

DeAnza College



HEFAS Undocumented Student Survey Results Fall 2023

Survey Overview

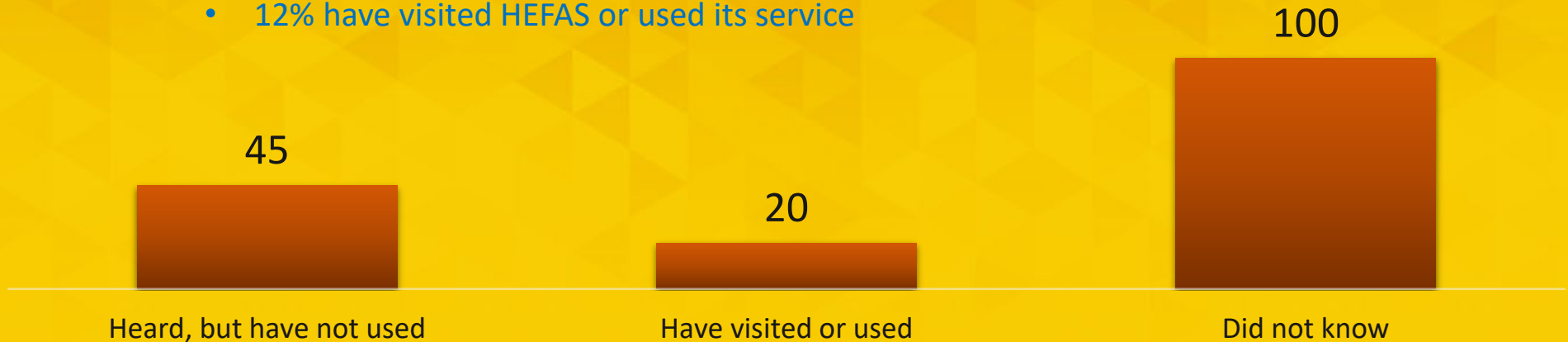
- **Purpose:** (1) assess students' awareness for HEFAS services, resources and events; (2) identify areas that could be improved; (3) opportunity for students to share concerns and opt in to receive HEFAS's help
- **Survey administration**
 - Online
 - October 10-23, 2023
 - Randomized students who enrolled anytime during fall 2022 through spring 2023 and currently enrolled fall 2023; age 18+ by October 9, 2023
- **Survey response rate**
 - 180 out of 5,170 = 3.5%
- **Respondents who consented to participate in survey = 177**
 - Q: Do you consent that you are at least 18 years of age and agree to willingly participate in this survey?

Aware of HEFAS?

HEFAS Center is a dedicated space on campus, located in the East Cottage building (E-COT 1) where undocumented, Dreamers and AB 540 students could use the resources and services, be a part of a community and organize towards immigrant justice. **Q: Are you aware De Anza College has a HEFAS Center?**

Findings:

- 61% didn't know about HEFAS
- 27% have heard of HEFAS
- 12% have visited HEFAS or used its service

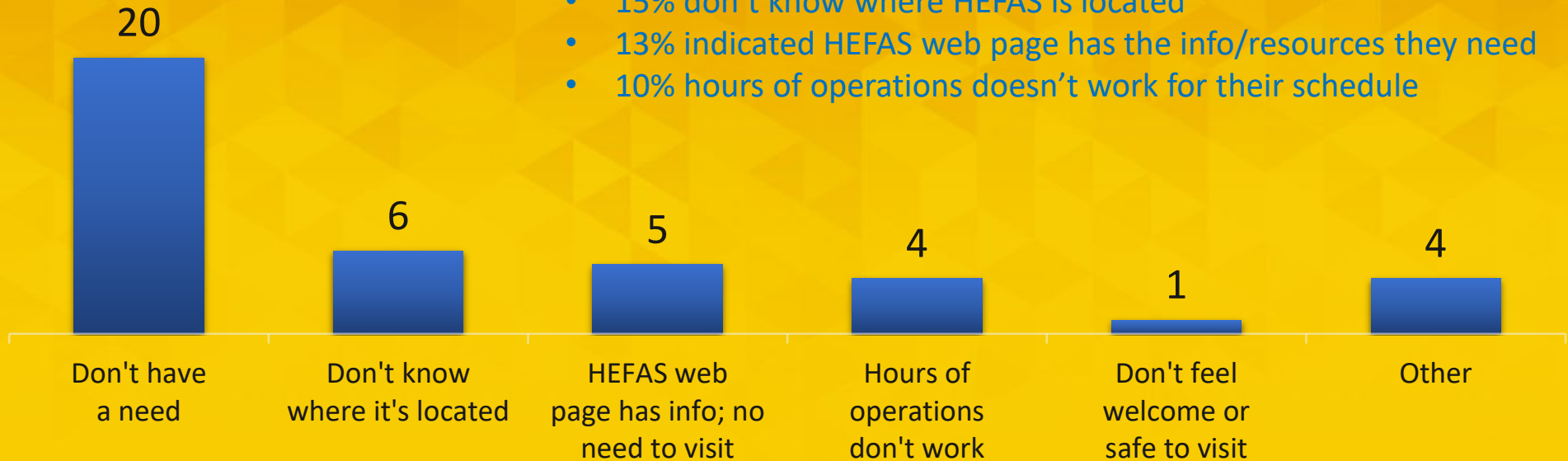


Heard; Reasons for not visiting HEFAS

Heard of HEFAS Center (N=45) >> Q: What is the primary reason why you have you not used the HEFAS Center (in person or online)?

