



Division of Student Affairs and Enrollment Management
California State University, Fresno

ANNUAL REPORT

2022
2023

FRESNO STATE.

FRESNO STATE: STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT REIMAGINING THE STUDENT EXPERIENCE

The Division of Student Affairs and Enrollment Management (DOSAEM) is one of several important groups supporting the overall student experience at Fresno State. Each year, students interface with DOSAEM in a variety of ways from annual events like homecoming and vintage days to services like the registrar's office, Student Health and Counseling Center, Career Development Center, Learning Center and so many more. Helping every student reach their educational goals is at the heart of work for professionals across the entire division.

New Divisional Mission and Vision

MISSION

The mission of the Division of Student Affairs and Enrollment Management is to connect students with their full potential.

VISION

- Reimagining the Student Experience
- Redefining Student Success
- Reorienting Our Work Together

CORE VALUES

- Expand their range of experiences
- Emphasize their development of skills
- Elevate their aspirations

GUIDING PRINCIPLES:

We collaborate through:

- Personal Engagement
- Intentional Experiences
- Coordinated Services

A MESSAGE FROM THE VICE PRESIDENT

We are here to serve you, our students, from the moment you apply for admission to the moment you graduate. Our focus, and number one priority, is you. Our faculty and staff are here to answer your questions and support you in every way we can. You can count on us to help you be successful and reach your goals. Along your Fresno State journey, we want you to feel a sense of pride and belonging. This is your place.

A degree from Fresno State is invaluable. Our academic and co-curricular programs are among the strongest in the country. Our division offers numerous opportunities for growth that will help make you a stronger leader and prepare you in ways that will make your academic degree even more valuable. We hope you take advantage of what we have to offer.

Please feel free to email or call any of our departments at any time. Enjoy your Fresno State experience...Go Dogs!

Kent L. Willis, Ph.D.

Vice President for Student Affairs and Enrollment Management

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THIS IS STUDENT AFFAIRS

Objective: Reimagining the Student Experience and Redefining Student Success

We are redefining student success and redesigning the student experience at Fresno State.

We define student success expansively, including more than academic achievement. Students will be able to take care of themselves and others, engage with their communities, thrive in uncertainty, and overcome life's obstacles.

Students will be equipped to dream and succeed on our campus and beyond.

Guiding Principles: Reorienting Our Work Together

Our new approach will focus more on cross-team coordination, intentional development of programming, and a greater emphasis on building personal connections with the student body. We will work together to improve the readiness of our students to thrive during their time at Fresno State and following graduation.

We will:

- Expand their range of experiences (expose them to more)
- Emphasize the development of skills (increase their competency)
- Elevate their aspirations (expand their perspectives)



Student Affairs and Enrollment Management Leadership Team

***Kent L. Willis, Ph.D**

Vice President for Student Affairs and Enrollment Management

***Carolyn Coon, Ph.D.**

Associate Vice President for Student Affairs/Dean of Students

Phong Yang

Interim Associate Vice President for Enrollment Management

Janell Morillo, Ph.D

Associate Vice President for Student Health, Counseling and Wellness

Amye Leon, Ed.D

Assistant Vice President for Student Success Services

Kelly Russell

Assistant Vice President for Student Financial Resources

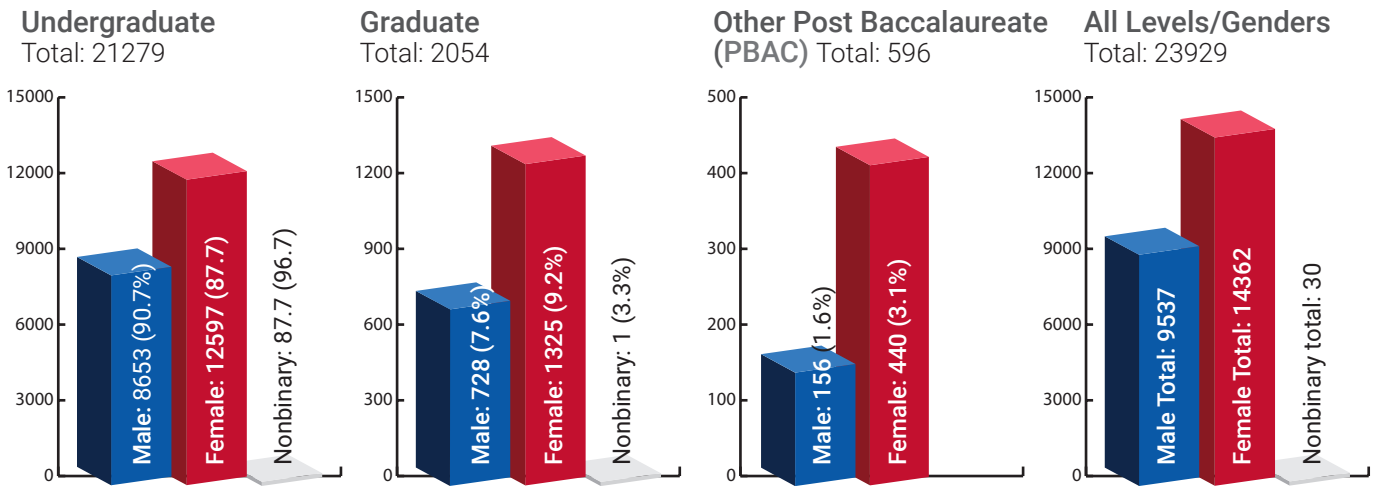
***Dr. Carolyn Coon served as the AVP Student Affairs/ Dean of Student from 2002 until her retirement in December 2022 while also stepping in as the Interim Vice President of Student Affairs and Enrollment Management position from 2020-2022 until the appointment of Dr. Kent Willis in December 2022.**

STUDENT AFFAIRS AT A GLANCE

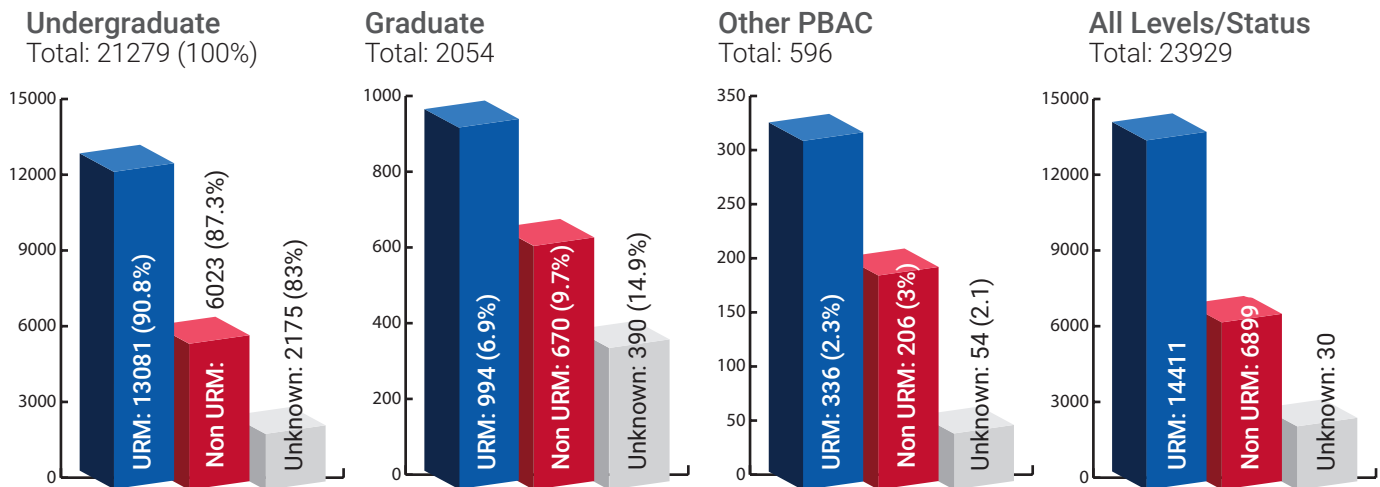
FY 22-23 Highlights

Who are our students?

