

2023-24 Program Review

Program Name: Undocumented Community Center

Program Contact: Paola Mora Paredes; morap@smccd.edu

Academic Year: 23-24

Status:

Updated on: Sep 29, 2023

1. Description of Program (200-400 words)

Over the last couple of years, there have been many transitions that have impacted the Undocumented Community Center. To start, we have historically been tied to the Multicultural Center as the “Multicultural & Dream Center.” Our mission within the Undocumented Community Center (UCC) is to be dedicated to social justice and racial equity including anti-racism. We acknowledge the systems are broken, and we think expansively and transformatively to reimagine what our institutions could be and evolve towards that. Our goals are to support the undocumented community and advocate to break down barriers within College of San Mateo and work in coalition with the other UCC’s at Skyline and Cañada to do so within San Mateo County Community College District and beyond.

Within the last couple of years much has happened that has impacted the UCC including local and state policies that has led to a 45.7% increase in enrollment in the last year alone. In Dec. 2021, there was a board policy derived from CA Ed Code 76140 that allows non-resident students taking 6 or less students at CA community college to pay the in-state tuition rate. This has created a pipeline for students who might not yet qualify for AB540 (and therefore CA Dream Act/Financial Aid). Additionally, SB893 has expanded affordable educational access for San Mateo County Residents which in turn has shortened the time students who also qualify for the 6 or fewer non-resident tuition waiver form needed in order to qualify for AB540.

Our aim has always been to support our students holistically, especially because undocumented students have unique needs and face more barriers that impact them disproportionately such as housing & food insecurity, immigration issues, mental health issues, and more. We have been able to use UndocuLiaison funds to provide Personal Counseling, and are a designated host for the Community College Immigration Legal Services program (Partnership between California Department of Social Services, CA Community Colleges Chancellor’s Office & the Foundation for CA Community Colleges) which provides free immigration legal services to students, staff, and faculty.

All in all, there has been expanded access & resources which has increased the number of undocumented students though it created a gap with staffing & capacity especially in comparison to our UCC counterparts at Skyline & Cañada who have a PSC to support with coordinating resources, and events.

2. Results of Previous Program Review (200-500 words)

a) Describe the results of your previous Program Review’s action plan and identified equity gaps.

Previous Goals	Results Achieved	Changes Implemented	Plans Still in Progress	Any notable or surprising results
Strengthen Program’s social justice framework by fully transitioning under the office of equity	Transition to the office of equity happened Summer 2022	Program moved locations from Building 10-180 to 18-110 and has physically separated from the Multicultural Center	Setting up the space to be welcoming through decorating and consistent schedule. Programmatically & Fiscally separating from the MCC	
Hire Undocu-Support PSC	N/A	N/A	Approval to hire PSC is needed, which has been requested for at least the last two program reviews due to the unique needs faced by undocumented students + increase in students	
Rename & transition Dream Center into it’s own program serving undocumented students	Center has been renamed to Undocumented Community Center as it	Spring 2023 - Developed Name Change Process (community	Branding & Marketing Campaign to change website, logo, signage, etc.	due to transitions, branding & marketing has taken longer than anticipated

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<p>through an intersectional lens</p>	<p>is more inclusive & aligned amongst all three colleges</p> <p>Explicit about all undocumented communities, centered student voices, streamlined across the district</p>	<p>feedback + cabinet feedback)</p> <ul style="list-style-type: none"> - Developed Feedback Survey - Name proposed after Survey/Feedback - Undocumented Student Support Coalition Approved Name Recommendation - New Name presented to college cabinets - Name Reveal during Migration Celebration 		<p>Understanding the name change as centering equity wasn't as difficult as we had first anticipated</p>
<p>Expand holistic programming with Undocu-Liaison Funds</p>	<ul style="list-style-type: none"> - Unlocking Futures Fellowship has created an opportunity for students to gain professional development & receive monetary support through scholarship - UndocuWeek 	<p>Increase retention as students can stay connected on campus through fellowship mentorship</p> <p>Fellowship at CSM set the foundation for similar programs implemented at Skyline & Cañada as well.</p> <p>Fellowship provides</p>	<p>Trying to create consistent event calendar beyond UndocuWeek & Migration Celebration</p>	