Findings:

- 50% don't have a need to visit
- 15% don't know where HEFAS is located
- 13% indicated HEFAS web page has the info/resources they need
- 10% hours of operations doesn't work for their schedule



Visited / Used; Purpose

Have visited HEFAS Center or used its service >> **Q: What are some reasons why you have visited the HEFAS Center or used its service? (open-ended)**

- 17 of 20 respondents specified a reason for visiting/using HEFAS
- Some common themes surfaced; individual responses were coded, and responses that touched on more than one theme were coded to those themes accordingly
- Space has service/resource needed = 11
- Space connects with identity/accepting of identity = 4
- Space is welcoming/social = 3

Visited / Used; Purpose

Have visited HEFAS Center or used its service >> **Q: What are some reasons why you have visited the HEFAS Center or used its service? (open-ended)**

Space has service/resource needed (sample responses)

- *For education, financial, legal support*
- *I want to know about the rights of undocumented students and what I should do*
- *It has a place for studying which I find so helpful*
- *[There's] counselors, a place to self study, and I have been to their events. Sometimes I go to use their bathroom since it's for all genders.*

Visited / Used; Purpose

Have visited HEFAS Center or used its service >> **Q: What are some reasons why you have visited the HEFAS Center or used its service? (open-ended)**

Space connects with identity/accepting of identity (sample responses)

- *UndocuWelcome as a first gen[eration]*
- *I need[ed] a program that will accept me and help me to continue my studies*
- *Because I'm undocumented and I was trying to find resources at Foothill last year but they were changing and closing this section*

Visited / Used; Purpose

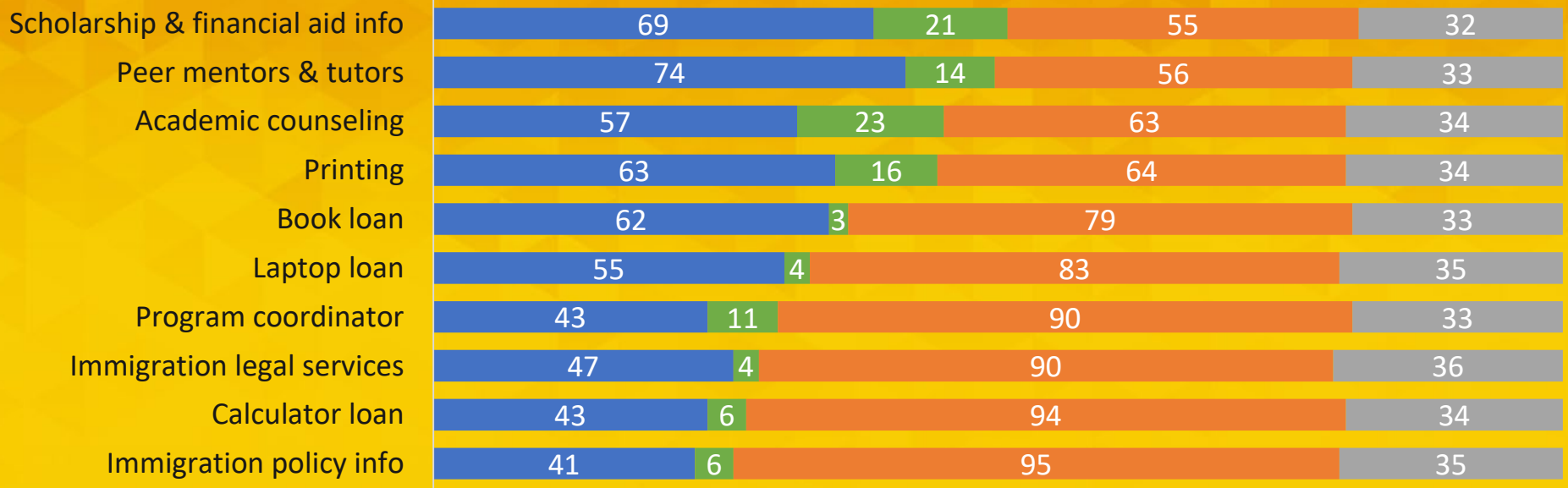
Have visited HEFAS Center or used its service >> **Q: What are some reasons why you have visited the HEFAS Center or used its service? (open-ended)**

Space is welcoming/social (sample responses)

- *I am an AB 540 and undocumented student myself, I felt very welcomed and included at HEFAS and they helped me with their services!*
- *I was invited to attend the UndocuWelcome day and it was a really funny day.*
- *To get resources and materials a welcoming place to study and work*

Aware of HEFAS service or resource?

