

An aerial photograph of the Fresno State campus and surrounding landscape. The foreground shows green agricultural fields and a dirt road. In the middle ground, the Fresno State campus is visible, featuring a prominent white water tower with the Fresno State logo. The background shows a hazy view of the Sierra Nevada mountains under a blue sky with scattered clouds.

ANNUAL REPORT 2019-2020

FRESNO STATE

Student Affairs and
Enrollment Management



CORE VALUES

*access
opportunity
success*

DISCOVERY DIVERSITY DISTINCTION

mission

The Division of Student Affairs and Enrollment Management works to boldly educate and empower students for success.

FRESNO  **STATE**

Student Affairs and
Enrollment Management

a year's overview

TABLE OF CONTENTS

Message from the Vice President's CabinetPage 2

DevelopmentPage 3

Student Success ServicesPage 4

Student Health, Counseling, and Wellness.....Page 17

Student LifePage 21

Enrollment ManagementPage 26

message from the

VICE PRESIDENT'S CABINET

Dear Colleagues,

It is our pleasure to present to you the 2019-2020 annual report for the Division of Student Affairs and Enrollment Management. Our report highlights some of the wonderful student focused programs and services we delivered during the year. We know so much more work was done, but it would not be possible to include everything. However all of the great work is appreciated. Given the surprising and stressful nature of this last year, this was indeed a challenge. What we accomplished is very impressive. Please enjoy reading about some of the things our staff were able to get done. Thank you to all of our DOSAEM teammates.

-The Division of Student Affairs and Enrollment Management



Development

Student Affairs development team raised over 3.9 million for the 2019/2020 academic year

Food Security Project

\$467,957 was raised for the Food Security Project

Dream Outreach and Success Center

\$37,155 was raised for the Dream Outreach and Success Center

Renaissance Scholars General Fund

\$100,660 was raised for the Renaissance Scholars General Fund

New Student Union

\$2,255,245 was raised for the New Student Union

Scholarships

\$380,105 was raised for scholarships

Other Programs and Endowments

\$792,033 was raised for other programs and endowments

section 1

STUDENT SUCCESS SERVICES

**Career Development Center****College Assistance Migrant Program (CAMP)****Dream Success Center****Educational Opportunity Program (EOP)****Learning Center****The Office of Black Student Success****Professional Examination Services****Renaissance Scholars Program****FRESNO STATE**

Student Affairs and
Enrollment Management



section 1

STUDENT SUCCESS SERVICES

**SupportNet****Student Support Services & Veterans Programs****University Advising Center & New Student and
Family Programs****FRESNO STATE**Student Affairs and
Enrollment Management

MAJOR MILESTONES AND ACCOMPLISHMENTS

ENGAGEMENTS

21,795

face to face

through walk-ins, presentations, workshops, recruiting and networking events, job fairs, money workshops, and events

9,437

classroom presentations

14.8% increase from previous year, 41% 1st and 2nd year students

HireFresnoState

3,355

total postings

114,443

student/alum logins



CAREER ADVISING

2,786

1:1 career appointments

2,622 Career Cafe check-ins with Career Peer Mentors

career fairs

1,859

students participated

427

companies/organizations participated

collaborated

with Kremen School of Education in spring to include Teacher Fair with Recruit the 99 at the Savemart Center

clothing closet

737

students were provided professional clothing

MONEY MANAGEMENT

882

individual coaching sessions

84% underrepresented minorities

1,994

classroom presentations

24% increase from last year, 58% 1st and 2nd year students

1,085

student attendees

at money management events

2,164

new Unnlea\$hed users

27% increase from previous year

DEPARTMENT IMPACT

The Career Development Center was revamped into a new "Career Cafe". In the Cafe, Career Peer Mentors (CPMs) help students with many career related questions and advice, such as the basics of a resume, how to conduct a job search, or use technology resources on the CDC website. This last academic year the CPMs served 2,622 Fresno State students. CPMs are a valuable resource to our students and their success!



MAJOR MILESTONES AND ACCOMPLISHMENTS

CAMP grant 2019-2024 is federally funded to serve 50 eligible migrant or seasonal farm working students at Fresno State

CAMP served 51 students for 2019-2020



A total of 94 CAMP students applied for graduation from summer 2019, fall 2019 and spring 2020.

Additionally, CAMP worked closely with Technology Services to establish CAMP specific pages in People Soft to better track CAMP recruitment and academic related data



DEPARTMENT IMPACT

A total of three CAMP freshman 2019-2020 students were selected to participate in the nationwide Student Action with Farmworkers (SAF) internship located in North Carolina. SAF selects 30 interns annually. SAF works with farmworkers, students, and advocates in the Southeast and nationwide to create a more just agricultural system. Since 1992, we have engaged thousands of students, farmworker youth, and community members in the farmworker movement. <https://saf-unite.org/content/about-us>. Due to COVID-19, the SAF internship was postponed for summer 2020 and will resume summer 2021.

The Dream Center is committed to empowering students through a welcoming and supportive environment ensuring access and success through advocacy and outreach

MAJOR MILESTONES AND ACCOMPLISHMENTS

2,376

total visits/touchpoints
with the Dream Success Center
for academic year 2019-2020

17

Legal clinics
hosted on campus where
immigration attorneys served our
students, faculty, and staff for
approximately 301 visits on
campus (not including virtual
consultations)

\$179,000

in scholarships
was awarded to students

The 4 year graduation rate for the Fall 2016 DSC cohort of first time freshmen is 32% which is higher than the University's number of 20.5% (as quoted in Fresno State News: <http://www.fresnostatenews.com/2020/05/08/a-graduation-season-like-no-other/>). However, of this Fall 2016 cohort, the students that have received services since the inception of the Dream Center, their 4 year graduation rate is 37%.



