



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 & Leadership Updates

- Here is the new Associated Students team for the 2020-2021 academic year!
 - President: Taylor Carpenter
 - Vice President: Cam Hin
 - Treasurer: Parrish Fitch
 - Secretary: Maya Asiral Del Rio
 - ICC President: Marie Yorkers
 - Senators: Arshia Alenaddaf, Catalina Henriquez, Emilio Lara, Erik G. Hagstrom, Joelle Shumacher, Karla Tirado, Michael Wang, Piper Ceriani, Qiyao You, Rebecca L. Chen, Tara Yousefi Nejad, and Trina Tauer.
 - President's Cabinet: Brendan Rasmussen, Hafsa Alzamari, Narae Kim, Natalia Trinh, and Sabrina Chavez Rubi
 - Mesa Pathways Liaison: Mark Truong
 - Communications Officer: Nicholas Howell
- DSPS Counselor, Melissa Williams, is on maternity leave for the remainder of the semester. We send our congratulations and wish her all the best!
- Welcome Jezyle Diez! Jezyle was hired as a Project Assistant and is working on an Evaluations Regional Project to help current or past students who are close to graduating and will working on marketing to those students to complete requirements.

- The CalWORKs Program is so proud to announce two new Adjunct Counselors to join the CalWORKs Program, Leo Carrillo and Grace Aumoeualogo!
- The Outreach department would like to welcome Joel Vera Gonzalez as its new Project Assistant. Joel will be working to promote CTE programs with school and community partners. Welcome Joel to Mesa!
- The Promise program welcomed two Promise Project Assistants for the Fall semester – Jessica Gaffney, who will focus on serving our disproportionately impacted populations, and Anais Perez, who will focus on our social media and web content efforts.
- Consuelo Orihuela has joined the Borderless Scholars team as the new Project Assistant. Consuelo has served as EOPS Project Assistant in the past; her experience, dedication, and passion to serve and support our student population will be a key for the continued success of the program. Welcome to the team, Consuelo!

Events & Activities

- As one extension of Mesa College's voter registration and voter turnout initiatives, now collected under the project title "Your Voice Your Vote," a website has been created under the Student Affairs umbrella to house all such resources and announcements.
- Mesa College celebrated Constitution Day for 2020 with a small variety of events and resources. The centerpiece event was an online campus-wide discussion with experts, including Prof. Steven Semeraro, Andrea St. Julian, and Thomas Robertson, about police accountability, qualified immunity, and efforts to transform the system.
- 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. We are averaging 225 households at each event.
- The Stand is also happy to partner with San Diego Mesa Culinary Department to provide students with \$50 to use at 72Fifty for hot lunch services. Each week we provide 20 students with \$50 vouchers that can be used to purchase the lunches prepared by students in the culinary program. We have been able to provide 100 students with vouchers in September.
- Peer Navigators "opened" the AVANZA Engagement Center to welcome ALL students during our remote times. Mesa students are encouraged to drop by to ask questions, be led in the right direction, and get to know our Peer Navigator team.
- On World Suicide Prevention Day, September 10th, Mental Health Counseling of Mesa, Miramar and City colleges collaborated with the San Diego Suicide Prevention Council and presented Question Persuade Refer (QPR) Suicide Prevention Training to all students, faculty and staff throughout the San Diego Community College District.
- Student Services hosted Mesa's Sept 8th Campus Community Forum - [Student Services: Working Remotely to Serve our Students.](#)
- Our Motivation & Morale (M&M) Committee hosted two events to promote health and fitness in September. We invited student services team members to attend virtual fitness classes hosted by the VEBA Resource Center, including a lecture-based class, "Kick the Sitting Habit," and an active movement Yoga Flow class on September 22nd. Thank you for participating! Save the Date: Friday, October 30th - Student Services Halloween Zoom Party. Prizes will be awarded to costume contest participants!

Innovations & Data

- 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 will address racial inequity by coordinating a Graduation Application party aimed at explaining the application process, sharing the importance of earning a degree and/or certificate, and promoting the importance of participating in the Commencement Ceremony and the Rite of Passage end-of-year celebration. Evaluations will also help help remove structural barriers created by some student petitions.
- The "5 Steps to Transfer and Career" workshop was designed to help students on the cusp of transfer synthesize the importance of career and major decision making when applying for transfer. The Transfer and Career Centers are hoping this will help address some of the last-minute career and major questions encountered last year during transfer application workshops.
- Online Learning and Student Resources Website: This summer a workgroup composed of student services leads from Outreach, MT2C, EOPS, CRUISE, WBL, Career, and faculty worked on creating distance education learning resources for our Mesa students. The workgroup surveyed 373 students and with this data made informed decisions in regard to online resources for Mesa students. The result: a new web page housed under Outreach! This is a comprehensive resource site for Zoom, Canvas, MySDCCD Portal, and other online learning resources. Please help us share with your students or use it as a resource for yourself! Link to the site: <http://bit.ly/MesaResources>
- 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.
- Student Services launched Knowledge2Go. Our annual membership includes unlimited access to 150+ live webinars and access to over 100 on-demand recorded trainings for the entire Mesa College Community. Professional learning categories include technology & online learning, student populations, student success, teaching and learning, institutional effectiveness and campus safety and security.
- Mesa Journeys student survey concluded. Key findings:
 - Top 3 ways students first hear about Mesa Journeys: CRUISE Meet and Greet (42%), welcome email (31%), Student Services websites (27%)
 - Best way for programs and services to contact students: Email (80%)
 - The majority of students (80%) strongly agree or agree that Mesa Journeys increases their knowledge or awareness about programs/services at Mesa.

Policies & Procedures

- Admissions continues to reply to emails and voicemails within two business days and online (Jira) work orders within five business days. The department is creating quick steps for students to have a step by step process for submitting online petitions to update their names, DOB or SSN.

