



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 & Special Programs ♦ 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

- Alicia Lopez's last day with the Career Department was Sep. 1st. Alicia is embarking on a new journey in teaching. All Career Services related inquiries can be directed to Acting Supervisor, Olivia Picolla: opicolla@sdccd.edu
- Sadie Wager has stepped into the role of the Career Ambassador Program (CAP) Coordinator. All CAP requests and inquiries can be directed to Sadie at swager@sdccd.edu. Our three new career ambassadors are Amy Redding, Jose Ortega, and Jocelyn Dorantes!
- DSPS is pleased to welcome Project Assistant, Allison Crakes, to the DSPS Team!
- STAR TRIO welcomes Chris Kalck as the new Counselor Coordinator! Chris will be coordinating the development, implementation, and evaluation of the STAR TRIO program and will serve as Mesa's liaison for the Department of Education Student Support Services. Welcome, Chris!
- Brianna Garcia, SSA - Cal Grant and Foster Youth Liaison accepted a position at UCSD - Financial Aid. Her last day at Mesa was 09/27/2021.
- Student Affairs recently added three new graduate interns in the roles of Student Engagement Leaders and Restorative Justice Ambassadors: Jessica Atthowe, Chrystian Smith, and Sahar Mohammadi.
- Student Health Services is pleased to introduce Faipule Eli as a new NANC office assistant I to our team.

- Veterans, Records and Veterans Success Center has two new Project Assistants who joined our team this month. Alexandro Rodriguez-a Marine Veteran and part time student and Jordan Agricola, an Army Vet and Mesa Alumni as well as a recent graduate from Wesleyan University.
- VP Hands was elected as General Board Member for the newly formed Nandi Organization. This organization is committed to being the leading organization in representation and engagement of women of African ancestry in community colleges
- Our Mesa Journeys workgroup hired two new project assistants: Darien Duong and Al'Asia Metaphor.
- Student Success & Equity would like to welcome a new Basic Needs Ambassador Ericka Banda. The Stand would also like to say goodbye to two Basic Needs Ambassadors Van Pham moved over to CalWorks and Allison Crakes moved over to DSPS.
- The Student Services Administrative Suite is happy to welcome Denise Kulowitch.

Events & Activities

- Umoja and the Black Counselors Collaborative sponsored four workshops during the month of September.
- The Kapwa Learning community in collaboration with WBL and APIA advising Committee and with funding from the Dr. Constance M. Carroll Humanities Institute sponsored several workshops titled Careering while Asian.
- The Inaugural Transfer Academy is underway which supports students who have experienced foster care in transition to universities, employment, and life after Mesa College. This is a semester long program that is grounded in community, scholarship, and going above and beyond.
- Borderless Scholars partnered with Work-Based Learning, to prepare a series of workshops for Fall 2021 semester where information and resources regarding career, job opportunities, paid and non-paid internships will be provided to our students.
- STAR TRIO hosted its Welcome Event: Peer to Peer to welcome new and continuing students to connect in community with games, meet STAR TRIO staff, and learn of other support program and services.
- Promise Student Services Technician Donnaly Atajar will be welcoming a new baby in October! She will be on leave until January 2022.
- Student Health invited Champions for Health to provide all three COVID vaccines to students, staff and faculty on September 20th. Kennedy Carrothers, BSN provided tuberculosis assessment and education to students, staff, and faculty.
- Elder Alyce Smith Cooper and Yiriba presented a three-series workshop through music and storytelling. Alyce explored how to tap into strength and succeed in school, manage changes while living in the pandemic, and find action steps to succeed in goals. Students, faculty, and staff learned how to celebrate Umoja (Unity), Kujichagulia (Self-determination), Ujima (Collective work & responsibility), Ujamaa (Cooperative Economics), Nia (Purpose), Kuumba (Creativity), and Imani (Faith).
- We are excited to announce that after a three-week delay, The Stand was able to open the pantry and clothing closet this month for students to access resources in person.

- On September 7th & 8th, Motivation & Morale hosted our 1st in-person event since the pandemic started in March 2020. We hosted a Student Services Welcome Back event where we offered a variety of snacks, goodies, and beverages to all Student Services team members.
- Our September 15th Mesa Student Services Council Meeting focused our Call to Action Year End Report, Return to Campus, Mesa2030 |Road Map and updates. A draft of our notes, can be found on our [Agenda & Minutes page](#)

Innovations & Data

- As part of Admissions' conversations with the district on high school academic standing, we are helping to create a report of high school students who need an academic intervention via their high school counselor and pathway for continued enrollment and support at SD Mesa.
- The Live Chat option for students continues and the Assessment office answers questions for Student Services daily.
- 90% of CalWORKs student would like to continue services.
- The Financial Aid Office disbursed \$480,910 in federal and state aid to students.
- Promise hosted an opportunity drawing to give away free laptops to current Promise students. We received 188 submissions and awarded 49 laptops.
- Student Affairs is thrilled to share that Mesa College Project Success has Emergency Aid has distributed \$4,206.92 and served nine students via Project Success in September.
- The Dean of Student Development is in the planning process of updating Mesa's Online New Student Orientation.
- There are no costs for current students in the San Diego Community College District to get a flu vaccine from Mesa Student Health. Student Health will be providing flu vaccines to the Mesa Allied Health program as well.
- In partnership with District, and Business Services, the Vice President helped to create process for Vaccination Incentive Awards. Students who have been vaccinated will automatically be entered into monthly drawings where students can receive \$250 awards. One winner will receive \$500. Students will receive funds through our Edquity app.
- Our Live Chat Team has been working hard to answer questions collected by our Olympia Chatbot. At the start of this project, we had 807 unanswered questions in all of our bots. As of 9/29/21, we only have 30! They are working to make our bot smarter and more efficient, in turn this will lessen the calls, emails, and lines in our departments (win, win, win). Thank you to everyone involved in this project.
- The Stand has partnered with the Exercise Science Department to get 100+ meals out to student athletes. The Stand provided a chest freezer to Exercise Science to store frozen meals to be available outside The Stands normal operating hours.