DEPARTMENT IMPACT

Three students were recognized

Selene Lopez Espinoza – Recognized for her internship work helping families during COVID-19

Saul Ayala Padilla – Named Chicano and Latin American Studies Outstanding Student 2020

Evelyn Gomez Jarquin – Named Fresno State volunteer of the year

Provides access and support services to first-generation and economically disadvantaged students who demonstrate the potential to succeed at Fresno State

7,400

applications
submitted and processed

6,847

student contacts
made using Bulldog Connect

1,616

student contacts
with peer mentors

98.31%

student GPAs
above 2.0



475 EOP students applied for graduation (Undergraduate & Graduate)



132 students participated in Summer Bridge



1,060 students attended the EOP Academic Advising Sessions



286 students enrolled in EOP FYE Learning Communities



414 students attended Connect Day (new student orientation)



6 EOP students were nominated for the Dean Medalist



676 students attended in person/Zoom advising sessions



256 students attended peer mentor workshops

DEPARTMENT IMPACT

With the holistic advising model and strong connection of support by EOP staff, six highly successful EOP students were nominated for the Dean Medalist. Their academic accolades go beyond their exceptional high GPA and extracurricular activities. To give back to the community, the nominees had volunteered many hours at hospitals, schools, community agencies, etc. Manharsh Sekhon (3.97 GPA, Chemistry), Alondra Juarez (3.95 GPA, MSW), Tania Sanchez (3.8 GPA, Psychology), Denise Benetiz (3.9 GPA, MS Counseling), Kajai Xiong (4.00 GPA, Child Development), Lizeth Sanchez (3.5 GPA, Chemistry).

MAJOR MILESTONES AND ACCOMPLISHMENTS

STUDENTS SERVED

6,012

The Learning Center served 6,012 students for a total of 30,480 visits.

The very week instruction went online for our students due to the COVID-19 pandemic, alongside went virtual their academic support services. Both, SI and Tutoring, remained actively engaged with students while also providing increased online resources. Through this virtual transition, the Learning Center supported 834 students for a total of 2,683 visits.

SUPPLEMENTAL INSTRUCTION

155

Supported 155 courses for a total 200 course sections

Earned a three-year accreditation for excellent programming through the International Center for SI at University of Missouri Kansa-City (UMKC)

Recipient of the Outstanding Innovation Award for virtual SI through the International Center for SI at University of Missouri Kansa-City (UMKC)

TUTORING

24%

Witnessed a 24 percent increase in student usage from fall 2018 to fall 2019

Supported 274 primary and secondary courses.

The Spring 2020 Tutor Awards celebrated the outstanding performance and commitment of award finalists and winners, while also recognizing 21 graduating Tutors



DEPARTMENT IMPACT

As a student utilizing and benefiting from SI, Inderpreet Bal was inspired to give back to her campus and fellow peers. She applied to serve as an SI Leader and was selected to lead Chemistry 1B. After noticing her tremendous passion, the SI program promoted her to the position of an SI Mentor. Within this role, Inderpreet coached incoming SI Leaders on successful strategies such as active learning, inclusivity and ways to create a risk-free learning environment. This semester, Inderpreet graduated from Fresno State and is now on her way to attend UCSF School of Medicine. She is a phenomenal example of the growth experienced by countless SI Leaders and Tutors while serving within their role at the Learning Center.

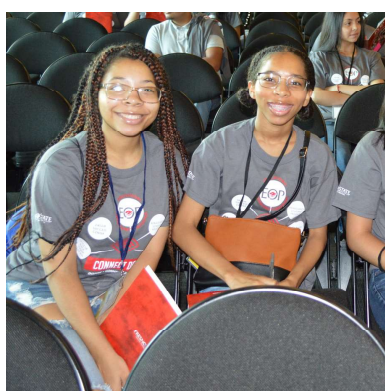
OFFICE OF BLACK STUDENT SUCCESS (OBSS)

is committed to provide supportive services that foster the transition and integration of Black students into the university and help them to thrive and achieve academic and personal success.

MAJOR MILESTONES AND ACCOMPLISHMENTS

111

Students signed up
for the OBSS program



90%

**of Office of Black Student
Success Students**

achieved a 2.0 or higher term
G.P.A.

167

student visits

to the Office of Black Student
Success

**Office of Black Student
Success Canvas**

was created to centralize OBSS
information and resources

DEPARTMENT IMPACT

During the 2019/2020 academic year, the Office of Black Student Success program was able to bring administrators, faculty, staff, and African American students together by hosting numerous events such as the Family Reunion Tailgate. At this event, African American/Black students were able to connect with different campus organizations and programs which helped build a sense of community. OBSS students are highly encouraged to utilize resources to help improve their academic performance. Although the Office of Black Student Success Program has done some amazing things for our African American/Black students, we still have so much more to do and we look forward to continuing to help our students strive for their personal and academic goals.