The following services and resources are available and free to students. **Indicate your awareness level for each HEFAS service/resource.** [Finding:](#) Most respondents were unaware of HEFAS services/resources

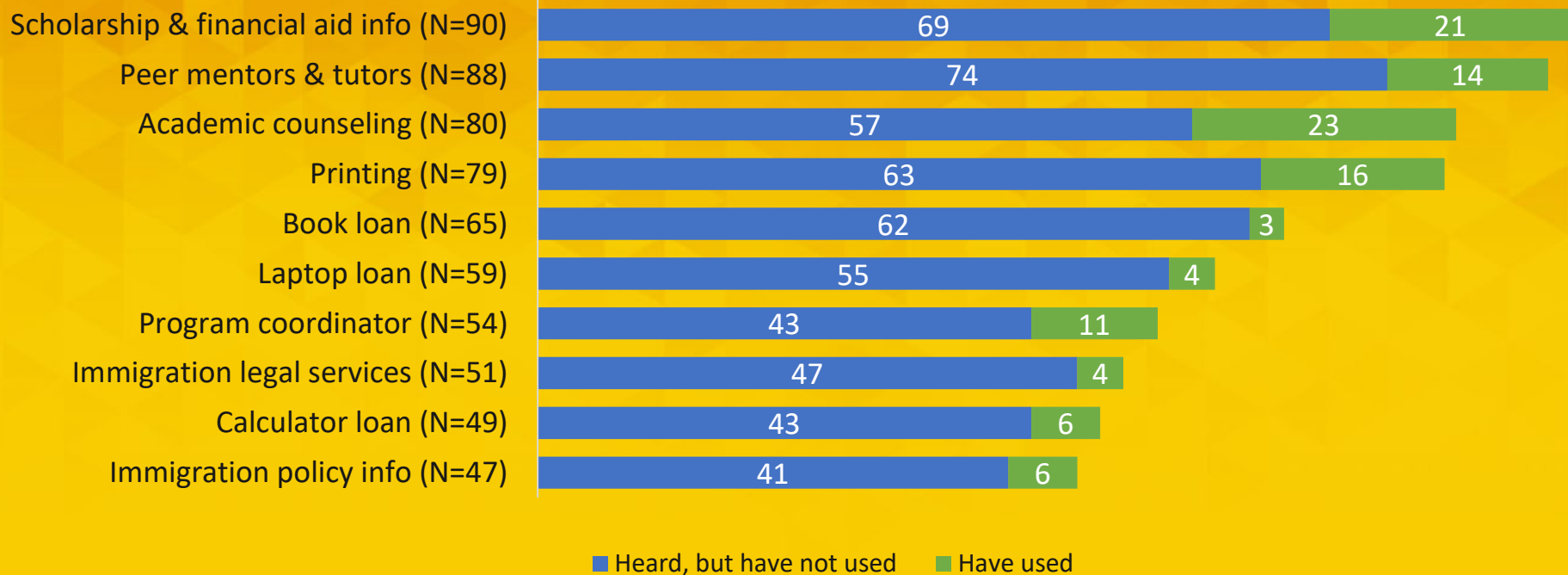


■ Heard, but have not used
 ■ Have used
 ■ Did not know
 ■ Null response

Heard / Used HEFAS service or resource

Findings:

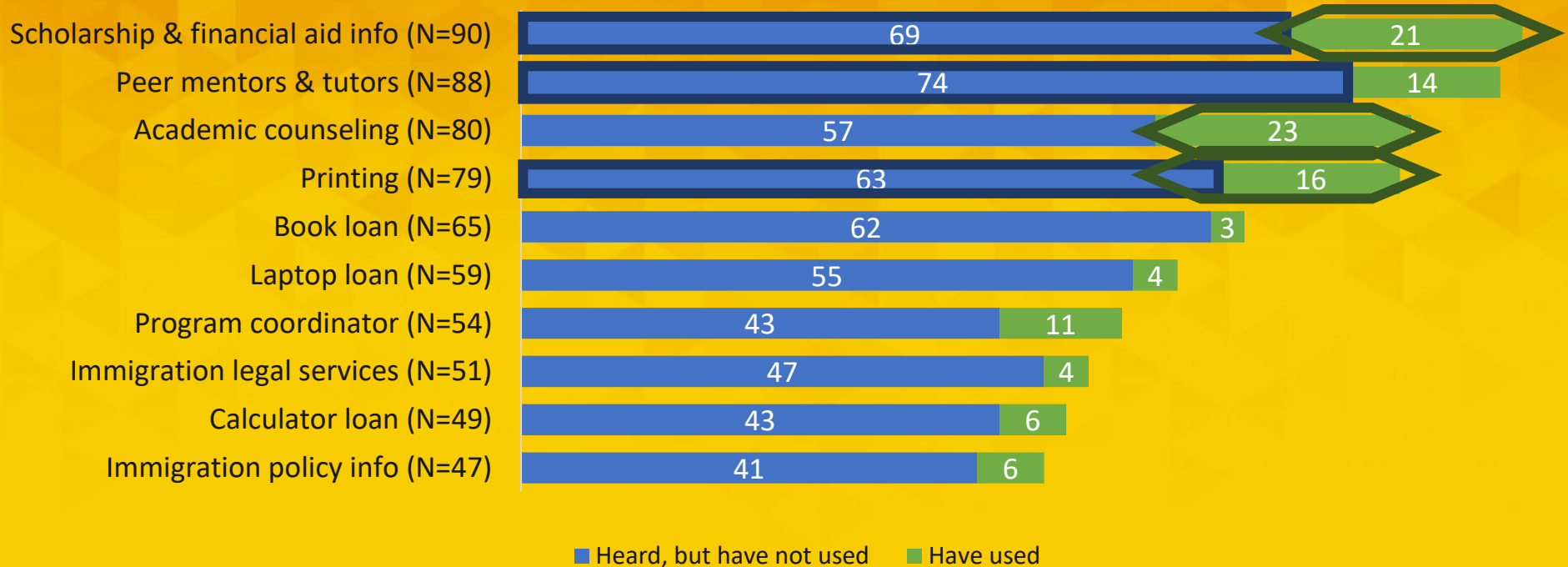
- Most heard/used service: scholarship & financial aid (90), peer mentors & tutors (88), academic counseling (80) and printing (79)
- Of the service/resource aware, respondents were likely to have heard than used them



