

2019-2020 Program Review



CAN Program Review (Student Services) - Dream Center (Odd Year)

Program Review Narratives

2019-2020

Student Services Program Review (SSPR)

Lead Contact Person: Adolfo Leiva

Writing Team: Char Perlas, Adolfo Leiva

Executive Summary

0. Executive Summary: The DREAM Center is a dedicated safe space for undocumented students, DREAMers, and allies at Cañada College, a Hispanic Serving Institution. The Center assists with AB540 admissions, DACA and the California Dream Act, information and resources on scholarships, access to the food pantry, community resources and financial education. Additionally, the Center provides on-campus referrals, academic support and a free Legal Clinic (a commendation on the 2019 Accreditation report) where students and the community receive free legal consultation about immigration, domestic violence and tenant rights. The Center is also the home for the DREAMers Club.

During the Spring 2017, 274 students registered under AB540 and 26% registered without a SSN. FY18 statistics of AB540 students:

- 387 Students
- 74% Hispanic
- 70% Transfer Seeking
- 67% Success Rate (college: 72.5%)
- 81.3% Retention Rate (college 84.4%)

Workplan:

1. Improve access to college, retention, success and transfer for undocumented students and students in mixed-status families.
2. Cultivate an undocu-friendly campus culture, raise awareness about challenges and opportunities for undocumented people, and empower faculty and staff to provide effective support to undocumented students and students in mixed-status families
3. Secure multi-year sustainable funding to hire qualified staff
4. Secure larger physical location to meet DREAMers' needs

Program Context

1. Mission: DREAM Center Mission Statement

The DREAM Center is committed to serving and supporting DREAMers, AB540 and undocumented students while they attend Cañada College and beyond.

The DREAM Center aligns with and supports the College's Mission and Values by promoting access and ensuring that students from diverse backgrounds and socio-economics challenges are provided with equitable access to the necessary resources and supports that facilitate their ability to achieve their educational goals whether it is a certificate, degree or transfer opportunities. The Center also cultivates students to think critically, creatively and appreciate different points of view within our diverse community.

2. Program Description: The DREAM Center is a dedicated safe space for undocumented students, DREAMers, and allies. The DREAM

Center can assist with issues including AB540 admissions, DACA and the California Dream Act. The Center also provides information and resources on scholarships, clubs, immigration services, financial education, food pantry and community resources.

The DREAM Center also addresses AB540 students' fear of exposure and deportation and provides them with referrals to academic assistance and mental health support needed to succeed. In addition to providing students with DACA and DREAM Act application support, the center provides the following:

- Community Resources
- Legal service referrals and free Legal Clinic
- Confidential Conversations
- Access to the Food Pantry
- Scholarship Information
- Assistance with AB540, Dream Act and DACA
- New Student Orientations
- Referrals to campus-based resources and support programs
- Advocacy and peer support
- Free computer and printer access
- Co-Curricular engagement
- Staff, faculty and departmental training and professional development
- Undocumented Student Week of Action

The DREAM Center is also the home for the DREAMers Club. This club, provides our students with a safe space and an opportunity to build community, access resources and connect with allies.

3. Community & Labor Needs: Community & Labor Needs: By providing access to resources that promote equity, the DREAM Center provides supports that increase the college's efforts to close the "achievement" gap. In doing so, DREAMer students are provided the education and skills needed to contribute in today's workforce. Justification to expand DREAM Center services is supported by:

