



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

- Andrew Tanjuaquio has been promoted to the position of Counseling Supervisor.
- Outreach is proud to share the recent promotion of Donnaly Atajar and Vanndaro “Van” Chhum as the new Student Services Technicians in Outreach.
- Sixteen Peer Navigators continue to set the standard!
- The Transfer, Career, and Evaluations is excited to welcome its new Veteran Work Study Student Aide, Cedric Cortinas. He will be supporting the front office of the Transfer, Career and Evaluations Center.
- Amara Tang was nominated as the new team lead of the Student Services M&M (Motivation and Morale) Team!
- DSPS welcomed a new FA Work study to the DSPS team. Faduma Haji will be assisting and supporting students in the High Tech Center.
- Financial Aid’s Lilibeth Rodriguez has completed her 1st year as an SAT (at ERP).
- Student Affairs is pleased to welcome Mikayla Dellaney as its new student work-study.
- The Student Services administrative suite welcomes work-study Kim Truong who’s doing a great job supporting three departments.
- VP Hands was appointed to serve as Region X’s CSSO representative to the RP Group. The RP Group promotes excellence by using data and evidence to transform the lives of all community college students.

Events & Activities

- DSPS hosted the annual disability awareness poster display in the LRC atrium. This year, DSPS collaborated with Edeama Onwuchekwa (Equity & Engagement Librarian) on the display which was organized by DSPS counselors Elizabeth Wilke and Rebekah Corrales.
- The Evaluations team has been helping students prepare to transfer by assisting with transfer application workshops.
- San Diego Mesa College hosted a Bystander Intervention training on Tuesday, October 29. The training helps interrupt behaviors and ideologies that promote sexual violence.
- Borderless Scholars - October 14th to October 18th –Borderless Scholars team hosted The Dreams We Fight For –Undocumented Student Week of Action. There were different activities throughout the week including: Know Your Rights Workshop, Free Immigration Consultations, Undocu-Ally Training, Undocumented Student Panel, Dreamer Resource Fair, Undocu-Circles, Art Expression, University Information Sessions, Financial Aid 101, and Film Screening.

Innovations & Data

- Karina Sandoval, Elizabeth Jones, Alexis Calderon and Dulce Lopez are working on a student 'pick your adventure' flyer for new, former and continuing students with FAQ's. This will help Admissions at outreach events such as the Financial Aid Fair and Reg-Fest.
- Challenge exams are now available in Assessment! The Assessment Office will be proctoring the exams in the lab to help students access and complete the advancement process here at Mesa.
- To date, we have 45 CalWORKs students enrolled in Fall 2019 courses.
- The faculty of 560 Promise students received progress report requests online. Students will receive mid-semester grades and feedback submitted by their instructors via email.
- Scholarship renewal applications are available online. The process to renew a Foundation scholarship is now so easy due to JOEL and his brilliance building online systems.
- The Dean of Student Development started a leadership development program in October for the Student Development Leadership Team. The program will continue until the end of spring 2019. The program is attended by all supervisors in the school.
- Transfer Palooza was new for Mesa College this year. The Transfer Center hosted a Gerontology majors workshop, Inside National University panel as well as several veterans events and UC Workshop and individual representative meetings. 136 student surveys were returned. Overall student feedback was positive. 60 reps were on campus and they also gave Mesa College rave reviews.

Policies & Procedures

- The Resiliency Fund Taskforce is working on developing policies and procedures for disseminating the Resiliency Fund to students, our work will continue throughout the semester.

Student Success Stories

- A CARE student's laptop wasn't working properly and because EOPS instituted a new laptop lending program, the department was able to provide her with a new laptop for the semester.
- Two years ago, a foster youth came to EOPS and met with the foster youth counselor. She dropped out of school without communicating with the counselor about why she needed to drop out. The

student recently returned to Mesa College, and she is receiving supportive services from the FAST Center and NextUp that are making a difference.

- A student was unable to access specialty medical care through her insurance at a major medical system in San Diego. The student met with Tracy Fried ACSW, Case Manager. Tracy contacted officials at the California State level and found out that the student was indeed eligible for services through her insurance. The major medical system was contacted and the student received the special services she needs.
- A student veteran was able to meet with the VA Vocational Rehab counselor in October and during his visit found out that he is eligible to receive Voc Rehab and will be able to start using by next term. Because we had this service come to Mesa, our student veteran will not have to worry about how his college, books and supplies will be paid for which gives him more time to spend studying and focusing on school.

Admissions

Employee Updates

- Cesar Gaxiola and Celine Ahearn have taken on CCAP/ACP enrollment and have been connecting with the counselors at our feeder high schools. Cesar: PLHS, Clairemont, Madison, La Jolla HS, Morse, Cathedral, Thrive while Celine manages Patrick Henry, Kearny, UCHS, HTH, Mission Bay, SET, and Dimension.
- Helena Hubbard has been supporting cross-training by working on a counter training manual for work-study students.
- Alexis Calderon is working on her AB540 presentation for our feeder schools.

Events & Activities

- Admissions was represented at the Financial Aid Fair on October 1, Trung Huynh and Dulce Lopez did a fantastic job. Alexis Calderon attended the Financial Aid Dream Act Application Presentation on October 17. That same day Celine Ahearn attended a Financial Literacy Series event. Our international team: LaKeita Platts, Alexis Calderon, and Jose Aranda attended the PIER Meeting on October 22. Cesar and Celine have been visiting our CCAP/ACP schools and hosting an orientation booster. Admissions, Records and Veterans had a Halloween potluck with a costume contest. Raquel and Adrian (from Veterans Office) attended a District VA Subcommittee meeting to work on creating a refund schedule for TA students which could be expanded to all Chapter 31 and 33 students.