Heard / Used HEFAS service or resource

Findings (continued):

- Top 3 heard: peer mentors & tutors (74), scholarship & financial aid info (69) and printing (63)
- Top 3 used: academic counseling (23), scholarship & financial aid info (21), printing (16)

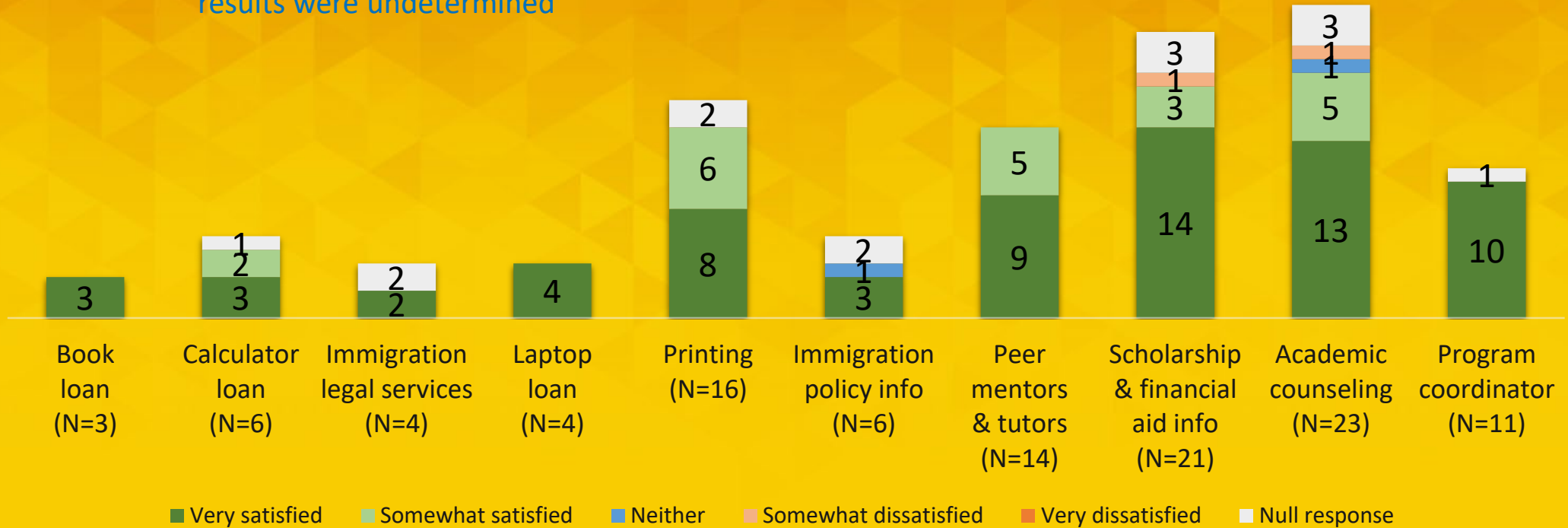


Used HEFAS service or resource & satisfaction level

Used HEFAS services/resources >> Q: Indicate how satisfied or dissatisfied you are with each of them.