Enrollment by Gender and Level



Enrollment by Underrepresented Minority Status (URM) and Level



The Two-Decade Legacy of Dr. Carolyn Coon: A Trailblazer for Student Success

by Marisa Mata



In December of 2022, hundreds of people gathered at the Resnick Student Union to celebrate the approaching retirement of Dr. Carolyn Coon, who was serving as both the dean of students and interim vice president of the Division of Student Affairs and Enrollment Management.

The celebration was lively, with a performance from Fresno State's jazz band and staff and faculty members of all levels, from across campus, in attendance. Community members also attended, as well as friends and former colleagues of Coon's, some of whom traveled from out of town for the occasion. The afternoon was full of laughter, tears and hugs, as everyone reminisced on Coon's career journey and the impact she had at Fresno State. She was described by many as resilient, reliable, dedicated and comforting.

Her executive assistant, Dannielle Rodriguez said, "She's so smart and so experienced...you can't help but [learn] from someone like that. Being around [her] makes you a better person."

Coon joined the Division of Student Affairs and Enrollment Management at Fresno State in 2002 as a director in student life. She had worked in student affairs since 1986, serving as dean and assistant dean at several liberal arts colleges in Kansas prior to her appointment in Fresno.

“I was attracted to the diversity of the campus. I also appreciated how this large university provided opportunities for students and cared about them as people,” Coon said. “It has always been a dynamic campus and had a feeling of community. It has grown in the number of people, programs and buildings. It also has become more complex, but [as] I saw things evolve, I saw people work hard to maintain our mission, stay focused on the students.”

Raised in Florida, Coon moved to Kansas to pursue a degree in business administration. Kansas became her home and the place where she grew into adulthood, earning a Bachelors from Bethel College, a Masters in health sciences administration from Wichita State University and taking her first job as a young professional, as an administrator in a mental health hospital.

While working at the hospital, Coon was a student at Kansas State University, studying for a Doctorate in college student personnel services. She earned her Ph.D. in 1997.

Looking for a change in her professional life, she started her career in higher education at her alma mater, Bethel College, when an administrator invited her to join the staff in residence life.

“I absolutely loved [working in student affairs],” she said. “I can’t imagine having done anything else.”

Coon was appointed the dean of students at Fresno State in 2005.

As the dean of students, she oversaw student involvement, the Student Recreation Center, services for students with disabilities, the Cross Cultural and Gender Center (now in the Division of Equity and Engagement) and student conduct (now student rights and responsibilities).

“People often think of the dean of students as being the campus disciplinarian, the tough one. The truth is I was usually the first one crying at graduation or after some difficult meetings. I heard so many stories from students and knew what they were going through. I had the privilege of their trust.”

Coon served as both the dean of students and interim vice president of the division from 2013 - 2014, following the retirement of Vice President Paul Oliaro. In this position, Coon oversaw all departments, programs and services within the division, including outreach, enrollment, academic advising, financial aid, health and counseling services and services for migrant and veteran students.

She stepped into this dual role again in 2019 and served in this expanded capacity until her retirement in 2022. During this time, Coon was tasked with leading the division through the COVID-19 pandemic.

“Everything was so unknown. Students were leaving campus and staff were working from home. Then everyone was nervous to come back. Through all of that, we were trying to get everyone what they needed and help students get their education...Student affairs folks are determined and creative. We pulled together and collectively decided what we needed to do to cause the least negative impact to students.”

Coon received a number of accolades during her 20 years of service at the university, but she never mentions these in conversation; she only ever speaks of the people she worked with, students and staff, who shaped her life as she also shaped theirs.

“I learned the value and importance of having key people I could trust and confide in. Some of those colleagues became good friends, so [my] personal and professional growth intertwined.”

Rodriguez said, “She touched the lives of so many students and professionals and they enriched her life as well...She held two major positions for three years, which requires another level of accountability, professionalism and understanding of the needs of students and staff... Her longevity in that position and on campus is a major accomplishment.”



DOSAEM Programs and Services Received National Recognition for Excellence

By Marisa Mata

The Learning Center, office of the University Registrar and Admissions and Recruitment department recently received recognition from both national and international higher education organizations for outstanding achievements, excellence in staff training and services offered to students. The Learning Center was recognized for its tutoring and supplemental instruction programs.

The tutoring program was awarded certification as a Level 1 and Level 2 tutor training program by the College Reading and Learning Association (CRLA). An international organization, CRLA has been a leader in learning assistance, reading and academic support programs for over 30 years. The Learning Center worked to develop a tutor training program that meets CRLA's rigorous standards and has successfully completed its International Tutor Training Program Certification peer review process. Achieving certification means that the Learning Center has met CRLA's high standards for tutor selection, training, direct service and evaluation.

This spring, there were 47 tutors supporting about 600 courses, the largest tutoring offering since the inception of the tutoring program. Eighty percent of all Fresno State students and 99% of first-time freshmen had at least 1 course supported by a tutor.

Regular tutoring sessions have been found to close equity and achievement gaps by gender, underrepresented minority status, first-generation status and Pell Grant eligibility.

The Learning Center's supplemental instruction program received accreditation from the International Center for Supplemental Instruction, highlighting its superb professional and student staff members. The program was noted for exceptional development of student employees, from effective recruitment, intensive onboarding training efforts and ongoing meetings to mentorship and growth-oriented performance feedback.

Students who attended SI sessions at least once a week in the 2022-2023 academic year earned a 97% course-passing rate compared to their non-attending peers who earned a 78% course-passing rate.

The office of the University Registrar recently received the Outstanding Development Partner award from CollegeSource, an organization that invents and invests in technology solutions to assist staff and students in planning and completing their academic journeys.

The office received CollegeSource's Outstanding Development Partner award for demonstrating exceptional dedication and engagement—offering invaluable feedback and collaboration as the organization developed the new uAchieve Planner, an academic planning solution that leverages

existing audit data to help create personalized term recommendations leading to graduation. The proposal to use the newest iteration of the uAchieve Planner was accepted by the Chancellor's Office, and the technology will be implemented on campus in the near future. The Admissions and Recruitment department received the Best Customer Service award in the field of education from the LiveHelpNow Challenge Awards.

The department implemented LiveHelpNow chat services in February of 2020 to better connect potential and incoming students with staff members. The live chat services proved instrumental in serving students with disabilities and more so at the onset of the COVID-19 pandemic.