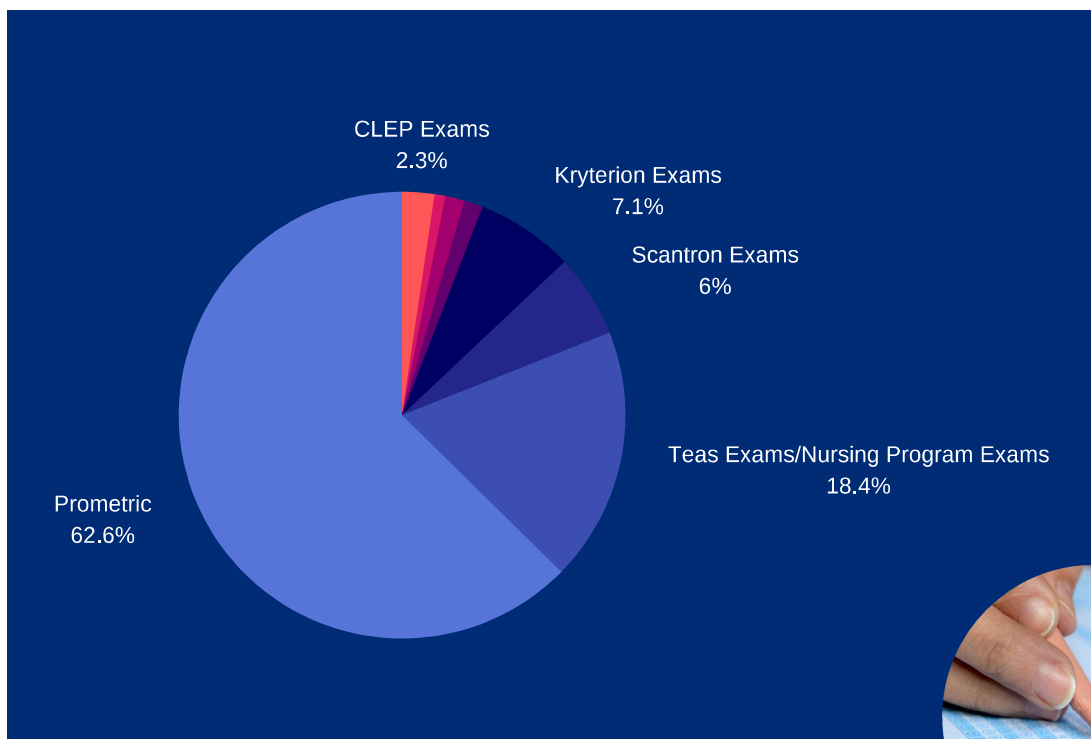
MAJOR MILESTONES AND ACCOMPLISHMENTS

STUDENTS SERVED

Professional Examination Services served 1,381 testers during the 2019-20 academic year

Exams Administered

1,300 IN 2019-2020



EXAM NUMBERS

- CLEP Exams: 32
- Comira Exams: 11
- Distance Learning/Online Exam Proctoring: 19
- DSST Exams: 1
- ISO Quality Exams: 19
- Kryterion Exams: 98
- Prometric Exams: 864
- Scantron: 83
- Teas Exams/Nursing Program Exams: 254

Renaissance Scholars Program (RSP) is dedicated to serving students at Fresno State who have experienced foster care or an unaccompanied youth by providing a supportive environment that fosters student success.

MAJOR MILESTONES AND ACCOMPLISHMENTS

Renaissance Scholars first graduate, Dr. Kamille Williams, has received her Ph. D. and she has reconnected to our program to work in collaboration to serve our students through her experience.

69 students served

15 students graduated

47 new admits for 2020-21

23 students participated in LINC



580 community service hours RSP provided during the annual year 2019-2020

DEPARTMENT IMPACT

Renaissance Scholars graduates continue to give back to the community. Recently, a Fresno State Magazine-Beyond the Badge story featured our recent graduate Anamarie Serrano. Her passion for protecting the community was playing out just as she mentioned it in our office multiple times. <http://fresnostate.edu/magazine/beyond-the-badge/>

MAJOR MILESTONES AND ACCOMPLISHMENTS

80%

of students meeting the minimum standard of three interactions with SupportNet during the term, completing first attempt at probation pilot

74%

of students in the probation pilot felt they accomplished their (self-selected) goal this semester or were on their way to completing their goal. Goals included passing all classes, getting GPA above 2.0, more motivation and less procrastination

92%

of students indicated their Academic Coach was helpful in assisting them to meet their goals.

45%

increase in student visits from the prior year, with over 1,600 visits from over 700 students

SupportNet started the 2019-20 academic year by separating from the Learning Center and being partnered with the University Advising Center. Over time, this change will allow Support Net to direct efforts toward specific groups of students that need additional support and guidance.



DEPARTMENT IMPACT

Doua's Lor's first encounter with SupportNet was for extra credit during a class assignment. He visited SupportNet expecting a one-time visit but found himself returning due to the "safe environment and genuine care" he received. Doua stated that his success began when he started to use the strategies he learned. The results led him to graduate as a recipient of the Division of Student Affairs and Enrollment Management's Graduate Dean's Medalist and then returned as an Academic Coach while pursuing his graduate studies in Student Affairs and College Counseling at Fresno State.

MAJOR MILESTONES AND ACCOMPLISHMENTS TRIO STUDENT SERVICES PROGRAM (SSSP)

Provides academic support services to assist undergraduate participants to remain in college and reach the goal of graduation

364

**Reading/Writing
Specialist Contact**

567

**Student Success
Counselor Contact**

Areas of support our SSSP
Counselor provides include:
academic advising & monitoring,
career exploration support,
graduation preparation support,
personal counseling, and financial
aid literacy & education

60

Graduated

Number of students who
graduated in 2019-2020

MAJOR MILESTONES AND ACCOMPLISHMENTS TRIO STUDENT SUPPORT SERVICES VETERANS (SSSV)

439

**Individual Counseling
Sessions**

Areas of support our Counselor
provides include: academic
advising/monitoring, career
exploration support, graduation
preparation support, personal
counseling, and financial aid
literacy & education

26

**Number of veteran
students graduated in
2019-2020**

DEPARTMENT IMPACT

SSSV provides academic support services to assist undergraduate participants to remain in college and reach the goal of graduation. We serve veteran students who are first-generation, from low-income backgrounds, and/or have a disability. Our goal is to empower veteran students to gain the knowledge and skills necessary to pursue their academic and career goals and to foster an institutional climate supportive of the success of veteran students.