Findings:

- Majority of those who used HEFAS service/resource were satisfied with them
- Exception is with immigration legal services and immigration policy info as results were undetermined



Suggestions to improve HEFAS service or resource

**Q: What is one improvement you would make to the HEFAS service/resource?
(open-ended)**

- Some common themes surfaced; individual responses were coded, and responses that touched on more than one theme were coded to those themes accordingly
- Advertise service/resource = 10
- Need for assistance or additional resource = 6

Suggestions to improve HEFAS service or resource

**Q: What is one improvement you would make to the HEFAS service/resource?
(open-ended)**

Advertise service/resource (sample responses)

- *Bringing more awareness to HEFAS and what services it has to offer to students on campus!! It is a program of great help.*
- *I was not aware of its existence. I am... working with undocumented students & families...I will let them know now!*
- *Perhaps advertise it better. I had no idea what this was.... Hopefully you can help someone who needs it, but they are not on campus, because they do not know they can be. Try Facebook, Instagram, and all the places people hang out virtually these days.*
- *Make services more known to students, emails gets lost*
- *Wanted to expand more about scholarship news*

Suggestions to improve HEFAS service or resource

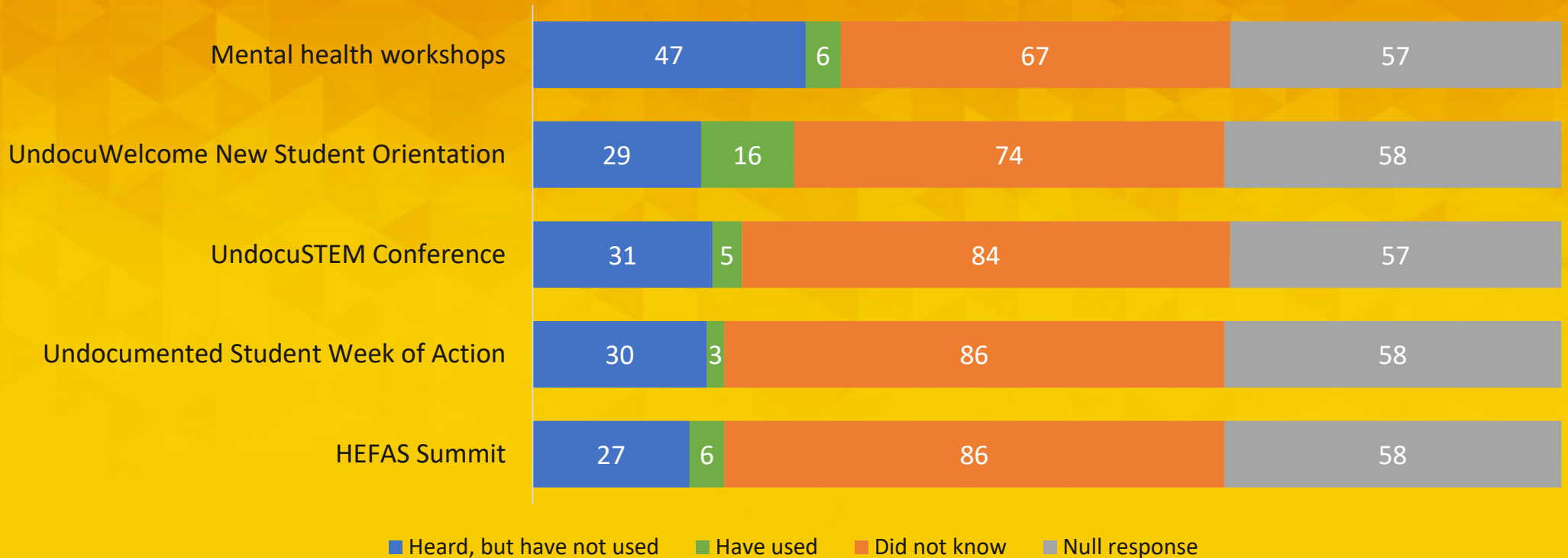
**Q: What is one improvement you would make to the HEFAS service/resource?
(open-ended)**

Need for assistance or additional resource (sample responses)

- *...I struggle[d] a lot with my Financial Aid... difficulty completing it and getting all the required paper work... When I had to fill out... [parents'] social security it made me feel uncomfortable and hopeless... it would be helpful... some guidance of what to put in the FAFSA when it asks for social security numbers.*
- *Move the services online and make a[n]other computer lab there. The in-person classes need more space to do computer administered tests.*
- *More access to transportation and laptops.*
- *There could be more counselors that speak Spanish.*
- *Services on time, sometimes classes [have] started already and appointments are too far for the moment we need to contact the counselor or service.*

Aware of HEFAS events?