Organizations offering LiveHelpNow chat services are measured against 12 metrics each month to evaluate their performance in serving customers, including: customer surveys, visitor volume, proactive actions, average chat accept time, average chat time, operator responsiveness, dropped chats, canned content, chat transfers, operator utilization, operator knowledge and chat volume.

Admissions and Recruitment has received the Best Customer Service of the year award from the LiveHelpNow Challenge Awards every year since 2020.



Transformational Gifts Help Preserve Legacies; Promote Student Success

By Marisa Mata

The Division of Student Affairs and Enrollment Management (DOSAEEM) received over \$700,000 in gifts cultivated by David Hembree and Katie Bewarder, directors of development for the division.

With all of the gifts from alumni, staff, faculty and community members, 107 scholarships were awarded to students in the 2022-23 academic year, totaling nearly \$1.5 million.

One scholarship recipient said, “I work full-time at Unite Us, a veteran-owned software company, as a staff accountant, and bake cakes for foster youth via Cakes4Kids. I am truly grateful for the scholarship support. [It] allows me to not rely as much on student loans for my studies and additional educational opportunities.”

Hembree said of his work in development, “I find joy in the opportunity to provide resources for vulnerable populations of students on their journey to success at Fresno State.”

Hembree has been a director of development in DOSAEEM for over eight years. He completed a master’s degree in art and design at Fresno State this past spring, a process he describes as, “thirty-five years in the making.” Hembree’s previous background was in private, not-for-profit organizations, creating and directing programming for children and families. After 23 years with the YMCA, he returned to higher education—having previous experience as an adjunct professor of art at Fresno Pacific University. Hembree enjoys art, music and the outdoors, and lives in Clovis with his wife, Karen.

Hembree works alongside Bewarder, who joined the DOSAEEM staff in November 2022. She is a two-time Fresno State graduate, earning her BS in business administration in 2009 and her MBA in 2012. She began her career at Fresno State in 2014, working for the Alumni Association and then the Division of Continuing and Global Education, serving as one of the only development officers for extension in the CSU system. She grew the development efforts from the ground up, into a successful donor engagement program. Bewarder lives in Fresno with her husband, Shane, and three children, Toby, Sophie and Beau, with a fourth child expected later this year.

Bewarder said, “I enjoy working in passion-based philanthropy, allowing a donor to guide their giving through their own life experiences and interest in accomplishing great things, together. There is nothing more rewarding than a donor feeling like they are committed to our mission and that they are supporting something meaningful to them.”

In addition to supporting scholarships, funds were raised to support a number of programs and initiatives, including:

- Over \$305,000 to support student scholarships
- Over \$110,000 to support the Food Security Project
- \$100,000 from Chevron to support the Learning Center

- Over \$60,000 to support Renaissance Scholars
- Over \$25,000 to support the Good Samaritan Fund

With the assistance of these generous gifts, programming within the division was able to expand while continuing to provide for and positively impact students.

The Food Security Project purchased a new vehicle, allowing staff members to pick up donations from community partners and bring them to the Amendola Family Student Cupboard, making more resources available to students in need. About one-fifth of students utilize the student cupboard, amounting to 1,700 visits per week this spring. The Learning Center served over 6,000 students, totaling 21,907 student visits this year. The department received international recognition for its tutoring and supplemental instruction programs. Tutors supported approximately 600 courses this spring and 88 percent of all students had at least one course supported by a tutor.

Students who attended supplemental instruction earned a 97 percent course-passing rate compared to their non-attending peers. One student, who participated in the department's academic success coaching program, said, "My academic coach was amazing and a huge part of my growth as a student at Fresno State. She has made me feel so welcomed and accepted. I was scared and nervous to be on probation but she made me take that fear and turn it into motivation to work hard."

The Good Samaritan Fund provided emergency financial assistance to 191 students, totaling \$184,449.50. One recipient of a Good Samaritan Grant said, "The Good Samaritan Fund has been extremely helpful in my journey to finish my degree. It has not been easy in the last year as a single working mom of three and going to school full time to keep moving forward. There would be times I wanted to give up, but I am the role model my children need. With the support of Project Hope and the Good Samaritan Fund there has been alleviation both mentally and financially while helping me maintain my overall well-being."

"I don't think you understand what kind of impact it has on me. Knowing Fresno State is really like your family, not just a school that I attend," another student said. "Thank you again. Your team inspires me to give back to our community."



ENRICHING THE STUDENT EXPERIENCE

Divisional Offices and Departments

The Division of Student Affairs and Enrollment Management focuses on promoting student success through award winning programs that deliver personal engagement, intentional experiences, and coordinated services. . The impact of the division’s work is realized through facilitation of access and opportunities for all students to excel in their educational pursuits, personal development, and professional preparation. .

Divisional Services, Offices, and Departments Serving our 20,000 Plus Bulldog Community

- Career Development Center
- Student Support Services Program
- Student Support Services Veterans
- Admissions and Recruitment
- Learning Center
- Financial Aid and Scholarship
- Office of the University Registrar
- College Assistance Migrant Program (C.A.M.P)
- Educational Opportunity Program (EOP)
- Renaissance Scholar Program (RSP)
- Dream Success Center (DSC)
- Office of Black Student Success (OBSS)
- Summer Bridge (SB)
- Bulldog Connect (EAB)
- University Advising Center (UAC)
- New Student and Family Programs
- Outreach and Special Programs
- Student Health and Counseling Center (Medical and Wellness Services)
- Project HOPE/Case Management/Basic Needs
- Bulldog Bound



KEY METRICS AND HIGHLIGHTS ACROSS THE DIVISION

Career Development Center

The Career Development Center at Fresno State is dedicated to equipping students with the skills and resources they need to excel in their career journeys. Through a range of services and initiatives, the center fosters career readiness and growth:

- **Informed Choices:** Guides students in making informed initial career decisions aligned with their strengths and goals.
- **Practical Experience:** Facilitates internships and part-time work opportunities for students to gain hands-on experience.
- **Effective Communication:** Helps students articulate their skills and experiences effectively to prospective employers.
- **Strategic Job Search:** Teaches job search strategies and networking techniques to connect students with opportunities.

These efforts are realized through:

- Individual appointments for personalized guidance.
- A drop-in Career Cafe for immediate assistance.
- A robust online resource hub with valuable career tools.
- Workshops, presentations, and collaborations with faculty to integrate career readiness into education.
- Hosting the Clothing Closet, providing professional attire.
- Operating the Money Management Center, offering financial literacy training and coaching.

Key Data (as of March 30th):

- 2034 individual student appointments (1289 unique individuals).
- 3300 students attended classroom presentations.
- 914 students utilized the Career Cafe for on-the-spot support.
- 595 students accessed the Clothing Closet for professional attire.

These efforts culminate in empowering Fresno State students to confidently navigate their career paths, bridging the gap between education and professional success.

Lead Staff: **Mary Willis, Director**

For more information visit: careercenter.fresnostate.edu

Student Support Services Program

The Student Support Services program at Fresno State is committed to empowering students who are first-generation, low-income, and/or have disabilities. By offering academic support, financial literacy education, and graduate school preparation, the program aims to enhance retention and graduation rates for each student.