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	<p>(Undocumented Student Week of Action) Reflected & Highlighted Perspectives beyond just the Latinx perspective</p> <ul style="list-style-type: none"> - Adjunct Personal Counselor (Fall 2021 - present) - Migration Celebration Keynote Speaker 	<p>training for undocumented students to see possibilities of life beyond college</p> <p>Increase in support services with Personal Counselor</p>		
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b) Explain any curriculum or programmatic changes since last program review

Increase in resources to include in-person free legal services & personal counseling support, in addition to a development of a fellowship program.

c) Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment:

SLO/SAO	Assessment results	Program improvements implemented	What changed?
<p>1. Center will identify AB540 students and expand to undocumented students & will inform at least 90% of students regarding our services</p>	<p>We have been able to identify over 300 students through the SAP report that has been set up using residency codes and financial aid applications</p>	<p>We have learned that of 322, only 126 students receive financial aid though 213 are eligible</p>	<p>Due to this financial aid gap, we have created a working group amongst the UCC's and Financial Aid Directors from all three colleges which led to a focus group student on the financial aid website & pilot disbursement for Cal Grants</p>
<p>2. Expand to provide holistic support through mental health services & legal services</p>	<p>Fall 2022: I met with <u>23 Students</u>, and I had an overall of <u>56 Appointments</u>. <i>I excluded the no-shows.</i></p> <ul style="list-style-type: none"> ● From the 23 unique students, 78% were MCCDC, 22% Other. ● From the 56 appointments, 82% were MCCDC, 18% Other. <p>Spring 2023: I met with <u>23 Students</u>, and I had an overall of <u>94 Appointments</u>. <i>I excluded the no-shows.</i></p>	<p>Utilized UndocuCircle as a starting point for students to make appointments with Personal Counselor</p> <p>Personal Counselor & Legal Services Provider incorporated to Open House event to introduce center services & staff</p>	<p>Student appointments have almost doubled over the last two Fall semesters</p> <p>Need for UCC PSC to support with coordination & outreach</p>

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	<ul style="list-style-type: none"> • From the 23 unique students, 87% were MCCDC, 13% Other. • From the 94 appointments, 88% were MCCDC, 12% Other. <p>Legal Services have met the goal for consults, but has not met goals around outreach</p>	<p>Have shared posters & flyers about legal services with other campus departments & during division meetings</p>	<p>Students can directly make appointments with legal services provider so they aren't captured through outreach practices</p> <p>Need for UCC PSC to support with coordination & outreach</p>
<p>3. The Center will provide students with the opportunity to gain leadership skills through the Unlocking Futures Fellowship and at least 90% of students will find their support to be helpful</p>	<p>Fall 2022: 2 Fellows Spring 2023 : 3 Fellows Fall 2023: 6 Fellows</p>	<p>CSM's Fellowship set the foundation for Skyline & Cañada to create fellowships similar to that of CSM</p> <p>This expansion at all three colleges has led to the development of a curriculum that provides space to share skills that will support undocumented students beyond college settings & creates space for community building & empowerment</p>	<p>Increase of students in program due to the demand</p> <p>About 17 students apply with only 6 spots available</p> <p>Need for UCC PSC to support with coordination & outreach</p>