The mission of the University Advising Center is to empower undergraduate students by helping them take responsibility for achieving their academic and personal goals, with a particular focus on the undeclared /undecided student, and to support the university advising community.

MAJOR MILESTONES AND ACCOMPLISHMENTS

- Completed over 3,000 advising sessions with students through walk-in or appointment visits
 - Pre-assigned advisors to incoming undeclared students, which paired advisor and student prior to Dog Days (new student orientation). This allowed the advisor/student relationship to begin during the summer, instead of early in their first semester
 - Hired a California Promise Advisor who has begun implementing processes for incoming Central Valley Promise students next year
 - Pre-assigned advisors to incoming undeclared students, which paired advisor and student prior to Dog Days (new student orientation). This allowed the advisor/student relationship to begin during the summer, instead of early in their first semester
 - Over 300 California Promise students started receiving regular communications and a newly implemented newsletter from the new advisor, who also successfully established relationships with the local community colleges to ease the transfer process for those students. This includes earlier outreach to students to support Admissions in welcoming them to campus
 - This year, the Transfer Success Center was established including a move to a reconfigured office space to house all of NSFP together, hiring of student assistants, hiring of a temporary staff person to prepare programming, and a rollout of social media platforms to reach out to transfer students. In addition, staff held welcome tabling events in high traffic areas during the start of the Spring 2020 term and began to survey transfers as to their needs on campus.
- Bulldog Connect (Educational Advisory Board software) moved from Support Net to University Advising Center during summer 2019. This software is especially useful for the advising community and offers the campus opportunities to share relevant notes, send alerts, and track student use of various services. Additional features, such as predictive analytics, are being improved upon for widespread future use.
 - This year, Bulldog Connect moved almost entirely away from the Grades First triage model, and instead implemented Coordinated Referrals. Coordinated Referrals offers an electronic way to connect students and services across campus, regardless of division. Office staff can now refer directly to one another, and a far wider range of services than ever before have joined on. After implementation, there were over 700 referrals through the new system this academic year

DEPARTMENT IMPACT

An example of the quality service can be heard in the following student statement sent to their academic advisor, "I started off my first year at Fresno State undeclared, having no idea what to pursue. College was a different environment and it took a while to get used to, as I was barely able to pass my first semester, especially because I didn't know exactly why I was in school. I went to the University Advising Center and was welcomed with open arms. I was provided much information about different majors and eventually found out that I wanted to become an MCJ major. The advising center provided care for me and helped me find what I was really interested in. Thanks to them, I avoided academic probation and changed my work ethic. Without the University Advising Center, I wouldn't have changed my work ethic or found my major."

section 2

STUDENT HEALTH, COUNSELLING, AND WELLNESS



Counseling & Psychological Services



Medical Services



Wellness Services



FRESNO STATE

Student Affairs and
Enrollment Management

MAJOR MILESTONES AND ACCOMPLISHMENTS

5,677

students

in total were seen for
counseling visits



541

visits

for case
management

\$147,441

awarded

in Good Samaritan
grants to 226 students
with 26 students
receiving housing
assistance

806

visits

for psychiatry
services

2,075

unique students

were served by the department



DEPARTMENT IMPACT

Project HOPE has served a crucial role on our campus this year by assisting with the basic needs of many students as they have faced significant challenges. Throughout the school year, Project HOPE provided emergency housing to students in need, meal vouchers for those dealing with food insecurity, and they distributed Good Samaritan Grant money to students with an emergency financial need for housing, tuition, transportation and other basic needs. Due to the COVID-19 pandemic, Project HOPE processed 213 Good Samaritan Grant applications and quickly got emergency funds and gift cards to students who were affected by the crisis. Project HOPE is a key contributor to student success and it is continuing to grow rapidly.

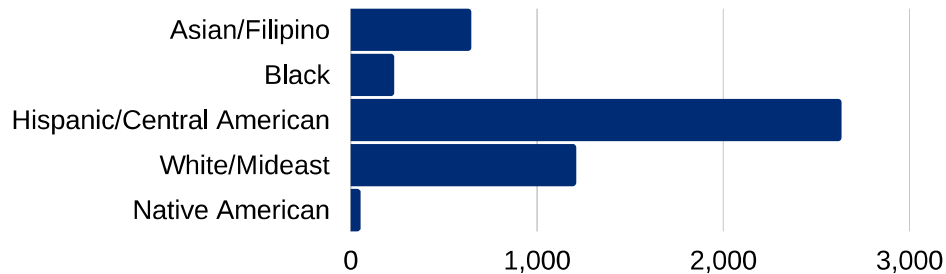
MISSION

To promote the academic and personal success of Fresno State students by encouraging the maintenance of healthy lifestyles and providing affordable and accessible health and psychological care.

MAJOR MILESTONES AND ACCOMPLISHMENTS

11,438

visits comprised of 27% walk-ins, 24% scheduled appointments and 48% web appointments were provided by medical services during the 2019-2020 academic year. The breakdown of ethnicity that we served included 645 Asian/Filipino, 231 Black, 2,633 Hispanic/Central American, 1,208 White/Mideast and 51 Native Americans



1,750

flu vaccinations administered over a three day flu clinic. On the first day we provided 387 flu vaccination, 753 on the 2nd day, and finished with 610 doses for the last day. We plan to continue to have flu clinics each year, and the goal is to increase our flu vaccination rate with each successive year



DEPARTMENT IMPACT

The Pharmacy continues to provide a critical service for our students. In 2019-20, over 7,000 prescriptions were filled, and 17,037 over-the-counter items were purchased.