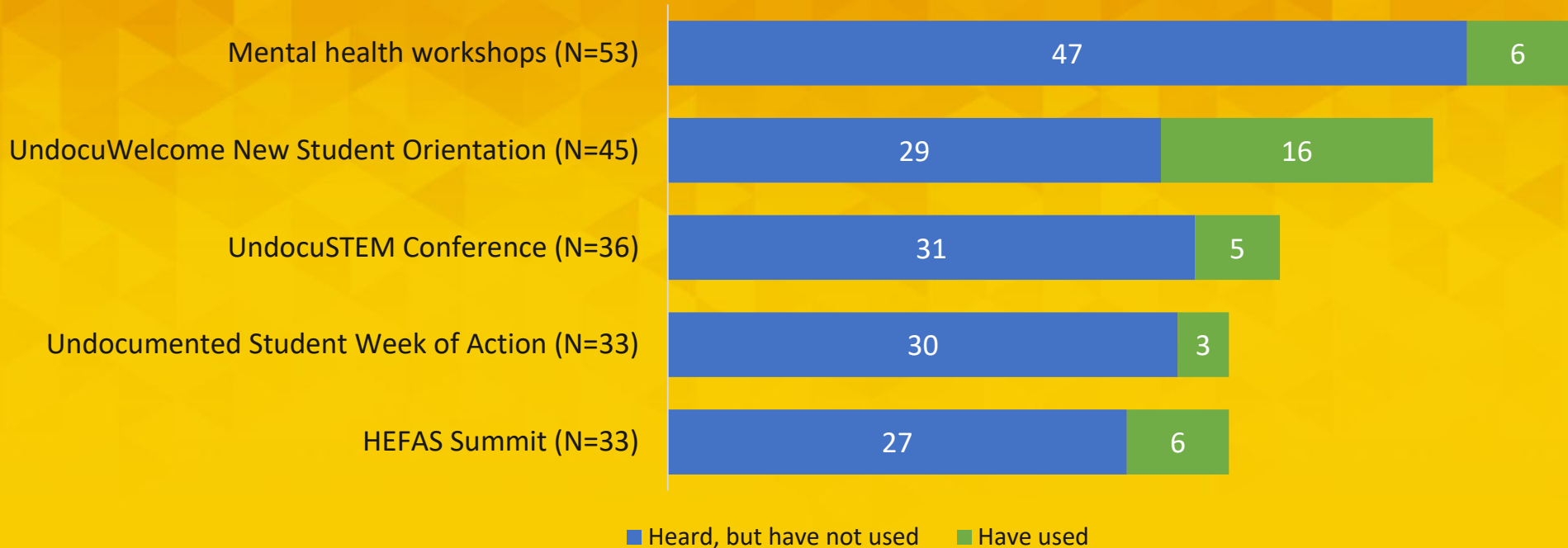
The following are annual events for undocumented, Dreamers and AB 540 students. **Indicate your awareness level for each HEFAS events.** [Finding: Most respondents were unaware of HEFAS events](#)



Heard / Attended HEFAS events

Findings:

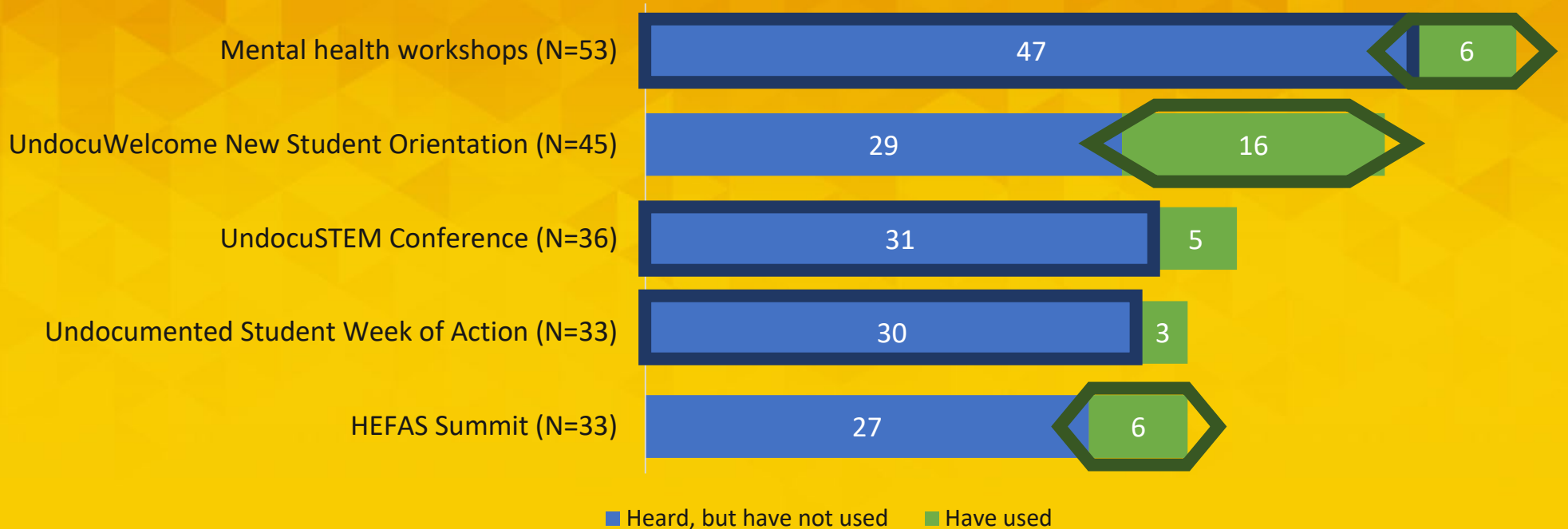
- Most heard/attended event: mental health workshops (N=53), UndocuWelcome (N=45) and UndocuSTEM Conference (N=36)
- Of the events aware, respondents were likely to have heard than attended them