Key Data:

- First-Generation and Low-Income Students Served: 125 out of 155 students (81%)
- Students with Disabilities Served: 3 out of 3 students (100%)
- Supplemental Grant Aid: Awarded \$51,000 to 51 students for the Fall semester. Planning to disburse an additional \$17,000 to 17 eligible students for the Spring semester.
- Workshops and Seminars: Conducted 26 sessions covering academic success, career exploration, and financial literacy, with a total attendance of 155 students throughout the academic year.
- Tutoring Support: Provided tutoring sessions to 31 students through SSSPV Academic Facilitators.

By offering comprehensive resources, financial aid, workshops, and individualized support, the TRIO SSSPV program plays a pivotal role in fostering the success, growth, and well-being of its diverse student community.

Lead Staff: **Jessica Turney, Interim Director**

For more information visit: studentaffairs.fresnostate.edu/studentsupport/index.html



Student Support Services Veterans

Student Support Services Veterans at Fresno State is dedicated to assisting veteran, active duty, national guard, and reserve students who are also first-generation, low-income, and/or have disabilities. By offering academic support, financial literacy education, and graduate school preparation, the program aims to ensure successful retention and graduation for each of its students.

Key Data:

- First-Generation and Low-Income Students: 107 out of 134 students (80%)
- Students with Disabilities: 37 out of 134 students (28%)
- Students with Disabilities and Low-Income: 23 out of 134 students (17%)
- Supplemental Grant Aid: Awarded \$30,000 to 40 students for the Fall semester. Planning to disburse an additional \$10,020 to 13 eligible students for the Spring semester.
- Workshops and Seminars: Conducted 26 sessions covering academic success, career exploration, and financial literacy/education, with a total attendance of 90 students throughout the academic year.
- Tutoring Support: Provided tutoring sessions to 17 students through SSSPV Academic Facilitators.

Through its comprehensive approach, the TRIO SSSPV program supports the diverse needs of veteran and military-affiliated students, promoting their academic growth, financial well-being, and overall success on campus.

Lead Staff: **Jessica Turney, Interim Director**

For more information visit: studentaffairs.fresnostate.edu/sssv/index.html



Admissions and Recruitment

Admissions and Recruitment at Fresno State is driven by a mission to foster diversity and inclusivity by recruiting and admitting a wide range of students. Through innovative programs equitable partnerships, and high-quality services, the department strives to provide opportunities for lifelong success.

Key Data:

- Conducted 137 high school application workshops across 80 high schools in the Valley, resulting in 5,558 applications.
- Received \$50,000 from the California College Pathway, a collaborative effort with the Career Development Center.
- Processed a total of 25,736 applications for the Fall 2022 term and 2,727 for Spring 2023.
- Admitted 22,566 students for Fall 2022, with 5,984 enrolling. Admitted 1,966 for Spring 2023, with 1,126 enrolling.
- Engaged in 46,406 inquiries via phone, live chat, in-person, and email.
- Organized 56 webinars, attracting 3,736 attendees.
- Conducted 7,984 campus tours, hosting prospective students and their guests.
- Participated in 187 Recruitment Events, collectively covering a distance of 27,428.5 miles during the months of September, October, November, and December.

Through these efforts, Admissions and Recruitment actively contributes to the university's commitment to providing access, diversity, and a foundation for lifelong achievement.

Lead Staff: **Kimberly Self**

For more information visit: fresnostate.edu/studentaffairs/are



Learning Center

The Learning Center within the Division of Student Affairs and Enrollment Management (DOSAEM) at Fresno State offers comprehensive academic support services to foster student success and engagement:

- **Programs:** The Learning Center provides three distinct programs - Academic Success Coaching (ASC), Supplemental Instruction (SI), and Tutoring - aimed at empowering students in their academic journeys.
- **Impact on Retention:** Students who engaged with an Academic Coach experienced a notable retention rate of 77%, compared to only 12% for non-users. This support also correlated with a GPA increase of 0.49, while non-users faced a GPA decrease of 0.17.
- **Success through SI:** Regular attendance at Supplemental Instruction (SI) sessions (at least once a week) resulted in an impressive 98% course passing rate, contrasting with the 78% passing rate of non-users. SI effectively bridged passing rate gaps across various demographics, including gender, first-generation status, underserved populations, and Pell eligibility.
- **Tutoring's Impact:** Freshmen who utilized tutoring achieved higher semester GPAs compared to those who did not, despite similar high school GPAs. The number of tutoring visits positively correlated with mean final grade, with 14+ visits leading to a substantial 0.95-point increase for first-time freshmen.
- **Student Demographics:** The Learning Center serves a diverse student body, with 56% female, 44% male, and 0.2% identifying as other genders. Additionally, student users represent a variety of ethnic backgrounds: 62% Hispanic, 16% Asian, 12% White, 4% Black, and others. The distribution across class standings is 27% freshmen, 17% sophomores, 25% juniors, 28% seniors, and 2% graduate students.

In summary, the Fresno State Learning Center's ASC, SI, and Tutoring programs play a crucial role in supporting a diverse student community by enhancing retention rates, improving academic performance, and fostering a culture of inclusive learning and success.

Total Number of Students Served: **6,348**

Total Number of Student Visits: **21,907**

Lead Staff: **Ruby Sangha-Rico**, Director

For more information visit: fresnostate.edu/lc



Financial Aid and Scholarship

Description: The Financial Aid and Scholarships Office is available to all Fresno State students. We administer and process federal, state, institutional and external aid to students. The Financial Aid and Scholarships Office administers more than 250 million in aid to more than 80% of Fresno State students.

Approximately 80 of enrolled students receive some type of financial aid

Receiving financial aid has a significant impact on Fresno State students. Over 60% of students are Pell Grant eligible and meet our definition of low income. California state aid programs also play a significant role in a student's decision to attend Fresno State.

Lead Staff: **Kelly Russell**, Director of Financial Aid and Scholarships

For more information visit: fresnostate.edu/financialaid



Office of the University Registrar

The Office of the University Registrar at Fresno State plays a pivotal role in supporting the entire campus community, including students, faculty, and staff, by providing essential services throughout students’ academic journeys:

- **Services Provided:** The office offers comprehensive services such as registration assistance, maintaining academic records, veteran support, articulation, transfer credit coding, and graduation facilitation. They uphold institutional policies, ensuring academic integrity and student privacy.
- **Key Touchpoints:** The office engages in various touchpoints across a student’s academic path, including over 1,100 UDE office visits, processing approximately 450 student athlete certifications each semester, handling 450 degree/enrollment verifications, and managing 6,672 department memos.
- **Student Success Impact:** The Registrar’s office contributes significantly to student success by assisting with registration-related processes, veteran educational benefits certification, verification requests, and degree tracking systems. They processed over 1,200 visits and supported more than 900 student veterans, dependents, and military-affiliated students, generating around \$868,717 in tuition/fees through VA Post 9/11, VRandE, and DoD T/A benefits.
- **Communication and Outreach:** The office fosters effective communication through over 13,000 calls and 1,603 live chats, serving faculty, staff, and students. They’ve established agreements with 83 California Community Colleges, ensuring smooth credit transfers for incoming students.
- **Degree Progress Tracking:** The office actively updates major and minor DPRs (Degree Progress Reports) and roadmaps, with 64 DPR updates and 45 roadmap updates, aiding students in understanding their progress towards graduation.

