

2020 Student Services Program Reviews



CAN Program Review (Student Services) - Dream Center (Fall 2022)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): The Dream Center has had several major accomplishments during the last fiscal year.

1. The Dream Center has hired a full-time PSC (Saúl Miranda) to develop and expand Dream Center services. During this period, the Dream Center has expanded its outreach to Undocumented students and increased awareness the challenges facing Dreamers on campus.
2. Community Connections have also increased and expanded. These connections have been designed to address food insecurity, housing legal and emergency assistance for students.
3. There has also been a shift in campus culture as well. As staff and faculty become increasingly aware of the challenges that undocumented students face, the college has become increasingly responsive to the needs of our Latinx and undocumented community.

Challenges include:

1. We do not have an accurate measure of our undocumented community as we don't track this number for their own safety and well being. The current political administration has not made it safe to do so.
2. Undocumented individuals do not have access to the same resources that their documented counterparts have access to. Limited funding for these students makes it difficult for them to benefit from most COVID financial assistance programs.
3. For FY20, the Dream Center did not have an adequate dedicated physical space that provided them with a sense of belonging.
4. There has existed a lack of uncertainty about ongoing CSEA approval of this position due to repeatability.
5. Finding staff with experience has been challenging due to the short term status (lower salary, lack of benefits, lack of permanency) of the current position.
6. Lack of an adequate budget has made it challenging to do long-term planning for the Dream Center.

In evaluating the DREAM Centers' effectiveness, Cañada's Dream Center encountered the same institutional challenges that the CCCC identified.

1. Inadequate ability to outreach to undocumented students and protect student data
2. Insufficient institutional support/campus-wide training.
3. Need for dedicated stakeholders, staff and space on campus
4. Need for better access to financial support
5. Need for increased student engagement and direct services to increase student retention
6. Need for definitive guidance from the CCCC.

2. Proposed Changes: 1. Hire a Full time, permanent, fully benefited Coordinator for the Dream Center.

This would lead to increasing Dream Center programming and participation.

2. Obtain a working budget to allow for indirect expenditures and year-long planning.
3. Obtain a dedicated new physical space for the Dream Center
4. Deepen the connection to financial literacy for Undocumented students.

3. Impact of Resource Allocations Process: The impact of not having a permanent PSC for the Dream Center has led us to not be able to serve our Undocumented community to our potential. In previous years, we have hired qualified and experienced PSCs

who have eventually left us for permanent positions at other colleges. Our students have suffered because everytime we hire a new coordinator, there is a learning curve. Additionally, due to the low unemployment rate in the area, skilled candidates pursue other permanent, full-time and benefited positions. While we have been able to hire skilled coordinators, they don't have the experience in understanding the needs of our Undocumented students and so there is a learning curve that must be overcome.

4. SAOs and SLOs: SAO1: To provide outreach to undocumented students

Assessment: Create outreach material for undocumented students. Examples could include: flyers, handouts, brochures, a newsletter, PowerPoints, and / or classroom presentations.

Opportunities: The new PSC would create marketing material (flyers and presentations) and conduct classroom presentations.

SAO2: To provide students, staff and faculty with professional development around serving undocumented students and resources available to them

Assessment: Host at least two professional development workshops per semester for staff, faculty and students

Opportunities: The new PSC would work with the Flex Day Committee to plan Flex Day workshops

SAO3: To provide DREAMers with financial coaching

Assessment: Invite Undocumented students to participate in financial education and enroll at least 10 students in Cañada Cash

Opportunities: DREAM Center staff would assist SparkPoint staff to enroll in financial education and receive monetary incentives for completing positive financial behaviors.

SAO4: Host DREAMer events /workshops that engage students

Assessment: Host at least two events/ workshops per semester that create community for students.

Opportunities: The Dream Center Coordinator will work with ASCC and the DREAMers Club to create at least two community-building events for students.

