calvin Wong, was invited to present on Twindemic: Influenza and COVID-19. This seminar provided vital information including modes of transmission for the SARS-CoV-2 virus, new airborne transmission route and current information, and status of the COVID-19 vaccination program. They also discussed the safety and effectiveness of the flu vaccine, the “Flu Facts”, tips to help everyone understand how a “Twindemic” will impact the healthcare systems, and discussed why flu vaccination is important this year. In total of about 8 athletic trainers/athletic student trainers.
- Linda Gibbins-Croft hosted a virtual Resilience and Possibility: A Post-Election Listening Circle forum, together with Student Affairs and EOPS. November 4th, 2020 was the post-election day for everyone to come together to share feelings and thoughts about the election. About 20 students, faculties and staffs participated in the forum and spoke their mind about how they felt after turning in their votes.
- Professor of Personal Growth 120 class, Mary Eden invited Laura Milligan, FNP to present to her class on what Student Health is currently offering, from Tele health mental health individual services, weekly mental health groups (Be Calm, Black Student Forum, Come As You Are LGBTQIA, and Connections using Games Group) to tele health medical health services. Her 25 students collected information on all the details of what students could use during their time of being a student for this community college. Laura even provided the class an exclusive virtual tour of the Student Health clinic.
- Program Director of Veterinary Technology Program, Jeaneal Davis invited Aurora San Pedro, LFMT to present to her class on mental health awareness and services that Student Health offers during this pandemic time. Her students collected information on mental health hygiene, knowing when to ask for help, who to ask for help from, and how to connect to Student Health services for mental health help.

- Thank you to Financial Aid and Student Affairs for having Student Health join in Hunger and Homelessness Awareness Week. Financial Aid provided the monthly check distribution in conjunction with Student Affairs Warm and Fuzzy Toiletries distribution and Student Health Services Mobil Flu Shot at Student Service Plaza. Dr. Calvin Wong and Renee Dean, RN gave about 22 flu shots to students. Students was able to collect a good bag filled with healthy snacks, a reusable digital thermometer, fun size hand sanitizer, SPF 15 lip balm, pocket size facial tissue, SHS pen and a zippered drawstring bag. Stay safe.

Innovations & Data

- Free Flu Shot for a Free Baja Blast! As of November, Student Health has given over 100 free flu shots to students. Student Health will continue to give away free flu shots until the end of the semester.
- Our implementation plan for Mediat, an electronic health record system is setting up CPT codes and creating appointment reason codes for the clinic. We are moving to the next step on building a customized system for Student Health.
- Doxy.me, a HIPAA and FERPA tele-health system has been set-up, training will be happening in December.
- In November, we served 405 students with medical and mental health needs virtually and in-person flu shots.

Call to Action Update

- Linda Gibbins Croft, LCSW is currently working with Urban Restoration Center leadership to finalize a collaboration for the care of Black Students in our mental health program.

Student Success & Equity

Events & Activities

- Presented to President's Cabinet on Professional Learning
- Feel, Heal & Be Real
- Initiated the President's Cabinet Taskforce
- SET Committee Meeting

Innovations & Data

- The Stand Update:
 - The Stand continued with providing drive thru versions of the Mobile Market and Farmers Market. Each event is providing 40-50lbs of produce and shelf stable food for free to those who attend. We are averaging 225 households at each event.
 - The Stand is happy to partner with San Diego Mesa Culinary Department to provide students with \$50 to use at 72Fifty for hot lunch services. Over 10 weeks of the semester we provided a total of 195 \$50 culinary vouchers for students to purchase lunches cooked by culinary students.
 - The Stand is providing Direct Student support in a virtual manner. We are seeing fewer students than in a typical on campus semester. We have assisted 9 students to date with securing their books, with using funds they did not know they had (PELL, EOPS, Promise) or using SSE funds. Students are given the option of meeting either via zoom or the telephone.
 - During November The Stand partnered with Associated Students and & 72Fifty to provide up to 400 Thanksgiving family meals that included a full cooked turkey or ham, stuffing/dressing. Mashed potatoes, gravy or ham sauce Garlic Green beans, cranberry sauce, herb bread and pumpkin pie. These meals were passed out as part of H&H week during two shifts over a four day period prior to the week of Thanksgiving.
 - As part of H&H awareness week, The Stand partnered with Student Affairs for the Warm & Fuzzy Goodie bag. We provided blankets, toiletries, and a \$50 grocery voucher to help out with holiday expenses available to 200 students..