- Promise students who were not enrolled in at least 12 units by the Add/Drop Deadline have the opportunity to appeal to remain eligible for the Promise program. Students who will be withdrawing from courses by the withdrawal deadline and falling below the 12-unit requirement are also eligible to appeal for a reduced unit load. Appeals are due by Friday, October 16.
- Assessment has started receiving requests for challenge exams for the spring semester. They will be offering exams to clear prerequisites for math, languages, English 47A and Chemistry 200. Exams for the spring semester will be offered remotely (via Zoom). Contact information for challenge exams: testing@sdccd.edu.
- Districtwide Student Services finalized the process for BP 3100: Removal from Online Classes using our Campus Solutions modality.

Student Success Stories

- The Transfer Center encountered many daily success stories in the transfer center that may seem small but are consequential for students as each piece of the transfer process needs to work for a student to transfer successfully. This month, the Transfer Center broke down the stress of the application season for students and providing one on one support for transfer questions. Lots of aha moments ranging from assisting with a sticky part of the CSU application for Spring 2021 or walking students through gaining clarity on major selection.
- A veteran student who met with the Voc Rehab counselor was able to apply for voc rehab on the spot and receive an intake appointment with a counselor. Being able to receive Voc Rehab benefits will alleviate the pressure and worry about how to pay for school (both at Mesa and his transfer institution). This student will have his school (tuition & fees) and books paid for 100% and get a housing stipend while he is in school.
- The EOPS and Financial Aid offices have a former foster youth student with an overpayment hold posted for aid received during the major terms of the 19-20 academic year. The overpayment was almost \$3,000 on outside scholarships and was preventing 20-21 aid from being disbursed. After combining and documenting the inclusion of the summer enrollment, and the cost of attendance, a recalculation of the student's need analysis (Cost of attendance minus aid received equals "unmet need") was completed, the overpayment was resolved, the hold removed and restored aid eligibility.
- The Career Peer Ambassadors were awarded the Spirit of Olympian Awards at the Fall 2020 Convocation. Congratulations to Malik Shabazz, Helen Ma, Sadie Wager, Luiza Barreto Rodrigues, and Carolina Chavez! Well deserved.
- Borderless Scholars Giovanni Sanchez and Paola Gomez have been selected as the President and Vice President for RISE Club for Fall 2020, respectively. Giovanni and Paola are successful students at San Diego Mesa College and are looking forward to demonstrating their leadership skills and to serve and support the club and its members the best way possible.

Admissions

Employee Updates

- Admissions welcomed back our two VA work studies from their summer break. Danielle and Anthony will be supporting student admissions with our Admission chatbot.

Events & Activities

- September was a busy month for Admissions; members of the office have attended various events this month.
 - We attended the Feel, Heal and Be Real events on September 3, and September 30th.
 - The Campus Community Virtual Forum on September 8th
 - AAWCC Zoom Studio Event: Working from Home During a Pandemic with Kids & Looking Your Best on September 11
 - Propelled by Protest on September 16
 - Mesa Pathways on September 18
 - Cesar and Trung provided a presentation for the Athletic Retention Technicians on Friday, September 18, 2020 on the Admissions Department.
 - Chancellor Forum September 21
 - Mesa 2030 pm on September 22
 - San Diego Mesa College Campus Community Virtual Forum September 22
 - Residency Overview with CACCRAO on September 25
 - EOPS, CARE & NextUp Advisory Board Meeting
 - AAWCC: Women Mentoring Women on September 30.
 - Dr. John W. Rice 20th Annual Awards Ceremony honoring diversity, equity and students success on September 30, 2020
 - As an office, we met on September 8, 15, 22, and 29th to discuss our Call to Action, discussing how the Admissions Office can support our Black students.

Innovations & Data

- Admissions staff has picked up their phones to return to our phone tree to support more students. We also have started using our Admissions chatbot to support students. In our Data from Ivy, we noticed that Mondays there are many students using our system. This led us to create a work schedule to support our students during that time.
- Our admissions Google voice has continued being busy, we are answering an average of 125 calls per day, and 45 voicemails. Students have also been calling us via our SD Mesa General Line 619-388-2600.
- Our SD Mesa Admissions General Inbox has also stayed busy by replying to 693 student emails. We also sent and replied to 316 emails to Faculty relating to missing last day of attendance for summer 2020 issues.

- We processed 104 JIRA work orders, 58 of which were HS concurrent enrollment students needing to be registered into Fall courses. 177 emails across 8 Allied Health programs, 425 Residency emails, 66 international emails, and 43 emails requesting verifications.
- We did 5 administrative transfer of students from one CN to another.

Policies & Procedures

- We continue to reply to emails and voicemails within 2 business days and JIRA work orders within 5 business days. We are streamlining the process for HS students via JIRA for concurrent enrollment for Spring 2021. We are starting our work on CCAP/ACP for Spring 2021. We are creating quick steps for students to have a step by step process for submitting JIRA's to update their names, DOB or SSN.

Student Success Stories

- A high school student who took Elementary Statistics this summer 2020 term had some difficulties with knowing how to request official transcripts to add to his Common App and emailed admissions asking for help. We walked him through MySDCCD and showed him how to request official transcripts. He was very anxious to get them transcripts, so we sent him his unofficial transcripts as a PDF and both he and his mom were thankful that we would ease their stress by supplying the unofficial transcript.

Special Recognition

- Thank you Trung and Cesar on representing Admissions well at the Olympian Pathways Prototype training!

Assessment

Events & Activities

- This month the Assessment Office assisted the Promise Program and Summer CRUISE by screening the list of students to make sure their orientation matriculation step was completed. During screening, we discovered students who needed their milestones updated. Once it was determined that they hadn't been properly assessed, the office reached out to the students with a link to the Placement Assistant so the students could get their education plans updated.