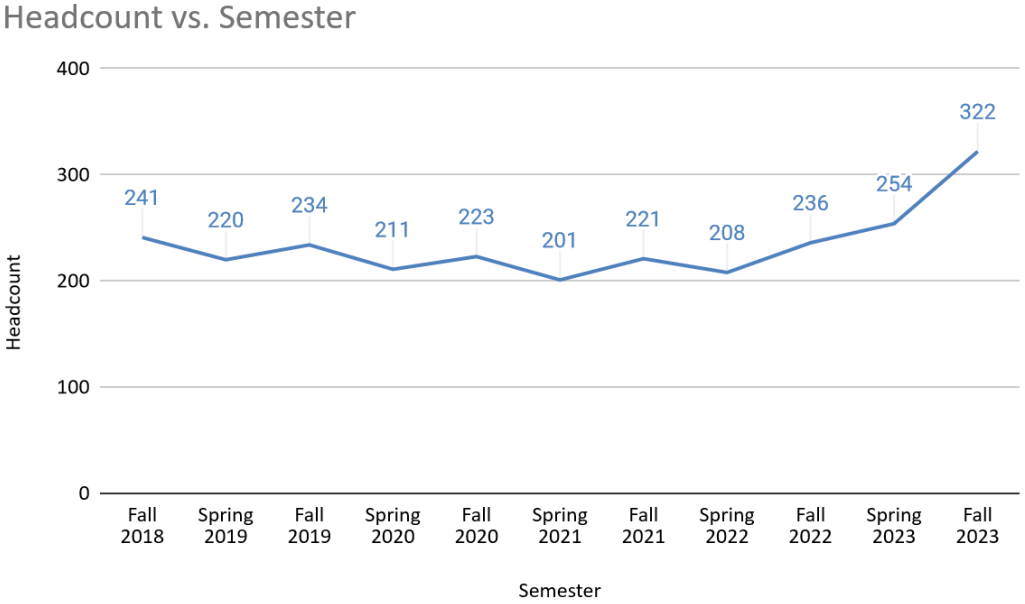
3. Current Program Review (200-400 words)

Please use the statistics below, which are college-wide, as a reference. Please refer to the Program Review website for individual program data.

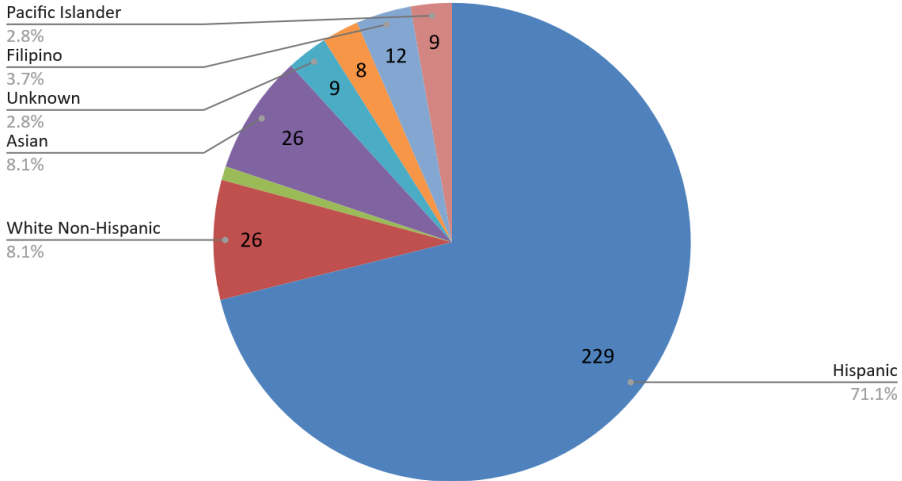
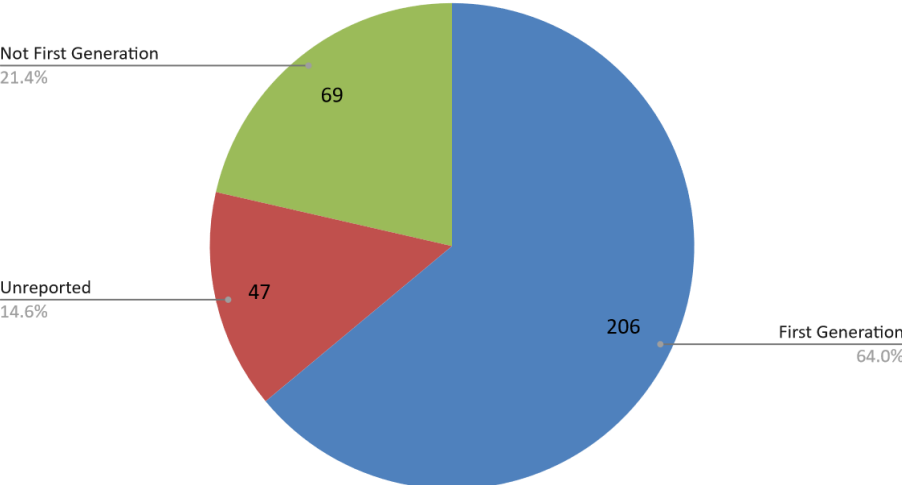
College Stats 2022-23	Ethnicity	First Gen	Age	Gender	Total
Headcount (unduplicated)	Latinx 32% White 26% Asian 20% Filipino 7% Multiracial 7% Black 3% Pacific Islander 2% Unknown 3% Native American 0%	45% of our students are the first in their family to go to college.	66% 24 yrs. and under 18% Ages 25-34 17% over 35 yrs.	49% Female 48% Male 3% Non-disclosed or non-binary	13,180 students
Enrollments (duplicated)	Latinx 35% White 26% Asian 16% Filipino 6% Multiracial 8% Black 3% Pacific Islander 3% Unknown 3% Native American 0%	47% of enrollments were by students who are the first in their family to go to college.	76% 24 yrs. and under 13% Ages 25-34 11% over 35 yrs.	48% Female 50% Male 2% Non-disclosed or non-binary	37,014 enrollments

