

# 2020 Student Services Program Reviews



## CAN Program Review (Student Services) - SparkPoint (Fall 2021)

### STEP 1: Annual Updates

#### 2020-2021

**1. Major Accomplishments & Challenges (500 Word Limit):** SparkPoint at Cañada College (SPCC) has had several key accomplishments this past year. These accomplishments had a direct impact on our students, their families and our community. SPCC:

- a. Exceeded its FY20 goals of 120 clients and 96 measurable clients. As of 06/12/20, SparkPoint at Cañada College had reached 136 and 97 respectively.
- b. Supervises the work of the Undocumented and Veteran Programs on campus. SparkPoint works seamlessly to address their unique needs while working with them to increase their financial stability.
- c. Obtained college approval to fund 3 permanent positions (Veterans Coordinator, Dream Center Coordinator & Food Pantry Assistant)?.
- d. Expanded our Food Pantry hours from 6 to 11 per week including evening hours.
- e. Added financial coaches to the pantry team in an effort to increase connections to financial coaching and public benefits screenings and enrollments.
- f. Partnered with CSM, Skyline and San Mateo Credit Union (SMCU) to offer GROW, a matched savings program for students. They save \$150 and are matched \$150 by SMCU for a total of \$300.
- g. Opened a monthly on-campus Community Market to provide healthy and nutritious food to our community while promoting SparkPoint services and reducing the stigma around accessing services.
- h. Partnered with our District and sister colleges to launch a "Hot and Cold Meal" program to address food insecurity and connect students and their families to resources like SparkPoint and CalFresh.
- i. Worked effectively and intentionally with new leadership to address the basic needs for students. This led towards identifying funding streams and establishing con-campus connections and resources.
- j. Received an extension from ESO/SparkPoint to continue delivering financial coaching in the Learning Center. This provided extra confidential office space to deliver financial coaching.
- k. Introduced Vet Vouchers (money for books, supplies and meals). This builds coaching relationships for Veterans while providing them and their families with much needed support.

#### COVID-19 Impact

- l. Transitioned 100% to working remotely while continuing to provide a full range of SparkPoint services.
- m. Offered financial coaching, housing & rental assistance referrals, outreach, professional development and partner meetings virtually while continuing to explore technological options to increase access.
- n. Upgraded our food insecurity efforts by partnering with our District Office so that our food insecure students could receive a monthly \$75 or \$150 Safeway Gift Card that is mailed directly to their homes.
- o. Shifted one financial coach's focus to serving the needs of our student Veterans and their dependents.
- p. Increased collaborations across the district for SparkPoint, Dreamers, Veterans and Food Insecurity efforts. This has led to creating new and creative opportunities for improving how we serve students.

#### Major challenges (i.e., staffing, leadership changes, space/location)?

- a. Even before COVID-19, we began seeing an increase in clients coming to SparkPoint in crisis. With shelter in place this trend has exponentially accelerated especially for our most marginalized and under-resourced clients. Our team transitioned fully to remote services and is offering a full range of resources including calling our clients, food insecure students and Veterans

to extend SparkPoint services and connecting them to resources offered by our partner agencies.

b. COVID-19 also impacted our future funding. Due to expected budget reductions in college, state and partner funding, our services will need to be adjusted. Permanent SPCC positions which were approved by the College in December were paused during this financial period of uncertainty. SPCC is working with leadership to explore alternate funding streams for FY21.

c. Year-over-year funding continues to also be a challenge even prior to COVID-19. SPCC has accessed funding from additional sources including the State Chancellors Office, the US Department of Education, College Equity funding, and a local foundation. Although several of these funding streams are not available for FY21, SPCC is working with the college to explore funding options

**2. Proposed Changes:** COVID-19 led us to change how we deliver SparkPoint services. We have now transitioned to 100% remote services. However, due to students coming to us more consistently in crisis, we have had to transition to making referrals to partner agencies for some detailed services. SparkPoint still works with clients throughout the process but because student challenges are now more complex and multi-layered, they are taking 3-5 times longer to address. When coupled with students not having the time to work with SparkPoint at the pace they used to (due to the multiple barriers and obligations they are facing), it is taking our coaches much longer to resolve student issues. Many times, 5-10 hours of high touch services.

