



Skyline College

Program Review Update Report 2025 - 2026

SKY SS - Undocumented Community Center

Melissa Komadina

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12/15/2025

SKY Student and Learning Support Services Program Review Update

Submitter Name:

Fernanda Castorena

Submission Date:

11/13/2025

DIVISION:

Counseling, Advising, and Matriculation (CAM)

PROGRAM NAME:

Undocumented Community Center

YEAR OF REVIEW

2025 - 2026

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

Regular PSLO assessments at the UCC have not been conducted in recent years due to staff transitions. The only formal assessment during this period was a student survey conducted February 12–13, 2024, aligned with the PSLO: “Undocumented Community Center students and visitors will report that they feel a sense of belonging within the center’s space.”

Survey responses indicated that students and allies view the UCC as a safe, welcoming, and inclusive environment. Students reported opportunities to study, attend events, socialize, and access resources. Some respondents noted that events can lead to overcrowding, highlighting demand for a larger space while reinforcing the center’s sense of community. Comments also emphasized the supportive nature of staff and the role of the UCC in fostering connections and belonging.

Although PSLO assessment has been limited, the survey provides preliminary evidence that the UCC is meeting its goal of supporting student belonging. Moving forward, the UCC plans to implement a more regular PSLO assessment process, including ongoing surveys, to better track outcomes and inform program improvements.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

Survey results indicate that the UCC provides a welcoming and supportive environment where students feel a sense of belonging. Students highlighted the space’s value for studying, social interaction, and accessing resources, reflecting the center’s focus on inclusive programming and staff engagement.

Challenges identified include limited seating and overcrowding during events. To address this, some events were hosted outside the center in Fall 2025, improving comfort and accessibility. This approach will be monitored to ensure the main UCC space remains an active and inviting hub.

These findings suggest that the UCC should continue fostering an inclusive, student-centered environment while addressing space and capacity needs. Ongoing PSLO assessments and regular feedback collection will guide program improvements and help ensure the center continues supporting student belonging effectively.

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

The current PSLOs remain active and relevant to the UCC and Unlocking Futures Fellowship programs. These PSLOs include: (1) 95% of students will strongly agree that the Unlocking Futures Fellowship program provided professional development and workforce experience, and (2) Undocumented Community Center students and visitors will report that they feel a sense of belonging within the center’s space. The PSLO related to the Unlocking Futures Fellowship program will be evaluated in Spring 2026, reflecting the new cohort of UFF Fellows who began in Fall 2025 and will complete their respective sites during the Spring semester.

Earlier this fall, we reviewed our PSLOs and noted that two PSLOs related to student persistence and GPA would

SKY SS - Undocumented Community Center

be challenging to measure, especially given the current political climate, which can affect students' ability to persist or focus on academics. At this time, we have two active PSLOs, with the potential to add a third in the future as meaningful assessment measures are developed.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

No

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

Not Applicable

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

N/A

Goals & Resource Requests

Increase direct student services for Undocumented Students

Increase the amount of funding for the Unlocking Futures Fellowship program participants

Reassess Undocu-Liaison Funds to create emergency grant fund in collaboration with SparkPoint to support students facing housing & food insecurity

Year Initiated

2023 - 2024

Goal Status

Active

Mapping

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)

UPDATE

Goal Update Date

11/13/2025

Academic Year Updated

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

The Undocumented Community Center (UCC) expanded the Unlocking Futures Fellowship (UFF) program from its previous cohort of six students to seven student fellows for the 2025–26 academic year. This expansion represents an increase in both direct services and leadership opportunities for undocumented students at Skyline College.

Selected fellows were placed across multiple campus departments, including the MESA Program, Child Development Center, Promise Program, Transfer Center, Financial Aid, and within the UCC/Undocumented Student District Coalition itself. These placements help fellows gain hands-on experience, build professional networks, and strengthen cross-departmental collaboration.

In addition, the UFF program is exploring a braided funding model in collaboration with the MESA Program to help expand the Unlocking Futures Fellowship to support more undocumented STEM students. This partnership would also help offset the cost of Dreamer Liaison funds while broadening professional development opportunities for students who identify as both undocumented and pursuing STEM pathways. The proposed collaboration aims to ensure sustainable funding and equitable access to fellowship experiences across academic disciplines.

Due to the transition in program coordination in June 2025, the reassessment of Undocu-Liaison Funds has been delayed.

Goals & Resource Requests

Strengthen Transfer Pathways for Undocumented Students

Students will gain clearer guidance and access to resources for transferring to four-year institutions, including information on financial aid, application processes, and campus support programs. This goal aims to increase student confidence, engagement, and success in navigating post-transfer opportunities while reinforcing a sense of undocumented student support beyond Skyline College.