In summary, the Office of the University Registrar at Fresno State supports the entire campus community with a wide array of services, touchpoints, and communication channels, contributing to student success from admission through graduation while facilitating veterans’ educational benefits and ensuring compliance with academic standards.

Lead Staff: **Laura Yager**, University Registrar

For more information visit:
studentaffairs.fresnostate.edu/registrar/index.html



College Assistance Migrant Program (C.A.M.P)

Fresno State C.A.M.P. (College Assistance Migrant Program) is dedicated to supporting entering freshman students from migrant or seasonal farmworker families by providing access, orientation, academic, retention, personal, and financial assistance. The program, funded since 1981, has served over 3,100 students and is a vital resource for this unique population.

- **Program Significance:** C.A.M.P. at Fresno State operates under the HEP/CAMP programs authorized by the Higher Education Act and administered by the U.S. Department of Education's Office of Migrant Education. It fills a crucial gap in educational support for students from agricultural worker families.
- **Proven Success:** The program demonstrates its success through higher High School Equivalency Diploma/Credential (HSED) rates and superior retention rates among its first-year students compared to most Institutes of Higher Education. Stringent accountability measures ensure program effectiveness.
- **Distinctive Impact:** HEP/CAMP programs are the sole federal initiatives assisting this specific student demographic, ensuring they can attain HSEDs and pursue higher education. They do not duplicate other federal programs.
- **National Recognition:** Fresno State's C.A.M.P. has served as a model for other programs nationally, with over 100 HEP/CAMP programs in existence. It continues to provide best practices for others to learn from.
- **Recent Cohort Data:** The 2022-23 cohort consists of 51 students (14 Males/37 Females) who received stipends totaling \$42,000. Five students secured summer internships, including notable placements in DC, North Carolina, and Chicago.
- **Impact on Graduation:** While specific retention and graduation rates data are forthcoming, C.A.M.P. continues to be a driving force in enhancing graduation rates compared to Fresno State's general data.

In summary, Fresno State's C.A.M.P. program stands as a beacon of support, providing crucial resources and opportunities to students from migrant or seasonal farmworker families. Its proven success, distinctiveness, and national recognition underline its significance in fostering higher education access and attainment.

Lead Staff: **Ofelia Gamez**, CAMP Director

For more information visit:
studentaffairs.fresnostate.edu/camp/index.html



Educational Opportunity Program (EOP), Renaissance Scholar Program (RSP), Dream Success Center (DSC), Office of Black Student Success (OBSS), Summer Bridge (SB)

The Fresno State campus community is enriched by several dedicated programs aimed at supporting students' educational journeys and fostering success:

- I. EOP (Educational Opportunity Program): EOP focuses on providing access and support to first-generation and economically disadvantaged students, contributing to their academic achievement and potential.
- II. RSP (Renaissance Scholars Program): Serving students who have experienced foster care or unaccompanied youth, RSP creates a supportive environment for success from college entry to graduation.
- III. DSC (Dream Success Center): DSC empowers students through advocacy, holistic support, and outreach, ensuring a welcoming environment that fosters academic and personal growth.
- IV. OBSS (Office of Black Student Success): OBSS supports Black students' transition and integration into the university, facilitating their academic and personal success.
- V. SB (Summer Bridge): The Summer Bridge program aids first-time freshmen in transitioning to university life, offering orientation, math skill enhancement, and support systems.

Notable Data Highlights:

- EOP: A significant number of activities and interactions, such as orientation, peer mentor workshops, and academic advising sessions, contributed to academic success and engagement. EOP supported a diverse range of students, including those nominated for the Undergraduate Dean's Medal.
- RSP: Renaissance Scholars Program engaged students through activities, workshops, community service, and book funding, culminating in the program's expansion and support for internships.
- DSC: The Dream Success Center effectively supported students through its peer mentor program, tuition assistance, and legal consultations, ensuring a holistic environment for student success.
- OBSS: Office of Black Student Success promoted engagement and success through educational workshops, social engagements, and academic achievements, with a high percentage achieving a GPA of 2.0 or higher.
- SB: Virtual Summer Bridge supported a diverse group of students, including EOP freshmen, OBSS freshmen, EOP transfers, and OBSS transfers, enhancing their readiness for university life.

In summary, these programs exemplify Fresno State's commitment to fostering diverse student populations' success by providing tailored support, resources, and opportunities throughout their educational journeys.

Lead Staff: **Dr. Mui Vuong**, Director

Website Link: studentaffairs.fresnostate.edu/eop/index.html

Bulldog Connect (EAB)

Bulldog Connect, powered by EAB Navigate, is a Student Success Management system that streamlines student support services and fosters positive academic outcomes. The system's impact is demonstrated through key initiatives and utilization statistics:

- **Initiatives and Impact:** The Bulldog Connect leadership team is dedicated to improving student outcomes. Reintroducing progress reports for specific incoming freshmen English and Math courses has helped identify and support struggling students. Additionally, proactive outreach to stopped-out students using features like appointment campaigns, case management, and text messages has yielded meaningful results and celebrated small victories.
- **Early Intervention:** The system's ability to reach out directly to students and offer support in their educational journey has proven highly impactful. This targeted assistance enables students to receive the help they need early, contributing to their academic success and fostering a sense of support from Fresno State.
- **Utilization Statistics:**
 - Fall 2021: 33,699 appointments (distinct students: 16,654)
 - Spring 2022: 30,833 appointments (distinct students: 14,904)
 - Fall 2022: 31,183 appointments (distinct students: 14,894)
 - Spring 2023 (up to current date): 27,237 appointments (distinct students: 12,883)

Bulldog Connect's impact is evident through its support initiatives, direct outreach, and significant utilization by students seeking assistance from academic advising, career services, special programs, and tutoring appointments. The system stands as a powerful tool in enhancing student success and fostering a supportive educational environment at Fresno State.

Lead Staff: **Monica Solis**, Student Success Analyst

For more information visit: studentaffairs.fresnostate.edu/advising/bulldogconnect/index.html



University Advising Center (UAC)

The University Advising Center at Fresno State plays a crucial role in supporting students' academic journeys and the university's overall success:

- **Student Engagement and Support:** In the Academic Year 2022/2023, the center has engaged with 3,317 students through walk-ins, scheduled meetings, and appointment campaigns, representing a significant increase in in-person interactions. They provide support for undeclared students, those exploring majors, and students transitioning from pre-nursing or pre-health tracks. The center's efforts are aimed at helping students strategically choose their majors and stay on track to achieve their career goals.
- **Undeclared and Returning Students:** The center serves as a home for undeclared students and those returning to the university. It guides undeclared students in finding suitable majors, reassuring those transitioning from pre-nursing or pre-health tracks about alternative career paths, and supporting returning students who face challenges related to changed majors and application deadlines.
- **Campus-wide Initiatives:** The center's responsibilities extend to coordinating student communications, appeals, and updates concerning academic probation, disqualification, and appeals. This requires collaboration with various university departments and facilitating webinars and support for returning students' applications.
- **Advisor Support:** The University Advising Center acts as a resource for all campus advisors, facilitating training sessions, sharing crucial information through listservs and online courses, and hosting monthly advisor meetings. This collective effort ensures advisors are equipped to empower and support students effectively.
- **Campus Collaboration:** The center collaborates with various committees, search committees, and administrators, providing expertise on complicated student matters and initiatives such as Special Majors and equity-focused programs.
- **Impact on Student Success:** The center's interventions and support have helped retain students who might otherwise leave due to being undeclared or disqualified. They connect students with necessary resources and empower advisors to better assist students on their educational journeys.
- **Advising Flexibility:** The center's offering of both in-person and virtual advising options, with an emphasis on Zoom appointments, showcases a commitment to adapting to students' preferences and needs.