5. SAO/SLO Assessment Results and Impact: SAO1: Met

Multiple outreach materials were created to promote various events including Undocumented Student Week of Action, the Legal Clinic, Flex Day events, campus visits and off campus outreach events.

SAO2: Met

At least two professional development opportunities were hosted for students, staff and faculty. These were offered as part of Flex Day and Opening Day activities.

SAO3: Met

By joining the SparkPoint team, Undocumented students accessed Cañada Cash, a rental assistance program, Emergency CARES funding, the Food Grant Program, the Community Markets, the Food Pantry and one-on-one financial coaching.

SAO4: Met

The Dream Center created multiple community building events throughout the year in partnership with the Dreamers Club and as stand-alone events.

Annual Update Status: Complete

Related Documents & Links:

[Classified Hiring Justification - Dream Center PSC FY20.docx](#)

Goal Description: Hire a Dream Center Program Services Coordinator

Hiring a Full-time 1.0FTE Dream Center Program Services Coordinator to meet the 1) day to day needs of students and the campus community around Undocumented student support issues; 2) meet the CCCCCO mandate to have at least one Undocu-Liaison and 3) address the six challenges facing Dream Centers as described by the CCCCCO.

Goal Status: 2 - Continuing (PR)

CAN Program Review (Student Services) - Dream Center (Fall 2022)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 12/14/2020

Estimated Completion Date: 01/29/2021

Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, K-12 & Adult School Partnerships, Connect Students with Internships and Mentorships, Create an Alumni Network, Build Relationships with Employers, Enhance Marketing, Hold On-Campus Events, Partner with 4-Year Colleges and Universities, Implement Guided Pathways, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity

Resource Requests

One full-time, 1.0 FTE Dream Center Program Services Coordinator - The permanent, 1.0FTE Dream Center PSC will:

1. Support Cañada College's mission of being a Hispanic Serving Institution (HSI).
 - a. Expand educational opportunities for; and improve the academic attainment of Hispanic students
 - b. Expand and enhance the academic offerings, program quality, and institutional stability of the colleges and universities that educate the majority of Hispanic students.

2. Meet the CCCCO mandate that each community college have at least one primary Undocu-Liaison (Dream Center Liaisons) to:
 - a. Serve as the point of contact for undocumented students on their campus.
 - b. Coordinate and share information with their campus Undocumented Student Taskforce or need-to-know representatives.
 - c. Have regular attendance and active participation in UndocuLiaison Regional calls. Two-hour regional calls will be scheduled every semester. The purpose of the calls are to elevate innovative and effective support models, resources, concerns and promote collaboration among regions.
 - d. Serve as the primary point of contact for the Chancellor's Office and the FoundationCCC when new guidance is issued.
 - e. Stay up-to-date on legislation, training, and undocumented student efforts on a statewide level to connect

3. Assist in addressing the six institutional challenges that statewide Dream Centers face as identified by the CCCCO:
 - a. Inadequate ability to outreach to undocumented students and protect student data
 - b. Insufficient institutional support/campus-wide training.
 - c. Need for dedicated stakeholders, staff and space on campus
 - d. Need for better access to financial support
 - e. Need for increased student engagement and direct services to increase student retention
 - f. Need for definitive guidance from the CCCCO.

4. Coordinate the day-to-day activities for the Dream Center at Cañada College
 - a. Coordinate the Free Legal Clinic
 - b. Work with the faculty advisor to oversee the DREAMers Club
 - c. Promote community building and awareness events on campus (Undocumented Student Week of Action, Latino Heritage Month, Migration Celebration) that promote and celebrate the Undocumented student experience.

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- d. Assist with AB540, DREAM Act, DACA and scholarship applications
- e. Access college and community resources (SparkPoint, Financial Aid, Personal Counseling)
- f. Provide professional development for staff and faculty and students around immigration updates, students needs and resources available to them.
- g. Build community connections (high schools, core agencies, community partners, etc...)