Policies & Procedures

- Online Challenge Exams - Assessment has started receiving requests for challenge exams for the spring semester. They will be offering exams to clear prerequisites for math, languages, English 47A and Chemistry 200. Exams for the spring semester will be offered remotely (via Zoom). Contact information for challenge exams: testing@sdccd.edu.

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

Online AVANZA Engagement Center - Month of September

- Peer Navigators "opened" the center to welcome ALL students during our remote times. Mesa students are encouraged to drop by to ask questions, led in the right direction and get to know our Peer Navigator team. Feedback from the piloted session suggested to change hours from 9a - 1p to 1p - 5p.

Game Night – September 24 & 30

- In an effort to build community online, Peer Navigators hosted game night on different days and times. The first event was well attended and the team hopes more CRUISErs will come to future events.

Innovations & Data

- Holding events online has proved successful as Peer Navigators encourage their mentees to participate and help spread the word.

Student Success Stories

- Student Success Sightings –
 - “My mentees are doing well. They are getting used to online learning and how to push themselves to follow the schedule.”
 - “mentees said they will be at the AVANZA game night event so I'm really looking forward to it!”
 - “It was successful month of talking to students and seeing how they are doing.”
 - “I met with 90% of my students which is really great considering its online :), students been great!”

Special Recognition

- Suzanne Khambata and Leroy Johnson! They have been supportive of the Peer Navigator team by allowing a therapist/counselor continue with a monthly visit to support and check-in on the team. Thank you!

CalWORKs

Employee Updates

- The CalWORKs Program is so proud to announce two new Adjunct Counselors to join the CalWORKs Program, Leo Carrillo and Grace Aumoeualogo!
 - Ms. Aumoeualogo comes with experience working in General Community College Counseling, EOPS, Adult Re-Entry, and Veterans Counseling from several Community Colleges in San Diego. As well as a Co-Instructor and Co-Supervisor from San Diego State's Center for Community Counseling and Engagement as a Clinical Counselor Trainee.
 - Mr. Carrillo comes with experience working in General Community College Counseling, Adult Re-Entry, and Undocumented/DACA students students from several Community Colleges in San Diego. As well as a Mental Health counselor as a case manager for underserved students.

Innovations & Data

- The CalWORKs Program continues to be engaged and committed to providing flexible services to students.
- SDCCD CalWORKs Program will be hosting two workshops for student who would like to apply for the San Diego County CalWORKs (Cash Aid services). Eligibility requirements and application process will be discussed as well as the various services they may also qualify for (CalFresh & Medical).
- Continue attending CalWORKs Region X monthly meetings that included SD County contractor, and Public Consulting Group (PCG). With the goal being to continue strengthening pathways and support services for incoming and continuing CalWORKs students.

Innovations & Data

- Currently serving 26+ students for Fall 2020
- Plans to outreach to Mesa College students and Continue Educations students who are ready or interested to transition to San Diego Mesa College.

Career

Events & Activities

Career

- The Career Center and Work-Based Learning representatives, Alicia Lopez and Pavel Consuegra, co-presented information about Career Services, Internships, and Work-Based Learning during the International Student Employment Workshop on September 4, 2020. Thank you Adrienne Dines for inviting us to this event.

Career Ambassadors

- Our Career Ambassadors hosted presentations for our TCE Open House 2020 event, “Student Empowerment Through Student Voices!” on August 31st-September 3rd. We had over 100 student registrations!
- September 16th - Career Ambassadors attended a NACE webinar training called, “Coaching Students to Think Like a Recruiter”

Innovations & Data

New Employer Contacts Mesa Job Network

- Total of three new employer contacts were made during June through our online job board, “Mesa Job Network.”
 1. AimLoan.com
 2. ALEMU LLC
 3. Alpine Union School District

Job Postings on Mesa Job Network

- A total of 16 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 83 (point of contacts)
- Remote Career Counseling Appointments: Total of 49
- Live Chat-bot Conversations with Students: 14

Career Ambassadors Program (CAP)

- Career Ambassadors –
 - Reached out to 123 students via the Job Network to offer resume review support
 - Responded to 76 student emails Received 19 new request forms for resume/cover letter assistance: 6 in-progress, 3 unresponsive Completed 10 online student sessions: 9 resume sessions, 1 resume & cover letter combined session
 - Collected 8 post-assessment surveys

- Comments received from student participants:
 - Luiza, I just wanted to say thank you so much for helping me! x 2 Luiza was great! She helped so much and I learned so much about resumes.
 - Lara is AMAZING! I am so pumped to get my job search started. This was my second meeting with Lara, and she helped me dig out my strengths and put them into words on the cover letter. She is so encouraging and empathetic. I cannot wait to show her my first draft of my cover letter after today's session.
 - Helen was very helpful and I plan on making another appointment with her. Helen Ma was super helpful!

Student Success Stories

- Our Career Peer Ambassadors were awarded the Spirit of Olympian Awards at the Fall 2020 Convocation. Congratulations to Malik Shabazz, Helen Ma, Sadie Wager, Luiza Barreto Rodrigues, and Carolina Chavez! Well deserved.

Special Recognition

- Special thanks to our Career Peer Ambassadors for creating and delivering such successful presentations during Open House for Mesa Students and Alumni! The planning committee also extends a huge thank you to our entire TCE team, WBL team, and the Mesa community for promoting and supporting our Open House event. THANK YOU!

Counseling

Events & Activities

- The Counseling Dept. Equity Committee is attending the Pathways to Equity Conference. members of the committee are: Vang Thao, Jennifer Phelps, Kristy Carson, Adam Erlenbusch and Leroy Johnson.
- The whole Counseling Department is planning for next months Counseling Equity Open House. Oct 13 and Oct 14 from 12-2. We'll have 12 workshops each day, and they will all be recorded. This event is targeted at Instructional Faculty.
- Jaci Walshe in counseling created a process for the Kearny Early Grad population to obtain their Counseling SSSP services easily online. She created a flyer with steps (and hot links) for new students as well as a recorded pre-registration workshop which allows these high school students the flexibility to attend the registration at their convenience.