Innovations & Data

Karina Sandoval, Elizabeth Jones, Alexis Calderon and Dulce Lopez are working on a student 'pick your adventure' flyer for new, former and continuing students with FAQ's. This will help us in our outreach events such as the Financial Aid Fair and Reg-Fest.

Drop-Ins

- 14 students inquiring about our Allied Health Programs,
- 32 ID cards were given to students,
- 141 International students were assisted,
- 120 students with questions or needing to clear residency were seen by our residency staff, 21 verifications were done at the counter.
- 39 prospective students were helped.

Forms processed

- 19 late add request,
- 18 drops
- 8 Change in course level
- 225 change of HS graduation status,
- 127 petitions to certify units
- 1 petition to challenge
- 45 change of Name, DOB or SSN forms

- 4 Reinstatements
- 20 pre-req/co-req overwrites,
- 2-course repetition forms
- 10 high school student registrations
- 9 joint diploma student registration

Phone Calls

- We also handled 479 calls.

Honors

- We manually updated 314 students into an honors contract.

Policies & Procedures

- We created a new powerpoint orientation for CCA/ACP as a booster for our feeder schools. The PPT was shared with our district office as they work on creating a streamline orientation for all 3 colleges. We are also working with our VPI on creating a strategic plan for CCAP/ACP enrollment. Thanks to our new copy machine which scans with great detail, we are now able to send district SSN updates that are needing for Financial Aid with more ease which helps our students get their financial aid faster. Beginning October 28 we transitioned challenge testing to our testing and assessment office. Jim trained Amy on the process. This partnership will allow students to take their challenge test anytime the I-400 building is open in a quiet environment. Jim will continue to clear pre-reqs via student groups on CS.

Student Success Stories

- Admissions is working on cleaning up over 300 name, SSN, DOB, Residency and duplicate accounts for our CCAP/ACP students which will allow them to order official transcript with their correct information and ease their transition to college.

Special Recognition

- Jim Arnegard was instrumental in the transition of challenge testing moving to Testing and Assessment. He contacted every department, shared his thoughts and eased any concerns about the new business process. He also met with Amy to teach her the process in qualifying students and his insight into the challenge testing process.

Assessment

Events & Activities

- In October, the Assessment Office helped 191 students prepare for the spring semester by processing their Placement Assistant submissions and Online Orientations. Assessment is currently collaborating with the following departments:
- Career and Transfer - Starting in mid-October, the Career and Transfer Center hosted CSU Transfer Workshops in the Assessment Lab. Workshops are offered twice daily and in 2.5 weeks, there were 26 sessions.
- Counseling and Promise - Hot Spot Counseling continued with Stephanie Barnes in the small lab as she helps first-year Promise students prepare for the spring semester.
- 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. Students can rsvp by going to this website: <https://forms.gle/wtckKxacYH3MTagk8>
- Admissions - Admission and Assessment are now collaborating in the Challenge Exam process for students. The Assessment Office is now proctoring the exams in the lab to help students access and complete the advancement process here at Mesa.

Innovations & Data

Challenge exams are now be available in Assessment! Admission and Assessment are now collaborating in the Challenge Exam process for students. The Assessment Office is now proctoring the exams in the lab to help students access and complete the advancement process here at Mesa. Please feel free to refer students to Assessment to schedule their challenge exam.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Employee Updates

- Sixteen Peer Navigators continue to set the standard!

Events & Activities

October 8th and 15th: Peer Navigator Monthly Workshop: Time Management and Study Skills

Students attending the presentation enhanced their study skills and learned how to use a time management matrix. The hands-on workshop was facilitated by four Peer Navigators: Serena D., Diego M., Nick H., and Nayra C.

October 9th and 21st: Movie Night: Coraline

The Peer Navigator program held a movie night to kick off the Halloween spirit! Over 40 students attended the screening while enjoying yummy snacks :-)

October 23rd: Peer Navigator Monthly Workshop: How and Where to Apply for Scholarships

Charlie S., Albert M., Lara N., and Rochelle H. held the first of three workshops for the month of October and November. Their presentation, geared towards increasing scholarship advocacy and providing resources for the upcoming season, will yield results.

Innovations & Data

- Preliminary data from Summer CRUISE 2019 was favorable. Participants provided excellent feedback on how we can improve the program. Suggestions piloted during Winter CRUISE 2020.

Policies & Procedures

- Ongoing. We are currently in the planning phases for Winter and Saturday CRUISE.

Student Success Stories

- We have a couple of Peer Navigators applying for college! We are confident their efforts will be successful. Look forward to reporting the good news in an upcoming report.

Special Recognition

- This team is something else! They are a remarkable bunch.

CalWORKs

Employee Update

- There are currently three CalWORKs staff members. Our two new adjunct counselors are Silvia & Crystal and our program coordinator/counselor, Sasha.

Events & Activities

- This year with increase of staff member to CalWORKs, we were able to participate in the following campus events:
 - The Dreams we Fight For: Provided program information to current Mesa College students
 - Mesa Journeys: 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 "Mesa Holiday Celebration" Event - It will take place on Thursday, Dec. 12th from 3:30pm-5:30pm. A formal invitation will be going out in November ONLY to CARE & CalWORKs student.
 - 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
 - Continue efforts are being made to have a special workshop at Mesa College for all county CalWORKs contractors

Innovations & Data

- To date we have 45 CalWORKs students enrolled in Fall 2019 courses.

Career

Employee Updates

- We are so excited to welcome our new Veteran Work Study Student Aide, Cedric Cortinas, to the TCE family! He will be supporting the front office of the Transfer, Career and Evaluations Center.
- Amara Tang was nominated as the new team lead of the Student Services M&M (Motivation and Morale) Team!