Call to Action Update

- Initiated our Student Services Call to Action to personally call 164 Black students who withdrew for the Fall Semester, we gained community support as 49 individuals within the Mesa College Community volunteered to participate. We will have the outcome data for the next update.

Special Recognition

- Johanna Aleman and the basic needs team worked in collaboration with many campus units to support the providing of meals to many of our students. Great job!

Transfer

Events & Activities

- We are all about transfer, transfer, transfer. We are hosting a variety of transfer workshops and 30 minute hybrid transfer drop ins and admissions representative visits. The Mesa YouTube channel now has all transfer workshops and a CSU tutorial created by Olivia Picola. A 61 question FAQ created by the TCE and CAP staff has also been published on our website. Amara is working on programming most common unique transfer questions into the chat bot.

Innovations & Data

- Innovations for November: Our November innovation comes in the form of three Saturday application workshops in November hosted by Mary Garcia in addition to our call to action items listed below. We will offer workshops on Monday, Tuesday and Wednesday of the November break and extended workshop hours up through the CSU application deadline.
- Transfer Center Data for November:
 - Counseling Drop-ins: 21
 - Transfer Workshops: 207
 - Drop Ins: 340
 - Rep Appointments: 16
 - Online Chatbot Conversations: 42
 - CSU Tutorial by Olivia: 332
 - 5 Steps to Career and Transfer: 39 views
 - Transfer Misc. Contacts: 275

Call to Action Update

- Our call to action items included creating customized transfer workshops for disproportionately impacted students as defined by the Title V transfer center guidelines.
- We started the process in October, and in November we offered three Umoja Transfer Workshops, a Veterans Workshops and a presentation to a Puente Year Two Cohort. In October we held a transfer workshop with the EOPS, STARTRIO and FAST Up students as well as two DSPS focused transfer workshops.
- We found this to be very successful and are looking for ways to continue these focused Transfer events and programs.

Policies & Procedures

- Due to the backlog of emails, we are asking students to set up a 30 minute transfer session or join the CSU workshops thus avoid sending transfer questions in emails.

Student Success Stories

- During a Saturday workshops a student asked if we would have any workshops for Supplemental Applications. We confirmed that we would and she proclaimed, "This is why I love Mesa College! They do things to help students!"
- Another student was very thankful for all the support she received through workshops and Drop Ins. She worked closely with Mary Garcia and could not sing her praises enough.

Special Recognition

- Kudos to Mary Garcia for being singled out as a superstar by one of our Fall 2021 transfer students.
- Thank you to the entire TCE staff for your support!
- Thank you to all the general counselors for supporting the workshops and providing the Zoom Room support. We have gotten excellent feedback from students and they are very thankful for your excellent services!!
- Thank you to Amara and Charlie with helping the TC access all the student emails from the Journey's reports.
- Thank you to Gity for managing all the behind the scenes transfer needs such as website, Zoom Rooms and staying in contact with students.

Veterans

Events & Activities

- During the month of November we had multiple events during our annual Veterans Week recognition and throughout the month. Our virtual events included local four-year schools, internship information and resume/admission application workshops from our Career, Transfer & Evaluations department. Other events included VA Vocational Rehab and Columbia University's Center for Veteran Transition & Integration, both events were well attended.
- We had over 45 students participate in the Veterans Weeks event and another 15 in other events before Veterans Week.

Innovations & Data

- We have certified or updated over 760 VA certifications and have assisted another 400 students via phone calls and email.

Call to Action Update

- We have hired an additional 2 black students as VA work study for Veterans, Records & Admissions. We are still working on getting additional students placed in TCE.

Student Success Stories

- A student complaint came in and after talking with the student and spending time listening to his concerns and needs, we were able to assist him. With the help of multiple people across the campus, Ramiro Hernandez in Counseling, Ivonne Alvarez in Admissions & Records and a faculty member, and we were able to get him in a class and keep him at a full time monthly stipend from the VA. It was a team effort to help this student. I am still in contact with this student as he checks in with me periodically.