Innovations & Data

- Drop-ins: 757
- Appointments: 460

Student Success Stories

- Many!

Special Recognition

- Jennifer Phelps and Vang Thao for their fantastic work in planning the Counseling Equity Open House.

DSPS

Employee Updates

- DSPS Counselor, Melissa Williams, is on maternity leave for the remainder of the semester. We send our congratulations and wish her all the best!

Events & Activities

- DSPS Collaborated with Student Affairs to offer Voter Registration workshops. The first two workshops were so well received that other dates and times were added.
- DSPS continues to be actively involved in the Mesa 2030 plan and has been participating in the department and program Interviews.
- DSPS Faculty Melissa Williams and Erika Higginbotham attended the Mesa Pathways retreat held on Friday, September 18th.
- Erika Higginbotham, DSPS Coordinator attended the Academic Honesty Advisory Committee meeting.
- Faculty in DSPS continue to present to classes and provide outreach to departments on campus.
- DSPS Counselor, Joseph Pritchett, continues to provide educational planning via zoom sessions twice a week.

Innovations & Data

- 82 new students applied for DSPS Services using the online application.
- 42 students requested appointments using the online request for appointment form.
- DSPS proctored 15 exams for professors.
- DSPS processed 29 requests for alternate media and continues to offer zoom orientation meetings.

Special Recognition

- DSPS would like to recognize and thank Shanelle Changotra, Student Services Assistant, for spearheading the voter registration campaign and for facilitating the workshops with Student Affairs. Shanelle produced all of the marketing material and was active on social media promoting the events. We really appreciate all her efforts!

EOPS

Employee Updates

- The Borderless Scholars Program is proud to announce that Consuelo Orihuela has joined the Borderless Scholars team as the new Project Assistant. Consuelo has served as EOPS Project Assistant in the past and we are confident that her experience, dedication, and passion to serve and support our student population will be a key for the continued success of our program. Welcome to the team Consuelo!

Events & Activities

EOPS

- 9/1, 10, 15, 16, 29,30/20 | Offered Several “Are you planning to transfer to a university Fall 2021?” Workshops facilitated by EOPS Counselor, J Kontos.
- 9/3/20 | Partnered with the PATH Program to offer information session to learn about the PATH Peer Mentoring program. Workshops, events and professional development.
- 9/8 & 9/9/20 | Partnered with the Honors Program to share information about the Honors Program, Honors courses, Phi Theta Kappa, Honors club, Honors contracts, and how honors can benefit students.
- 9/23/20 | Sunshine Stroll facilitated by Denise Arco and Ivonne Meza- Participants learned about the importance of getting sunlight and how this will improve their mental health and academic success.
- 9/30/20 | Energy Session facilitated by EOPS Counselor Hadassah Nations- This session served to help participants relax in the present moment and receive an energetic upgrade.
- 9/30/20 | EOPS, CARE, and NextUp Advisory Board Meeting- The advisory meeting is an opportunity for colleagues and community partners to learn about our program updates, highlights, and have a discussion on how to continue strengthening our services.

CARE

- 9/22/20 & 9/25/20 | Soroptimist Live Your Dream Award Workshops- Offered sessions for students to learn about this opportunity for women.
- 9/23/20 | CARE Zoom check-in- Opportunity for students to check-in with a counselor and peers.

NextUp & FAST Scholars

- FAST and NextUp host weekly workout workshops via zoom. Every Tuesday at 7:00am, FAST and NextUp students meet to work off stress.
- FAST Center has its office hours every Wednesday at 11:00am. Students are able to meet with counselors, catch up with friends and enjoy a nice conversation.

Borderless Scholars

- 9/10/20 | Borderless Scholars promoted 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!
- 9/9 & 9/18/20 | Borderless Scholars promoted the Free Remote DACA Renewal Legal Assistance that is provided by the IRC San Diego. Their services include free application preparation & case management by DOJ Accredited Representatives, and if eligible, the \$495 U.S. government filing fee may also be covered by a California Department of Social Services grant for low-income individuals or full-time students (dependent on available state funding).
- 9/11 & 18/20 | Borderless Scholars Team hosted the first two RISE Club information sessions. 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. The application to reactivate the RISE Club was submitted on September 25th and as of today the club already have two officer positions filled; President and Vice President and six additional students have joined as members. Any interested student in becoming part of this amazing club, either as a member or as an officer please contact the Borderless Scholars Team for more information.
- 9/25/20 | RISE Club President, Giovanni Sanchez attended the first ICC meeting.
- 9/22/20 | Borderless Scholars Counselors: Rosa Palacios and Clemente Ayala hosted the "How to complete the AB 540 Affidavit" and "Step-by-Step of Dream Act Application" on Tuesday, September 22nd from 12-1 during Undo-Circles. This workshop was designed for undocumented, AB 540, Dreamers, DACA Recipients, Non-DACA, students from mixed status families, and allies.
- 9/22 & 9/29/20 | Borderless Scholars Program offered two UndocuAlly Trainings. The UndocuAlly Trainings took place on Tuesday, September 22nd and 29th from 2-3pm, same information was presented in both trainings. The UndocuAlly Training was for Educators interested in cultivating a safe and welcoming space for current and prospective Mesa College Undocumented, AB 540, Dreamers, DACA Recipients, Non-DACA, and students from mixed-status families.
- 9/28/20 | Monthly Mesa College Dreamer Students Work Group Meeting. Everyone is welcome! The purpose of this work group is to link efforts that are happening across campus and collectively develop and strengthen support services for current and prospective Mesa Dreamer students. -9/29/20 | Borderless Scholars Counselors: Rosa Palacios and Clemente Ayala hosted the "How to schedule a FREE Legal Immigration Consultation" on Tuesday, September 29th from 12-1 during Undocu-Circles. This workshop was designed for undocumented, AB 540, Dreamers, DACA Recipients, Non-DACA, students from mixed status families, and allies.