Events & Activities

Conference Presentations

- On October 16, Work Based-Learning and the Career Center partnered to present at the 2019 Fall CCCAOE Conference-Community College Association for Occupational Education in Rancho Mirage, California.
- The team lead participants through San Diego Mesa College's first year of a formal and comprehensive Work-Based Learning program. Participants traveled through the development and structure of our WBL program and then dove deep into the practical applications of specific WBL programming of activities and outcomes. Student stories were shared and we highlighted faculty innovation, employer engagement and campus collaborations. In addition, the Career Center showcased effective integration with Work-Based Learning. The presenters representing San Diego Mesa College were Monica Romero, Claudia Estrada-Howell, Pavel Consuegra, Amara Tang, Katlin Choi, Alicia Lopez, Shawn Fawcett, and Melanie Baeza-McCray.

Presentations

- The Career Center was invited to present in two personal growth classrooms this month and in a medical assisting class. The career team shared information regarding the services we offer, resume preparation tools, and MBTI career assessment resource. Thank you Grace Patricio, Kimberly Williams-Kee, and Mary Eden for inviting us to connect with your students.
- In addition, the Career Center and Work Based Learning were invited to present on career resources, work based learning activities, and resume and interview preparation tools in Rebecca Nieman's BUSE 119 class. Thank you Rebecca Nieman for the opportunity to meet your students.

Career Peer Ambassadors

- Career Ambassadors participated in the Financial Aid Fair to present information about the Transfer Career and Evaluations Center on Oct. 1st.
- Malik Shabazz presented about Career Services and resume building strategies in a Personal Growth class on Oct. 4th.
- Career Ambassadors assisted with the Raza Grad Fundraiser Car Show Exhibition Event on Oct. 5th.
- Sadie Wager and Erin Nicole Vedar participated in a student panel for visiting high school students hosted by the Outreach Department on Oct. 9th.
- Career Ambassadors assisted with the Transfer Day Fair where students had the opportunity to meet with university transfer representatives on Oct. 10th.

- Career Ambassadors received training about CTE programs and assisted the Outreach Department with facilitating activities at the San Diego Unified School District Middle School Conference at Mesa College on Oct. 25th.
- Malik Shabazz and Luiza Barreto Rodrigues shared their stories of being a student at Mesa College at the President’s Cabinet Retreat on Oct. 29th.
- Career Ambassadors received training from the Transfer Coordinator on CSU Transfer Applications to assist the Transfer Center with general application questions.
- Career Ambassadors completed their series of training sessions about job search, resume writing, cover letter writing and interview preparation.
- Career Ambassadors facilitated 9 online resume reviews with students from Professor Kirsten Pogue-Cely’s PERG 130 course.

Innovations & Data

Total of 24 new employer contacts were made during this month through our online job board, “Mesa Job Network.”

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|---------------------------|--|
| • Axos Bank | • Neighborhood House Association |
| • Behavior Frontiers, LLC | • New York West |
| • Bibigo Kitchen | • Port of San Diego |
| • Biscayne Hospitality | • Premiere Homes |
| • Comfort Keepers | • REPS & CO |
| • County of San Diego | • ROBOLINK |
| • Design Lead Architects | • San Diego Colon Rectal Surgeons |
| • Epicor Software | • scripps mesa endodontics |
| • Hazard Construction | • Signtech Electrical Advertising, Inc. |
| • IES Communications | • Victra |
| • Labor Finders | • Whiteboard Risk & Insurance Solutions, LLC |
| • Lorser Industries | • YMCA-Expanded Learning Programs |

Job Postings on Mesa Job Network:

- A total of 63 jobs were posted by employers on the online job board to hire Mesa students and alumni. Students can create an account on <https://www.collegecentral.com/sdmesa/>

Career Ambassador Program:

- The Career Peer Ambassadors facilitate walk-in peer-to-peer coaching sessions with students on job search, resume writing, cover letter writing, and interview preparation.
- September total number of student sessions: 37 sessions
- Total hours spent on coaching sessions: 29 hours
- Number of completed assessments collected: 26 assessments
- Total number of hours in training sessions: 7 hours
- Career Ambassadors assisted with the October CSU Transfer Application Workshops.
- Total: 18 workshop sessions, 36 hours

Special Recognition

- The Career Center would like to give a very special recognition to all of the faculty that help "champion" the work we do for our students! We would like to give special recognition to Rebecca Nieman, Grace Patricio, Kimberly Williams-Kee, and Mary Eden. Thank you for making a difference!

Counseling

Employee Updates

- Andrew Tanjuaquio joined us as our Counseling Supervisor

Events & Activities

- We had two Career Trainings scheduled on Oct 21 and Oct 25
- The Promise II/ ADVOC8 team has been busy offering multiple workshops for the cohort. This month we supported students offering multiple Academic Success Workshops. Amber Alatorre and Miriam Pacheco did an amazing job creating the focus of the workshop and powerpoint. Amber Alatorre, Miriam Pacheco, Terrence Hale and Adam Erlenbusch offered various times for the workshops with a great turnout from the cohort
- Anthony Reuss gave a UCLA TAP workshop in October in the Honors Office - 22 students attended.

Innovations & Data

- Drop-Ins Only: 1695
- Appointments Only: 581
- Total Unduplicated Contacts: 2179

Special Recognition

- Andrew Tanjuaquio for stepping into big shoes!

DSPS

Employee Updates

- DSPS welcomed a new FA Work study to the DSPS team. Faduma Haji will be assisting and supporting students in our High Tech Center.