MAJOR MILESTONES AND ACCOMPLISHMENTS

STUDENT CUPBOARD & CALFRESH



Over 40,000 visits to the Student Cupboard

The Student Cupboard had a successful March Match Up campaign, raising \$327,275

800 students applied for CalFresh

FRESH FRUIT BREAKS



Nutrition programming reached 7,622 students through individual nutrition counseling appointments, fresh fruit break events and nutrition workshops



MENTAL HEALTH SCREENING



Mental health screening day increased participation from academic colleges who have previously been underrepresented. The two anonymous mental health screening days reached 345 students and 713 students engaged at the tabling events

HEALTHY CAMPUS WEEK

Healthy campus week reached over 1300 students through pet therapy, bubble fun, fresh fruit walk and an outdoor yoga class. During this week social media reached 34,071 impressions

PEER AMBASSADORS OF WELLNESS

Our Peer Ambassadors of Wellness (PAW) volunteers collectively served 2,000 hours and organized and supported 25 events that reached 7,200 students



2,932 students were reached through various health education presentations and trainings that include; sexual health education, stress management, alcohol and drug prevention, nutrition education, sexual assault, harassment and stalking, QPR suicide prevention training, step up bystander intervention training and WatchDog safety summit and CPR training

The Survivor Advocate provides confidential advocacy services, for students, staff, & faculty facing sexual assault, interpersonal violence, stalking, and sexual harassment. The Survivor Advocate served 96 unique students through 182 appointments and reached 105 students through a healing through trauma support group series

DEPARTMENT IMPACT

Fresno State received verification of completion from the Partnership for a Healthier America for completing all 23 required guidelines. Fresno State is the first California State University to complete all of the guidelines under this partnership. This was officially announced at the Partnership for a Healthier America Annual Summit in April 2020.

section 3

STUDENT LIFE

**Cross Cultural and Gender Center****Services for Students with Disabilities****Student Involvement****Student Recreation Center****FRESNO STATE**

Student Affairs and
Enrollment Management



MAJOR MILESTONES AND ACCOMPLISHMENTS

198

Transgender Day of Remembrance
event attendees

80

community members, students,
faculty and staff attended Black
Family Day

17

virtual programs and events
coordinated

5

virtual support/discussion groups
held

PROGRAMS AND EVENTS

During this academic year the Cross Cultural and Gender Center's total attendance at events, activities and presentation was over 8,000

ASIAN PACIFIC ISLANDER PROGRAMS AND SERVICES



Asian Pacific Islander Programs
and Services "Spotlight: Cultural
Dance with 39 in attendance

THE PRESIDENTS COMMISSION ON HUMAN RELATIONS AND EQUITY



continues to successfully
implement the President's Cultural
Competency Certificate Program
in holding 5 workshops and
seminars with 120 attendees. The
Women's Campus Connection
held 5 WCC Luncheons with 402
attendees.

LATINO/A PROGRAMS AND SERVICES



Latino/a Programs and Services
kicked-off Cafecito con Chisme a
peer led discussion group
facilitated by CCGC student staff

DEPARTMENT IMPACT

The Cross Cultural and Gender Center exists to contribute significantly to the continued development of a safe and welcoming environment for the Fresno state community. We foster meaningful dialogue and activism that works to eliminate racism, sexism, heterosexism, and other forms of oppression. Our values are based on the feminist principles of equality, intersectionality, and human rights. The center is a community that works toward creating an atmosphere where students, faculty, staff, and administrators are empowered and supported in their efforts to lead successful lives academically, professionally, and personally.

MAJOR MILESTONES AND ACCOMPLISHMENTS

SERVICES ESTABLISHED



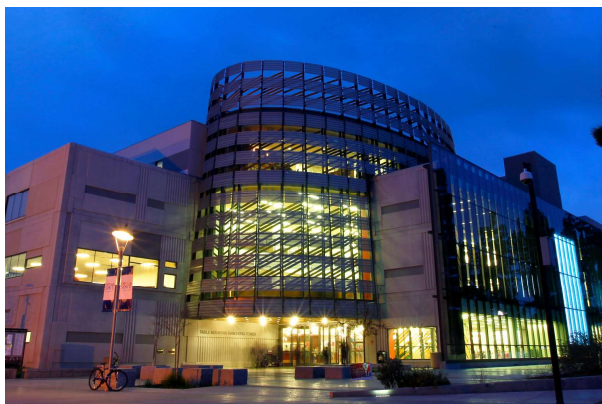
Established services for 250 new students and 100 temporary students for a total of 1,000 students served this academic year

INSTRUCTIONAL MATERIAL & EXAMS



The production team processed 1,500 instructional materials and converted them to an accessible format for students with print disabilities and processes more than 3,300 exams

During the 2019-2020 academic year, 410 communication access requests were processed plus 9,000 hours of interpreting and real-time captioning services were provided. The types of assignments include: classroom services, student activities, events, University Commencement, and all graduation ceremonies/celebrations.



TRiO Student Support Services/Disabilities program has a goal to serve 104 students each year. The program has surpassed its cap now serving 115 students.

Mentoring and Peer Support (MAPS) program has had a significant expansion providing additional mentoring services to over 20% of our student population. Through this program, 16 mentors have received proper training.

The program provided a total of 186.5 hours of direct services between March and May 2020.

DEPARTMENT IMPACT

Assistive Technology Coordinator, Robert Salinas, received the CenCal Chapter Friend of the Year Award for his ongoing contribution to help all TRiO-SSSD students become familiar with assistive technology equipment/tools. This award recognizes the support given to CenCal by an individual, company or organization who shares the association's belief in educational excellence and equality.