In summary, the University Advising Center at Fresno State serves as a comprehensive support hub, enhancing student success through strategic guidance, fostering campus-wide collaboration, and equipping advisors to effectively assist students in achieving their academic and career goals.

Lead Staff: **Kathy Dunbar**, Assistant Director

For more information visit: studentaffairs.fresnostate.edu/advising/

New Student and Family Programs

New Student and Family Programs at Fresno State is a comprehensive initiative encompassing New Student Orientation (Dog Days), Mentor U, Transfer Success Center, and Family Association. These programs collectively ease students' transition to campus life, promote a sense of belonging, and provide valuable support:

- Dog Days - New Student Orientation: Dog Days plays a crucial role in facilitating student success by providing incoming students with essential support during their transition to Fresno State. Through academic advising, class registration assistance, and on-campus community building, students are set on a trajectory toward success from the start.
- Transfer Success Center: This center is dedicated to supporting transfer students during their first year on campus. Through mentoring, programming, and virtual office hours, transfer students gain valuable resources to navigate their new environment, build networks, and find their place within the campus community.
- Family Association: Serving as a bridge between student supporters and the university, the Family Association disseminates information to parents and families, offering newsletters and participation in events such as Family Weekend. The virtual family class extends orientation for student supporters, covering critical topics and incentivizing participation.
- MentorU: MentorU focuses on first-year student success through peer mentoring. The mentorship program assists students in acclimating to campus life, engaging in academic and social activities, and fostering a sense of belonging.
- Impactful Participation:
 - Dog Days: Fall 2022 - 6,702 students, Spring 2023 - 872 students.
 - Transfer Success Center: Over 400 students engaged during National Transfer Student Week.
 - Family Association: Family Weekend hosted 64 families with 197 participants.
 - MentorU: Upper-class mentors guide first-year students through academic and professional pursuits.

The New Student and Family Programs provide comprehensive support, ranging from orientation to mentoring and family engagement, thereby enhancing student transition, fostering connections, and contributing to a vibrant campus community.

Lead Staff: **Ken Ternate**, Senior Coordinator

For more information visit:
studentaffairs.fresnostate.edu/nsfp/index.html



Outreach and Special Programs

Office of Outreach and Special Programs (OSP) - Building Paths to Higher Education:

The Office of Outreach and Special Programs (OSP) at Fresno State plays a pivotal role in increasing college-going rates and fostering higher education aspirations among K-8th grade students. Through a range of initiatives and specialized services, OSP aims to provide early outreach exposure and preparation for a successful journey into higher education:

- **Early Outreach and Exposure:** OSP's primary goal is to establish a pipeline for future college students. It achieves this by offering campus tours, both in-person and virtually, classroom presentations, participation in tabling events, and other programming that informs K-8th grade students about Fresno State admission requirements, majors, careers, and a-g coursework.
- **College Readiness and Preparation:** OSP supports students in becoming college-ready by hosting various events and conferences year-round. These initiatives provide opportunities for students and families to gain awareness, insights, and necessary information about college readiness requirements and preparation.
- **Special Initiatives:**
 - **Native American Initiative:** Tailored to the Native American community, this initiative provides specialized services and information to increase college preparation, enrollment, and graduation among Native American students.
 - **African-American Initiative:** This initiative is dedicated to supporting African-American students and their families through targeted services, fostering relationships, and promoting higher education opportunities.
- **Broad Community Engagement:** OSP extends its reach by engaging underserved communities, school districts, faith-based organizations, and special events. This active involvement strengthens relationships, provides vital information, and builds a solid foundation for higher education aspirations.
- **Impressive Impact:** Through its efforts, OSP has served over 40,000 students, providing them and their families with early exposure to campus visits, college readiness requirements, and a wide array of outreach events and programming throughout the year.

In summary, the Office of Student Outreach and Pipeline Programs exemplifies Fresno State's commitment to fostering educational aspirations from an early age. By providing essential information, specialized initiatives, and community engagement, OSP contributes significantly to building a diverse pipeline of future college students and empowering underserved communities to pursue higher education.

Lead Staff: **Martina Granados**, Director

For more information visit: studentaffairs.fresnostate.edu/outreach

Student Health and Counseling Center (Medical and Wellness Services)

The Student Health and Counseling Center at Fresno State is dedicated to supporting students' holistic well-being, recognizing that a solid foundation of health is essential for academic and personal success:

- Medical Services: Over 13,000 patients have benefited from comprehensive medical care, ensuring that students possess a strong health base to thrive academically and personally.
- Wellness Services: These services encompass a diverse array of programs designed to aid students in achieving academic success while promoting well-being. Covering a wide spectrum of well-being topics such as substance use, sexual health, mental health, nutrition, physical activity, and safety, these initiatives cultivate lifelong healthy behaviors and habits.
- Counseling Services: The center's Counseling and Psychological Services (CAPS) offers a supportive and safe space for students to express their thoughts, feelings, and concerns. CAPS provides vital mental health support for students facing various challenges and dealing with mental illness, ensuring their emotional well-being contributes to their academic and personal triumphs.
- Wellness Services Impact:
 - Events and Activities: 132 events/activities reached 14,417 students, equipping them with essential well-being knowledge.
 - Presentations: 65 presentations engaged 1,389 students, fostering awareness on diverse well-being topics.
 - Individual Nutrition Counseling: 205 sessions were conducted, guiding students toward healthier dietary choices.
 - Survivor Advocacy Services: 133 appointments provided essential support to individuals in need.
 - Sexual Health Kits: 421 kits distributed, promoting safe practices and sexual health education.
 - Wellness Challenge: 697 students participated in a 10-week wellness challenge, fostering positive habits.
 - Alcohol and Cannabis Education: Thousands of freshmen and transfer students completed courses to make informed choices.
 - Student Cupboard: 48,447 visits, serving 5,028 unique students, addressing food insecurity.
- Counseling Services Impact:
 - CAPS Visits: 7,524 visits were conducted, providing crucial mental health support.
 - Let's Talk Visits: 308 Let's Talk visits provided an accessible outlet for students' concerns.

By providing comprehensive medical care, educational programs, and mental health services, the Student Health and Counseling Center contributes significantly to students' well-being, enabling them to excel academically and personally.