Events & Activities

- DSPS hosted the annual disability awareness poster display in the LRC atrium. This year we collaborated with Edeama Onwuchekwa (Equity & Engagement Librarian) on the display which was organized by Elizabeth Wilke and Rebekah Corrales
- DSPS faculty and classified professionals hosted a table at the annual Financial Aid Fair.
- Isaac Arguelles and Rebekah Corrales presented to over 150 high school students from Madison and West Hills High Schools about DSPS services.
- Elizabeth Wilke and Isaac Arguelles hosted a table at the Borderless Scholars resource fair.
- Dawn Stoll and Rebekah Corrales facilitated their monthly Touchstone group.
- Erika Higginbotham and Whitney Pepper hosted a table at the SDUSD Post High School Transition Fair at the Ballard Center.
- DSPS Counselors Joseph Pritchett and Elizabeth Wilke attended the CAPED Convention in Long Beach, CA
- Joseph Pritchett, Melissa Williams and Erika Higginbotham attended the day-long Career Counseling workshop hosted by the Career Center.
- Erika Higginbotham and a DSPS student attended the fall President Cabinet retreat where we were able to collaborate and share ideas around Mesa Pathways.

Innovations & Data

- In the month of October, there were 315 counseling appointments scheduled and 984 drop-in services provided to DSPS students. Our proctoring center administered 383 exams. The High Tech Center processed 6 alt media requests and 92 students accessed the HTC lab.

EOPS

Events & Activities

EOPS

- October 10th- EOPS Study Break- Event for students to stop by and learn about upcoming events, workshops and opportunities.
- October 11th- SDSU EOP Information Session- SDSU EOP Representative, Lorena Malo share information about the SDSU admission process and EOP services. N
- October 18th- EOPS Student Worker Training- Had a training with
- October 29th- Soroptimist; Live your Dream Award Workshop- Students had the opportunity to learn about a financial assistance.
- October 21st-24th- participated in the conference planning committee for the 50th CCCEOPSA Conference- 50 years of student advocacy and Success: Looking Back to Move Forward. The event was a great success!

CARE

- We hosted a CARE Welcome Back event for our Single Parents Receiving CalWORKS. We collaborated with CalWORKS and had wrap-around support: current and former CARE Coordinators, two CalWORKS counselors, EOPS SST, and EOPS Director present. At the event we launched our laptop loan program where we lend brand new Macintosh laptops to CARE students for a semester. We also announced our bi-monthly support group for CARE students. We reminded them to connect to various resources to better support them through this semester. We also connected to a potential CARE student and was able to accept their application on the spot.

NextUp and FAST Scholars

- 15 students went to SDSU and met with current Guardian Scholars. Students participated in a campus tour and program orientation. After, SDSU students and NextUp students went bowling.
- Weekly workshops were hosted in the FAST Center. Workshops included financial literacy and mental health awareness. FAST Center host as weekly motivational workshop which is open to all students at Mesa College called the Master Keys Series.
- Participated in the conference committee for the the Blueprint National conference in LA- The conference focuses on expanding the scope of not only on best practices for supporting foster youth to enter and complete college, but also strategies to support foster youth to graduate from high school, approaches to mentoring, providing career pathways guidance, coaching models, and addressing student basic needs
- Sade, Markus, and Melissa presented a workshop on “Developing a Foster Youth Program on Campus”. They shared their experience with others as our colleagues across the state establish and/or strengthen services for foster youth at their respective campuses.
- October 1st and October 15th- hosted office hours at Walden Family Services
- October 3rd- Team participated in the Monarch School’s College Resource Fair
- October 9th- hosted office hours at San Diego Youth Services Take Wing

- October 15th- The Movement Enrichment Program (NCRF) facilitated a workshop for students on their programs, job/volunteer opportunities, and upcoming College Expos
- October 17th- team participated in the LGBTQ Resource Fair
- October 30th- hosted office hours at San Diego Youth Services
- Office Hours consists of 2 hours at the agency assisting foster youth with: Navigating the admissions process (application, orientation, placement assistant, FAFSA, EOPS application); general question about university transfer opportunities, and/or certificate and degree programs offered at Mesa; questions about attending college in general and questions about our NextUp & FAST Scholars programs

Borderless Scholars

- October 14th to October 18th – Borderless Scholars team hosted The Dreams We Fight For – Undocumented Student Week of Action. There were different activities throughout the week including: Know Your Rights Workshop, Free Immigration Consultations, Undocu-Ally Training, Undocumented Student Panel, Dreamer Resource Fair, Undocu-Circles, Art Expression, University Information Sessions, Financial Aid 101, and Film Screening.
- October 8, 15, 22, & 29 – 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 more.
- Tuesday, October 29th – Borderless Scholars Counselors, Clemente Ayala and Rosa Palacios visited the California State University San Marcos Dreamer Resource Office to learn about the support services and resources available to undocumented students at this campus and to create a partnership to better support students who are transferring to CSUSM.

STAR TRIO

- October 1st- Team participated in the Financial Aid Fair
- October 17th- Team participated in LGBTQ Fair
- October 31st- Annual Pumpkin Decorating Contest

Innovations & Data

Borderless Scholars

- Here to Dream Podcast on Spotify – Borderless Scholars Peer Mentors created a new podcast called Here to Dream. This podcast was played during the Art Expression Event (a guided painting session) at the Undocumented Student Week of Action.
- There were over 60 attendees at our Dreamer Resource Fair event, 14 attendees at our Undocu-Ally Training, and over 24 attendees at our Art Expression event during the Undocumented Student Week of Action (Oct.14-18). Thank you so much for all the ones who were able to attend one or some of our events. Borderless Scholars Team really appreciate your support.

Student Success Stories

- One of our CARE student's laptop wasn't working properly, and because we instituted a new laptop lending program we were able to provide her with a new laptop for the semester.