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a) Student population equity:

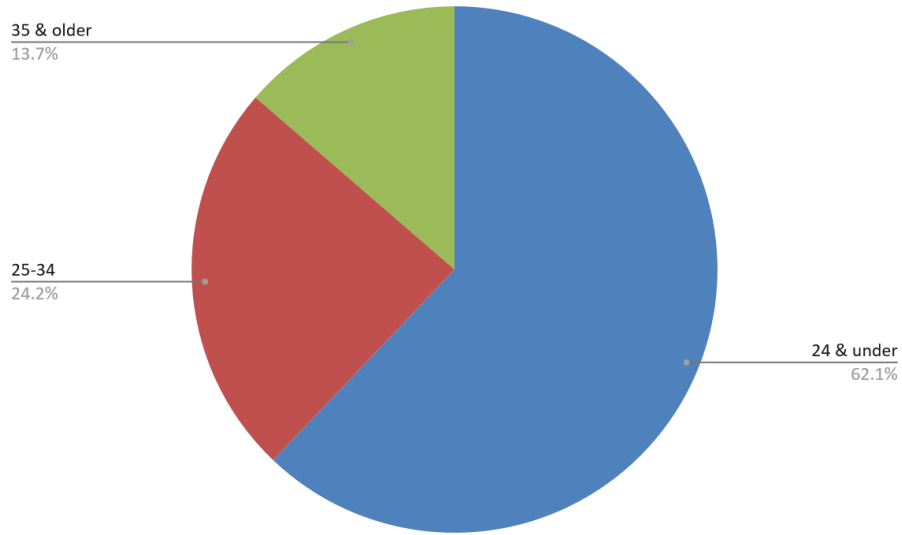
	Visual	Data	Total																								
<p>Head Count for UCC Students</p>	<p>Headcount vs. Semester</p>  <table border="1"> <caption>Headcount vs. Semester Data</caption> <thead> <tr> <th>Semester</th> <th>Headcount</th> </tr> </thead> <tbody> <tr><td>Fall 2018</td><td>241</td></tr> <tr><td>Spring 2019</td><td>220</td></tr> <tr><td>Fall 2019</td><td>234</td></tr> <tr><td>Spring 2020</td><td>211</td></tr> <tr><td>Fall 2020</td><td>223</td></tr> <tr><td>Spring 2021</td><td>201</td></tr> <tr><td>Fall 2021</td><td>221</td></tr> <tr><td>Spring 2022</td><td>208</td></tr> <tr><td>Fall 2022</td><td>236</td></tr> <tr><td>Spring 2023</td><td>254</td></tr> <tr><td>Fall 2023</td><td>322</td></tr> </tbody> </table>	Semester	Headcount	Fall 2018	241	Spring 2019	220	Fall 2019	234	Spring 2020	211	Fall 2020	223	Spring 2021	201	Fall 2021	221	Spring 2022	208	Fall 2022	236	Spring 2023	254	Fall 2023	322	<p>Fall 2018: 241 Spring 2019: 220 Fall 2019: 234 Spring 2020: 211 Fall 2020: 223 Spring 2021: 201 Fall 2021: 221 Spring 2022: 208 Fall 2022: 236 Spring 2023: 254 Fall 2023: 322</p>	<p>322 (as of 9/26)</p>
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<p>Ethnicity</p>	<p>Count of Race/Ethnicity</p>  <table border="1"> <thead> <tr> <th>Race/Ethnicity</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Hispanic</td> <td>229</td> <td>71.1%</td> </tr> <tr> <td>White Non-Hispanic</td> <td>26</td> <td>8.1%</td> </tr> <tr> <td>Asian</td> <td>26</td> <td>8.1%</td> </tr> <tr> <td>Filipino</td> <td>9</td> <td>3.7%</td> </tr> <tr> <td>Unknown</td> <td>9</td> <td>2.8%</td> </tr> <tr> <td>Pacific Islander</td> <td>8</td> <td>2.8%</td> </tr> <tr> <td>Black</td> <td>12</td> <td>0.9%</td> </tr> </tbody> </table>	Race/Ethnicity	Count	Percentage	Hispanic	229	71.1%	White Non-Hispanic	26	8.1%	Asian	26	8.1%	Filipino	9	3.7%	Unknown	9	2.8%	Pacific Islander	8	2.8%	Black	12	0.9%	<p>Latinx 71.1% White 8.1% Asian 8.1% Filipino 3.7% Multiracial 2.5% Black 0.9% Pacific Islander 2.8% Unknown 2.8% Native American 0%</p>	
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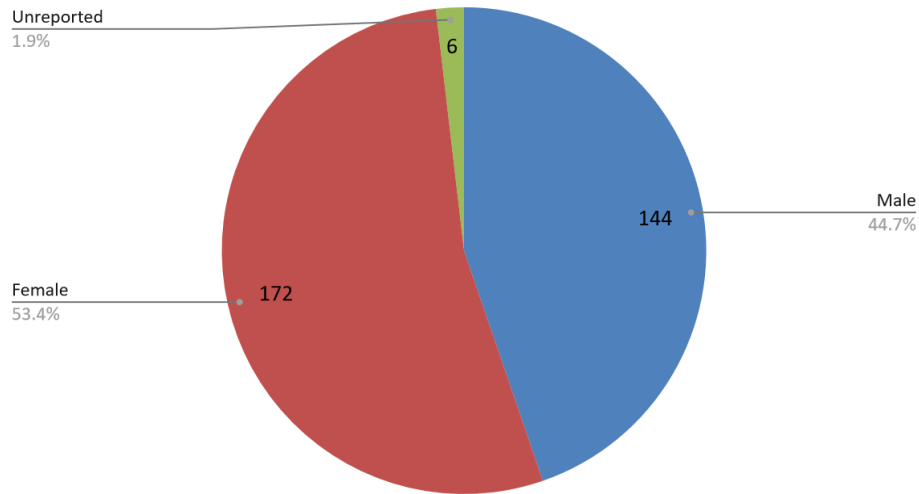
Age