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 98589

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: This position is aligned with Cañada's Equity Goals 1, 2 and 5

1. ACCESS: Increase full-time enrollments of new and continuing students from low-socio-economic backgrounds, in particular students coming to the college from North Fair Oaks and East Palo Alto
2. PERSISTENCE: Over the next two years, increase fall-to-spring persistence rates for disproportionately impacted students with a particular focus on African American and Latino/Hispanic students
5. COMPLETION RATE: Increase percentage of students who complete their educational goal (certificate, degree, and/or transfer) from 47.6% to 52.6%, with a focus on goal completion by underprepared students

This position also serves to educate/update administrators, staff, faculty and students on current issues impacting our diverse community by offering Flex Day and Professional Development opportunities.

This position supports the college mission by ensuring that all students have equitable opportunities to achieve their transfer, career education, and lifelong learning educational goals, regardless of their immigration status. This position aligns with the College's Strategic Goal #1 in that it provides student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals.

Critical Question: How does this resource request support Latinx and AANAPISI students?: This position directly impacts Latinx students. It informs our community around challenges (immigration issues, basic needs, resources, academics and employment opportunities) that impact our Latinx community and provides just-in-time access to resources and services both on campus and off campus.

Goal Description: Secure Dream Center Operating Budget of at least \$5000 for Indirect Expenditures

Secure Dream Center Operating Budget of at least \$5000 for Indirect Expenditures to carry out HSI related activities that support Undocumented students. This funding would be used to promote community building activities, leadership developing and culturally sensitive events for the DREAMERS Club and Undocumented community on campus, carry out professional development for staff and faculty (including Flex Days), and professional development for Dream Center staff. Additionally, funding would be used to increase awareness on campus around Dream Center topics and raise general awareness of Dreamers challenges and strategies to overcome these barriers.

Currently, the Dream Center has no funding needed to carry out activities.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 01/02/2021

Estimated Completion Date: 05/31/2021

Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen

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collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, K-12 & Adult School Partnerships, Connect Students with Internships and Mentorships, Create an Alumni Network, Build Relationships with Employers, Enhance Marketing, Hold On-Campus Events, Partner with 4-Year Colleges and Universities, Implement Guided Pathways, Implement Professional Learning Plan, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2019-2020 - Secure at least \$5000 for Indirect Expenditures per year
- \$1000 - Supplies
- \$1000 - Marketing
- \$1500 - Conference Travel
- \$1500 - Speakers, workshops & catering (Active)

Who's Responsible for Completing this Action Plan?: Adolfo Leiva

Estimated Completion Date: 01/31/20

Resource Requests

Secure Ongoing funding or the Dream Center - Existing funding for the Dream Center is 100% reliant on Equity funding. However, Equity funding is not secure and may not be a long-term option. Each year, the Dream Center must request funding and therefore, is unable to make long-term planning and strategizing.

In evaluating Dream Centers effectiveness across the state, six institutional challenges were identified by the CCCCO.

1. Inadequate ability to outreach to undocumented students and protect student data
2. Insufficient institutional support/campus-wide training.
3. Need for dedicated stakeholders, staff and space on campus
4. Need for better access to financial support
5. Need for increased student engagement and direct services to increase student retention
6. Need for definitive guidance from the CCCCO.

This funding will allow the CCCCO mandated Undocu-Liaison with the funding to address each of these challenges.

Status: Continued Request - Active

Type of Resource: Budget Augmentation

Cost: 5000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: As an HSI, and as a department who serves one of the most under-resourced communities, this position's entire purpose is to reduce the equity gap experienced by our Undocumented community. There inequities range from academic to socio-cultural to economic. There inequities are further compounded during the current pandemic we are experiencing since most financial assistance programs available for individuals struggling are not available to our undocumented community. This role also reduces stigma that our Undocumented students and their families face, along with connecting individuals to needed community resources and education.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Our Undocumented community is primarily LatinX but may include any of of number of other communities including AANAPISI. As an HSI and AANPISI campus, we are serving these communities every day in an effort to increase their success, persistence and retention.