- Two years ago a foster youth came to EOPS and met with the foster youth counselor. She dropped out of school without communicating with the counselor about why she needed to drop out. The student returned to Mesa College and she is receiving supportive services from the FAST Center and NextUp that are making a difference. When asked what helped her stay in school and pass her short-term class, she stated “Having a laptop really helped me. I can work on homework at home. It’s just easier”. NextUp students received laptops during their annual Welcome Back event. The purpose of the laptops were to support students who needed tools to assist with reaching their educational goals. This particular student is why we do what we do at the FAST Center and our program.

Special Recognition

- A special THANK YOU to Yolanda Granados Nicacio for the great mark she leaves at the Borderless Scholars Program. Yolanda served as a Peer Mentor at Borderless Scholars since May of this year and in such a short period of time her contribution to the program has been a key element for its success. Even though we are going to miss her creativity, hard work, and dedication to support our students we are really happy for her to continue her education endeavors at California State University Long Beach. We are really proud of you Yolanda!
- Lisa, Karen, and Nellie were recognized for their years of service! Lisa has been serving in EOPS for an outstanding 20 years and Karen and Nellie for over 15+ years! Congratulations on your award & THANK YOU for everything you do! EOPS at Mesa College would not be the same without you!
- Sade serves as a Region X representative for Foster Youth Initiatives and was recognized with a plaque for her dedication and service to students who have been in foster care. Congratulations, Sade!
- Deeana Castro has taken on the new role as Project Assistant for our program and has been tremendously helpful in supporting our students and program services. She has taken on more responsibility in assisting the program to grow, including student participation in the STAR club. THANK YOU DEEANA!

Evaluations

Events & Activities

- Evaluation team members participated in the Transfer Day event. The Evaluations team has also been helping our students prepare to transfer by assisting with Transfer Application workshops.

Innovations & Data

- In the month of October, the Evaluations department began the development of their new commencement and 'apply for graduation' campaign. New banners will be displayed around campus soon.

Policies & Procedures

- **Reminder #1:** All students must apply for graduation to obtain the degree and/or certificate they are pursuing. Applying for graduation is now electronic through the students MySDCCD portal. When working with students, please remind them to review deadlines and be sure to apply for their degree/certificate during their last year.
- **Reminder #2:** If you are working with a student that has submitted a petition regarding their academic plan, please remind students to check the status of their particular petition by viewing the "Advising Notes" tab on their MySDCCD portal – there they are able to confirm if their petition was approved or denied.
- **Reminder #3:** If you are working with a student who has been accepted or has transferred to a UC campus and needs to be IGETC certified, send them to the Evaluations Office and we will assist them.
- **Reminder #4:** Transcript Evaluations are currently taking 30 – 40 days for the full transcript evaluation upon the receipt of the request. Please remind students they will receive an email once their evaluator has completed the process. If students need to clear prerequisites in the meantime, they can do so in the General Counseling office.

Special Recognition

- Special recognition goes out to Olivia Picolla and Deborah Salazar for always going above and beyond to help our students, staff, and faculty, and administrators. Thank you so much!

Financial Aid

Employee Updates

- Lilibeth has completed her 1st year as an SAT (at ERP)

Events & Activities

- Dreamers. We will be hosting a series of workshops presented by Brianna Garcia at the Assessment Center on selected dates from 10-04-19 through 2/27/20.

Innovations & Data

- We are making progress in adapting, learning and processing aid more efficiently compared to last year where October marked the 1st month in which data was able to be exchanged between the colleges and State and Federal agencies. Gratefully, for 19-20 we now have 3 months of data which help us comply with mandatory monthly reconciliation processes.
- We are working to have during the spring 2020 the DocuSign software up and running. This will enable current students subject to the 19-20 verification process to complete the forms online and submit directly to our office email.

Policies & Procedures

- We are in the early stages of reviewing the changes to the 20-21 federal and state aid application and verification processes where for the 1st time the 2018 IRS Tax reform will affect the aid.

Student Success Stories

- A very complicated PLUS loan application was able to be finally disbursed. We all learned a lot with this case that involved changes at the federal level for a parent needing a co-signer.

Special Recognition

- To Brianna Garcia upon accepting to be trained as writer for program review, being the Dreamers Liaison. To Laura for the extra hours dedicated to reconcile the 18-19 Pell Grant along with Florisel, Randall and Julissa so our summer students still to receive their aid before the 09/30/19 deadline can receive their summer Pell. To accomplish this task we had to request the Department to re-open the aid year. Last but not least, to the office staff (Lupe, Cathy, Skyler, and Randall) whom rose to the challenge, assumed any necessary position to service the students during the day that we were short staff to the bone minimum.

Outreach & Community Relations

Employee Updates

Outreach & Promise

Outreach is proud to share the recent promotion of Donnaly Atajar and Vanndaro “Van” Chhum as the new Student Services Technicians in Outreach. Donnaly recently served in the Outreach Department as a Project Assistant, specifically working with the San Diego Promise program. Vann is a familiar face in Outreach as he began working in the Outreach Department as a Student Ambassador and within two years was promoted to serve as the Student Services Assistant. Donnaly and Vann are deeply committed to Mesa’s mission of equity and excellence and they demonstrate this first-hand by helping students to have successful transitions to Mesa College.

Events & Activities

Outreach

In the month of October, Outreach provided over 200 campus tours to prospective students and their families. Big shout out to the Outreach ambassadors for all of their hard work this month!

