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Cañada College

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**COMPREHENSIVE  
PROGRAM REVIEW  
REPORT**

Student Life & Leadership Development

## Program Context

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### Mission (100 word limit)

**1- How does your program align with the college and district mission?** <https://smccd.edu/dpgc/files/dsgc-DistrictMission.pdf> <https://canadacollege.edu/about/mission.php>

The Office of Student Life and Leadership is in full alignment with the Mission of both Cañada College and the San Mateo Community College District. In these ways we recommit ourselves to assuring that our office remains culturally responsive and aware of student voices, needs, identities and educational goals. Through open dialog, critique, feedback and suggestions, we aim for an environment that is welcoming and reflective of the Mission of our District and College.

### Program Description (500 word limit)

#### **2- Who does your program serve?**

Although the Office of Student Life serves and supports all Canada students, the office is intentional around creating necessary cross-campus partnerships to better serve its DI and BIPOC students. Specifically, we are working earnestly towards strengthening relationships and partnership with our BSU, Umoja, Cultural Center, the Undocu Center and the AANHPI S.T.A.R. program to better serve and support our BIPOC students.

#### **a. How many students are served by your program?**

The Office of Student Life has a multitude of various programming and services. Itemized below is a sum of the number of students our programs engage with.

1. ASCC Event Attendance:
  1. Welcome Week - 447
  2. Club Rush - 131
  3. Constitution Day - 75
2. Student ID's
  1. Fall 2024 (523 Student ID's)
3. Clubs
  1. 27 total Clubs (108+ participants)
4. Office Visits for Fall 2024 - 663
5. Game Room Log (Fall 2024) - 48
6. Public Posting (Fall 2024) - 38

#### **b. How does your program intentionally serve underrepresented, disproportionately impacted or racially minoritized students (ie. Black and/or Indigenous People of Color; Gay, Lesbian, Bisexual, Transgender, Queer, Intersex, and Asexual; 1st Gen; Foster; Homeless; Undocumented; Veteran; Low-Income; or other disproportionately impacted student populations identified in our Student Equity data, etc.)?**

It should be noted that the Office of Student Life has recently undergone a leadership change. Therefore, the Office is continuing to understand, recognize and ground historical practices, while implementing new intentionality and strategies towards serving historically underrepresented,

## Program Review

minoritized, BI students. That said, during this transitional phase, the office has been intentional in problematizing race - specifically in the ways that white supremacy shows up in our daily practices and processes. As a constructed ideology, we recognize that white supremacy is both evasive and a filter for how we perceive and engage with our historically underserved student communities. Therefore, through ongoing training, discussions and an office practice we call "critical homies" we hope to begin creating a level of resistance towards our white supremacist tendencies and purviews. Furthermore, the Office of Student Life continues to be committed in strengthening and nurturing relationships with the above communities through intentional partnerships, collaborations and support. In the meantime we also recognize and are aware that more can be done. To that end, we look forward to developing stronger intentionality and purpose towards elevating our historically underserved communities.

### 3- How has student access, retention, and completion changed over the course of this program review cycle?

Although we cannot speak on the changes or updates between program review cycles due to recent leadership changes, we can share that the Office of Student Life is committed to providing "access" to our Cañada College community. Currently the Student Life Office provides multiple support services that address student accessibility to the college. One of those services is the Lyft program. Since Spring of 2022 the Student Life Office has led the charge between Cañada College and the Lyft Rideshare app. This program is intended to help address transportation needs by providing on-demand rides for Cañada College students - to and from their homes.

#### Lyft Program

Fall 2023 - total riders: 93

Spring 2024 - total riders: 90

Fall 2024 - total riders: 73

#### Samtrans

Alongside the Lyft program, the Associated Students of Cañada College (ASCC) currently offers subsidized Samtrans tokens for purchase at the cashiers office for all Cañada students.

Typically the Office of Student Life orders 1500 tokens a semester - and when necessary, will add and purchase more tokens.