Therefore, we need to triage issues and make the appropriate referrals so coaches can focus on the more complicated requests.

We are also all learning how to effectively work from home remotely.

**3. Impact of Resource Allocations Process:** SparkPoint requested a financial coach last year but it was not approved. This resulted in our decreased ability to serve our under-resourced and at risk populations more intently. COVID-19 has further compounded the need for more support as SparkPoint now also oversees the Food Grant Program.

**4. SAOs and SLOs:** SAO1 - SparkPoint will serve 120 clients of which 96 will receive high-touch services.

SAO2 - SparkPoint will provide pre/post surveys to measure SparkPoint impact.

SAO3 - SparkPoint will blend financial literacy into partner programs.

**5. SAO/SLO Assessment Results and Impact:** SAO1 - SparkPoint will serve 120 clients of which 96 will receive high-touch services. - Met

SparkPoint exceeded the FY20 goals by serving 136 and 97 students respectively. This met our United Way Bay Area Goal.

SAO2 - SparkPoint will provide pre/post surveys to measure SparkPoint impact. - In progress.

COVID-19 paused this effort as we were planning on implementing the surveys in late April 2020. With the pandemic in place, SparkPoint had to shift how it rolled out services and met students' financial needs.

SAO3 - SparkPoint will blend financial literacy into partner programs. - Met

This was an overwhelming success. SparkPoint partnered with ESO/SparkPoint to deliver direct financial literacy in B9, Floor 2, partnered with ESO/Adelante to integrate financial literacy into their curriculum and expanded Cañada Cash into both Career and Transfer services.

**Annual Update Status:** Complete

**Related Documents & Links:**

[Classified Hiring Justification - OAI - Pantry FY21.pdf](#)

## Goal Description: Financial Coaching Capacity for SparkPoint at Cañada College - COVID-19 Era

Provide funding for additional SparkPoint Coordinator (salaries, benefits and resources) to carryout job functions during COVID-19 period when students are experiencing increased levels of financial and emotional crisis. SparkPoint Coordinators provide multiple levels of socio-economic supports focusing on financial education and including food insecurity, housing referral, rental assistance and additional emergency financial supports. These all positively impact student retention, success and persistence.

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2020-2021

**Estimated Start Date:** 07/01/2021

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**Estimated Completion Date:** 06/30/2022

**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, 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, Institutionalize Effective Structures to Reduce Obligation Gaps

## Action Plans

**2019-2020** - Provide financial literacy certification for SparkPoint Financial Coaches - Vendor Association of Financial Counseling and Planning: Certification: Accredited Financial Counselor (Active)

**Who's Responsible for Completing this Action Plan?:** Adolfo Leiva, Julie Lamson

**Estimated Completion Date:** 06/30/20

**Related Documents & Links:**

[Accredited Financial Counselor Email.docx](#)

[Accredited Financial Counseling and Planning](#)

**2019-2020** - Secure additional long-term financial coaching office (Active)

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

**Estimated Completion Date:** 01/02/2020

**2019-2020** - Hire an additional Permanent SparkPoint Coordinators / Financial Coaches - Additional support is needed to meet the growing financial, food insecurity and homelessness needs of students due to the increasing cost of living in the Bay Area. Self-sufficiency standards for a family of 4 in the San Mateo County average over \$127,000 per year. (Active)

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

**Estimated Completion Date:** 03/31/19

**Related Documents & Links:**

[Classified Hiring Justification - SparkPoint Coordinator FY20.docx](#)

## Resource Requests

**Hiring an additional SparkPoint Coordinator** - The need for SparkPoint services is increasing with the high cost of living. Qualified coaches need to be outreaching and also meeting with students. We are at capacity.