Special Recognition

- A huge thank you to the team in Transfer, Career & Evaluation to partnering with us this month and helping our student veterans. Your willingness to collaborate and eagerness to learn more about our student veterans need go above and beyond what we could have asked for. Thank you! Looking forward to our future collaborations.
- Veterans would also like to recognize Ramiro Hernandez and Ivonne Alvarez for your continued support of our student veterans and always being available to assist a student veteran in need. We have had a few students the past few months that you took the time to assist and make sure their needs were met. Thank you!

Vice President Student Services

Employee Updates

- VP Hands was appointed as VP rep to the newly formed Facilities and Safety Committee.

Events & Activities

- Student Services hosted our twice monthly Feel, Heal & Be Real dialogue series, including a special Post Elections edition.
- M&M hosted a FriendsGiving Mix & Mingle on Monday, November 23rd. We had a blast in the breakout rooms and appreciated everyone for coming to connect with one another. We are truly grateful for our Student Services team members.
- Mesa Student Services Council agenda items included a focus on Student Services Call SS to Action Updates by EOPS, Student Health Services and Career Services and [Regional Marketing Completion Project](#).
- VP Hands attended and participated in the following events, webinars, and professional learning opportunities:
 - "Gratitude in the Midst of it All: My Journey with education, family, motherhood and the power of gratitude." presented to Southwestern College's MAMS student group
 - A2MEND Transitions from Anti Blackness to Pro Blackness
 - CCLEAD Alumni Group Fall Recognition Celebration
 - Community College League of California (CCLC) Conference
 - Navigating the Workforce During a Racial Reckoning as a Black Person: Panel Discussion
 - Black Faculty Counseling Collaborative - Black Joy Workshop Series: Intersecting Identities
 - Puente's Nocha Familia
 - A time to share feelings and thoughts, join EOPS/Student Affairs/Student Health in a Post-Election Listening Circle.
- VP Hands attended and presented at the following events, webinars, and professional learning opportunities:
 - The Mesa College Campus Board Meeting. Provided brief presentations on the Mesa's Call to Action and our Equity Scholarship Review Process
 - The ASSCCC Conference on - Equity, Diversity and Inclusion in Budget Reduction Consideration

Innovations & Data

- The following items were approved for CARES Act funding - Cranium Café; Professional Learning: Advising African American Men: An Equitable Approach; a Spring 2021 Mental Health Event; additional counseling and financial aid hours; EOPS Outreach; and computer request and communication software. These approvals bring Student Services expenditures to a close.
- Coordinated the distribution of 24 computers to student from our CalWORKs, DSPS, EOPS & Promise programs. These computers are complements of the San Diego Foundation's COVID-19 Community Response Fund. The purpose of this grant was to deliver educational technology to community college students residing in the City of San Diego's District 4.

- In partnership with the District, coordinated the application process for the State Chancellors Relief Fund Grant (Senate Bill 16). Mesa College will be able to distribute \$148,475 to Mesa College students.
- Charlie Lieu and Charles Shimazaki met with email marketing sales representatives from iContact and MailChimp.
- Charlie Lieu and Charles Shimazaki set up focus groups with staff from CRUISE, MT2C, Student Affairs, and Career, Transfer, and Evaluations to learn how these programs use Mesa Journeys to connect with students.

Call to Action Update

- Presented our Call to Action at Mesa College's Special Board Meeting and to the campus
- Posted Call to Action information on the Black Lives Matter Resource page and on the Student Services home page
- Added Student Services Call to Action updates to our monthly reports and as a standing item at our Student Services Council Meetings

Special Recognition

- Congratulations to Charlie Lieu for his SDSU CCLEAD recognition |award in transforming to online/remote learning.
- Thank you to everyone who ordered a Gratitude Card from the Classified Senate! It was wonderful way to show appreciation and spread a little cheer. The “Pay what you can” fundraiser campaign helped to raise funds for the Classified Senate Scholarship.
- Special thanks to Trina Larson, Amara Tang, and Danielle Short for presenting in Classified Senate’s Classified Hacks Workshop.