The Office of Student Life also provides its Student Senate with multiple Leadership Trainings and retreats throughout the academic year. We argue that such consistency and support is a path towards retention and completion. That said, we are happy to report that 6 out of the 15 senators this past Spring Graduated and are now attending 4-year Colleges and Universities.

### 4- What delivery method(s) does your program utilize to best serve students? (ie. in person, in the community, online, hybrid, hyflex, scheduled appointments, drop ins etc.). How does your program determine which delivery methods are most beneficial for students?

The Student Life Office is very forward facing and student centered. As Cañada College continues to experience pre-pandemic enrollment levels, there is a huge need for in-person, drop ins, and scheduled services. Therefore, the Office of Student Life offers:

- In person events and activities
- In person printing services
- Student Body Cards
- And a vast number of in person, drop in and scheduled services.

## Program Review

Simultaneously, the Student Life Office also provides both online and mailing services to its campus community. For example, when completing a student body card request form, a student has the option to share their preference in retrieving their student body card (Mail or in person). Both campus community and campus clubs also have the opportunity to submit all necessary documents and paperwork (i.e. funding request, facilities request, etc) virtually through its online webpage.

### **5- What are your on and off-campus community partnerships and how are they operationalized to support students?**

The Student Life Office is committed towards nurturing relationships and partnerships that build upon our commitment to DEI, Anti-Racism and Social Justice. Therefore, in order to continue providing and supporting our students with Culturally relevant and responsive services, we are intentionally partnering with Offices and Clubs that elevate and amplify these efforts.

Fall 2024 Partnerships include:

Cultural Center

- Dias de los Muertos
- Filipinx Heritage Month
- Latinx Heritage Month

Outreach Office

- Registration Days
- Welcome Week

Umoja/BSU

- Project 280
- Hip Hop History Month

International Center

- International Education Week

As mentioned above, these collaborations are important to our office because they highlight our commitment towards social justice while elevating the work of all those involved.

### **6- How does your program support Cañada College as an Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI) designated institution?**

The Student Life Office is a multilingual and multiracial office. As part of our diversity, we are committed to highlighting our stories, our presence and cultural backgrounds. As a multiracial office, we feel it is important to have our identities affirmed and celebrated.

Therefore, we lean into the power of collaboration and partnerships to affirm ourselves and our communities.

Specifically, the Student Life Office alongside ASCC, the Cultural Center and the NUCLEI Club have collaborated on greater efforts to celebrate our campus Latinx community. For example this Fall we partnered on the following events:

- Latinx Heritage Month
- Dia De Los Muertos

## Program Review

During AAPI Month, Student Senate and the Office of Student Life held multiple events celebrating and honoring the diversity of our AAPI community. During this timeframe our office held a weekly Art Series, highlighting the artistry of our AAPI community through weekly workshops and gatherings. AAPI month concluded with ASCC hosting a celebration of the diverse AAPI community with dedicated booths, snacks and candies from distinct Asian cultures.

## Looking Back

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### 7- Describe major accomplishments since the last program review cycle.

See questions A.

#### a. How did your accomplishments help to close the opportunity gap for disproportionately impacted, underserved or racially minoritized students?

1. How did your accomplishments help to close the opportunity gap for disproportionately impacted, underserved or racially minoritized students?

As previously stated, the Office of Student Life recently experienced a leadership change during this academic year. Therefore, the Office of Student Life will speak on the accomplishments that we feel are significant and in alignment with closing the opportunity gap for our historically underrepresented and underserved students during this transitional phase. That said, the Office of Student Life is committed to exploring strategies and practices that positively impact our historically underserved communities. A few of the accomplishments we do want to highlight is our collaboration efforts with other offices and clubs that are equally committed to amplifying and celebrating historically underserved communities. We believe that such relationships only strengthen our efforts in closing the opportunity gap. Another highlight is the successful hire of Sergio Suarez as the new Student Life and Leadership Manager. We believe that his Latinx identity, background and expertise will provide the office with stronger representation and support - especially as an HSI identified campus.