Project Restart

- 9/22/20 | Project Restart Zoom check-in- Opportunity for students to check-in with a counselor and peers.

- 9/1, 9/16 & 9/24/20 | Collaboration with WBL to offer Tech Skills Workshops Series- creating stand out presentations, tips to engage in virtual learning through zoom, and drop ins.
- 9/30/20 | CCCCO Rising Scholars- Connected with Rising Scholars to learn about opportunities to support Project Restart Students. Rising Scholars is a network of programs and services in the Community Colleges that supports students that have been impacted by incarceration.

Innovations & Data

NextUp & FAST Scholars

- FAST and NextUp team members are developing an updated manual for our policies and procedures, which will include our entire onboarding system.

Borderless Scholars

- FREE Legal Immigration Consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars is partnering with Jewish Family Services to offer FREE Legal Immigration Consultations! To learn more about this service and to schedule an appointment please contact the EOPS Office to schedule an appointment with a Borderless Scholars Counselor or visit our website at www.sdmesa.edu/EOPS.

Policies & Procedures

Borderless Scholars

- Despite the Supreme Court decision on June 18th, 2020 to reinstate the DACA program, the Trump administration released a memo on July 28th, 2020 that continues to restrict the DACA program. Current DACA recipients can continue to apply to renew their DACA, DACA protections and benefits continue, and Renewal period has been shortened from 2 years to 1 year. No new DACA applications are been accepted as of today, we will email the campus community as we receive any updates on this information. We encourage students to renew their DACA- IRC San Diego and the Jewish Family Services is currently offering FREE DACA Renewal services and may help with the \$495 government-filing fee (while CA state funds are still available). In response to the Pandemic appointments are offered virtually! If you have any questions, please reach out to our Borderless Scholars team!

Student Success Stories

NextUp & FAST Scholars

- Annemarie, NextUp Scholar completed her first Calculus I exam with an A. We are so proud of Annemarie.

Borderless Scholars

- Student Giovanni Sanchez has been selected as the new President for RISE Club for Fall 2020. Student Paola Gomez has been selected as the Vice President for RISE Club for Fall 2020. Giovanni and Paola are successful students at San Diego Mesa College and are looking forward to demonstrate their leadership skills and to serve and support the club and its members the best way possible.

Evaluations

Employee Updates

- Welcome Jezyle Diez! Jezyle was hired as a Project Assistant and is working on an Evaluations Regional Project to help current or past students who are close to graduating and will working on marketing to those students to complete requirements. Jezyle will work closely with the Mesa Evaluations department who are close to completing a degree in Business Economics.

Events & Activities

- The Evaluations department is currently planning its first ever Apply for Graduation Party.
 - 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 will address racial inequity through coordinating a Graduation Application party aimed at explaining 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 helping remove structural barriers created by some student petitions.
 - The Graduation Application party will be 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.
 - The Graduation Application party will help create a community of students preparing to reach their academic goals and increase the percentage of black student obtaining a degree/certificate.
 - This party will take place Friday, November 6th and Friday, November 13th on Zoom. Details to be announced.

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-and-documents.aspx>
- The 2020- 2021 Apply for Graduation Deadlines are here:
 - October 1, 2020 - Deadline to Apply for Graduation ONLY for students transferring to a CSU in Spring 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).
 - November 15, 2020 - Deadline to Apply for Graduation and be a Fall 2020 graduate. Students filing after this date will be a Spring 2020 graduate.
 - 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.

Policies & Procedures

- Summer 2020 diplomas were recently mailed out. There is a delay with the USPS on mailings, so students may expect them in late October if they have not received them already.
- How to submit an official transcript to SDCCD? Student must submit all official electronic transcripts to our Transcript Office email tinquiry@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

- Congratulations to all students who graduated in summer 2020! Next up...fall 2020 graduates! Please encourage students to apply to graduate.

Special Recognition

- Career Peer Ambassadors for being promoted to Project Assistants! You all work so hard and the Transfer, Career, and Evaluations department could not continue doing amazing things for our students if it weren't for you!

Financial Aid

Employee Updates

- Jacob Martin and Dang "Thuy" Nguyen continue to progress in their training as Techs and understanding of the procedures associated with their assigned tasks. Holding up on wishful thinking for the approval to hire our 2 vacant SSA positions that are desperately needed. Signs of mental fatigue are lurking.

Innovations & Data

- Disbursed \$2,840,889 in Federal Aid of which \$2,742,941.33 were refunded to students and/or parents as direct aid.
- Protelisis telephone system was provided to staff to take home and be able to contact students.
- The "bug" with the Cal Grant program modification was fixed and the rosters loaded. Students required to submit additional documents for the state program began to be notified on 9/30/2020.

Student Success Stories

- The EOPS and Financial Aid offices have a former foster youth student with an overpayment hold posted for aid received during the major terms of the 19-20 academic year. The overpayment was almost \$3,000 on outside scholarships and was preventing 20-21 aid from being disbursed. After combining and documenting the inclusion of the summer enrollment, and the cost of attendance, a recalculation of the student's need analysis (Cost of attendance minus aid received equals "unmet need") was completed, the overpayment was resolved, the hold removed and restored aid eligibility.