Heard / Attended HEFAS events

Findings (continued):

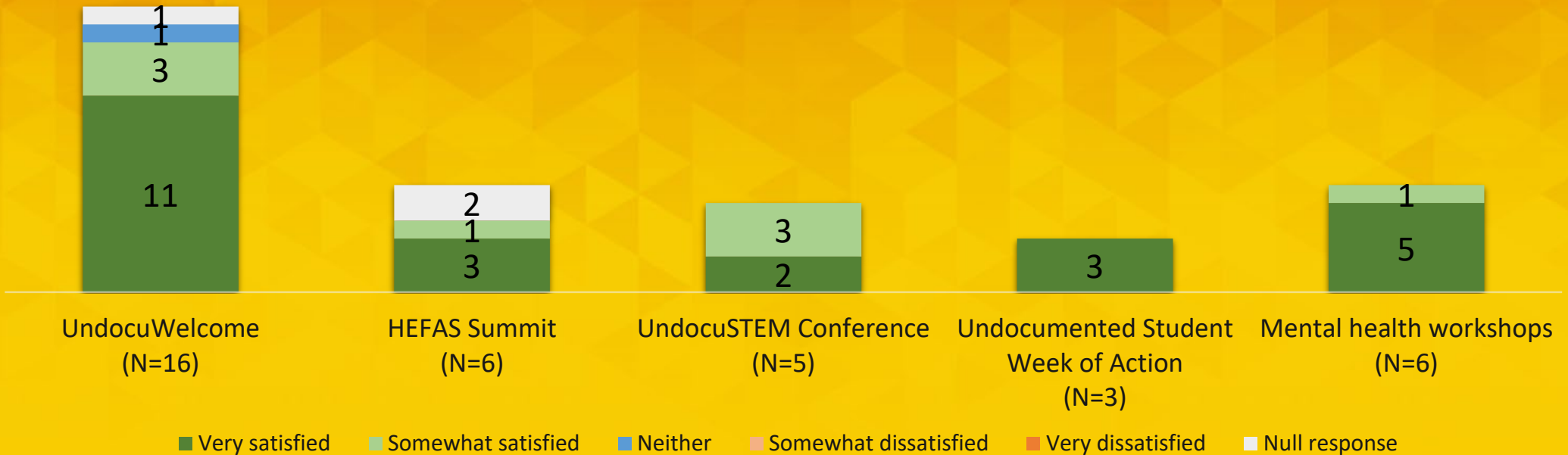
- Top 3 heard: mental health workshops (47), UndocuSTEM Conference (31) and Undocumented Student week of Action (30)
- Top 3 used: UndocuWelcome (16), HEFAS Summit (6) and mental health workshops (6)



Attended HEFAS events & satisfaction level

Attended HEFAS event >> Q: Indicate how satisfied or dissatisfied you are with each of them.

Finding: Majority of those who attended a HEFAS event were satisfied with them



Suggestions to improve HEFAS events

Q: What is one improvement you would make the HEFAS event? (open-ended)

Sample responses from respondents who specified an improvement or offered praise for the event they attended

- *During that day [UndocuSTEM Conference] we had multiple workshops and I wanted to attend to most of them but they told us to pick one... have a Google sheet with the information about the workshops so people can see it.*
- *I think the organization and the resources shared on this events were amazing... if an event is done in person and people weren't aware or unable to attend. Perhaps sharing the comments/resources in a newsletter... Of course if zoom is used the recording feature would make sharing resources easier.*
- *I wish we could attend more of the workshops provided; but I also understand that the time we have in those events are limited.*
- *I would like to see more in-person mental health workshops. I enjoy the environment it creates, especially before finals or midterm week.*