- The Campus: The Dream Center is where the free legal clinic is found. This clinic serves both students and the community by providing legal consultation on immigration, tenant rights, family law and domestic violence. The Center also holds campus-wide events designed to inform the community about recent policy changes impacting DREAMers.
- Our Community: The DREAM Center often partners with campus Outreach to visit local high schools to inform high-school students about the DREAM Center and DREAMers resources on campus. The DREAM Center also attends Immigrant Forums and work closely with annual Redwood City 2020, Conference for Immigrants and Allies at Sequoia High School.
- Our District:
 - o The DREAM Center is aligned with the SMCCCD Board's commitment to providing a wide array of student services that are necessary and that support student success as stated under the Student Centered: Mission Core Value of the August 2014 Reaffirmation of Core Value and Principles.
 - o The SMCCCD DREAM Center District Task Force reinforces this commitment.
 - o The Board of Trustees have also demonstrated their commitment to DREAMers by inviting Dream Center representatives from each of the sister colleges to present during the Contemporary Conversations on Race, Class Equity and Privilege standing item of the monthly Board meetings. The October 23rd meeting will include reports on the October 14-18, 2019 Undocumented Student Week of Action.
- The State Chancellor's Office: The California Community Colleges Chancellors Office (CCCCO) recently published the 'CCC DREAMers Project Report: Strengthening Institutional; Practices to Support Undocumented Student Success'. California Community Colleges serves the largest number of undocumented students within our state's public higher education systems. The report provides data which justifies the need to increase support for undocumented students.

4. Equity & Access: The DREAM Center at Cañada College provides equitable and open access services to undocumented students. In addition to the support and resources provided to students, the DREAM Center also provides faculty and staff with professional development and resources relating to supporting undocumented students and those of mixed-status families.

The DREAM Center also addresses the 2017-2019 Equity Goals:

1. ACCESS: Increase full-time enrollment 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 rate for disproportionately impacted

students with a particular focus on African American and Latino/Hispanic students.

3. **COMPLETION RATE:** Increase percentage of students who complete their educational goal (certificate, degree, and/or transfer) from 47.6% to 52.6%, with focus on goal completion by underprepared students.

The DREAM Center is also located in the Learning Center, providing access to all students and community members.

Dream Center staff also meet the SMCCC District-wide guidelines for diversity and equity. VROC staff demonstrate cultural competency, sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, gender identify, sexual orientation, and ethnic backgrounds of community college students, staff and faculty.

Looking Back

4. Major Accomplishments: Major Accomplishments:

- Establishment of a DREAM Center – Located in Building 9 room 219-B
- Partnership with College and District DREAM Centers and Task Forces
- Partnership with SparkPoint at Cañada College to promote financial education and promote financial stability for DREAMers and their families
 - o Through this partnership, the DREAM Center has found access to additional funding, support and training.
- Creation of DREAMers Student Club
- Formation of Cañada DREAMers Taskforce
- Served over 387 students in FY18 (FY19 numbers unavailable due to lack of staffing)
- Two Staff Assistants have been hired:
 - o First part-time, short-term, non-benefited, 18 hour per week Staff Assistant hired in Jan 2018 – worked 7 months then found full time job as Dream Center Coordinator at Evergreen Valley College.
 - o Second part-time short-term, non-benefitted 18 hour per week Staff Assistant hired in September 2019 – also worked 7 months then found full-time job at NDNU.
- Opened Legal Clinic in Fall 2016 with over 242 individuals served (207 unduplicated)
- Events have reached over 900 students, faculty and staff since FY17.
- Several Flex Day trainings have been offered
- Partnered with Skyline and CSM to celebrate two end of year Migration (Graduation) Celebrations.
- Partnering with the DREAMers club to paint a mural on campus to represent student perspectives and experiences
- Successful partnerships with feeder high schools, local organizations and sister colleges
- Enormous staff and faculty support for DREAM Center efforts and activities

5. Impact of Resource Applications: This is the first year the DREAM Center is submitting a program review and therefore no resource applications have been previously submitted.

Currently, the DREAM Center is 100% funded through Equity and has reallocated current expenditures to hire a 1.0FTE Short-Term Program Services Coordinator (previous staffing level was a 0.48FTE Staff Assistant). The upgraded staffing level and position will provide the Dream Center with the opportunity to serve our DREAMer, AB540 and Undocumented populations who have historically not been adequately served due to lack having a properly staffed Dream Center. The Center will now be more effective at tracking student success by having the staffing to measure its impact for DREAMers on campus. It will also provide additional professional development for staff and faculty, along with, increased student engagement opportunities.

