

Office of College Life

Reflection Questions

- 1. Overview: Assess program, services, division during the 2019-20 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.**

Accomplishments:

- We were able to continue most of our services and programs without major disruptions; they included DASB, ICC, and other annual events and programs.
- We were able to host a virtual End of the Year Student Leadership Recognition reception and co-sponsor the Student Voices United for Change conference.
- Despite the pandemic and not being able to publicize on campus, we were able to secure enough votes for the Student Elections without having to extend the deadline.
- We were also able to successfully fill the vacant Student Activities Specialist position as well as hire a temporary staff member for the Flea Market Coordinator position.
- Overall, OCL was able to adapt and quickly change over to zoom and take other necessary steps to address the needs of our students on a virtual environment.

Challenges:

- We were not able to issue physical Student ID cards and bus passes since we were not able to be on campus. However, we did work with ETS and VTA on providing online solutions for both challenges.
- We also had some difficulty with collecting approximately 15 bicycles that were rented out of our DASB bike program especially from international students who left the country early on shortly after campus closed. All but two were returned to our office and those that were not returned we received payment from the students.
- One of the biggest challenges was shutting down the Flea Market in April 2020. It has been closed during this entire academic 2020-21 year which has hurt the DASG revenue.

- ICC clubs had a decrease in active clubs almost by half, from 80 active clubs to about 35.

2. Describe how program plans were met, including evidence that illustrate how these program plans were met.

Most of our traditional programs and events continued in the 2019-20 year despite having to shift everything to an on-line platform at the end of our Winter quarter.

OCL Programs and Events: We had a successful Weeks of Welcome in the Fall where we hosted a variety of activities to welcome our new and returning students to campus. At the end of the academic year, we hosted the Student Leadership Recognition Gala on zoom. It was well attended, and the celebratory event went off without a hitch. We can also claim that it was President Holmes very first campus event, something we took pride in.

Photo ID & Smart Pass : see above

All the programs related to DASB and ICC continued this past year on several virtual platforms. ICC hosted their Spring Club Fair on zoom and both organizations were able to continue with their operations all on zoom including their Spring training and transitional activities.

3. Describe your experience related to transition of remote work, including online services, instruction, and supporting students offsite during the pandemic.

We had some difficulty at first but were able to overcome most challenges except the inability to provide physical ID cards and SmartPass Clipper cards. We switched to mostly communicating with students via email for providing services and transitioned the Legal Advice service to a phone-based service with appointments managed by our College Life Student Assistants. We moved Student Senate and Inter Club Council (ICC) meetings to Zoom with relative ease and were able to acquire Licensed Zoom accounts for all the officers so they could host their individual committee meetings. The only outstanding issue with meetings is that we do not have Licensed Zoom accounts for clubs and unless they pay for one, they are limited to 40 minutes sessions with free Zoom accounts.

For the ID cards and SmartPasses we collaborated with Educational Technology Services (ETS) to create a digital student ID card accessible via MyPortal and the De Anza app for mobile devices, and we collaborated with ETS and the Santa Clara Valley Transportation Authority (VTA) to provide digital bus passes through the EZfare app to students in lieu of the SmartPass. The only remaining issue regarding ID cards is that we only have photos for students who already had them in the system before the pandemic began. We have no way of remotely adding photos for students, and while that issue could technically be resolved there is still the issue of authenticating and validating photos submitted by

students. There have been issues of fraud everywhere particularly for assessment testing, including using fake ID cards, that we are concerned about accepting student submitted photos, even with the submission of photos of Driver's Licenses or Passports.

4. Describe how Student Equity goals were met and any improvements that were made. Include evidence that illustrate how goals were met using institutional data.

OCL provides a warm and welcoming environment that honors and celebrates diversity, inclusion, and equity. We offer support, advocacy, and leadership opportunities that emphasizes critical thought, social justice, and cultural empowerment for the De Anza community. We have co-hosted the Student Voice Leadership Conference with VIDA and the Office of Equity for the past two years and plan to again in 2021. This is a conference focused on equity and developing a students' capacity to engage in community advocacy and empowerment. In addition, our student leaders receive annual training on diversity to increase their level of awareness, critical thinking, empathy, and perspective building.

In addition, OCL sponsored programs and activities that encouraged the participation and inclusion of students from all diverse communities. We actively provided training on equity and diversity sensitivity to our students involved in DASB and ICC. In addition, we ensured that the venues, materials, and activities were ADA compliant and accessible.

5. Describe the impact of the 2020 pandemic and all of the associated events have had on the students served by the program. Share what the program review data reveals about the corresponding impacts of the current circumstances.

Students currently must rely on online services only. For the most part this has not affected service levels greatly with two exceptions. Students are unable to get new pictures taken for photo IDs, and fewer clubs are active because of the difficulty of holding meetings. We have no program review data directly tied to our department, but we can report that any reductions in enrollment result in reductions of revenue from the student body membership fee and the student representation fee. In addition, the inability to host the De Anza Flea Market results in a further reduction of revenue. These reductions in revenue could impact the available Student Government funding and result in a reduction in services throughout the campus.

6. Describe resource needs based on current programs and services to effectively and efficiently serve students.

- In order to meet the needs of our student population as it relates to student connection, engagement, and campus involvement, the OCL would like to consider hiring another full-time staff member whose primary role is to coordinate and implement programs on leadership, diversity, and life skills.

- Currently, OCL does not have its own programming budget to do traditional large-scale events and programs. With the new mascot in place, our office has also been tasked to provide the operations to support the mascot program.
- The Office of College Life storage room in the lower level of the Campus Center is still awaiting mold removal and paint repair so we can start using it again.

7. Other Relevant Information, including future anticipated goals.

Our office will be using the CAS standard guidelines to review our current programming and service model. It is our hope that after the review, we will be able to identify areas that need improvement and better resources to address growth and future needs.