

Name of Assessment Project: Undocumented Student Services 2014/2015

Name(s) of Person(s) Responsible for Assessment Project: Coordinator (Jessica Munoz)

Email Address: jessicamunoz@ucsd.edu
Phone Number: (858) 822-6916

Other Contacts:
Providing Department: Undocumented Student Services Program

Other Units/Departments Involved in Assessment Project: This assessment project summarizes year 1 (baseline) usage data for programs and services that [Undocumented Student Services](#) offers to the campus and San Diego communities.

Program, Service, or Event Related to Assessment Project: Undocumented Student Services is a new program. The Undocumented Student Services Coordinator began working at UC San Diego on July 15, 2014. The Undocumented Student Services Center had a "soft-opening" on April 13, 2015 and hosted a grand opening celebration on May 28, 2015. As a result, most of the data reflect program usage for a period of time during which the program was marketing itself to the campus as a new resource and during which the program was not housed in a permanent location.

Assessment Project Description: The purpose of the assessment project is to assess student, campus, and community engagement with the USSC as demonstrated by the frequency with which services or web materials have been utilized and/or offered. The results of this project will be used to help plan for future years, especially Year 2, and as a baseline for comparison with future usage data.

Unit/Program Specific Goals and Learning Outcomes: Unit learning outcomes were not finalized until May 2015. Usage tracking data measures were not constructed within the context of having established learning outcomes.

Relationship to Student Affairs: Not related to any SALOs

Learning Outcomes:
Assessment Project Start: 7/15/2014

Assessment Project End: 6/30/2015

Population/Sample: Not applicable
Type of Assessment: Tracking usage , Benchmarking

Other Assessment Type(s):

Assessment Methods:
Other Assessment Method(s):

Data Collection Tools: The USSC used intake sheets to collect data regarding individual consultations. The USSC used attendance sheets, check-in sheets, and participant counts to collect data regarding events/special events. The USSC used Google analytics to collect webpage view data and Constant Contact data to collect e-news recipient numbers.


Data Analysis Methods: The USSC used counting and comparison to review usage data.

How Your Results Will Be Presented: The data will be shared with student staff, the new Student Retention and Success team, and the Undocumented Student Services workgroup.

Progress:

| Link Assessment Project in Campus Labs Baseline : | Name | Source |
|---|----------------------|--------|
| | No items to display. | |

Summary of Findings: The Undocumented Student Services Coordinator provided individual counseling to 55 unique students. The Undocumented Student Services Center participated in, presented at, or sponsored 67 workshops and outreach activities for students, staff, and community members. The Center also hosted 4 special events, including the Dream Big Conference and the Grand Opening Celebration.

The complete data are attached to this subsection.
.....  Undoc Stu Services - Program Usage Data

Impact of Assessment: The usage data will give the Undocumented Student Services Center a baseline for anticipating, planning for and budgeting for workshops, community outreach, and student programming needs. Understanding how students and others utilized the Center will also inform marketing strategies for coming years. The data will serve as a baseline for gauging changing needs and interests of students and other constituents as well as measuring growth.

Lessons Learned: The Undocumented Student Services Center looks forward to using this years data to compare with future data. Lessons learn from tracking usage data for the 2014-2015 year include the following:

Social events and events with social components had good attendance rates. The Center will explore other types of social programming to offer in the coming academic year.

The race/ethnicity data of the students who sought individual support from the Coordinator (47% Latin@, 45% API) are

consistent with what is known about the race/ethnicity data for the undocumented student population at UC San Diego.

There was a larger demand for off-campus presentations workshops (some sponsored by UC San Diego, some sponsored by community organizations) than was expected.

**Supplemental
Information:**

The complete program usage data are attached with a PDF to the summary of findings section.

Last modified 7/20/2015 at 2:40 PM by [Jessica Munoz](#)
Created 6/18/2015 at 5:37 PM by [Marlene Lowe](#)