However, Equity funding is not a sustainable long-term funding strategy for a Hispanic Serving Institution to rely on to support and educate our DREAMers and allies.

Current State of the Program

6A. State of the Program - Observation: In the two years plus that the DREAM Center has been open at Cañada College, it has grown and established itself as a safe-space and community building center for students, information center students, staff and faculty and a resource center for our campus and local community. Both the San Mateo County Community College District (SMCCCD) and the California Community College's Chancellor's Office (CCCCO) support DREAM Centers across the District and State respectively. On campus, the Center has a space in the Learning Center that is also the meeting place for the growing DREAMers Club, as well as, the site for the campus "free" legal clinic. This space includes two computers and a printer for students use as well as a dedicated workstation for DREAM Center staff. Since opening its doors, the Center has also received tremendous support from dozens of staff, faculty and administrators who serve as DREAMers Task Force Members and/or Allies on campus. Recently, the DREAM Center has also strengthened its partnership with SparkPoint to expand financial education to DREAMers and their families.

The Spring 2017 snapshot showed that out of 6880 students at Cañada College:

- 274 were registered under AB540
- ~2387 were foreign-born
- ~835 were undocumented
- ~165 were DACAmented (60% AB540)
- Many more were from mixed status families
- 26% registered without a SSN in 2016

FY18 statistics showed that there were 387 AB540 students at Cañada College. Of these:

- 74% were Hispanic (College average = 29%)
- 70% are seeking to transfer (College average = 53%)
- Success rate for the DREAMers = 67% (College average = 72.5%)
- Retention rate for DREAMers = 81.3% (College average = 84.4%)

Although the DREAM Center has had an incredible impact on our AB540, undocumented and DREAMer communities, there are many challenges that the Center faces that have prevented the Center from serving the growing needs of our diverse community in this increasingly hostile political landscape.

The Center lacks having a full-time, permanent, fully-benefited Coordinator. With the high cost of living in the Bay Area, it has been extremely challenging to find an individual who is willing to work a part-time (0.48FTE) position without benefits. The two past Staff Assistants holding this position have each lasted 7 months and have left for full-time, permanent, and benefited jobs. There is also often overlooked onboarding cost that occurs every time a new staff member is hired. Although, we have been successful in upgrading the position from 0.48FTE to 1.00FTE it is only because we had cost savings by decreasing the amount of Legal Clinic hours and accessing SparkPoint funding.

The existing space for the DREAM Center is inadequate. The space is very small and although located in the middle of the Learning Center, is referred to as the “fish bowl” because of the amount of visibility into the room. Occupants have consistently commented on how uncomfortable they feel in this very open space that his supposed to provide them with a feeling of safety. The Center also coordinates the use of this space with the Learning Center for outside proctoring (for college revenue) but his in the past displaced students from using the Center.

The DREAM Center no longer receives faculty reassign time. Due to lack of funding, and in an effort to expand hire a coordinator to provide coverage during the day, the Center no longer receives faculty reassign time. Faculty reassign time has historically been key in seeking additional Dream Center funding, providing long-term planning, integrating activities across campus, facilitating the DREAMers Task Force, and collaborating with faculty to facilitate professional development. Currently, a number of staff are performing these duties voluntarily.

The need for institutional commitment. Although within our District, Cañada College opened the first DREAM Center, our Center is the only one that does not have a permanent staff position. Both Skyline and CSM have a 1.0FTE Program Services Coordinator / Retention Specialist dedicated to their Centers. They both also have 400-500 sf Dream Centers dedicated to serve their communities. Currently, the DREAM Center funding at Cañada College is primarily Equity funding that his neither sustainable, nor guaranteed. This also makes it very challenging to do long-term planning for both staffing and program outcomes.

The Chancellor’s (CCCCO) office has outlined that Colleges should be working on the following goals for addressing the needs of our undocumented students:

1. Improve identification, student data protection & outreach. Reduce equity gaps in undocumented student enrollment by building pathways that increase service awareness and reduce fear.
2. Increase staff training and support. Ensure all CCC personnel are adequately trained to build institutional practices that promote compliance with California state laws and educational codes.
3. Formalize support for dedicated stakeholders, staff and space at each campus. Expand and formalize campus-wide support and retention of undocumented students through the creation of a task force, a dedicated position, and measurable benchmarks.