Policies & Procedures

- Please encourage students to apply for graduation - applying for graduation is a required step for students earning a Degree and/or Certificate of Achievement.

- Transfer Workshops, drop ins and appointments will continue to be offered online through the Fall. We ask students to call or join a live workshop if they have immediate questions. We would like students to refrain from using email for time sensitive questions.

Student Success Stories

- Peer Navigator/Mentee Success Sightings: "Reason to jump for joy is most of my mentees all completed their requirements, and my mentees said "thank you!"
- Below are some comments shared by our previous EOPS students. Please share with students who are interested in applying for EOPS this Fall!
 - “Thanks to EOPS I was able to speak with a counselor, and I hope to speak with more since I’m confused about most things.”
 - “Very supportive and helpful staff to direct you in the right path.”
- A student reached out to the Transfer Center in the spring of 2020 when statewide quarantine was put in place. She lost her job and decided to go back to school after a hiatus spent taking care of her family. Many student services departments were involved in helping her get back to school including financial aid, the Stand, General Counseling, Evaluations and the Transfer Center. We had multiple meetings covering financial aid appeals, transfer requirements and academic renewal. She reached out to our university partners as well. She applied to UC Davis, UC Berkeley, CP SLO and Cornell. She was accepted to all the schools she applied to but is not starting UC Berkeley! Go Cal! Thank you Mesa Student Services!!!
- This semester we have been able to work with 30 students who are interested in VA work study. Many of these students have stated how this opportunity is going to help them financially and appreciated that we have reached out to them about the opportunity.

Admissions

Events & Activities

- As we continue to expand our Call to Action, Admissions staff attended the September 1st webinar: Addressing the declining Representation of Black Students in California Community Colleges.
- Admissions staff attended The Classified Senate Department of the Year Presentation. We also attended the following workshops: How to Create a Respectful Workplace and Student Success Teams.
- The admissions supervisors attended a Region 10 meeting to discuss student fraud and share our regional colleges' processes.
- We are meeting with a couple of our CCAP high school principals and liaisons to improve our communication and process for Spring 2022 and begin a dialogue for the 22-23 academic year.

Innovations & Data

- We are loving QLess, and students continue to share that they appreciate being served face to face at our counter. We have seen 421 students so far this month.
- As part of our conversations with the district on high school academic standing, we are helping to create a report of high school students who need an academic intervention via their high school counselor and pathway for continued enrollment and support at SD Mesa.
- We continue to support our students via our four admissions email addresses, google voice, phone tree, Ivy chat, and face to face using QLess. We had 1,443 SARS drop-ins recorded and over 1,000 phone calls handled.

Policies & Procedures

- We met with SDUSD CTE staff to discuss fall CCAP/ACP enrollment to highlight the positives and areas to improve next term. We looked at our timelines and encouraged SDUSD to help support our District-wide efforts to streamline our policies and enrollment practices.
- In our SDUSD/SDCCD Joint Partnership Workgroup, Sarah Vielma from SDUSD brought up SDCCD's high school academic standing policy, and we discovered that all three colleges processed this differently. SD Mesa brought this issue as an agenda item to the SDCCD A&R Supervisor's meeting with the new Dean of Student Services to look at our policy and align the process at all three colleges. Dean Victor Devore will be presenting the proposed approach to SSC to review. This updated policy will support all high school students who received a poor grade in a semester and who may not be meeting academic progress.

Student Success Stories

- The CCAP/ACP team (Celine, Cesar, and Raquel) completed CCAP/ACP enrollment on September 7th. We discovered a couple of students who had fallen through the cracks at their high school and worked with our fantastic faculty to enroll these students. One was an early admit to Princeton who needed our ACP course for their freshmen year schedule, and another was a child of an active-duty military who just transferred to San Diego.

Special Recognition

- We are so thankful to Cesar Gaxiola for supporting the Admissions team by joining the email team. Cesar is thorough in his communication with our students and connects well as a former Mesa student.

Assessment

Events & Activities

- Live Chat – The Live Chat option for students continues and the Assessment office answers questions for Student Services daily.

Innovations & Data

Transfer Center Data	
<ul style="list-style-type: none">• E-Chat: 48• ELAC: 3• Email: 19	<ul style="list-style-type: none">• Orientation: 8• Placement Assistant: 26• Challenge Exams: 0• Unduplicated Student Count: 94

AVANZA Student Engagement Center, Peer Navigator, and CRUISE Programs

Events & Activities

- Peer Navigator Virtual Help Desk & In Person Office Hours
AVANZA Engagement Center is open to all students on campus. Peer Navigators hold virtual drop in hours for students who remain online.
- Peer Navigator Game Night!
Online activities and interactive video games were offered to CRUISErs! The monthly event aims to increase team building and provide students with a fun break.

Innovations & Data

- The Peer Navigator program is creating PN Liaisons to work with Kapwa, Umoja, Puente, Promise, and piloting a second-year PN program.

Student Success Stories

- PN - Mentee Success Sightings:
 - "Reason to jump for joy is most of my mentees all completed their requirements, and my mentees said "thank you!"
 - We've helped him so much he said he is now part of EOPS"
 - "I also had a couple meetings with my mentees and I'm excited that most of them are good"
 - "Mentee meetings have been going very well and students seem to be getting the hang of them. I gotten a decent chunk more of students following my PN Instagram now, which I am glad those students found a resource that works for them"

Special Recognition

- A current Peer Navigator giving a shout out to our Lead Peer Navigator:
 - "I really would like to commend and recognize Dominic as our Lead Peer Navigator for this week. When he unmuted himself and revealed that he was the Lead PN, I was so proud and glad to have nominated him. I really appreciated our weekly Friday check-ins to see how we were doing and how Dominic reaffirmed our feelings. I also appreciate him for always reaching out through text to see how we are doing."