200 (62.11%) 24 yrs. and under
 78 (24.22%) Ages 25-34
 44 (13.66) over 35 yrs.

Gender

Count of Gender



172 (53.4%) Female
 144 (44.7%) Male
 6 (1.9%) Unreported

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Findings	Analysis	Resources	Plans to Address Opportunity Gaps
<p>1. Headcount has increased by 45.7 % since the last program review in 2021</p>	<p>6 or Fewer Units Waiver Form & SB893 has made access to our district’s education</p> <p>Post-Covid, more comfort in going back to school</p>		<p>Advocate for staffing alignment at all 3 colleges to have a PSC at CSM like at Skyline and Cañada for the UCC.</p>
<p>2. Only 93 students supported by programs that provide direct academic services (EOPS & PSP) which is only 29.7% of identified undocumented students</p>	<p>229 students are not connected to direct services (71.1%)</p>	<p>Academic Success Program realigned to support students who don’t qualify for EOPS or PSP due to lack of financial aid or not being FT</p>	<p>Advocate for staffing alignment at all 3 colleges to have a PSC at CSM like at Skyline and Cañada for the UCC.</p>
<p>3. Of 322, 100 are taking 6 units or less (31.06%), 95 are taking more than 6 units & less than 12 units (29.5%), and 127 are taking 12 units or more (39.44%).</p>	<p>percentages are relatively similar to that of Fall 2021</p>		<p>Advocate for staffing alignment at all 3 colleges to have a PSC at CSM like at Skyline and Cañada for the UCC.</p>
<p>4. Increase in re-entry students (25 years +)</p>	<p>Due to 6 or fewer non-resident tuition fee waiver & SB 893</p>		<p>Advocate for staffing alignment at all 3 colleges to have a PSC at CSM like at Skyline and Cañada for the UCC.</p>