We want to amplify our transportation and accessibility efforts that impact some of our most disproportionately impacted and historically underserved and racially minoritized students through our subsidized Samtrans tokens and the Lyft program. The Office of Student Life is also working closely with the Student Senate to strengthen these efforts with better funding, awareness and overall experience for our students. Another highlight is that the Office of Student Life - since the global pandemic - is fully in-person. It's important to note that the Student Life Office can also operate virtually, therefore providing multiple access points for our hybrid student population.

Lastly, in collaboration with our Student Muslim community, ASCC, the International Office, Marketing Office, Cultural Center, and the Office of the VPSS we were able to bring to fruition the Prayer/Meditation Room. Currently the space is open during campus hours and available for private usage with reservation.

### 8- Describe major challenges since the last program review cycle. Have these challenges contributed to the expansion of or continuation of equity gaps?

We don't see it as a "challenge" as much as it is about providing grace. Transitions are great, but can be disruptive towards progress. As we commit ourselves towards leading with humility, we acknowledge that this transitional phase during the office's leadership transition has been difficult, frustrating and in some occasions out of alignment in what we've come to expect out of the Student Life Office. If there were a "challenge" this would be one of them - we recognize that our

## Program Review

shortcomings, misinterpretations, misunderstandings impact the greater community, therefore disrupting our efforts in closing the equity gap. Our office owns all of this - wholeheartedly. The Office of Student Life is not immune from White Supremist characteristics and traits that continue to provide barriers and hurdles in expanding the equity gap. But we are HELLA committed to dismantling the ways in which this shows up in our day-to-day programs, processes, and engagements.

## Impact of Resource Allocations Process (250 word limit)

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**9- Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved.**

N/A

**a. What impact have these resources had on your program/department/office and measures of student success or client satisfaction?**

Uncertain whether this applies or not but in the spring of 2024 Student Senate passed a funding request for the purchase of a new Student Body Card Printer. This new printer puts Cañada College in alignment with SKY and CSM; with the potential of creating one design for all 3 campuses. The new student body card has many new features that we'll be exploring across all 3 campuses.

**b. What have you been unable to accomplish due to resource requests that were not approved?**

N/A

**c. How have these resources (or lack of resources) specifically disproportionately impacted students/clients?**

N/A

## SAOs and SLOs (100 word limit)

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**10- State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).**

- Associated Students of Cañada College - Benchmarks
  - 100% of student leaders will meet or exceed their benchmarks before the end of the academic year.
- Inter Club Council
  - Collectively the ICC is one of the biggest student collaboratives on campus. We are working to provide stronger onboarding and training for club members and advisors. Securing a successful and supportive experience for all clubs and member is an office priority.
- Office Service effectiveness
  - At least 90% of students will report satisfaction with the Student Life and Leadership office services including: Game Room, Meditation and Prayer Room, Transportation Assistance, Housing Assistance, Student Clubs, Student Senate, Vending Commission, Student Body Cards, and more.

At least 90% of students will report satisfaction with the Student Life and Leadership office services including (list the services)" And then we would need to develop a survey with our PRIE partners to send out to students who have used the services.

## Program Review

### 11- Describe how your program assessed your SAOs and/or SLOs.

#### ASCC - Benchmarks

- Student Senators are provided experiences, tasks and training that each member will need to complete; and submit a final reflection towards the end of the academic school year.

#### Inter Club Council

- At the end of the academic school year, all Clubs and members will be provided with the opportunity to share feedback and perspective via surveys and questionnaires.

#### Student Ambassadors

- Student Ambassadors will be provided guidance, support and training to strengthen leadership, time management and office skills. All student ambassadors at the end of each semester will be asked to provide a reflection that recaps their growth and progress.

### 12- Summarize the findings of your program's SAO/SLO Assessments.

See question A.

#### a. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment? Please include meaningful action plans to improve student access and success.