Lead Staff: **Robert Mitchell**, Director of Medical Services;
Alicia Nelson, Director Wellness Services; Malia Sherman, CAPS Director

For more information visit: studentaffairs.fresnostate.edu/health/medical/monkeypox.html
studentaffairs.fresnostate.edu/health/wellness/index.html
<https://studentaffairs.fresnostate.edu/foodsecurity/student-cupboard.html>

Project HOPE/Case Management/Basic Needs

Fresno State's Case Management Department, known as Project HOPE, is dedicated to providing comprehensive support to students facing barriers that hinder their academic achievement and degree attainment. The core objective of case management is to aid students in identifying, accessing, and orchestrating essential services that cater to their individual circumstances, ultimately enhancing their academic journey.

- **Versatile Support:** Case Managers at Project HOPE offer diverse assistance, both clinical and non-clinical, to students grappling with various challenges. The team's approach is rooted in strength-based and trauma-informed practices, respecting each client's dignity and needs.
- **Confidential Mentorship:** Case Managers serve as trusted confidants and mentors, offering confidential support to students who may lack consistent guidance. Their role extends until students achieve self-sufficiency, stability, and mastery over the obstacles they face.
- **Holistic Impact:** Project HOPE's work goes beyond immediate support, striving to empower students across multiple dimensions:
 - **Academic and Career Pursuits:** Case Managers assist students in achieving degree completion, financial stability, employability, and improved mental health.
 - **Personal Growth:** The program fosters improved self-image, emotional well-being, and overall self-confidence.
- **Achievements:**
- **Student Visits:** Project HOPE has facilitated 816 student visits, indicating the demand and need for such comprehensive support.
- **Good Samaritan Grant:** Awarded \$184,449.50 to 191 students, demonstrating a commitment to alleviating financial barriers and enabling students to focus on their studies.
- **Basic Needs Grant:** Awarded \$109,623.41 to 113 students, further illustrating the program's dedication to addressing essential needs and promoting holistic well-being.

Project HOPE's case management embodies Fresno State's commitment to nurturing students' holistic success. By providing a safety net of support, the program empowers students to overcome challenges, achieve self-sufficiency, and thrive both academically and personally.

Lead Staff: **Diana Karageozian**, Clinical Case Manager

For more information visit:
[studentaffairs.fresnostate.edu/
health/counseling/project-hope.html](https://studentaffairs.fresnostate.edu/health/counseling/project-hope.html)



Bulldog Bound

Fresno State’s Bulldog Bound is a guaranteed admissions program designed to provide high school students from partnering school districts with a clear and assured path to college education at Fresno State:

- **Guaranteed Admissions:** High school students meeting California State University requirements are guaranteed a spot at Fresno State after graduation.
- **Early Preparation:** Fresno State supports students and families with admission preparation starting as early as ninth grade.
- **Broad Eligibility:** Students in grades 9 through 12 from partnering school districts can sign a guaranteed admission agreement.
- **Partnering School Districts:** Fresno, Madera, Kings, and Tulare counties host partnering school districts, including Fresno Unified, Visalia Unified, and more.
- **Comprehensive Support:**
 - Guaranteed admission ensures a tangible route to a college degree.
 - Students receive resources, services, and tools to meet admission requirements.
 - Various benefits, such as career exploration, dual enrollment opportunities, and assistance with application to Fresno State.

Bulldog Bound Offers:

- **Guaranteed Admissions:**
 - Starting as early as 9th grade.
 - Early admission for 11th graders.
 - On-the-spot admissions for 12th graders.
- **Campus Access and Resources:**
 - Fresno State ID, email, and library access.
 - Help with career and academic major exploration.
 - Assistance with application to Fresno State.
 - Early financial aid estimates and scholarship opportunities.
 - Summer student experience opportunities and campus life engagement.
 - Resources for parents and guardians.

Fresno State’s Bulldog Bound program endeavors to break down barriers to higher education, ensuring students from partnering school districts have a promising and well-supported journey towards achieving their college dreams.

FRESNO STATE >>>
BULLDOG BOUND

Advancement and Development

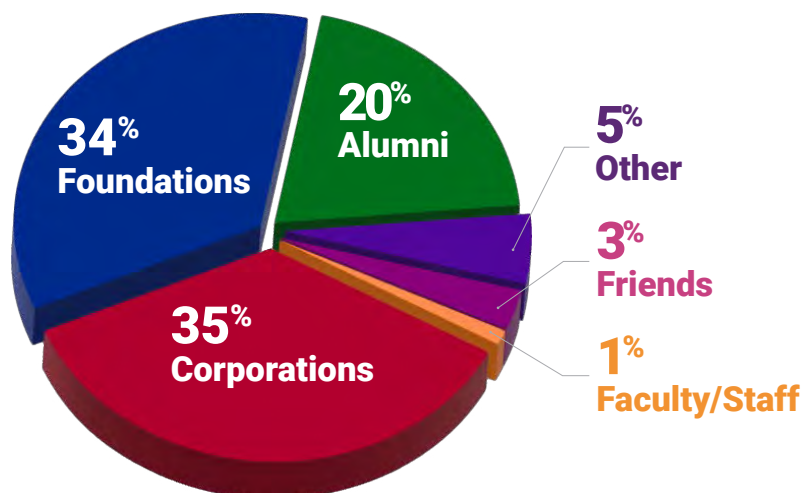
Development Report

- Gift Highlights
- \$100,000 from Chevron to support The Learning Center
- \$50,000 from California College Pathways Fund
- Over 150 gifts of clothing to the Clothing Closet to help students be career and interview ready
- Over \$110,000 to support the Food Security Program
- Over \$60,000 to support Renaissance Scholars
- Over \$25,000 to support The Good Samaritan Fund
- Over \$305,000 to support Student Scholarships
- \$10,000 to support New Student Orientation
- Other support initiatives include:
 - Bulldog Crisis and Relief Fund
 - Career Development Center
 - African-American Initiatives
 - Educational Opportunities Center (EOP)
 - Dream Success Center
 - Money Management Center
 - Veterans Resource Center
- For the 2022/2023 academic year, we awarded 107 different scholarships totalling \$1,465,187.00 in General Fresno State scholarships - a measure of prior years' fundraising efforts

Lead Staff: **David Hembree and Katie Bewarder**, Directors of Development

For More Information Visit: advancement.fresnostate.edu/index.html

Gifts by Donor Type:



STUDENT TESTIMONIALS

Advancement and Development

"I don't think you understand what kind of impact it has on me. Knowing Fresno State is really like your family, not just a school that I attend. I've never heard any of my friends overseas or here in the states that felt this type of way about their schools. Thank you again, your team inspires me to give back to our community."

– Fresno State Good Samaritan Fund Student

"The Good Samaritan Fund has been extremely helpful in my journey to finish my degree. It has not been easy in the last year as a single working mom of three and going to school full time to keep moving forward. There would be times I wanted to give up, but I am the role model my children need. With the support of Project Hope and the Good Samaritan Fund there has been alleviation both mentally and financially while helping me maintain my overall well being. Thank you Project Hope!"

Fresno State Good Samaritan Fund Student

"Supplemental Instruction has taught me how to effectively study and collaborate with my peers. I know I wouldn't have earned some of my grades without it!"