CalWORKs

Employee Updates

- CalWORKs Adjunct Counselor final candidates have been selected and are underway in being cleared with hopes of having them starting in October.

Events & Activities

- CalWORKs & HHSA Workshop have been underway. It occurs every Monday and Thursday on Zoom from 11am-12pm. Workshop will assist with new and current students that may need assistance with the CalWORKs or CalFresh or Medical application process and they can assist with any questions or concerns. More information on Mesa CalWORKs website.
- Current CalWORKs Drop-In Sessions takes place on Wednesday from 2pm-3pm. More CalWORKs Drop-In session to come in October.
- Attending CalWORKs Region X monthly meetings that included SD County Health Human Services Agency (HHSA), and SD county contractors Public Consulting Group (PCG), ResCare, and Equus Workforce Solutions. With the goal being to continue strengthening pathways and support services for incoming and continuing CalWORKs students.
- Monthly meeting with SD county contractor's case manager from Public Consulting Group (PCG) have been underway and outreach recruitment efforts with Center PCG, East PCG, and South PCG has been established and continues to grow.
- Continued collaboration effort with EOPS/CARE Program for new or continuing CalWORKs students. This includes follow-ups and recruitment efforts
- Continued posting State CalWORKs program updates through CalWORKs Canvas
- Continued to accept new CalWORKs students into the program
- Continued to accept appointments for Fall Individual Training Plan (ITP), Book/material Request forms and educational plans.

Innovations & Data

- CalWORKs is currently serving 18+ students
- CalWORKs is continually accepting new students on a weekly basis.
- During our Spring end of the year survey provided great insight on how 90% of CalWORKs student would like to continue services either receive a phone call or an appointment via Zoom. This continues to be the preferred modality of CalWORKs counseling services.

Policies & Procedures

- The new Individual Training Plan (ITP) and Book/Material Request Forms that incorporates new California CalWORKs regulations have been able to assist current CalWORKs students in receiving eligible funding in a more efficient and faster turnaround.

Career

Employee Updates

- Alicia Lopez's last day with us was Sep. 1st. She is embarking on a new journey in teaching. All Career Services related inquiries can be directed to Acting Supervisor, Olivia Picolla: opicolla@sdccd.edu
- Sadie Wager has stepped into the role of the Career Ambassador Program (CAP) Coordinator. All CAP requests and inquiries can be directed to Sadie at swager@sdccd.edu.
- Our three new career ambassadors officially joined the CAP team and started their first day of work on September 21. The full team consists of Sadie Wager (CAP Coordinator), Lara Napasa (Lead Ambassador), and our three new members, Amy Redding, Jose Ortega, and Jocelyn Dorantes! The Career Peer Ambassadors are campus student leaders who are trained to facilitate the resources available through the San Diego Mesa College Career Center department. Students selected to serve as Career Peer Ambassadors participate in intensive summer training sessions with our Career Counselors, Internship Coordinator, and Career Center staff to develop transferable work-related skills, and participate in professional development trainings as needed. They promote and deliver informational presentations about career services within Mesa College classrooms, around the college campus, and at career services events. They also provide walk-in individual and group peer-to-peer career coaching sessions.

Innovations & Data

- The San Diego Community College District is transitioning to a new online student job board powered by Handshake. The Career Center at San Diego Mesa College is no longer utilizing, Job Network. All student accounts that were created have now ended, effective, August 31, 2021. Handshakes estimated launch is November - more details to follow.
- The Career Center & Work-Based Learning team at Mesa College have compiled a list of current job openings for companies looking for immediate hires. To view available current positions, please click here: https://docs.google.com/spreadsheets/d/1b7KLWZ6Zxm_MlfLeWj7yuYZYjnS9x_2Dw9_vbK4irlo/edit#gid=618465475. As hiring is happening quickly, we will do our best to keep this list updated. However, we encourage students to contact the employer/company directly to inquire if openings are still available.
- For additional support and assistance with job searching and preparing application materials, please contact the Career Center at 619-800-3556 to schedule an appointment.

Special Recognition

- Sadie Wager and her dedication to the Career Ambassador Program, training our new team members, and for supporting our students with all career related inquiries.

Counseling

Events & Activities

- Umoja and the Black Counselors Collaborative sponsored four workshops during the month of September: Friday 9/10/2021- Non-Traditional Studies Friday 9/17/2021-Financial Aid Check-in Friday 9/17/2021-Black Student Support Group Friday 9/24/2021-Black Student Support Desk
- Kapwa Learning community in collaboration with WBL and APIA advising Committee and with funding from the Dr. Constance M. Carroll Humanities Institute sponsored several workshops titled Career while Asian. The workshop on Monday, September 27, 2021 had 55 participants!

Innovations & Data

- For the month of September, the Department had the pleasure of serving the following number of students:
 - Drop-Ins (only) 1157
 - Appointment (only) 350
 - Unduplicated Contacts 1,466
- In addition, counseling faculty also provide HOTSPOTS to a variety of infinity groups. For the month of September, we happily served the following number of students:
 - Promise--43
 - STEM--8
 - International Students-9
 - Veteran-8

Events & Activities

- Jaci, Andrew and Kirsten worked again to find a creative online solution to assist Kearny High School with their 'Early Grad' population. A process was developed that orients and enables students to efficiently matriculate so they can receive priority registration for spring 2022. Kearny High routinely graduates approximately 250-300 students mid-year. These 'Early Grads' attend Mesa College spring of their senior year as full-time Mesa Students.

DSPS

Employee Updates

- DSPS is pleased to welcome Project Assistant, Allison Crakes, to the DSPS Team!