Special Recognition

- To all the office staff but specially to Skyler Dennon (FWS Coordinator), Brianna Garcia (Cal Grant Coordinator) Julissa Samano (DL Coordinator) and Laura Cormode for their extraordinary efforts on reconciling the 19-20 programs while working on peak aid processing and disbursing aid for Fall 20. Ivonne Alvarez and Raquel Aparicio for their assistance creating "persons" for the PLUS loan borrowers. To Elaine Chan (District SS) for going above and beyond finding alternatives to assist Mesa students who have lost critical documents required for record changes. To Natosha (Tosh) Susoeff, Lilibeth (Lili) Rodriguez, Emmanouil (Manolis) Powell, James Blair, Scott Cho and Michael Stutz for their hard work making 20-21 aid disbursement possible, for fixing and testing the problems with the Cal Grant modification and the auto-packaging processes for DL Subsidized program. Last but not least to Dean Miller and VPSS Hands for their valuable support.

Outreach & Community Relations

Employee Updates

Outreach

- The Outreach department would like to welcome Joel Vera Gonzalez as our new Project Assistant. Joel will be working to promote CTE programs with our school and community partners. Welcome Joel to Mesa!

Promise

- We welcomed two Promise Project Assistants for the Fall semester – Jessica Gaffney, who will focus on serving our disproportionately impacted populations, and Anais Perez, who will focus on our social media and web content efforts.

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.
- 9/8: Outreach staff, Karla Trutna was invited to participate in the September 8th Campus Community Forum. Karla had the opportunity to provide insight about our Outreach efforts this summer and how we are adapting to remote learning and finding ways to personalize communication, innovate, and build community with students.
- 9/28 - Our Virtual Outreach Desk is back by popular demand. Our new team of ambassadors are extending support Monday - Thursday, 11:00AM - 3:00PM, supporting students with mysdccc portal, adding courses, student services information, and much more! Feel free to refer students to our Virtual Desk, here is the zoom link info:
<https://cccconfer.zoom.us/j/98510351105>

Promise

- We hosted 2 more Year 2 Recommitment Events to review program eligibility requirements and processes for the current year. Over 250 Year 2 Promise students attended.

Innovations & Data

Outreach

- Online Learning and Student Resources Website: This summer a workgroup composed of student services leads from: Outreach, MT2C, EOPS, CRUISE, WBL, Career, and faculty worked on creating distance education learning resources for our Mesa students. The workgroup surveyed 373 students and with this data made informed decisions in regard to online resources for Mesa students. The result, a new web page housed under Outreach! This is a comprehensive resource site for Zoom, Canvas, MySDCCD Portal, and other online learning resources. Please help us share with your students or use it as a resource for yourself! Link to the site:
<http://bit.ly/MesaResources>

Promise

- The Promise program is now utilizing Mailchimp to distribute a weekly newsletter to 1,886 current Promise students. The newsletter contains program updates, deadlines, and events as well as Mesa College information. If you would like to promote your event or service, please send all details and flyers to Donnaly Atajar (datajar@sdccd.edu). Information received by Thursday of each week will be sent to Promise students on the following Monday.

Policies & Procedures**Promise**

- Promise students who were not enrolled in at least 12 units by the Add/Drop Deadline have the opportunity to appeal to remain eligible for the Promise program. Students who will be withdrawing from courses by the withdrawal deadline and falling below the 12-unit requirement are also eligible to appeal for a reduced unit load. Appeals are due by Friday, October 16.

Student Affairs

Events & Activities

Constitution Day

- Mesa College celebrated Constitution Day for 2020 with a small variety of events and resources. The centerpiece event was an online campus-wide discussion with experts including Prof. Steven Semeraro, Andrea St. Julian, and Thomas Robertson, about police accountability, qualified immunity, and efforts to transform the system on Thursday, Sept. 17. Also featured was the student-facilitated Propelled by Protests discussion on Sept. 16, and access to virtual resources through Canvas about the judicial doctrine of qualified immunity that can be plugged into an existing class section.

Club Rush & First ICC Meeting

- The Inter-Club Council hosted an online Club Rush in lieu of the traditional on-campus fair. Organized into a series of presentations over three days, 12 clubs participated and there were a total of 37 student visitors over the three days. The ICC has also reinstated mandatory meetings as a means of maintaining stronger connections with their constituent groups, limiting them to once a month rather than once a week. The first meeting occurred on Sept. 25 and saw the representation of 18 registered student groups.

Your Voice Your Vote Website

- As one extension of Mesa College's voter registration and voter turnout initiatives, now collected under the project title "Your Voice Your Vote," a website has been created under the Student Affairs umbrella to house all such resources and announcements. The website is rapidly evolving into a hub for all sorts of information regarding voting in the United States, including the fascinating history of voter suppression and its direct connection to the civil rights movement of the 20th Century.

AS In-House Elections

- We welcome our new Associated Students team for the 2020-2021 academic year!
 - President: Taylor Carpenter
 - Vice President: Cam Hin
 - Treasurer: Parrish Fitch
 - Secretary: Maya Asiral Del Rio
 - ICC President: Marie Yokers
 - Senators: Arshia Alenaddaf, Catalina Henriquez, Emilio Lara, Erik G. Hagstrom, Joelle Shumacher, Karla Tirado, Michael Wang, Piper Ceriani, Qiyao You, Rebecca L. Chen, Tara Yousefi Nejad, and Trina Tauer.
 - President's Cabinet: Brendan Rasmussen, Hafsa Alzamari, Narae Kim, Natalia Trinh, and Sabrina Chavez Rubi
 - Mesa Pathways Liaison: Mark Truong
 - Communications Officer: Nicholas Howell

2020 Student Leader District Training

- Around forty people attended the Student Leader District Training which took place 11:00 AM to 1:00 PM on Friday, September 18th via Zoom. Student Leaders from Mesa, City, Miramar and Continuing Education were trained on the Brown Act, dialogued with members of the Board of Trustees, and shared college updates with student leaders from other campuses.

Special Recognition

- A huge warm note of appreciation to Claudia Perkins. She has taken the lead with addressing various student and faculty concerns involving rights and responsibilities while providing a process that is fair and just. Claudia creates a space where students, classified professionals and faculty feel heard, validated and cared for all due to Claudia's compassion. Mesa is fortunate to have Claudia Perkins and Team Student Affairs is so blessed to work closely with her!