Suggestions to improve HEFAS events

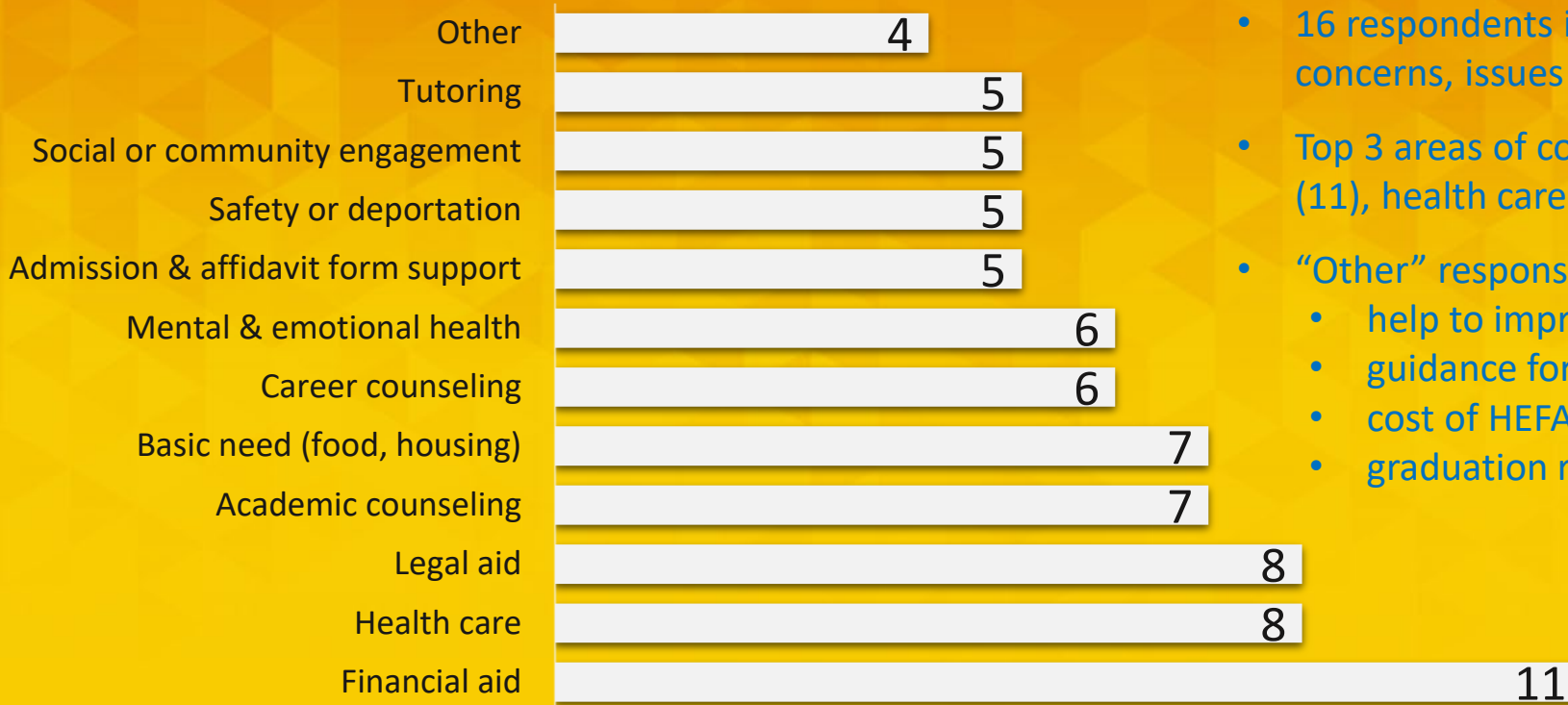
Q: What is one improvement you would make the HEFAS event? (open-ended)

Sample responses from respondents who specified an improvement or offered praise for the event they attended (continued)

- *Outreach to local high schools regarding opportunities would be fantastic!*
- *Make less use of Spanish. The vast majority of ESOL [English for speakers of other language] students at De Anza do not speak Spanish, and having material in Mandarin or Cantonese would be more appropriate for the student demographic.*
- *Some services like... how to prepare for a class in Chemistry [have] not been helpful because the only way is to take the class, some students want to prepare one term before to take the class to make sure everything is going to be ok.*
- *There could've been more help especially with undocumented students that don't know anything and where to start into two classes... especially if one wants to take a GED class or an ESL class*

Concerns, Issues or Needs?

Have concerns, issues or specific needs >> **Q: Which topic would you like HEFAS to help address?**
Mark all that apply.



Findings:

- 16 respondents indicated they have concerns, issues or specific needs
- Top 3 areas of concern/need: financial aid (11), health care (8) and legal aid (8)
- “Other” response included:
 - help to improve immigration status
 - guidance for first-generation students
 - cost of HEFAS program per student
 - graduation rates of HEFAS students

Survey Summary

Survey Purpose (revisited)

- (1) assess students' awareness for HEFAS services, resources and events; (2) identify areas that could be improved; (3) opportunity for students to share concerns and opt in to receive HEFAS's help

Aware of HEFAS Center?

- Majority were unaware
- Among those who **heard** about HEFAS, most have not used its services or resources because they did not have a need, or the HEFAS web page had the information they needed.
- Those who **visited** HEFAS, shared they did so because they needed a service or resource, the space connected with their identity or the space was welcoming.

Survey Summary

Aware of HEFAS service/resource?

- Listed in order of least aware...
 - Immigration legislation & policy info (N=95)
 - Calculator loan program (N=94)
 - Immigration legal services (N=90)
 - Program coordinator (N=90)
 - Laptop loan program (N=83)
 - Book loan program (N=79)
 - Printing (N=64)*†
 - Academic counselor liaison (N=63)†
 - Peer mentors and tutors (N=56)*
 - Scholarship & financial aid info (N=55)* †

*Top 3 heard service/resource

†Top 3 used service/resource

Aware of HEFAS events?

- Listed in order of least aware...
 - HEFAS Summit (N=86)†
 - Undocumented Students Week of Action (N=86)
 - UndocuSTEM Conference (N=84)*
 - UndocuWelcome Student Orientation (N=74)*†
 - Mental health workshops (N=67)*†

*Top 3 heard event

†Top 3 attended event