- October 1: Outreach has been provided a number of different opportunities to present and host a resource table at the Charter School of San Diego for their open house. Outreach Ambassador Finn spoke to over 20 prospective students on their college options and why Mesa College is the right fit for them.
- October 3: Outreach has worked more closely than ever with all community organizations and schools. Monarch extended the invitation to Outreach for their College Day event. Outreach ambassador Tiffany had the opportunity to host a resource table servicing over 25 prospective students.
- October 6: Establishing and maintaining relationships with key partners proves success in the Outreach Department. ACCESS Inc continuously provides their support and extends the opportunity for Outreach to host a resource table at a number of different events all throughout the year such as the annual health fair and the job fair. Outreach student ambassadors Lulu Romero, Jorge Martinez, and Samantha Ceron-Draeger participated in a series of resource fairs and serviced over 100 prospective students and their families.
- October 8: Audeo Charter School extended an invitation for Outreach to host a resource table as well as a presentation for students and their families. The goal was to provide awareness and opportunities Mesa College has to offer. Outreach ambassador Darien Duong and Lulu Romero took the lead on this event and serviced over 20 prospective students.
- October 16: The Outreach Department and Madison High School has worked closely to host their annual High School Symposium at Mesa College. The action-packed event was filled with workshops, informational sessions, and campus tours hosted by the student ambassadors. This was an opportunity for students who were interested in attending Mesa College to fully embody themselves in the college experience. The 100 students who participated in the high school symposium are students that have been identified by their high school counselors on attending Mesa College for Fall 2020.

- October 18: The Mesa College Outreach Department in collaboration with our Veterans services were extended the extended the opportunity to provide a resource table at Camp Pendleton during their Marine Corps College Fair. Outreach staff Karla Trutna and Van Chhum had the pleasure of providing information to all our service members and their families.
- October 18: Outreach ambassador Finn McDaniel and Hunter Klugh hosted a resource table at Garfield High School to share the opportunities at Mesa College. The students were excited to learn of the different programs and resources and how Mesa College is the right fit for them.
- October 23: Mesa College Outreach participated in CAL-SOAP's annual college fair. Cal-Soap invites over hundreds of different colleges and universities, private and public for students to ask those specific-related questions pertaining to their campus. Majority of the Outreach staff participated in this event in which they serviced over 1,200 students and their families. It was a fun-filled jammed pack event with numerous high schools within our feeder area and beyond.
- October 25: Outreach in collaboration with Career Education had the opportunity to host the first ever, Middle School Conference: EMPOWER. A number of different middle schools were invited to participate in an interactive conference designed to showcase some of the awesome technical programs such as game development, computer building, and 3D animation hosted by Mesa faculty. We had the opportunity to welcome and connect with over 120 middle school students.
- October 26: For the first time ever, SoCAL Messengers of Peace extended Outreach and invitation to participate in their College and Career Fair located at the Otay Ranch Church. Outreach staff Samantha Ceron-Draeger and Hunter Klugh hosted a resource table providing information to all the students and their families.
- October 26: Outreach staff Van Chhum was extended an invitation from an old High School colleague to provide a Presentation at Rady's Children's Hospital for the Hemophilia Family Day. It was a great opportunity to Outreach to talk about some of the programs and services that will help students once they make their transition to Mesa College. It was an exciting event for the families to have any of their questions or concerns addressed.
- October 31: Outreach participated in the annual Day of the Dead. There were a series of interactive events designed for students free of charge.

Promise

In the month of October...

- We hosted 3 Study Hall sessions serving over 40 Promise students as they prepared for midterms.
- We collaborated with Student Affairs to host an Art of Inclusive Communication Training session for Promise students.

Innovations & Data

Promise

- 560 faculty received progress report requests online. Students will receive mid-semester grades and feedback submitted by their instructors via email.

Policies & Procedures

- Students who dropped below 12 units this semester may submit an appeal to remain in the Promise program for Spring semester.
- Year 2 Promise students who had a remaining book grant balance from 2018-2019 may use these funds in the book store until the end of Fall semester.

- The application for Class of 2020 high school graduates will be available January 13, 2020. Information postcards with program and eligibility details are available in Outreach.

Student Affairs

Employee Updates

New Student Work-Study

Student Affairs is pleased to welcome Mikayla Dellaney as our new Student Work-Study. Mikayla is in her fourth year at Mesa College, studying Communication Studies with an eye for transfer to CSU Fullerton, and a club member with the Women's Alliance. We look forward to working with her until she graduates in the Spring Semester!

Events & Activities

LEAD Series

Back by popular student demand, Student Affairs is hosting another Leadership Equity Action Development (LEAD) series. These workshops are a discussion of multiculturalism, class and gender, where students have the opportunity to reflect on their own identity, how identities intersect, and how they influence one another. These conversations will assist participants in recognizing one another's differences and connections in an effort to understand, learn, and appreciate the diverse world in which we live.

NCRC Presentations

Student Affairs scheduled and supported two separate Art of Inclusive Communication presentations by representatives of the National Conflict Resolution Center. A faculty & staff-centered presentation was made to members of the Arts & Languages Department, and a student-centered presentation was made to select members of Mesa College's Promise Program.

Bystander Training

San Diego Mesa College is hosting a Bystander Intervention training on Tuesday, October 29. The training will help interrupt behaviors and ideologies that promote sexual violence. The presentation is designed to give participants the tools to safely intervene in dangerous or potentially dangerous situations, as well understand why we may hesitate to assist people in need of support.

Impactful Communication Presentations

Claudia Perkins gave two Impactful Communication presentations during the month of October, one to members of the AFT guild and another to Mesa College faculty. These presentations helps guide faculty members in completing their side of the conduct process, as well as recognizing students of concern and providing them with the appropriate campus support resources.

Notable Club Activities

The Mesa College Gender Sexuality Alliance has partnered with a number of campus departments and service areas, including the Office of the Dean of Equity & Student Success, to take a central role in planning and implementing a week-long series of events for LGBTQ History Month. They hope to make this collection of events an ongoing Mesa College tradition!