Events & Activities

- DSPS has been actively participating in the Region and State meetings that are impacting students with disabilities.
- DSPS faculty continue to actively attend and participate in Mesa Pathways Committees.

Innovations & Data

- In September, DSPS processed 69 new student applications and 69 online requests for appointments and general information.
- The DSPS Proctoring Center had 155 test proctor requests and 12 requests for alternate media.

EOPS & Special Programs

Employee Updates

- STAR TRIO welcomes Chris Kalck as the new Counselor Coordinator! Chris will be coordinating the development, implementation, and evaluation of the STAR TRIO program and will serve as Mesa's liaison for the Department of Education Student Support Services. Welcome, Chris!
- EOPS welcome Krystal Mucha as the new Project Assistant for Rising Scholars! Welcome, Krystal!

Events & Activities

EOPS

- 9/1/21 | EOPS staff and counselors attended a professional development webinar, "Sounding the Alarm: Addressing the Declining Representation of Black Students in California's Community Colleges"
- 9/7-8/21 | EOPS team members participated in the M&M Student Services Welcome Back Event! The snacks were yummy and very appreciated. Thank you Student Services Leadership Team and M&M Committee!

CARE

- Outreach and recruitment through EOPS applications
- All students receive a gas card after 1st contact appointment
- Collaboration with CalWORKs
- CARE monthly Workshop Series

NextUP & FAST Scholars

- September 1st - Scholars joined the Trivia Workshop conducted by NextUp Peer Mentor Isacc Flores to learn about FAST and NextUp staff members such as fun facts and activities out of the office to strengthen the connection between students and staff.
- September 1, 7, 15, 23, 29- Inaugural Transfer Academy is underway which supports students who have experienced foster care in transition to universities, employment, and life after Mesa College. This is a semester long program that is grounded in community, scholarship, and going above and beyond.
- September 10- Welcome Back Part II for new FAST and NextUp Scholars to complete program orientation to review program services, benefits and expectations.
- September 16- Distribution Event Part II for continuing and new FAST NextUp scholars in which students received school supplies, backpacks, printers to utilize in the new semester, for some students their first semester in college. Also, crockpots' were given out including delicious seasoning to encourage healthy meals cooked in the comfort of their home.
- September 16, 23, 29- A series of 3 Program Improvement FAST/NextUp Meetings for all continuing and new scholars as well as program staff in which scholars were welcomed to share

feedback in regards to what is working for them in the program and possible areas of improvement based on their experience in the program.

- September 7, 13, 20, 27- The FAST and NextUp scholars programs were chosen to receive free organic and fresh produce through collaboration with TerraMesa garden on campus. We are able to provide fresh produce such as spinach, tomatoes, potatoes, egg plants, squash and more to all FAST and NextUp scholars weekly.

Rising Scholars (Formerly Project Restart)

- Updated database
- Attended Rising Scholars CCC Counselor meetings and workshops • Collaboration meeting with Rising Scholars statewide network • Collaboration with Project Rebound at SDSU
- Attended monthly Region X SDICCCA meeting
- Recruiting new students through EOPS applications
- Rising Scholars monthly Workshop Series

Borderless Scholars

- 09/28/21 | Borderless Scholars partnered with Work-Based Learning, to prepare a series of workshops for Fall 2021 semester where information and resources regarding career, job opportunities, paid and non-paid internships will be provided to our students. In this series, students will receive information and support on how to explore, apply, develop a resume, and other career resources.
- 9/08/21 | Borderless Scholars Team welcomes the RISE Club Officers to Fall 2021 semester and is inviting them to plan activities that can benefit engagement for the Club. RISE stands for Rising Immigrant Scholars through Education. The RISE Club is student lead and supports undocumented, AB 540, Dreamer, DACA, Non-DACA, students from mixed-status families, faculty/staff, and allies as well as the community at large. Any interested student in becoming part of this amazing club, either as a member or as an officer please contact club Co-Advisors/Counselors Rosa Palacios at rpalacios@sdccd.edu and Amber Alatorre at aalatorr@sdccd.edu for more information..

STAR TRIO

- STAR TRIO hosted its Welcome Event: Peer to Peer to welcome new and continuing students to connect in community with games, meet STAR TRIO staff, and learn of other support program and services.

Innovations & Data

EOPS

- EOPS is still accepting applications for New EOPS students for Fall 2021. Students can apply online through our website. Please share this link with students: www.sdmesa.edu/eops

NextUP & FAST

- Foster Youth SDCCD Email- contacted 13 new potential FAST/NextUp
- EOPS Application- contacted 2 new potential FAST/NextUp
- In collaboration with communications department to potentially create an Outreach Video
- Continuing collaboration with Norma Perez and Mindy Kukich to reinstate our participation in College Connection
- Working closely with Karla Outreach department to review activities at our feeder middle and high schools
- Promoting outreach to feeder high school foster youth liaisons to discuss possible ways in which we can collaborate to increase information to college bound foster youth
- Fall 2021 enrollment numbers
- FAST Scholars Enrolled 28
- NextUp Scholars Enrolled 22 o New Scholars Fully Matriculated for Fall 2021
- NextUp Scholars 2
- FAST Scholars 8 o Pre Admitted New Potential FAST & NextUp Scholars 1. FAST & NextUp Scholars 54

Borderless Scholars

- FREE legal immigration consultations with an attorney are available for students and employees! Mesa College and Borderless Scholars are partnering with JFS/HELs 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. <https://www.ifssd.org/our-services/refugees-immigration/higher-education-legal-services/>

STAR TRIO

- 20+ students have participated in STAR TRIO Orientations and will receive STAR TRIO support and services.

Policies & Procedures

NextUP & FAST

- FAST and NextUp have continued to operate the FAST Center and support students. As of today, the FAST Center now has computers that are working and students can use them to complete homework or attend classes. We have placed safety measures throughout the center to ensure everyone is safe. FAST and NextUp hosted our second Welcome Back event for students who joined the program after the start of the academic year. Faculty counselor, Markus Berrien, and Student Service Technician, Blanca "Melissa" Zavala, successfully orchestrated the event.