Year Initiated

2025 - 2026

Goal Status

Active

Implementation Step(s) and Timelines

Beginning Fall 2025, the UCC will work closely with the Transfer Center to identify and compile key transfer resources and opportunities for undocumented students. Together, they will develop an Undocumented Student Transfer Module, alongside workshops, drop-in sessions, and informational materials to guide students through transfer pathways. The UCC will also maintain updated information on support services beyond Skyline College, including direct contacts for warm hand-offs to partner programs.

Mapping

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Expand UCC Space to Support Increased Student Use and Confidential Services

A larger, well-equipped space will provide students with a safe, accessible environment for studying, meeting with staff or counselors, attending workshops, and participating in UFF programming. Confidential areas will allow sensitive conversations regarding residency, legal matters, and personal support to occur privately, increasing students' trust and engagement with the center. Updated technology and resources will improve access to printing, online applications (CCC Apply, financial aid), and other academic tools, directly supporting students' academic and professional development. Overall, the enhanced space will foster a stronger sense of belonging, support, and opportunity for all UCC visitors.

Year Initiated

2023 - 2024

Goal Status

Active

Implementation Step(s) and Timelines

administering survey, implementing sign-in capability to document how students are using the Undocumented Community Center

Mapping

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Goals & Resource Requests

UPDATE

Goal Update Date

11/13/2025

Academic Year Updated

2025 - 2026

Goal Update

Behind Schedule

Goal Update Narrative

The Undocumented Community Center (UCC) continues to experience frequent center usage by undocumented students, mixed-status students, UFF fellows, and allies, highlighting the need for a larger, more functional space. Limited seating and the lack of private areas for confidential conversations, such as academic counseling or in person legal consultations, remain ongoing challenges. Since assuming the role of UCC Program Coordinator in June 2025, observations and student interactions have reinforced the need for expanded space. A previous student survey conducted in February 2024 indicated that students would benefit from a larger space. Moving forward, the UCC plans to implement ongoing surveys and feedback opportunities to track student experiences, space needs, and priorities.

A larger space would allow the UCC to offer confidential meeting areas, additional workstations, study spaces, and improved technology access. These improvements are expected to enhance students' sense of belonging, engagement, and academic success while supporting the center's mission.

Intentional Programming - Cross Campus Collaboration on Programs/Events

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 Promise, EOPS, Kababayan, Umoja, Puente, LASO, SparkPoint, etc.

Year Initiated

2023 - 2024

Goal Status

Inactive

UPDATE

Goal Update Date

11/13/2025

Academic Year Updated

2025 - 2026

Goal Update

Completed

Goal Update Narrative

The Undocumented Community Center (UCC) continues to prioritize intersectional programming that fosters a sense of belonging and solidarity among undocumented students and the broader campus community. These programs create inclusive spaces where students can connect across multiple identities, share experiences, and build supportive networks.

Since the transition to a new UCC Program Coordinator in June 2025, efforts have built on the strong foundation established by previous coordinators. The UCC has actively advanced programming through collaboration with Student Equity & Support Programs, Puente, ASSC, SparkPoint, Admissions & Records, Financial Aid, the Transfer Center, and UCC districtwide initiatives. These partnerships have supported workshops, programs, and events designed to provide students with academic, professional, and personal development opportunities while strengthening cross-campus connections.

Goals & Resource Requests

Expanding Hours and Support for Legal Clinic

Additional schedules and hours/days throughout the week for our Legal Clinic will be beneficial for our students to have more accessible appointments.

This will avoid having to wait 2 weeks to reserve a legal clinic appointment (this can be a disservice as students tend to forget or not make it to their appointments 2 weeks out)

The need for more appointment slots are needed as more students are terminating their F1 visas, are in the process to seek asylum, and reclassifying their current citizenship status

Year Initiated

2023 - 2024

Goal Status

Inactive

Mapping

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UPDATE

Goal Update Date

11/13/2025

Academic Year Updated

2025 - 2026

Goal Update

Completed

Goal Update Narrative

During summer 2025, the Undocumented Community Center (UCC) successfully expanded the Legal Clinic's service hours from three hours per week to six hours per week. This expansion has been crucial in ensuring that undocumented students have more timely and consistent access to immigration-related legal support.

Appointments are conducted virtually or by phone, with in-person consultations available upon request, providing flexibility to meet students' diverse needs and schedules. The Legal Clinic currently receives Spanish-language translation support from Guardian Scholars PSC and the UCC PSC, ensuring equitable access for Spanish-speaking students.

Over the summer, the UCC also collaborated with Marketing, Communications, and Public Relations (MCPR) to develop new outreach materials that promote the Legal Clinic. Updated flyers now outline available services, how to book appointments, and what students can expect during a consultation, helping to increase awareness and visibility of these critical resources across campus.

Looking ahead, the UCC is preparing to roll out a feedback form in Spring 2026 to gather student and community feedback on the current Legal Clinic structure, accessibility, and overall experience. This will guide future improvements and ensure services are responsive to the evolving needs of undocumented students.