Due to COVID-19, students are increasingly coming to SparkPoint facing multiple layers of crisis. These needs are often urgent and have negative financial impacts on students if timely action is not taken. However, due to the nature of the crisis that students are facing, the average amount of time needed to resolve student issues has increased 3 fold. Additionally, as the pandemic has stretched out, the needs of our under-resourced and marginalized students are only compounding at a growing rate.

**Status:** Continued Request - Active

**Type of Resource:** Non-Instructional Personnel

**Cost:** 95560

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** This position will close the equity gap by providing students with access to resources they may not have known about, did not know they could access, did not know how to

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access and did not know they were eligible for. Since SparkPoint also serves students' family members by increasing financial stability within the family unit, it creates a pathway for students' family members to access college and increase their ability to break the cycle of poverty that has historically held back our under-resourced students. Additionally, SparkPoint works closely with EOPS, CalWORKs, TRIO, CWD, Puente, Food Grant Program students and Veterans to ensure that equity gaps are closed and that the work that is done is with social justice lens.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** The Director of SparkPoint also oversees the Dream Center and the work of the Dream Center PSC, all Latinx students are directly supported by all SparkPoint services and resources.. In addition, SparkPoint is open to all students and the community including AANAPISI.

SparkPoint serves all students, regardless of their immigration status with increasing their financial stability. This includes Latinx and AANAPISI students. Many of our under-resourced students are Latinx and ANNAPISI.

## Goal Description: Signage for SparkPoint

Increase visibility for SparkPoint services on campus (signage & wayfinding). There is currently no college wayfinding signage leading to neither SparkPoint financial coaching nor the food pantry.

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2020-2021

**Estimated Start Date:** 01/01/2021

**Estimated Completion Date:** 08/01/2021

**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., 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.:** Develop Clear Pathways, Improve Student Completion, K-12 & Adult School Partnerships, Create an Alumni Network, 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, Institutionalize Effective Structures to Reduce Obligation Gaps, Update Facilities Master Plan

## Action Plans

**2019-2020** - Add signage to SparkPoint for SparkPoint Center - Currently, there is no signage identifying where the SparkPoint Center is nor is there wayfinding signage orienting visitors where to find the SparkPoint Center on campus (Active)

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

**Estimated Completion Date:** 01/15/20

**Related Documents & Links:**

[Landmark estimate.27861b.pdf](#)

## Resource Requests

**Signage for SparkPoint** - There is no current signage indicating that you are at SparkPoint

**Status:** Continued Request - Active

**Type of Resource:** Contract Services

**Cost:** 1786.02

**One-Time or Recurring Cost?:** One-Time Cost

**Critical Question: How does this resource request support closing the equity gap?:** Many students (especially new students and

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students who have never accessed SparkPoint services previously) are unfamiliar with the campus and clear signage and wayfinding would close the equity gap by making it easier for students to access timely resources. Since all students can access SparkPoint and SparkPoint is designed to increase knowledge and access to services, equity gaps would be closed. Additionally, the soft reminder to visit SparkPoint may lead a student to access services "in-time" to make a difference and stay on track to reduce time to completion. Otherwise, by the time the connect with SparkPoint, it may be too late in the semester.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** Clear signage would benefit Latinx and AANAPISI students by making it easier for them to find the financial coaching offices and the food pantry. Additionally, it would serve as a marketing (reminder) for them to stop by and avail of SparkPoint resources.