STAR TRIO

- STAR TRIO is accepting application for the academic year 2021- 2022. Student can apply online by visiting our STAR TRIO website.
- STAR TRIO Tutors started supporting our student this month with tutoring services. STAR TRIO students can meet with our tutors to receive assistance with their class assignments.

Student Success Stories

EOPS

- Below are some comments shared by our previous EOPS students. Please share with students who are interested in applying for EOPS this Fall!
 - “Thanks to EOPS I was able to speak with a counselor, and I hope to speak with more since I’m confused about most things.”
 - “Very supportive and helpful staff to direct you in the right path.”
 - “I have been supported by EOPS with the help of having a counselor to help me plan out my courses and also the book assistance”
 - “EOPS has been very helpful especially during this pandemic. There are many resources for help and it has been great getting insight for my future.”
 - “Provided several workshops and have available counseling when needed.”

Borderless Scholars

- Student Feedback about the Mesa Dreamer Summer Program: “Regarding the program: it was a wonderful summer program. The Fall 2021 semester will be my first time back in school in over nine years and, this time around, I feel so much better prepared and supported because the program provided a plethora of information for DACA students like myself and the team is so helpful and kind. I hope there will be more programs like this throughout the school year and in the future. The ice-breakers at the beginning of each session were a great way to get to know the EOPS/Borderless Scholars team and the other students a bit. Additionally, the ability to qualify for a grant after attending a number of sessions is such a great incentive, especially for students like me who need the extra financial help (I’m currently unemployed/stay-at-home mother). The folks at Borderless Scholars are great and I look forward to meeting them in person soon!”
- Student Feedback about the Borderless Scholars Program: “I just wanted to thank you all for your hard work in helping and supporting this community. I appreciate the emails with all the updates and resources!!”

Special Recognition

- A special thanks to the awesome Mesa College teams that continuously collaborate with our Borderless Scholars Program. Thank you for the amazing teamwork, the support, and collaboration in facilitating meaningful, and helpful information for our Dreamer students.
- Borderless Scholars also wishes a farewell and a huge THANK YOU to Bianna Garcia. Brianna was our Financial Aid liaison who worked closely supporting our Borderless Scholars students. Her help and support will greatly be missed.
- Thank you to all of our Student Services colleagues for promoting and encouraging prospective, new and continuing Mesa College students to apply for EOPS and Special Programs!

Evaluations

Innovations & Data

- All student petitions and forms are 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>

Policies & Procedures

- Please encourage students to apply for graduation - applying for graduation is a required step for students earning a Degree and/or Certificate of Achievement. Below are the 2021-2022 Apply for Graduation deadlines:
 - October 1, 2021 - Deadline to Apply for Graduation ONLY for students transferring to a CSU in Spring 2022 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, 2021 - Deadline to Apply for Graduation and be a Fall 2021 graduate. Students filing after this date will be a Spring 2022 graduate.
 - February 15, 2022 - Deadline to Apply for Graduation for students transferring to a CSU in Fall 2022 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, 2022 - 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, 2022 will still be Spring 2022 graduates, but their name may not be in the Commencement Program.**
 - April 30, 2022 - Deadline to Apply for Graduation and be a Spring 2022 graduate. Students filing after this date will be a Summer 2022 graduate.
 - July 31, 2022 - Deadline to Apply for Graduation and be a Summer 2022 graduate. Students filing after this date will be Fall 2022 graduates.
 - Students apply for their degree/certificate through their mysdccd portal under the, "My Academics" tab. Students should follow deadlines above that align with their path. Please encourage students to meet with a Counselor and apply early. Student's can watch this quick tutorial on applying for graduation:
<https://www.youtube.com/watch?v=eI2S4GGSi7M>
 - Students apply for their degree/certificate through their mysdccd portal under the, "My Academics" tab. Students should follow deadlines above that align with their path. Please encourage students to meet with a Counselor and apply early. Student's can watch this quick tutorial on applying for graduation:
<https://www.youtube.com/watch?v=eI2S4GGSi7M>

- Update to the District Evaluator Alphabet (for internal use):
 - Thu Nguyen...A,H,V
 - Christina Hambrick...B,F,N
 - Daniel Borbon Ibarra...C,D
 - Mary (Maggie) Stone...E, G
 - Helen Houillion...I,K,M,Y,Z
 - Hilda Osuna...J,L,T,U
 - Ryan Zimmerman...O,P,Q,R
 - Christina Monaco...S,W,X

Special Recognition

- Summer grads! Congratulations on your achievements and best of luck for what's to come in your professional pathway. Once an Olympian, always an Olympian!
- TCE's New Student Workers! They've been a tremendous help to our office supporting with events, workshops, and answering students' questions.

Financial Aid

Employee Update

- Brianna Garcia, SSA - Cal Grant and Foster Youth Liaison accepted a position at UCSD - Financial Aid. Her last day at Mesa was 09/27/2021.

Events & Activities

- Hosted 3 SAP workshops via zoom. FAO participates in SDCCD Fraud Prevention Task Force along with other interrelated office.

Innovations & Data

- The financial aid office continues to work in the mid-year implementation of the Campus Logic system for single platform for document submission and file processing.
- The Office disbursed \$480,910 in federal and state aid to students.

Outreach & Community Relations

Employee Updates

Outreach

- Outreach student ambassadors have been trained to properly assist students via live chat.

Promise

- Promise Student Services Technician Donnaly Atajar will be welcoming a new baby in October! She will be on leave until January 2022.