Student Development

Special Recognition

- Many thanks to all the student services leads, programs, and departments who participated and presented to the Athletic Retention Technicians.

Student Health Services

Events & Activities

- During National Suicide Prevention Week 2020, the Student Health Services department produced a major virtual event (9/9) entitled “Support for Students in Tough Times.” The event was designed to discuss signs of depression, calming techniques, coping skills and how to speak with a peer that may be struggling with mental health/suicide. It was also a chance for students to meet all the mental health clinicians in Student Health.
- On World Suicide Prevention Day, September 10th, Mental Health Counseling of Mesa, Miramar and City colleges collaborated with the San Diego Suicide Prevention Council and presented Question Persuade Refer (QPR) Suicide Prevention Training to all students, faculty and staff throughout the San Diego Community College District. This event was created for all to know that anyone can help save a life, through recognizing warning signs of suicide, ways to initiate conversation, and methods of providing help and hope with the QPR training.
- Aurora San Pedro, LMFT provided support to the AVANZA Center Peer Navigators. Aurora presented on “Mental Health Liaisons”. Aurora discussed managing mental health issues while conducting virtual interactive learning. Her presentation focused on how to build self-awareness and time management.
- Student Health invited QPR (Question, Persuade and Refer) instructor Lana Lo to provide a Zoom presentation for practical and proven suicide prevention training to Athletic Retention Technicians (ART). Thank you to Ailene Crakes and Ryan Shumaker for including Student Health in their professional training.
- Monica Woodruff, AMFT and Aurora San Pedro LMFT provided a collaborative educational experience on suicide prevention, managing mood, coping and ways to prevent suicide to the Tutoring center staff/faculty/students.
- Suzanne Khambata, FNP presented at the Mesa Campus Forum with Student Services Professionals. Suzanne also presented on Student Health at the HEIT (Health Information Technology Program) accreditation session for Student Services. Suzanne participated in the Mesa Pathways retreat.
- Student Health held weekly groups:
 - John Guinn, LMFT facilitates the Be Calm group, which aims to help students with stress management, anxiety reduction and coping skills.
 - Monica Woodruff, MFT and John Guinn, LMFT facilitate the Black Student Forum for grief and resilience building.
 - Linda Gibbins-Croft, LCSW facilitates Come As You Are group, for connection and support people who are LGBTQIA and allies.
- Influenza vaccines at Student Health began on September 23rd and will continue until the end of the semester.

Innovations & Data

- Mediat, an electronic health record system, has been finalized to move onto setting up and training.
- In September, we served 416 students with medical and mental health needs virtually and in-person.
- Linda Gibbins-Croft LCSW and Suzanne Khambata FNP met with the Urban Restoration Center leadership to design a collaboration for the care of Black Students in our mental health program.

Policies & Procedures

- Dr. Calvin Wong MD, Aurora San Pedro LMFT, Monica Woodruff AMFT and Suzanne Khambata FNP have met with the Athletic Trainers and presented to the ART's around issues concerning mental health.
- A Tuberculosis (TB) "talking points" form for all student encounters with Student Health TB test results was developed for RN's/NP's/MD. The purpose of the talking point form is to ensure continuity of care while discussing TB test results. Suzanne Khambata FNP is on the County's Colleges and Universities Tuberculosis Elimination committee which focuses on eliminating all TB cases in Colleges and Universities.

Special Recognition

- Suzanne gives special recognition to Mimi Vu, SSSA for her tireless effort to bring our Electronic Health Records to fruition! Mimi's dedication, expertise and knowledge are invaluable to our office personnel and the students we care for.

Student Success & Equity

Employee Updates

- We officially welcomed two new SDICCCA Interns who will be supporting SSE in 2020/20: Vannie Pham and Krystal Ramirez. Welcome!

Events & Activities

- Facilitated a panel discussion during the Campus-wide Community Forum
- Hosted a needed session of "Feel, Heal and Be Real"
- Facilitated an Equity Training Session for the new Athletic Retention Technicians
- Facilitated a "Black Student" Panel during the Pathways Retreat
- Facilitated SDICCCA Fellows, Student Services Training

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. Each week we provide 20 students with \$50 vouchers that can be used to purchase the lunches prepared by students in the culinary program. We have been able to provide 100 students with vouchers in September.
 - 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 7 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.
 - The Stand has updated webpages and students can now complete The Stand Resource Center Intake Form online.
 - The Stand is almost completely moved into its new location K105/106, we are just waiting on the technical move.

Transfer

Events & Activities

- Transfer Center hosted Transfer Talks, Open Application Labs, CSU Screening Workshops, UC TAG workshops in preparation of Fall 2021 applications and Spring 2021 applications. SDSU@San Diego Mesa Microsite Q and A sessions held for counselors and for students.

Innovations & Data

- All workshops have been recorded and will be loaded to YouTube.
- CSU Transfer Screening Form: Mary Garcia created a screening tool for students to complete prior to the CSU application workshops. This form helps transfer applicants organize all the information required to prepare for the CSU application.
- Collaboration with Career Center to develop a Transfer Career Workshop for students to view during Fall application season. The "5 Steps to Transfer and Career" workshop was designed to help students on the cusp of transfer synthesize the importance of career and major decision making when applying for transfer. We are hoping this will help address some of the last-minute career and major questions we encountered last year during transfer application workshops.
- CSU FAQ document created by CAPs and TCE staff (20 pages long over 50 FAQs)
- Transfer Center Data for September:
 - Counselor Appointments 40
 - Counselor's Additional Contact 352
 - Transfer Workshops and Virtual Office Hours 80
 - TCE Open House 81
 - Drop-ins 128
 - Rep Appointments 16
 - Chat Bot conversation 68
 - Virtual sessions offered 16
 - 5 Steps to Transfer and Career 13 views
 - U-Link 27 views
 - UC TAG workshops 158 views

Policies & Procedures

- All workshops will be hosted via zoom. Follow up one on ones will be available for complicated transfer situations.