## Goal Description: Increase Food Pantry Capacity

Hire a 0.48 FTE OAIL to staff the pantry

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 01/02/2020

**Estimated Completion Date:** 03/13/2021

**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, Expand Cohort Bridge Programs, K-12 & Adult School Partnerships, Create an Alumni Network, 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

### Action Plans

**2018-2019** - Hire a 0.48 FTE OAIL to increase SparkPoint's capacity to distribute healthy and nutritious food (Active)

**Who's Responsible for Completing this Action Plan?:** Char Perlas, Adolfo Leiva

**Estimated Completion Date:** 03/15/19

**Related Documents & Links:**

[Classified Hiring Justification - OAIL - Pantry FY20.docx](#)

## Goal Description: Increase Connecting students to food resources & expanding CalFresh enrollments

Purchase a b/w printer for the Food Pantry so students can be screened and enrolled for CalFresh (Food Stamps) benefits

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2020-2021

**Estimated Start Date:** 01/02/2020

**Estimated Completion Date:** 03/30/2021

**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.,

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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, Enhance Marketing, Hold On-Campus Events, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

## Action Plans

**2019-2020** - Purchase a b/w printer for the Food Pantry (Active)

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

**Estimated Completion Date:** 01/02/19

**Related Documents & Links:**

[Food Pantry Printer - Cart.pdf](#)

## Resource Requests

**Purchasing a B/W printer for the Food Pantry** - SparkPoint would like to increase students income when eligible by screening and enrolling them in SparkPoint. Additionally, the pantry has found an increasing need to print out information on community services and resources on-site at the pantry.

**Status:** Continued Request - Active

**Type of Resource:** Supplies (Items less than \$5000)

**Cost:** 344.59

**One-Time or Recurring Cost?:** One-Time Cost

**Purchasing a B/W printer for the Food Pantry\_copy** - SparkPoint would like to increase students income when eligible by screening and enrolling them in SparkPoint. Additionally, the pantry has found an increasing need to print out information on community services and resources on-site at the pantry.

**Status:** Continued Request - Active

**Type of Resource:** Supplies (Items less than \$5000)

**Cost:** 344.59

**One-Time or Recurring Cost?:** One-Time Cost

**Critical Question: How does this resource request support closing the equity gap?:** Many students who come to the pantry are in need of resources and we often need to print out referrals, contact information and general information including instructions. These resources are all working towards eliminating equity gaps by increasing access to information for under-resourced students.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** Many of the Food Pantry students who are in need of resources are Latinx or AANAPISI students so Pantry staff, including financial coaches and coordinators provide information designed to increase financial stability for Latinx and AANAPISI students. This then leads towards increased retention for students.

## Goal Description: Increase Food Pantry Capacity\_1

Hire a 0.48 FTE OAll to staff the pantry

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 01/02/2020

**Estimated Completion Date:** 03/13/2021

**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, Expand Cohort Bridge Programs, K-12 & Adult School Partnerships, Create an Alumni Network, Enhance Marketing, Hold On-Campus Events, Partner with 4-Year Colleges and Universities, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity

## Action Plans

**2018-2019** - Hire a 0.48 FTE OAll to increase SparkPoint's capacity to distribute healthy and nutritious food (Active)

**Who's Responsible for Completing this Action Plan?:** Char Perlas, Adolfo Leiva

**Estimated Completion Date:** 03/15/19

## Resource Requests

**Hire a 0.48FTE OAll to support the Food Pantry** - SparkPoint is looking to address food insecurity on campus by expanding Food Pantry hours and access to food for students and the community

One of the commendations given by the 2019 Accreditation Visiting Team was for the outstanding work on Food Insecurity performed by our Food Pantry.

**Status:** Continued Request - Active

**Type of Resource:** Non-Instructional Personnel

**Cost:** 30914

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** This position is addressing the equity issue by providing our students and staff with access to free and nutritious food so as to offset the tremendous cost of living expense in San Mateo County. Even before COVID, hundreds of our students were struggling to put food on the table and used the Food Pantry to supplement their limited income. Hungry students don't succeed in school so when we return to face-to-face, this position will be instrument and providing resources for our students to stay in school and meet their academic potential. Please note that this position was approved for funding during the 2019 Hiring Process but was paused due to the pandemic. However, when we return, this position will be busy staffing the pantry and connecting students to additional food supports as we continue to tackle food insecurity.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** Latinx and AANAPISI students make up a large percentage of the students that the Food Pantry serves so they will definitely benefit from this position being funded.