Events & Activities

Outreach & Promise

- We hosted an opportunity drawing to give away free laptops to current Promise students. We received 188 submissions and awarded 49 laptops.
- We are continuing to provide free school supplies to Promise students, while supplies last. Students can visit Outreach to pick up a bag of supplies
- The student ambassadors will officially be placed at the high school sites within the feeder area in October.

Innovations & Data

Outreach & Promise

- There are currently 740 students in the Promise Year 1 Cohort and 710 students in the Year 2 Cohort.
- Book grants for Year 2 students were disbursed via direct deposit or check in the mail on September 10.

Policies & Procedures

Outreach & Promise

- Promise students who did not meet the 12 unit requirement for Fall 2021 by the original September 7 deadline (and do not have an appeal or DSPS Waiver on file) can remain eligible for the program by enrolling in at least 12 units by October 26.
- Year 1 Promise students enrolled in 0 units for Fall 2021 have been dismissed from the Promise program.
- Students who applied to the Promise program for Fall 2021 by the deadline have until the end of Fall 2021 semester to resolve any financial aid application and/or residency issues.
- Year 2 Promise students have until the end of the Fall 2021 semester to submit a 21-22 financial aid application (FAFSA or CA Dream Act) or resolve any financial aid application issues.

Student Affairs

Employee Updates

- Student Affairs recently added three new graduate interns in the roles of Student Engagement Leaders and Restorative Justice Ambassadors: Jessica Atthowe, Chrystian Smith, and Sahar Mohammadi. All three of them are graduates of our local San Diego State University, and Jessica arrived with us through the San Diego and Imperial Counties Community College Association (SDICCCA) Fellowship Program. We hope to onboard more graduate students into similar roles during this semester

Events & Activities

- Constitution Day
 - Student Affairs collaborated with Michelle Rodriguez to organize the fall semester Constitution Day event on Friday, September 17, which was a presentation of *Juliana v United States*, a case brought on behalf of 21 young people seeking to force government action to address the climate emergency. The presentation was hosted by one of the Youth Plaintiffs and by Andrea Rodgers, the senior litigation attorney at “Our Children’s Trust,” the organization that argued the case on behalf of the Youth Plaintiffs. The presentation exposed a fascinating gap in our legal system, wherein the courts may in some cases identify a definite wrongdoing yet lack the authority to determine a remedy. About 200 students and other guests attended the event.
- Fall Club Rush
 - Club Rush was a very simple week-long event this time around; building on the experiences of past remote Club Rushes, members of the Interclub Council hosted open office hours online every day from 11am to 1pm during the week of September 20 through September 24. ICC execs prepared a presentation for visitors with guidance on joining clubs, as well as promotional materials from several of our active clubs. More than 20 of the student visitors signed up for the Club Rush opportunity drawing, which awarded three students with electronic gift cards.
- First ICC Meeting & Orientation
 - The Mesa Interclub Council held its first meeting of the fall semester, which also serves as the orientation for new and returning clubs, on Friday, September 24. The ICC will meet three more times this semester, in October, November, and December, as usual.
- Fall AS Elections
 - Official elections for Associated Students executive and senatorial positions were held online from September 20 through September 24. These elections are necessary to meet minimum requirements to conduct Associated Students business, as outlined by the AS Constitution and By-Laws. Results of the election will be announced as soon as possible, but they will not be available until the first week of October.

- Student Success Teams Training
 - Student Affairs Team members attended the Mesa Pathways Committee workshop discussing Student Success Teams on Wednesday, September 29; a student success team is a group of faculty, classified professionals, and administrators who proactively reach out to students to ensure that they have the resources they need to succeed at their educational goals at Mesa.
- Project Success

We are thrilled to share that Mesa College Project Success has Emergency Aid has distributed \$4,206.92 and served nine students via Project Success in September.

Student Development

Employee Updates

- Chris Kalck has transferred to STAR Trio and his first day was 9/13/2021

Innovations & Data

- Dean of Student Development is in the planning process of updating Mesa's Online New Student Orientation.
- Dean of Student Development is creating a liquid syllabus and NFI Canvas Shell for the new cohort of New Faculty Institute.

Policies & Procedures

- Dean of Student Development is working with the SEA Team, along with Business Services to meet the deadline for the SEA Term Expenditure Report.
- Dean of Student Development is participating in the Faculty Evaluation ePerformance pilot for spring and has started attending the meetings and discussions

Special Recognition

- Thanks to Vicki Hernandez, Veterans and Records, Veterans Services Supervisor for leading the team to create a video highlighting Mesa's Veterans Students and faculty in remembrance of 20th anniversary of September 11th. What a touching tribute!
- Many thanks to the Mesa College Admissions Team, in addition to Ivonne Alvarez and Raquel Aparicio for all the support provided to faculty and students with the impact of COVID-19, testing requirements, deadlines, and census processing.

Student Health Services

Employee Updates

- Student Health Services is pleased to introduce Faipule Eli as a new NANC office assistant I to our team. He is currently a Junior at San Diego State University, majoring in psychology. He is aiming to graduate by December 2022.

Events & Activities

- Elder Alyce Smith Cooper and Yiriba presented a three series workshop through music and storytelling. Alyce explored how to tap into your strength and succeed in school, manage changes while living in the pandemic, and find action steps to succeed in your goals. Students, faculty and staff learned how to celebrate Umoja (Unity), Kujichagulia (Self-determination), Ujima (Collective work & responsibility), Ujamaa (Cooperative Economics), Nia (Purpose), Kuumba (Creativity), and Imani (Faith).
- Student Health invited Champions for Health to provide all three COVID vaccines to students, staff and faculty on September 20th. Kennedy Carrothers, BSN provided tuberculosis assessment and education to students, staff and faculty.
- Linda Gibbins-Croft, LCSW, facilitated a workshop on How to Organize for a Successful Semester. Students were able to learn about setting up a calendar to organize projects, study time and exams, manage stress and anxiety, schedule time to relax, and control social media usage.
- Suzanne Khambata, FNP, was invited to California Community Colleges Health and Wellness for update news and resources on suicide prevention, intervention and postvention strategies to assist administrators, faculty, staff and students to improve student mental health, physical health, basic needs and wellness.