Responding to the challenges stated above would address the CCCCCO’s goals.

6B. State of the Program - Evaluation: There are three areas where the DREAM Center could implement changes to improve the program: staffing; space and sustainability.

1. Hiring a full-time, permanent Program Services Coordinator who is experienced in addressing the needs of undocumented students is a key component to the success of our Center. In the past one and a half years, the Center has employed two short-term part-time Staff Assistants who have each lasted seven months and have required three to four months of training. In this competitive job market, we can't expect to hire part time, non-benefited employees and expect that they will stay with the program over the long-term and grow to meet the changing needs of our community. Furthermore, hiring a permanent staff member would bring us up to par with the staffing levels of our sister campuses so we can more effectively identify the number of Dreamers at Cañada College and address their needs in order to increase their retention and success levels.
2. Securing a larger and more functional space will improve the Center's ability to serve our DREAMer, AB540 and Undocumented students with an increased feeling of safety and privacy. The current space is only large enough for five to six individuals to meet and has large windows that expose the occupants unnecessarily. When the center is being used by individuals, there is no room for confidential conversations that are often of a delicate nature. For example, if the legal clinic is open, the staff member is left outside and unable to engage in confidential conversations with students. Our sister DREAM Centers are also four to six times larger, include private meeting/studying/counseling rooms, provide a safe and private setting for individuals who are often subject to marginalization and allows for larger group meetings.
3. Sustainability is key in terms of maintaining proper staffing levels and long-term planning. Currently, the DREAM Center is relying primarily on Equity funding. However, this funding is year-to-year and not guaranteed. This funding covers the salary and benefits for the Program Services Coordinator and the Legal Clinic Attorney, as well as, supplies, marketing, conferences, and other operational expenses. However, since the Center hires short-term temporary employees, it will soon not be able to extend these employees jobs past two semesters due to the limit on how many semesters short-term employees can be hired. If the Coordinator position could be converted to Fund 1, Equity funding could be decreased and would be sufficient to cover indirect costs. As an HSI serving 38% LatinX students in southern San Mateo County and with the support of both the State Chancellors Office and our own Board of Trustees, sustainable funding for the DREAM Center is critical for our campus to continue to serve our Undocumented students who are highly motivated to complete their education at Cañada College and/or transfer to four year institutions.

In evaluating the DREAM Centers' effectiveness, the CCCCCO has identified six institutional challenges:

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 CCCCCO.

Increasing staffing levels, improving the space and addressing sustainability concerns will directly impact the CCCCCO challenges.

7A. Current SAOs & SLOs: This is the first year that the DREAM Center is completing a Program Review. Therefore, no previous SAO's have been identified.

7B. SAO Assessment Plan: This is the first year that the DREAM Center is completing a Program Review. Therefore, no previous SAO's have been identified.

7C. SAO Assessment Results & Impact: (N/A) This is the first year the DREAM Center is submitting a program review and therefore no SAOs have been evaluated.

7D. SLO Assessment Plan: N/A

7E. SLO Assessment Results & Impact: N/A

Looking Ahead

7F. SAOs & SLOs for the Next Review Cycle: Note that SP2020 semester will be used as a baseline for future semesters.

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: Th 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 semesters 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.

9. Program Improvement Initiatives: With the recommendations from the Chancellor's office, California Community Colleges have been provided the tools needed to better serve undocumented students and create practices that can create a systemic change. What's needed to put these practices into action is a commitment from the Institution. As a result, the DREAM Center is submitting the following personnel and resource requests:

1. Hire a full-time (1.0FTE) dedicated Program Services Coordinator
2. Reassigned time for faculty (Need to identify reassigned time: .5?)
3. Professional Development Funds (Need to identify amount)
4. Secure a DREAM Center Operating Budget (indirect expenditures) of \$5000 per year

Program Review Narrative Status: In Progress

Related Documents & Links:

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

Objective: 1.0FTE Program Services Coordinator

Hire a full-time (1.0FTE) dedicated Program Services Coordinator

Objective Status: 2 - Continuing (PR)

Objective Year: 2019-2020

Estimated Start Date: 11/01/2019

Estimated Completion Date: 12/20/2019

Please select the college goals with which this objective 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.