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b) Modes of Delivery equity:

Changes since last Program Review	Analysis of Gaps	Plans to Address Opportunity Gaps
1. Separation from the MCC has led to instability in staffing	UCC will only have a Retention Specialist which leads to lack of support to provide holistic services like the other Undocumented Community Centers at Skyline & Cañada	Advocate for PSC to align with other UCC's at Skyline & Cañada
2. Less & less undocumented students qualify for DACA (work permit) due to the legal battle it is facing	This has led to more students facing financial insecurity because they are unable to work due to lack of work authorization which leads to exploitation as student take jobs under the table and often adds hardships to being a student	Piloted & Expanded Unlocking Futures Program to provide opportunity for professional development while receiving a scholarship for time & project executed
3. Mental Health issues arise due to ongoing political climate & changes that affect undocumented community	Need for dedicated Personal and/or Academic Counselor for undocumented students	Increase support & outreach for UndocuCircle Advocate for PSC to support with outreach & coordination
4. Increase in undocumented students by 45.7% just at CSM	Policy Changes locally (6 or Fewer Units Waiver & SB 893) has lead to increase in access & opportunity	Advocate for PSC to support with outreach & coordination

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(c) Challenges and Opportunities: Describe any **other** particular challenges, opportunities, or other factors that impact the success of your program (e.g., natural or health disasters, assessing whether a degree program is meeting its learning outcomes, developing new degree programs or courses, adapting to a changing student population, keeping a flagging program alive, starting a learning community, resources, etc.).

From the center’s inception as an add on to the Multicultural Center, the number of undocumented students was underestimated due to the lack of reporting structures available to identify students therefore the position allocated was only a Retention Specialist. Since 2017, we have asked through Resource Request for a Program Services Coordinator to support programming for undocumented students because though they are a small percentage of our student population, they face additional challenges disproportionately such as housing & food insecurity, immigration issues, mental health issues, and more.

It has become increasingly difficult to support the increasing number of undocumented students with only a Retention Specialist. Our district collaborations have been highlighted state-wide by Immigrants Rising and reports in collaboration with the CC Foundation, however CSM’s Undocumented Community Center is the only center amongst the three colleges that doesn’t have a Program Services Coordinator in its own right. Having one PSC for the MCC and UCC does a disservice to the students served by both spaces as the UCC population has unique needs.

In alignment with the vision of the Office of Equity which will oversee the Pride Center, Multicultural Center and Undocumented Community Center, we would like to see that all three centers have a PSC to support the specific needs of the students + programming.

4. Planning

a) **Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment for 2023-2025:**

SLOs/SAOs	Assessment Plan	Resources for SLO/SAO assessment
1 After attending an Undocumented Community Center presentation, prospective undocumented students will learn about the admissions process at College of San Mateo	<p style="text-align: center;">Assessment Tool: Post workshop survey</p> <p style="text-align: center;">Assessment Frequency (yearly): July 1, 2023 - June 30, 2024</p> <p style="text-align: center;">Procedure:</p>	Formstack license will be used to develop survey to utilize post-presentation