AS UC Application Workshop

The Associated Students hosted an application workshop in October for the University of California system, which was attended by more than 30 Mesa College students.

Innovations & Data

- Scholarship renewal applications are now online. The process to renew a Foundation Scholarship is so easy due to JOEL and his brilliance building online systems.

Special Recognition

- Thank you to Student Accounting team! They are very supportive! Both Nate and Anthony assist the Associated Student leaders with their AS Budget. The guidance, support, patience and educational outcomes they have provided the student leaders has been exceptional. We appreciate Student Accounting! Nate and Anthony are ROCK STARS!!

Student Development

Events & Activities

- The Dean of Student Development started a leadership development program in October for the Student Development Leadership Team. The program goes from now until the end of spring 2019. The program is attended by all supervisors in the school.

Policies & Procedures

- The VRC Final Report for 2017-2018 for the Veterans Resource Center Ongoing funding allocation for the 2017-2018 fiscal year was submitted to the chancellor's office on October 2, 2019.
- The Veterans Resource Center RFA Annual Narrative was submitted on October 23, 2019 to the chancellor's office.
- The Dean of Student Development is working with SEA Leads, Office of Institutional Effectiveness, and Business Services to work on the SEA Plan due on January 1, 2020.

Special Recognition

- Congratulations to Anne Hedekin, Claudia Estrada, Gity Nematollahi, and the rest of the Transfer Center Team for their awesome work with Transfer Awareness Month and the application season. Transfer Palooza Events are creative ways to remind students of the support available and ease the stress that may come with transfer applications.
- Many thanks to the committee who led the Car Exhibition Fundraiser including Cesar Lopez, Amber Alatorre, Ramiro Hernandez, Miriam Pacheco, and Patty Rodriguez.
- Special thanks goes to Jacqueline Collins for all the ways she provides support for events under the School of Student Development.
- Shout out goes to Celine Ahearn and Cesar Gaxiola from Admissions. Thanks to Celine for creating the HS Orientation Presentation, and Cesar for working together and providing valuable feedback. Many thanks for sharing this product with our district outreach colleagues. I appreciate the efforts to work together to support our students and streamline the pathways from HS to college.
- Congratulations to Dean Larry Maxey, Johanna Aleman, and Claudia Estrada-Howell for being recognized by the SDSU Community College Leadership Alumni Group for their outstanding leadership as Equity Champions in the SDICCCA Region.

Student Health Services

Events & Activities

- On October 1st Student Health participated in the Financial Aid Fair providing free flu shots, give away items and resources.
- On October 2nd, Suzanne Khambata FNP attended the TB Elimination Task force meeting with over 30 representatives from major healthcare systems, County Public Health and Colleges and Universities throughout San Diego and North/South County. The goal is to create TB free community colleges and private universities.
- On October 3rd Aurora San Pedro LMFT attended "Meeting of the Minds" which included all of the San Diego County Behavioral Health departments, providers and contractors. A large referral list with descriptions is being formulated for distribution.
- Also on October 3rd Xochitl Bravo Student Peer Educator attended the SPEAK task force meeting.
- On October 11th Student Health arranged for Shanette Smith LMFT from Mesa Vista Hospital, to present to faculty on creating community in the classroom, connecting with students special mental health needs and reporting suicidal thoughts and ideation.
- On October 15th Student Health Peer Educators tabled at an EOPS event with free give away items.
- On 10/18 Aurora San Pedro LMFT presented to 16 Peer Navigators on Relationship and Connection building with each other, within themselves and with their mentees.
- On October 16th Student Health presented an outdoor event focusing on the prevention of Domestic Violence and strangulation. Students from the Human Sexuality course presented their themed brochures on violence prevention. It was a great collaboration!
- On October 23rd Student Health held it's annual Grass Roots Health Fair: Free organic produce, free flu shots, educators about Yoga, relaxation, staying calm, and prevention of violence. Over 30 vendors attended and hundreds of students interacted with them. Culinary arts made excellent granola bars adding to the fun factor of this event.
- Laura Milligan FNP has been providing a traveling flu shot pop-up. Recently she provided flu vaccines to the Mesa Choir. They sang their way to health!
- The monthly Comfort Tent was held in early October and was very well attended.

Innovations & Data

- We are working on innovations in our referral systems for Mental Health. Linda Gibbins-Croft designated a Case Manager, Tracy Fried ACSW to provide consistent follow up and transfer of services to community for students.

Student Success Stories

- A student was unable to access specialty medical care through her insurance at a major medical system in San Diego. The student met with Tracy Fried ACSW, Case Manager. Tracy contacted officials at the California State level and found out that the student was indeed eligible for services through her insurance. The major medical system was contacted and the student received the special services she needs.

Special Recognition

- Special recognition to our Community health team: Mimi Vu, Xochitl Bravo, Cynthia Arias and Phuong Nguyen for their exemplary work to plan and implement all our events for October. Your work is perfection!

Student Success & Equity

Events & Activities

- Facilitated our Joint School Meeting with Student Development - Oct 2
- Attended the NAACP Freedom Fund Dinner - Oct 11
- Hosted our first Resiliency Fund Taskforce Meeting - Oct 15
- Presented at President's Cabinet with Title V and the Loft, Professional Learning - Oct 15
- Hosted our first Stand Resource Center Taskforce Meeting - Oct 16
- Success Equity and Transformation Committee - Oct 18
- Facilitated Equity Discussion at New Faculty Institute - Oct 18
- Participated in the PIE Special Meeting - Oct 22
- SDCCD Management Association General Membership Meeting - Oct 25
- President's Cabinet Retreat - 29
- SDSU Community College Leadership Alumni Group - Oct 29

Policies & Procedures

- The Resiliency Fund Taskforce is working on developing policies and procedures for disseminating the resiliency fund to students, our work will continue throughout the semester.