Innovations & Data

- Student Health is ready with the seasonal influenza vaccine for students. There are no costs for current students in the San Diego Community College District to get a flu vaccine from Mesa Student Health. Student Health will be providing flu vaccines to the Mesa Allied Health program as well.
- The Mediat electronic health record student patient portal is available on the Student Health website. Mental health counseling and medical services on Mediat are ready for students. Student Health has fully transitioned over to the electronic health records. With data collected through SARS and Mediat, Student Health served 422 students this month. We are available for all students for in-person and tele health appointments.

Policies & Procedures

- Linda Gibbins-Croft, met with mental health coordinators from sister colleges Miramar and City to discuss improvement for all campuses.

Special Recognition

- Laura Milligan FNP has returned from Sierra Leone where she worked in a rural hospital caring for Lassa Fever pediatric patients. Lassa fever is fatal in most untreated cases. In the rural bush there were few supplies and mostly no medication to help the children survive. Laura worked with Doctors Without Borders for 6 months from January to July 2021. We are so happy to have Laura back with us now. Laura is working tirelessly on COVID cases on campus. She treats each student with her unique style and provides excellent care. We thank Laura for the care she provides to students! Laura is amazing!

Student Success & Equity

Employee Updates

- We would like to welcome a new Basic Needs Ambassador Ericka Banda. The Stand would also like to say goodbye to two Basic Needs Ambassadors Van Pham moved over to CalWorks and Allison Crakes moved over to DSPS.

Events & Activities

- Markus Berrien and Kassandra Hamilton represented Mesa College at the kickoff meeting of the Black Student Success Working Group at the district. We look forward to working with this group to improve the outcomes for black students across the district.
- Met with President Luster to finalize planning arrangements as we move forward with the development and implementation of the Equity Institute, we have determined that Deans, Larry Maxey & Andrew MacNeill will serve as co-chairs of the working committees. The initial work will begin through the SET and CEL committees.
- SDICCCA Update: We are off and running with the fellowship program, Mesa was pleased to be able to partner with the collaborative in securing internships for 8 program participants across a number of disciplines including:
 - **Instructional Effectiveness/Research **Counseling **Student Affairs **Geography
**Student Success & Equity **Disability Support Programs & Services
- We initiated the hiring process for the Student Support Services Officer Position, Basic Needs Coordinator. The process should be finalized by the end of October.
- We are excited to announce that after a three-week delay, The Stand was able to open the pantry and clothing closet this month for students to access resources in person.
- Direct Student Support - The Stand continued seeing students through our direct student support program and have been providing students with books, supplies, food, bus passes, and other resources to assist with basic needs.
- Market distributions -The Stand is continuing to host the Farmers and Mobile markets as a drive thru model on the third level of the campus parking garage. These events are typically held the First Monday and Third Thursday of each month. We continue to encourage everyone to volunteer to support these events.
- Project Success – In partnership with Student Affairs, 9 students have received emergency grants so far this fall ranging in amount from \$154 - \$500 for a total of \$3785.47 for Fall 2021
- Kitchens for Good – The Stand is receiving 200 frozen meals per a week to hand out to students for free.

Innovations & Data

- The Stand has partnered with the Exercise Science Department to get 100+ meals out to student athletes. The Stand provided a chest freezer to Exercise Science to store frozen meals to be available outside The Stands normal operating hours.

- CalFresh Ambassadors – Through a partnership with California Community College Foundation, San Diego Mesa College will have 15 CalFresh Peer Ambassadors to help support and encourage students to apply for CalFresh. The ambassadors have been selected and will begin training in October.
- Workshops - The Stand has begun offering a series of workshops under the theme of Bolstering Confidence for a Safe Return. In September the specific topics were Insider Experience from One Student to the Next and Health and Nutrition
- Special Events – On September 28th The Stand, in partnership, with our community partner Fulfilling Destiny, hosted a Feminine Hygiene Donation Drive and Packing Party. This fun event provided The Stand with enough feminine hygiene packs to provide for menstruating students for the semester. These packs are provided to our students free of charge.

Transfer

Employee Updates

- Mary Garcia is on maternity. We are waiting to hear news of a Transfer baby due in October.
- Transfer Center Director was certified in for the VitaNavis program in September.

Events & Activities

- The Transfer Center has been busy with ADT 2.0 Business Workshops for faculty and students during September.
- The 2020-21 Annual Transfer Report has been submitted to the Chancellor's Office.
- The SD Mesa YouTube channel has been upgraded by the new TCE student staff. It is now a one stop shop including playlist campus tour for CSUs and UCs and links to YouTube Channels for many of our CSU and UC schools. Please send students to our way! Application videos will be added after October 1.
- A Regional Microsite Q and A session was held for students and faculty.

Innovations & Data

Transfer Center Data	
<ul style="list-style-type: none">• Counselor Drop-In Appointments: 70• Counselor Additional Contacts: 542• Transfer Center Drop-ins: 276	<ul style="list-style-type: none">• Transfer Talks: 38• UC Tag Open Lab: 32• Chat Bot Conversations: 31

Policies & Procedures

- We are back on campus two days per week. Transfer Workshops, drop ins and appointments will continue to be offered online through the Fall. We ask students to call or join a live workshop if they have immediate questions. We would like students to refrain from using email for time sensitive questions.

Student Success Stories

- A student reached out to the TC in the spring of 2020 when statewide quarantine was put in place. She lost her job and decided to go back to school after a hiatus spent taking care of her family. Many student services departments were involved in helping her get back to school including financial aid, the Stand, General Counseling, Evaluations and the Transfer Center. We had multiple counseling meetings covering financial aid appeals, transfer requirements and academic renewal. She reached out to our university partners as well. She applied to UC Davis, UC Berkeley, CP SLO and Cornell. She was accepted to all the schools she applied to but is not starting UC Berkeley! Go Cal! Thank you Mesa Student Services!!!