MAJOR MILESTONES AND ACCOMPLISHMENTS

NEW STUDENT WELCOME, CAMPUS TRADITIONS & SCHOOL SPIRIT

76,638

attendees

at Homecoming + expanded Homecoming programming and collaboration

1,500

students

attended Bulldog Bash After Party. A collaboration with the New Student Convocation planning team

17,288

attendees

during the 46th annual Vintage Days hosted virtually. This included a reach of 114,217 impressions

30,447

attendees

during the Virtual Commencement Week with a combined 610,203 organic social impressions

LEADERSHIP AND GREEK LIFE

296

attendees

for New Member Education; required for students who accept an invitation to membership in any of the 40 fraternities or sororities

81

chapter executives

participated in Risk Management training to better understand national guidelines

1,580

students

served from all leadership programs combined

300

participants

took part in a new video discussion workshop series "Watch and Learn", discussing leadership and social justice issues

CAMPUS EVENTS/ BELONGING PROGRAMS

403

attended

Fresno State Night at Campus Pointe

287

recognized

student clubs and organizations comprised of 5,890 student members

22

student

eSports athletes make up 2 varsity teams. Overwatch A-Team went undefeated in TESPA League

41

events

17 different weekly events and 24 stand-alone events including themed programs, billiard and bowling tournaments

363 attended the Commuter Classroom Workshop Series

1049 participated in "Good Morning Commuters"

353 club sports athletes across 21 teams

340 participated in first ever "Good Evening Commuters"

DEPARTMENT IMPACT

Fresno State eSports-Student Involvement has partnered with Technology Services, BSM, the Recreation Center, faculty, and athletics to launch an eSports program. The eSports program includes both an intramural and varsity eSports program. The intramural program, hosted by the Student Recreation Center, includes in person events and virtual tournaments. The program includes varsity Overwatch and League of Legends teams both with coaches and volunteer support. The teams competed in the Mountain West Division. The varsity program also included the build of a new esports arena (which still has some additional projectors to be installed).

MAJOR MILESTONES AND ACCOMPLISHMENTS

The Student Rec Center mission is to provide quality recreational opportunities, experiences and facilities for the university community

143,035 students served

462 student intramural participants

9,917 unique individual students served

49 intramural teams

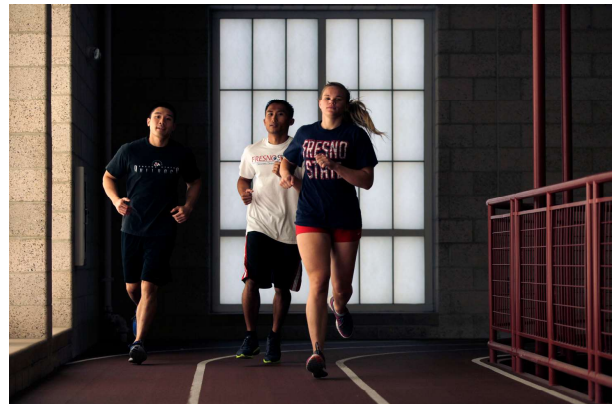
1,171 student participated in group fitness

38 group fitness classes offered per week



NEW PROGRAM

Intramural eSports offered six games/tournaments during Fall 2019



DEPARTMENT IMPACT

One of our former Intramural employees is getting creative by using Tik Tok to create videos promoting being active. She uses these videos to encourage 439 students (4th-6th grade) to be active at home during a time students are not able to attend PE class at school.

section 4

ENROLLMENT MANAGEMENT

**Admissions and Recruitment****Cal-SOAP****Educational Opportunity Center****Educational Talent Search (ETS)****Financial Aid and Scholarships****Outreach and Special Programs****University Registrar****Upward Bound****FRESNO STATE**

Student Affairs and
Enrollment Management



MISSION

To support the university's enrollment goals by boldly recruiting and admitting diverse students through equitable partnerships, innovative programs, high-quality services, and providing opportunities for lifelong success.

MAJOR MILESTONES AND ACCOMPLISHMENTS

28,211

admissions

applications processed for spring and fall 2020

19,553

Virtual Preview Day

interactions (on-demand and live webinars, downloads, and other links)

2,842

students

were served via our service window and live chat system

22,621

admitted

for spring and fall 2020



3,600

applicants

reached for the first fully online Preview Day in response to COVID-19

1.4

million

emails sent to prospective students

1,944

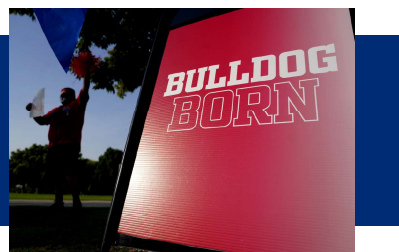
students, counselors and community members

in total attended three hosted virtual conferences

74

webinars

conducted engaging more than 8,293 new applicants during spring 2020 in response to COVID-19



DEPARTMENT IMPACT

Admissions and Recruitment responded to impact of COVID-19 by moving our annual Preview Day on March 28 to a fully online event that consisted of recorded workshops as well as over 20 live Zoom sessions where students were able to engage with faculty and staff from various programs. 3,680 students joined our online Preview Day this year, an increase of approximately 200% from the prior year. The recorded and live Zoom workshops attracted more than 9,400 visitors. Students were engaged through social media contests which generated more than 55,000 impressions within the two hour event. After the event, 789 students accepted their admission to Fresno State.

The mission of Central Valley Cal-SOAP is to educate, empower, and encourage students and their families to access all opportunities to higher education.