Special Recognition

- Larry Maxey, Johanna Aleman and Claudia Estrada each received a Certificate of Recognition from the SDSU CC Leadership Alumni Group for their work on basic needs, congratulations.

Transfer

Employee Updates

- Welcome Damien, and Shelby. Welcome back Chris.

Events & Activities

- Transfer Palooza was a huge success. 136 student surveys were returned. Overall student feedback was positive. 60 reps were on campus and they also gave Mesa College rave reviews. Thank you to all the TCE staff and especially the career ambassadors.
- We have scheduled 26 CSU application workshops for the Month of October. These have been every successful.
- Held first-ever UC application workshop for the honors students.
- PLNU ADC program had a very successful Lunch and Learn for students, faculty and staff the TCE conference room was standing room only!

Innovations & Data

- Transfer Palooza was new for us this year. We hosted a Gerontology majors workshop, Inside National University panel as well as several veterans events and UC Workshop and individual representative meetings.
- Our education liaison, Gabriel Adona set up a Teacher Education Application session with SDSU during one of the workshops.

Student Success Stories

- Stories of successful appeals for Fall of 2019 keep coming in. Another 2 students were admitted to SDSU.
- SDSU extended the spring 2020 appeals deadline for active duty military and veterans until October 31st.

Special Recognition

- Many thanks to the entire TCE team (Amara, D, Olivia, Gity, Alicia, Claudia, Raquel and Gity!) for supporting the Transfer Center during Transfer Palooza. The CAPs were also incredibly helpful. Kudos to the CAPs again for their excellent assistance with the CSU application workshops. The TCE staff has been doing a super job supporting students with their application questions. Thank you to our newest employees Chris, Damian and Shelby! You are great additions to the TCE Team. Thank you to Gity for everything you do behind the scenes! Thank you to all the counselors and other student services who supported all our events this month!

Veterans

Employee Updates

- Adrian Tanjuaquio enjoys traveling and recently returned from a Northern European trip.

Events & Activities

- We hosted the first ever Power 5 visit at Mesa, the schools that make up the Power 5 are SDSU, UCSD, USD, Point Loma & CSUSM. We had great attendance from our student veterans and due to this visit SDSU had 8 additional student veterans applying for spring admissions.
- We also hosted the VA Vocational Rehab Counselor on campus. This allowed our student veterans to meet with him about the opportunity to learn more about the program that can help them get the education and training they need to enter the workforce (it can be a 2 or 4 year degree)

Student Success Stories

- A student veteran was able to meet with the VA Vocational Rehab counselor in October and during his visit found out that he is eligible to receive Voc Rehab and will be able to start using by next term. Because we had this service come to Mesa, our student veteran will not have to worry about how his college, books and supplies will be paid for which gives him more time to spend studying and focusing on school.

Special Recognition

- Raquel Aparicio, Admissions Supervisor.. A huge thanks to Raquel for filling in for me while I was out of the office. Her willingness to step in and serve our students and staff in Veterans & Records in addition to taking care of Admissions is beyond words, a simple "thank you" is not enough. Raquel you ROCK!

Vice President Student Services

Employee Updates

- VP Hands was appointed to serve as Region X's CSSO representative to the RP Group. The RP Group promotes excellence by using data and evidence to transform the lives of all community college students. She attended her first RP Board Meeting this month.
- VP Hands served as an assistant and lead writer on the ACCJC Team Visit to the College of San Mateo.

Events & Activities

- VP Hands coordinated Mesa's Fall 2019 Principals Roundtable. We hosted 10 schools and discussed topics including access and success pathways for SDUSD students, English and math pathways, San Diego Promise, dual enrollment and campus updates.
- This month's Student Services Council Meeting included the roll-out of our new Student Services Program Review Data Dashboard.
- This month the Student Services M&M team welcome new members and a new leader: Amara Tang (Team Lead), Zulma Duran, Brianna Garcia, Pahua Vang and Andrew Tanjuaquio. Elizabeth Jones, Danielle Short and Claudia Perkins are the existing members remaining on the team.
- October 31, 2019 M&M team hosted its annual Halloween Costume and Chili Cook-off contests: Winners TBA
- Gabriel Adona, Claudia Estrada-Howell, and Charlie Lieu presented Mesa Journeys Flex event. Over 25 faculty and classified professionals attended the workshop. Special thank you to all the student service departments, student support program coordinators, Mesa tutoring, and Stem Center for assisting and presenting at the event!

Innovations & Data

- In collaboration with the Kyung Ae Jun from the Office of Institutional Effectiveness, the Student Services rolled out Point of Service Surveys for Financial Aid, Admissions, Veterans & Records and Student Accounting.
- Kyung Ae Jun created a Student Services Program Review Dashboard for Student Services cohort programs
- Added [Events](#) page to Veterans Services web page.

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 the success of our students, staff and faculty succeed:

- CTE Middle School Conference – a computer science event for middle schoolers
- Farmers Market
- Integrated Planning Meeting
- LGBTQ Celebration Week
- NAACP Freedom Fund Dinner
- President's Cabinet Retreat

- Raza Grad Fundraiser – Car Show
- SDCCD Performance Management Workshop
- SDSU Community College Leadership Alumni Group (CCLEAD Alumni Group: Equity Champions Recognition Event. Congratulations to Johanna Aleman, Claudia Estrada-Howell and Larry Maxey for receiving awards for their work with Basic Needs
- Strengthening Student Success Conference
- Student Health: Domestic Violence Prevention
- A Taste of Mesa
- Undocumented Student Week of Action, including a student panel and Kapwa, Pop Up Museum