Special Recognition

- Thanks to the new TCE student workers for revamping our YouTube Channel! They have added a playlists and linked our channel to CSU and UC YouTube channels.

Veterans

Employees

- Veterans, Records and Veterans Success Center has two new Project Assistants who joined our team this month. Alexandro Rodriguez-a Marine Veteran and part time student and Jordan Agricola, an Army Vet and Mesa Alumni as well as a recent graduate from Wesleyan University. They both bring a wealth of knowledge working with student veterans. They will primarily be housed in our new Veterans Success Center located in K103/104. Welcome Jordan and Alex!!

Events & Activities

- 9/11 20th Anniversary Social Media--we designed and launched a video remembering 9/11 and those who lost their lives and how this day forever changed our lives in America.

Innovations & Data

- Veteran Services has started a new process receiving and processing students who are receiving vocational rehab by utilizing a google spreadsheet. Both Accounting and the Bookstore have a piece in the processing of this benefit to our student veterans. This process will streamline the process and give live updates to all three departments as new students are added to the list. We believe this will provide better service to our students and provide a check and balances during the entire process of the students CH 31 benefit.

Policies & Procedures

- We are working on adjusting internal processes for the VA Vocational Rehab program. We hope to have these implemented in the next month

Student Success Stories

- This semester we have been able to work with 30 students who are interested in VA work study. Many of these students have stated how this opportunity is going to help them financially and appreciated that we have reached out to them about the opportunity.

Special Recognition

- Thank you to Athletics, the LRC, TCE, Admissions, Mesa Pathways and the VP of Student Services Admin Suite for helping with the placement of our student work studies this year. We appreciate you!

Vice President Student Services

Employee Updates

- VP Hands was elected as General Board Member for the newly formed Nandi Organization. This organization is committed to being the leading organization in representation and engagement of women of African ancestry in community colleges
- Our Mesa Journeys workgroup hired two new project assistants: Darien Duong and Al'Asia Metaphor. Darien is a former Outreach Ambassador and current student at Mesa, looking to enroll in our RADT program. Al'Asia is a former student/Peer Navigator, who is attending SDSU, majoring in marketing. They make great additions to our workgroup and look forward to their contributions in the redevelopment of Mesa Journeys.
- The Student Services Administrative Suite is happy to welcome Denise Kulowitch. Denise is a VA work study and strong member of our team. Thanks to Vicki Hernandez for connecting us to the perfect person for our office! :D

Events & Activities

- Motivation and Morale Committee
 - On September 7th & 8th, M&M hosted our 1st in-person event since the pandemic started in March 2020. We hosted a Student Services Welcome Back event where we offered a variety of snacks, goodies, and beverages to all Student Services team members. Thank you for all you do for our students, and the Mesa community. We appreciate you - welcome back!
- Our September 15th Mesa Student Services Council Meeting focused our Call to Action Year End Report, Return to Campus, Mesa2030 | Road Map and updates. A draft of our notes, can be found on our [Agenda & Minutes page](#)
- Student Services hosted our monthly Feel, Heal and Be Real dialogue series. This is a safe space for students, staff and faculty to discuss issues of social justice and equity.
- VP Hands presented at the following events
 - ACCJC Panelist: Leading Institutional Change to Support Equity
 - ACCCA Panelist: Real Talk with Women of Color in Community College Leadership
 - CSSO Conference Panelist: Unapologetic Leadership for Social and Racial Justice & the Role of the CSSO
- VP Hands attended/participated in the following activities/events
 - LatinX Heritage Month Activities
 - A Legacy of Achievement Gala in honor of Dr. Constance Carroll
 - Campus Community Forums
- VP Hands attended the following webinars/professional learning opportunities
 - Chief Student Services Officers Annual Conference
 - Addressing the Declining Representation of Black Students in California Community Colleges
 - Careering While Asian Panel | In Pursuit of Our Full Humanity + Shared Liberation

Innovations & Data

- In partnership with District and Business Services, created process for Vaccination Incentive Awards. Students who have been vaccinated will automatically be entered into monthly drawings where students can receive \$250 awards. One winner will receive \$500. Students will receive funds through our Edquity app.
- Veterans Services has a [new events page](#). Come learn about upcoming events hosted by our Veterans department. You can also check out past events and resources.
- Provided Live Chat training to our new Outreach Ambassadors. They are now prepped and ready to help our students on our Mesa Live Chat tool! Have a question? Chat with a live agent now: www.bit.ly/mesalivechat (Please share this resource and add to your signature block).
- Our Live Chat Team has been working hard to answer questions collected by our Olympia Chatbot. At the start of this project, we had 807 unanswered questions in all of our bots. As of 9/29/21, we only have 30! They are working to make our bot smarter and more efficient, in turn this will lessen the calls, emails, and lines in our departments (win, win, win). Thank you to everyone involved in this project.
- Charlie Lieu, Joel Arias, Shawn Fawcett, and Sharon Hughes attended a product demo of Suitable: <https://www.suitable.co/>
- QLess usage data for the month of September 2021 (9/1 – 9/28): Total students served: 741

Category	Arrived	Chart		
		Removed	Left	No-Show
Sep 1, 2021	141	2	12	15
Sep 6, 2021	158	1	7	20
Sep 13, 2021	196	2	21	14
Sep 20, 2021	166	1	16	8
Sep 27, 2021	80	3	12	4

Policies & Procedures

- In partnership with District, SHS and Student Affairs, streamlined the reporting of COVID positive incidents. Our general process is outlined in the [COVID-19 Return to Campus Safety Protocols](#) (see page 7.)