As we continue to settle into recent leadership transitions in the office, we are hyper aware and excited to continue developing SAO strategies and processes that reflect and honor our commitment to DEI, anti-racism, social justice and dismantling white supremacy. Simply put, we want to make sure that the SAO's currently addressed here reflect and honor these areas - and that we continue to provide a quality and humanizing experience for our diverse Cañada College community. We look forward to critically assessing the data and feedback so that it continues to inform our progress and shape our SAO's.

#### b. How did your program's SAO/SLO assessment address antiracism?

As stated above, the Office of Student Life is deeply centered and anchored in disrupting mechanisms and framework that prohibit our progress towards anti-racism, and social justice. In other words, our office is not letting white supremacy off the hook - we are problematizing race as the conduit to our inability to meaningfully achieve anti-racism. Therefore, all of our SAO's center the disruption of white supremacy.

ASCC - Student Senators take leadership training and workshops that address: White Supremacist characteristics, unconscious bias, microaggressions and are currently working with the district to provide anti-blackness workshops.

ICC - The Student Life Office see's an opportunity during club reactivations and onboarding training to implement stronger awareness and education in DEI and anti-racism.

Student Ambassadors - All Student Life Office personnel will take leadership training and workshops that address: White Supremacist characteristics, unconscious bias, microaggressions and are currently working with the district to provide anti-blackness workshops.

#### c. How did your program's SAO/SLO assessment address equity?

In full humility, while settling into our recent leadership change we acknowledge that these current SAO changes are new and still in development. Therefore, we look forward to hearing and listening to our communities to help support the ongoing development of SAO's that are culturally aware and affirming. Currently, we are hopeful that our SAO's will begin to shape and lead us towards ongoing improvement and social justice.

## Program Review

### Looking Ahead

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#### **SAOs and SLOs for the Next Review Cycle (100 word limit)**

**13- State your SAOs and SLOs for the next review cycle. Describe how you will address identified opportunities for improvement. Discuss how you will address antiracism in the next program review cycle. Discuss how you will address equity in the next program review cycle.**

To be clear, we are hopeful that at our next review cycle our current SAO's have either matured/continued to be developed or completely eliminated. The Office of Student Life is not here to maintain mediocrity or structures that exhibit white supremacist ideologies or characteristics. As they say, we are "ten toes down" and committed to elevating the voices and perspectives of our historically underserved and marginalized communities. We hope to continue developing SAO's alongside these communities to help inform how to best meet our collective needs.

#### **Program Improvement Initiatives/Resource Requests (250 word limit)**

**14- With an equity and antiracism lens, what changes could be implemented to improve your program? Please include meaningful action plans to improve student access and success.**

The Office of Student Life needs a dedicated budget - separate from that of ASCC to attend training and conferences centered in social justice. The Office of Student Life is an important space with a huge influence on our student community. We need to invest in the ongoing support and training of its team so that the staff remains equipped to address its and the schools commitment towards social justice. The Office of Student Life is also in the beginning stages of updating and reviewing all of its forms and processes - in alignment with district and state policy - to eliminate barriers and hurdles. Immediately we are looking to provide more spanish options on all forms, flyers and information related to the Student Life Office.

**15- How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review?**

See question A.

**a. What additional antiracism training do you/your program need in the upcoming year?**

All training and workshops that fundamentally interrupt and dismantle white supremacy should and must be obligated - and financially supported - for the Student Life Office and its communities.

**b. What research or training will you need to accomplish these plans?**

No plans necessary, just a commitment from the Campus to support these efforts.

**c. What supplies, equipment, or facilities improvements do you need?**

The ASCC recently purchased a new Body Card Printer to be in alignment with the Student Life offices throughout the District. The Student Life Office is constantly hearing from students how they wish for updated technologies and facilities improvements. Our office is one of very few that offers a copier machine, which is great we assist so many students, yet we can use more copier machines on campus and in our office, an additional printer to meet demands.

**If your program is requesting resources, please go to "STEP 2: Resource Request (OPTIONAL)" and submit your specific requests there.**



## Resource Requests