Please select the district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

Action Plans

2019-2020 - Request for this position through the college annual "Hiring Process" (Active)

Who's Responsible for Completing this Action Plan?: Adolfo Leiva, Saúl Miranda, and Manuel Perez

Estimated Completion Date: 12/15/19

Related Documents & Links:

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

2019-2020 - Gather data to demonstrate Dream Center usage (Active)

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

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Estimated Completion Date: 06/30/2020

2019-2020 - Increase Dream Center events, outreach and professional development (Active)

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

Estimated Completion Date: 06/30/2020

Resource Requests

Hire a full-time (1.0FTE) dedicated Program Services Coordinator - Under the direction of the Director of SparkPoint, the Dream Center Program Services Coordinator (PSC) will increase support for our AB540 and undocumented community. Additionally, based on the current political landscape and the growing needs of students, there is a need to align and streamline Dream Center staffing levels to those of our sister colleges' Dream Centers (Skyline has a F/T PSC and CSM has a combination F/T Retention Specialist & a portion of a F/T PSC). Therefore, to meet the growing student need, we are requesting a reclassification for this position from a 0.48FTE Staff Assistant to a 1.00FTE Program Services Coordinator.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 98589

One-Time or Recurring Cost?: Recurring Cost

Division/Department Priority: High Priority

Objective: Faculty re-assign time

Secure Faculty Re-assign time for the Dream Center (3 units = 7.5hrs/week)

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 11/01/2019

Estimated Completion Date: 01/02/2020

Please select the college goals with which this objective 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.

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Action Plans

2019-2020 - Secure a faculty re-assign position for the Dream Center (3 units = 7.5 hrs / week) (Active)

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

Estimated Completion Date: 11/30/2019

Resource Requests

Faculty Re-assign time (0.2FTE) for Dream Center - For a full-time .2 reassignment at Step 10, including benefits: \$15,00 per semester. Include the replacement cost—about another \$7,500 for part-time salary. So very roughly about \$22,500 per semester.

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Status: New Request - Active
Type of Resource: Instructional Personnel
Cost: 22500
One-Time or Recurring Cost?: Recurring Cost
Division/Department Priority: High Priority

Objective: Professional Development Funding for Dream Center

Obtain Professional Development Funding for the DREAM Center

- \$1500 - Leadership training for student leaders

- \$1500 - Professional development for PSC to maintain current, accurate knowledge of immigration policy and CCC policy

- \$2000 - Faculty and staff professional development - In-state and out-of-state Conferences

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 01/02/2020

Estimated Completion Date: 06/30/2020

Please select the college goals with which this objective 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.

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Action Plans

2019-2020 - Identify training opportunities and conferences for PSC, and allies (staff, faculty and administrators) to attend and then report back lessons learned and best practices in workshops and Flex Day events. (Active)

Who's Responsible for Completing this Action Plan?: Saul Miranda, Adolfo Leiva, Dreamer's Task Force

Estimated Completion Date: 06/30/2020

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

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

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 01/02/2020

Estimated Completion Date: 01/31/2020

Please select the college goals with which this objective 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.

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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 on-going funding for 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.

An operating budget is necessary for the Dream Center to provide:

1. Updated information for Dreamers, AB540 and Undocumented students on changes in policy and the law
2. Professional development for students, staff and faculty on Dreamer topics
3. Professional development for Dream Center staff to keep updated on Dreamer resources
4. Marketing budget to inform campus community about Dream Center services and resources

Status: New Request - Active

Type of Resource: Budget Augmentation

Cost: 5000

One-Time or Recurring Cost?: Recurring Cost

Division/Department Priority: High Priority