– Senior, Biology Major

"My academic coach was amazing and a huge part of my growth as a student at Fresno State. She has made me feel so welcomed and accepted. I was scared and nervous to be on probation but she made me take that fear and turn it into motivation to work hard."

– Sophomore, Liberal Studies Major

"I work full-time at Unite Us, a veteran-owned software company, as a staff accountant, and bake cakes for foster youth via Cakes4Kids. In my spare time I enjoy baking, playing guitar, and gardening. I am truly grateful for the scholarship support. This scholarship allows me to not rely as much on student loans for my studies and additional educational opportunities. Thank you for your support of Fresno State students."

– Luke Scholar
Major: Business Administration, Accountancy

"I am an active member of the Hmong American Ink and Stories organization (HAIS) and recently served on the editorial board for the Spring 2022 literary magazine. After receiving my undergraduate degree, I plan to join Fresno State's MFA Creative Writing program where I will hone my craft and delve into my Hmong origin to produce pieces that share the Hmong culture among a vast audience. Thank you for supporting Fresno State students and giving us the opportunity to focus on our academics."

– Phoua Lee
Major: English, Creative Writing

Student Testimonials | Services)



"I saw an email from [the Career Development Center] about the internship over winter break...I wanted to be a part of anything related to Valley Children's, because I used to volunteer there and really loved that experience. When I saw there was a possibility to work with them again, I jumped at the opportunity...I would prompt other students to apply for internships—I think it's a really good experience. Valley Children's is really well known in the Valley, so that's a really big step to take; but even if it's with a smaller company that is willing to give students some experience, it's 100 percent worth the experience and skills and growth you can get before you enter the workforce."

– Jennavieve Dechow, 2023 graduate



STAFF TESTIMONIALS



"Through [CAMP's summer programming], students [developed] English skills, [learned] about STEAM education and careers, [gained] exposure to the university environment, and/or [continued] year-round educational topics to increase subject retention."

– Martin Luna, project assistant,
College Assistance Migrant Program

"Orientation leaders are the first to meet incoming students on campus. My [student] co-coordinator and I ensure orientation leaders are prepared and ready to create a welcoming environment for students and families. It's a rewarding experience to see students and families interact, enjoy the campus community, and watch orientation leaders become confident, fierce leaders."

– Elizabeth Haro, student co-coordinator,
Office of New Student and Family Programs and
2023 graduate



Student Testimonials *(continued)*



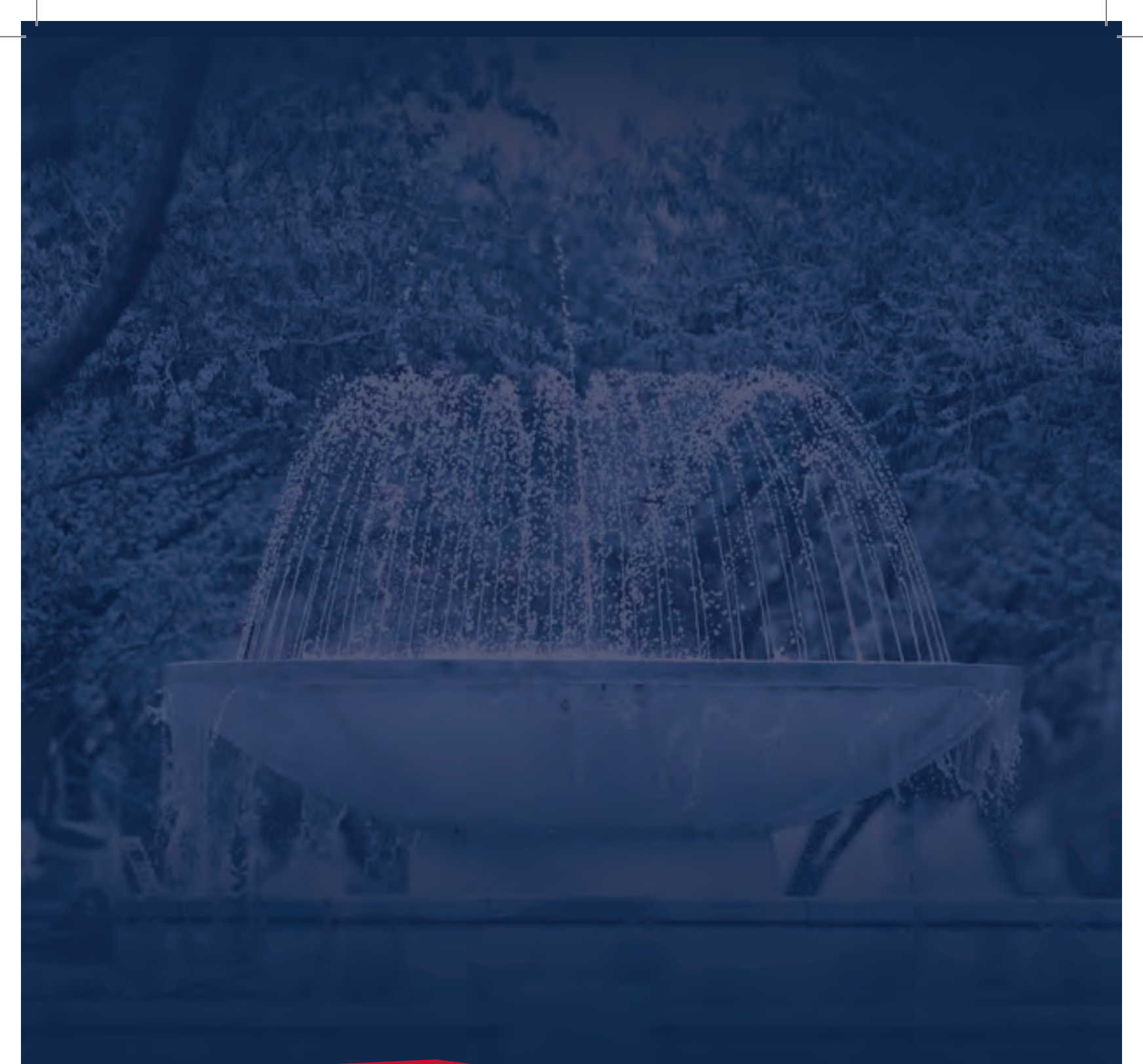
“This [congressional] internship seeks leaders, and Anna Bedolla-Gutierrez demonstrates that all around. Anna is a disciplined, honorable and curious student always willing to learn and help those around her. It has been an honor to see her growth...Like many first-generation students, Anna seemed nervous and shy to talk to others, but was thrilled to start college. She asked many questions and was always communicative of concerns she had regarding her transition to Fresno State. Slowly, we noticed her strong leadership skills and academic discipline. She earned a 4.0 GPA during her first semester, which spoke of her hard work, ability to adapt and dedication.”

– Jose Mundo, academic and career adviser,
College Assistance Migrant Program

“Learning Center programs are student-centered, quality-driven and data-informed. Our current efforts showcase the proactive role we aim to take in the student success story. Our goal now is to increase awareness and utilization of the Learning Center across all student groups, especially those that struggle the most with their navigation of the college experience.”

– Ruby Sangha-Rico, director, Learning Center





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Student Affairs and
Enrollment Management