MAJOR MILESTONES AND ACCOMPLISHMENTS

- 1,940** students served at Firebaugh, Kerman, Mendota, and Tranquillity high schools
- 50** College application workshops and presentations facilitated at our four service high schools to assist students with their community college, CSU, UC, and private college applications
- 40%** Or 255 out of 636 of Cal-SOAP Seniors applied to Fresno State for Fall 2020 admissions
- 124** Cal-SOAP Seniors accepted their admissions to Fresno State for Fall 2020
- 40** Financial aid application workshops were hosted at our participating high schools to assist students with completing the FAFSA or CADAA application. Additionally, Cal-SOAP supported Fresno Unified high schools at over 50 financial aid workshops
- 2,912** outreach contacts in Fresno County that focused on financial aid literacy and financial aid application assistance
- 80%** of seniors at participating high schools submitted their financial aid application. A 4% increase from last year's submission rate (76%) and 23% above the state average (57%)
- 48** students participated in a fall campus visit to UC Santa Cruz & CSU Monterey Bay
- 18** students sponsored to participate in Fresno Pacific University's Encounter program



DEPARTMENT IMPACT

"Cal-SOAP helped me navigate the path to college when I was a student at Kerman High. My parents are from El Salvador and had little knowledge about higher education. Therefore, they were unable to provide me with any guidance. In high school, I discovered I was good at math and had a passion for mathematics. Cal-SOAP helped me apply to college and get financial aid. Now, I am on my way to graduating from UC Merced with a degree in Applied Mathematics. Cal-SOAP helped me realize my potential and now I want to help others too. That is the reason I wanted to come back and work for the Cal-SOAP program." - Kerman High School Graduate attending UC Merced and CalSOAP Student Staff

MISSION

Central California Educational Opportunity Center's mission is to provide information to residents of our valley to gain knowledge about post-secondary educational options and financial aid opportunities available to them. Furthermore, we provide academic advisement and assistance with the financial aid and college admission application process to those desiring to further their education. Our goal is to increase the number of under-represented populations enrolling into higher education, especially low income and/or first generation students. Additionally, we focus our outreach efforts to the aged-out foster youth, veterans and military-connected students, ex-offenders, teen parents, and disabled individuals

MAJOR MILESTONES AND ACCOMPLISHMENTS

4,170	Individuals received academic guidance and one-on-one services providing information on post-secondary admissions, financial aid opportunities and information.	1,174	of the 1,337 students that EOC served were both low-income and first generation students, along with many having families to support while seeking a college education
2,914	direct student contacts providing academic advisement, assistance with the completion/submit of admission and financial aid applications, and referrals to student support services to increase enrollment and persistence	1,086	students were ready for the college pathway and from that, EOC helped 588 (54.1%) submit a FAFSA and 579 (53.3%) submit an admission application
1,337	participants were enrolled and served by EOC, providing them individualized assistance on their road to college	265	students were assisted enrolling into college - most being older first time students or returning students who had dropped, 34 entered Fresno State, a number that continues to grow each year



DEPARTMENT IMPACT

Daniel Andrade, a 33-year-old man, is a great example of what is possible for our non-traditional students. He reached out to EOC staff at a Parole and Community Team (PACT) meeting seeking help to change his life. He had been lucky to get a part-time job with GRID Alternatives, learning how to install solar panels. But, he still wanted to enroll in college to learn and gain more skills to secure a better future. With EOC's help, he enrolled at Fresno City College and despite the many barriers he persisted and is currently completing his second year at Fresno City College.

MAJOR MILESTONES AND ACCOMPLISHMENTS

Fresno State

618 total students served

567 (92%) of ETS students are First Generation and/or Low Income

156 out of the 167 (93%) of all seniors successfully completed and submitted the FAFSA application

141 out of 167 (84%) of seniors enrolled in college, almost 25% above the Fresno and Tulare Counties average of 60%. These are the two counties our target schools are located

48 (54%) of ETS seniors from Mendota HS, Firebaugh HS and Riverdale HS applied to Fresno State and 20 (22%) have accepted admissions to Fresno State for Fall 2020

451 (100%) of the 9th-11th grade students persist and advanced to the next grade level

100% of all seniors graduated from HS

Porterville College

500 total students served by ETS-PC at Porterville High School, Monache High School, and Granite Hills High School

430 out of 450 (96%) of the current participants served by the program are both low-income and first-generation students

97 out of the 111 (87%) senior program participants, from the three target high schools, received individualized guidance and assistance on their FAFSA application leading to them successfully completing and submitting their application

310 out of 316 (98%) of the 9th-11th grade students receiving program services will successfully transition to the next grade level

100% secondary school graduation: of the 111 seniors in the program, 111 of this cohort will graduate with their high school diploma

96% postsecondary education enrollment: of the 111 ETS Seniors who graduated with a high school diploma, 106 of these seniors will enroll in a post-secondary institution immediately following high school

33 out of 97 ETS Seniors (34%) in the program will be attending Fresno State in Fall '20

DEPARTMENT IMPACT

ETS has been the guidance I needed throughout high school, to keep me on track and keep me informed of what needed to be done to achieve my college ambitions! Advice I would give to freshmen is that, you DO NOT have to do everything alone-ETS is the extra set of eyes and support you need to excel in High School & Beyond!" -Noemi Lara, a Monache High School Senior Graduate, who has been a member of ETS-PC for four years and President of CSF, a Math Tutor, Section Leader in Band, an active participant in ASB, her Class Council, and graduated with a 4.2 GPA, ranking her at #6 of a class size of 427 Seniors

MISSION

The Financial Aid and Scholarships Office provides quality services and programs to assist students with funds to pursue their personal, educational and career goals. The Financial Aid and Scholarships Office is responsible for assisting and providing clear and pertinent information to current and prospective students who are in the process of applying for and receiving financial assistance available from federal, state and institutional sources