Student Success Stories

- We have many small daily success stories in the transfer center. They seem small but are consequential for students as each piece of the transfer process needs to work for a student to transfer successfully. This month I think we celebrate breaking down the stress of the application season for students and providing one on one support for transfer questions. Lots of

aha moments ranging from assisting with a sticky part of the CSU application for Spring 2021 or walking students through gaining clarity on major selection.

Special Recognition

- Many thanks to the entire TCE team. Gity for creating Zoom links and updating the web-page on a daily basis, Olivia for the amazing flyers and Amara for all those social media posts! Mary Garcia created the CSU Transfer Screening Tool and Mary Eden helped wrap up all the workshop recordings!! It takes a village to transfer a student.

Veterans

Events & Activities

- Veteran Services started offering SCO (school certifying official) Hotspots twice a week. We have had an overall good turn out for our second week. Since last week we have had 7 students check in with us. September 25th--Ryan Morris from VA Voc Rehab meet with 9 students to talk about the program and how to get the benefit.

Innovations & Data

- We have received 122 requests to utilize VA education benefits from students.
- Phone calls received for the month was 385

Student Success Stories

- One of our students who met with Ryan, the Voc Rehab counselor was able to apply for voc rehab on the spot and get an intake appointment with a counselor. Being able to get Voc Rehab will benefit the student and alleviate the pressure and worry on how to pay for school (both at Mesa and his transfer institution). This student will have his school (tuition & fees) and books paid for 100% and get a housing stipend while he is in school.

Special Recognition

- To Adrian Tanjuaquio & Gail Fedalizo thank you for coming up with the SCO Hotspots and improving our counselor review sheet. Keep the ideas flowing and lets make this process seamless! Thanks to both of you!

Vice President Student Services

Events & Activities

- The Student Services Leadership Team hosted parts V and VI of our "Heal, Feel and Be Real" series for student services faculty, classified professionals, and student leaders|workers.
- Student Services hosted Mesa's Sept 8th Campus Community Forum - [Student Services: Working Remotely to Serve our Students](#).
- Our Motivation & Morale (M&M) Committee hosted two events to promote health and fitness in September. We invited student services team members to attend virtual fitness classes hosted by the VEBA Resource Center including a lecture-based class, "Kick the Sitting Habit" and an active movement Yoga Flow class on September 22nd. Thank you for participating! Save the Date: Friday, October 30th - Student Services Halloween Zoom Party. Prizes will be awarded to costume contest participants!
- Student Services launched CARES Act and United Way Grant applications for Fall.
- VP Hands presented at the following:
 - HEIT CAHIM Virtual Site Visit
 - SDICCCA Student Services Training Session
- VP Hands attended the following activities:
 - "Propelled by Protest": Student Facilitated Discussions
 - Black Studies & Chicana/o Studies Meet and Greet Event
 - "Constitution Day: Police Accountability, Qualified Immunity, and Efforts to Transform the System"
 - Mesa Pathways Retreat
 - Campus Community Forum
- VP Hands attended the following webinars|conferences:
 - Chancellor's Office System Webinars
 - Accreditation and the National Conversation on Equity
 - UMOJA University Speakers Series: Dr. Bettina Love, "Abolitionist Teaching for Disruption & Educational Justice"
 - California Community College Student Services Officers (CSSO) Annual Conference
 - Village 3 Demands
 - Pathways to Equity Conference
 - A2Mend – "Reform or Dismantle: Beyond Diagnosing Racism"
 - SDCAWCC: "Women Mentoring Women" featuring President Luster and President Barnes

Innovations & Data

- Student Services launched Knowledge2Go. Our annual membership includes unlimited access to 150+ live webinars and access to over 100 on-demand recorded trainings for the entire Mesa College Community. Professional learning categories include technology & online learning, student populations, student success, teaching and learning, institutional effectiveness and campus safety and security.

- Student Services distributed nearly 100 office phones to SS employees. Phones have been programmed by ProTelesis so that employees can receive department calls from home as they do from the office. ProTelesis will provide our team members with an additional tool to help them better serve and connect with students in this remote environment.
- CARES Act Institutional funds updates:
 - We allocated funds to assist with proctoring support for Fall|Spring.
 - We will purchase Cranium Cafe for three years.
- The Outreach Department launched the Online Learning and Student Resources site. This is a central location for students, classified professionals, and faculty to find guides, video tutorials, and tips for Zoom, Canvas, MySDCCD Portal, and student support resources.
- Launched Live Chat for Admissions Department. Admissions personnel can now assist students via online chat!
- Updates were made to Umoja/Mesa Academy site to support anti-racist practices at Mesa.
- Mesa Journeys student survey concluded. Key findings:
 - Top 3 ways students first hear about Mesa Journeys: CRUISE Meet and Greet (42%), welcome email (31%), Student Services websites (27%)
 - Best way for programs and services to contact students: Email (80%)
 - The majority of students (80%) strongly agree or agree that Mesa Journeys increases their knowledge or awareness about programs/services at Mesa.

Policies & Procedures

- Districtwide Student Services finalized the process for BP 3100: Removal from Online Classes using our Campus Solutions modality.

Special Recognition

- Special Thanks to David Fiero, Alex Napoles & Trina Larson and the SSLT for the role each of you played in our Proetelesis conversions
- Special Thanks to Trina for helping to launch our Go2Knowledge platform
- Special Thanks to all Student Services Departments for submitting their *Call to Action* goals. We look forward to sharing mover information on our progress next month.
- Special Thanks to Karla Trutna, Sharon Hughes, Shawn Fawcett, and Charlie Lieu for developing the Online Learning and Student Resources site.