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	<p>Undocumented Community Center staff will provide information on the fee waiver process, the CA Dream Act, AB 540, and the registration process at various on campus and off-campus events. Presentations may be done in partnership with other campus / district partners.</p>	
<p>2. After attending an Undocumented Community Center workshop or training, students, staff, and faculty will be more knowledgeable about the undocumented student experience</p>	<p style="text-align: center;">Assessment Tool: Post workshop survey, self evaluation, workshop participation rates</p> <p style="text-align: center;">Criteria for Assessment: The Undocumented Community Center will deliver at least one professional development workshop per year. We will ask likert scale questions to assess their level of knowledge regarding the Undocumented student and mixed status family experience.</p> <p style="text-align: center;">Assessment Frequency (yearly): July 1, 2023 - June 30, 2024 SP 2024</p> <p style="text-align: center;">Procedure: The Undocumented Community Center will deliver campus/district professional development workshops to inform District staff on emerging resources for undocumented students. Workshop topics may include: fee waivers, immigration updates, financial aid, employment opportunities, etc...</p>	<p>Formstack license will be used to develop survey to utilize post-event</p>
<p>3. Undocumented Community Center visitors will report that they feel a sense of belonging within the center’s space</p>	<p style="text-align: center;">Assessment Tool: Post workshop survey, self evaluation, workshop participation rates</p> <p style="text-align: center;">Criteria for Assessment: The Undocumented Community Center will deliver at least one professional development workshop per year. We will ask likert scale questions to assess their level of knowledge regarding the Undocumented student and mixed status family experience.</p> <p style="text-align: center;">Assessment Frequency (yearly): July 1, 2023 - June 30, 2024 SP 2024</p> <p style="text-align: center;">Procedure:</p>	<p>Formstack license will be used to develop survey to utilize post-service (legal services, on-one-meetings, personal counseling appointments)</p>

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	<p>The Undocumented Community Center will deliver campus/district professional development workshops to inform District staff on emerging resources for undocumented students. Workshop topics may include: fee waivers, immigration updates, financial aid, employment opportunities, etc...</p>	
<p>4. Student leaders will gain tools to feel more confident about leaving college regardless of their immigration status</p>	<p style="text-align: center;">Assessment Tool: Pre-Fellowship survey/self evaluation & post-participation survey/self-evaluation</p> <p style="text-align: center;">Criteria for Assessment: The Undocumented Community Center will deliver at least one professional development seminar per month to the Unlocking Futures Fellows & will open it up to all students. We will ask likert scale questions to assess their level of knowledge regarding the skills & opportunities discussed during that seminar.</p> <p style="text-align: center;">Assessment Frequency (yearly): July 1, 2023 - June 30, 2024</p> <p style="text-align: center;">Procedure: The Undocumented Community Center will host seminars to inform UF Fellows on emerging resources for undocumented students + resources and opportunities to support students think of their future beyond their academic goals. Workshop topics may include: consulting, resume building, net-working,</p>	<p>Formstack license will be used to develop survey</p> <p>Pluse utilize more engaging ways such as PollEverywhere & Menti</p>

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b) Program goals

Goal	Actions	Measurable Outcomes	Timeline	Responsible Party	Support Needed
1. Create Stability with staffing structure in alignment with sister colleges, Skyline & Cañada	Request PSC for the Undocumented Community Center	Hire FT PSC by Fall 2024	Fall 2024	CSM Cabinet, CSM Director of Office of Equity	Undocu-Support Program Services Coordinator, resource request approval.
2. Have intersectional programming that provides space for students to feel a sense of belonging & building solidarity amongst groups	Collaborate on programs with other spaces such as PSP, Katipunan, Umoja, Puente, Mesa, Sparkpoint, etc.	Have at least 2 events per semester in collaboration with other departments on campus	22-23	UCC PSC	Undocu-Support Program Services Coordinator, resource request approval.

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<p>3. Expand Outreach & opportunities for student leadership</p>	<p>Department branding campaign re: move, name change, resources offered, etc.</p>	<p>Updated Website, New Logo</p> <p>1 large outreach/visibility presentation (Maybe an UndocuWelcome)</p> <p>Student interns will create at least 1 opportunity for other students to help them develop internship programming</p>	<p>Fall 2024</p>	<p>UCC PSC, CSM Marketing Department</p>	<p>Undocu-Support Program Services Coordinator, resource request approval</p>
<p>4. Increase direct student services</p>	<p>Increase Unlocking Futures Fellowship participants</p> <p>Reassess UndocuLiaison Funds to create emergency grant fund in collaboration with Sparkpoint to support students facing housing & food insecurity</p>	<p>Increase Unlocking Futures Fellows from 6 to 10</p> <p>Support at least 10 students with emergency grants per year</p>	<p>Fall 2024</p> <p>24-25</p>	<p>CSM Director of Office of Equity , UCC PSC</p>	<p>Undocu-Support Program Services Coordinator, resource request approval</p>

5. CE Only - N/A