MAJOR MILESTONES AND ACCOMPLISHMENTS

FRESNO STATE SCHOLARSHIPS

\$4.7 million

scholarship monies awarded to 2,178 students through the Fresno State Scholarship application process



- Awarded more than \$17 million in COVID-19 CARES/Emergency Grants to 18,804 student
- Received more than 32,000 student calls in the Financial Aid and Scholarships Phone Center
- Added a LiveChat option for students in March 2020. Was used by more than 1,300 students
- Added Instagram to our social media presence, 681 followers and growing
- Continue to increase Twitter and Facebook followers, 1,492 and 1,396 respectively

AID BY THE NUMBERS

\$250 million

in federal, state, institutional and private aid disbursed to students



- Implemented counseling appointments in March 2020, assisting more than 350 students with phone and Zoom appointments
- Participated in each 2019 Dog Days orientation with a financial aid session, in both English and Spanish
- Held 7 on-campus FAFSA workshops, assisting approximately 400 students with completing their 2020-2021 financial aid and scholarship applications
- Implemented CampusLogic - a student portal allowing students and parents to electronically sign and submit financial aid documents

DEPARTMENT IMPACT

Like every office on campus, Financial aid and Scholarships was significantly impacted by the COVID-19 pandemic. Going virtual forced us to think creatively and execute change quickly, but staff rose to the occasion. We implemented a new portal allowing students and parents to electronically sign and submit documents. We went live with LiveChat, giving students another way to communicate with staff. We also shifted to counselor appointments. Giving students the same opportunity to talk one-on-one with a counselor but now at a scheduled time by phone or Zoom

MISSION

Outreach and Special Programs (OSP) will dedicate its efforts on early outreach, special initiatives, underrepresented groups, and diversity. OSP will encourage and create a college going culture through exposure, promotion, and activities by partnering with school districts and community organizations

MAJOR MILESTONES AND ACCOMPLISHMENTS

75,846

outreach touch points were made in 2019-2020 through campus tours, presentations, conferences, and community events despite the over 128 events that were cancelled due to COVID-19

556 community events promoting Fresno State

153 campus tours provided to elementary and middle schools

1,372 Native American students served and provided with information about college and financial aid

7 conferences organized on campus targeting specific student populations and groups

307 presentations/workshops offered to K-8th graders focusing on college readiness, Fresno State majors, campus services and resources



DEPARTMENT IMPACT

Outreach and Special Programs (OSP) increased the presence of Fresno State in elementary, middle schools and the community by sharing information with students and parents about early college preparation, majors and careers. Strategic partnerships and events such as: Super Sunday, SuperSaturday, Native American Youth Conference, and Feria de Educacion also helped with the exposure, preparation and retention of African American, Native American and other specific student populations to higher education.

MAJOR MILESTONES AND ACCOMPLISHMENTS

8,904

transcript requests processed

1,100

student Information update forms
processed for new and continuing
students

5,620

undergraduate degree
application processed

\$749,692

total numbers and money disbursed
to our military-affiliated students

528

ARRC articulation requests
reviewed

1,592

block scheduled new first time
freshman

- The degree audit team has cleared 1,500 unknown transfer credits for new and continuing students
- Completed major upgrade for Uachieve Degree Audit system
- Launched new Scheduling tool (Schedule Planner) in October 2019

Veterans Resource Center grand opening, November 2019: With the opening of the VRC, our military and dependent students have begun utilizing our computer lab, printing/coping, advising and general comradery. Students feel very comfortable, stating no judgment here (safe place). The new VRC Conference Room has been utilized for Zoom meetings, student study groups, etc.



DEPARTMENT IMPACT

A graduate level student came by to ask for the names of two service window team employee's, as she wanted to thank them in her thesis for helping her over the years. I think this is a small but mighty story to share on how our service impacts students in their academic career

Upward Bound Classic and Next Gen programs provide academic, career, and personal development activities designed to allow its students to graduate from high school in a timely manner, to ease their transition into post-secondary education, and to achieve the personal and professional goals that they have created for themselves

MAJOR MILESTONES AND ACCOMPLISHMENTS

Provided both of our programs various campus visits across California (USC, UCLA, UC Merced, UC Santa Cruz, CSU Stanislaus, CSU Bakersfield), but still maintained above 50% of Fresno State acceptance from our graduating seniors

- **99%**
 - 35 of 36 graduating seniors (99%) participants in Upward Bound Programs graduated from high school in 2019-2020 and gained admission to a post-secondary institution
- **61%**
 - 22 out of the 35 seniors (61%) will attend a CSU campus in Fall 2020

Successfully offered a 6 week residential summer program that housed 78 high school students (34 from Next Gen) (44 from Classic UB) and brought close to a combined total of \$110,000 of revenue to our campus courtyard

- **33%**
 - 12 out of the 36 (33%) seniors will attend another post-secondary institution outside of the CSU system
- **95%**
 - 21 out of the 22 seniors (95%) choosing to attend a CSU in Fall 2020, will attend Fresno State



Successfully completed 7 Saturday College Academies for both UB programs during the Fall and Spring semester

We are proud to recognize 4 valedictorians from our Next Gen and Classic programs that graduated from McLane and Edison high school.

Offered the following academic courses
Literature/Composition, Mathematics, Spanish, and a STEM based computer coding with the collaboration of Bitwise Industries

Successfully offered 48 weeks of Tutorial Services at each High school during the Fall and Spring semesters for both programs

DEPARTMENT IMPACT

Our Upward Bound students conducted a Board Game drive in December 2019 which accumulated a total of 112 board games that were donated to our local Valley Children's Hospital all in time before Christmas



FRESNO STATE

Student Affairs and
Enrollment Management