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February 22, 2016

### Student Recreation Center 10th Anniversary

Celebration of the Student Recreation Center 10-year anniversary.

February 28, 2016

### Ready. Set. Lead!

Professional development for student assistants in the division.

March 2016

### Women's Herstory Month

Month of events promoting women's history and emphasizing the role of women.

March 1, 2016

### Recruit Up the 99

Career and Internship expo that brought 190 employers from the Valley's top eight industries and attracted more than 1,501 students and alumni.

March 3, 2016

### Student Success Summit

A day-long event that included speaker Beatriz Ceja, division director of the U.S. Department of Education's Hispanic-serving institution, and a panels that addressed high impact practices and student success initiatives at Fresno State.

March 10, 2016

### Anxiety Screening Event

Event for students to be educated on and obtain screenings for anxiety.

March 12, 2016

### Preview Day

Nearly 3,000 students and their guests attended to learn more about the campus and accept their admission to the University.

March 17, 2016

### Glow Fest Safe Alternative to Drinking Event

Safe celebration event to celebrate without alcohol.

April 4, 2016

### Clothing Closet Grand Opening

New initiative started by Career Development Center to help students with professional clothing for interviews, career fairs and first jobs.

April 4, 2016

### Dear World

Event that allows participants to share one meaningful message with family, friends and strangers by distinct message-on-skin portrait style photos.

April 12 & 27, 2016

### Bold New Union Campus Forum

Introductory campus forums on the Bold New Union feasibility report.

April 12, 2016

### Post Secret

Event where attendees may send their secrets anonymously.

April 15-17, 2016

### Vintage Days

Fresno State's largest student-planned celebration, which attracts more than 50,000 people from Fresno and the surrounding communities to campus for three days of entertainment.

April 21, 2016

### Journey To Success Conference

A one day conference targeting AAPI students and parents from the Central Valley.

May 12, 2016

### Bulldog Stadium Celebration

Safe Celebration event—325 graduates attended the Bulldog Stadium Graduation prior to commencement.

May 21, 2016

### Bulldog Grad Walk

Safe celebration event—40 graduates participated in the Bulldog Grad Walk prior to commencement.

May 21, 2016

### University Commencement

4,147 students completed their baccalaureate studies, 846 students earned master's degrees and education specialist degrees and 64 earned doctorate degrees.

June 24-26, 2016

### Gathering of Native Americans (GONA) Youth Peacekeepers Training

3-day conference that provided training to Native American youth on conflict management, leadership, and peacekeeping.









- Disbursed \$222,031,034 in financial aid for the 2015-16 Academic Year to 18,802 students for fall 2015 and 17,630 students for Spring 2016.
- Secured a College Futures Foundation Grant with includes a more comprehensive FUSD Data Sharing MOU.
- Launched a high school counselor admissions tableau dashboard with FUSD with a data sharing MOU. We have received data sharing requests for a similar dashboard from: Fowler, Sanger, Central, Tulare Joint Union, Madera, Cutler-Orosi Joint, and Hanford Joint United School District.
- Implemented a new recruitment communication software, Radius, which has allowed additional offices such as: Undergrad Recruitment, Admissions, International, Courtyard, Grad Net, Grad Studies, Veterans; to send communication to prospective students.

## **Student Affairs Administration**

- The BIT team was established in Fall 2015 to implement interventions that are in the best interest of the University and the individual student. This includes:
  - CARE – Campus Assessment Response & Education
  - SART – Sexual Assault Response Team
  - TARP – Threat Assessment and Risk Prediction
- Violence Prevention and Victim Assistance Program advocate started and program operational.
- Phase I of the remodel project to enhance the services in the Student Health Center was completed Fall 2015 and Phase 2 is scheduled for Fall 2016.
- Developed Bulldog Grad Walk and Stadium Celebration to curb drinking around University graduation.
- Project H.O.P.E. will launched Fall 2016 in order to provide wide-ranging support services utilizing on and off-campus resources, including United Way, to our students.
- The Division Assessment Committee implemented a plan in Spring 2016, which included a CAS Standards Self-Review, Student Outcomes Assessment Plan and an end-of-year Assessment/Annual Report.

- The Division Professional Development Committee designed and provided professional development activities to include motivational speaker Hal Urban (Oct.), a Division Conference (Jan.), and a multitude of webinars.
- The Division Student Assistant Support & Development Committee provided customer service training and workshops to our student assistants.
- Learning Outcomes, which will be used as a foundation for our division objectives, were established by the Assessment Committee.
- In Fall 2015, a full-time position was established as the Coordinator of Communications and Media, along with the creation of the division Marketing Committee.

### **Student Life**

- Completed phase I of Cross Cultural and Gender Center remodeling and program expansion.
- Completed and submitted Center for Leadership future vision document.
- Completed survey of off-campus students and began programming for Off-Campus Bulldogs.
- Instituted 24 hour study area at USU (24/5).
- Programmed successful New Student Convocation and After Party (Bulldog Bash).
- Received federal TRIO grant to provide services for Students with Disabilities to veterans.
- Implement Maxient system for tracing student conduct and crisis response cases.
- Student Conduct Office went paperless.
- Completed survey and follow up of needs of transgendered faculty, staff and students.

### **Student Success Services**

- Coordinated and spearheaded the implementation of a shared decentralized campus advising model.
- Launched the DOG DAYS pre-orientation program and piloted a two-day new student orientation experience for first-time freshmen –both receive positive reviews.
- Developed and deployed an automated system to defer the DOG Days: New Student Orientation fee.
- The 2009 EOP/Summer Bridge cohorts achieved a six-year graduation rate of 60 per cent, which surpassed the campus graduation rate of 58.4 per cent.

- Received three awards and one honorable mention from the International Center for Supplemental Instructions (SI) in the following award categories: Outstanding SI Program, Outstanding SI Mentor, Outstanding SI Leader and Honorable Mention for Outstanding Research and/or Publication.
- Established a Dream Success Center to provide personal and academic support to help Dreamers and other students succeed in college and realize their dream of a college degree.
- Launched the Clothing Closet- Approximately 345 student served to date.
- Initiated the “Recruit up the 99” Career Internship Fair - 1,501 students attended and increased employer participation in all job fairs by 44 percent and student attendance by 53 percent.
- Received two five-year TRIO Student Support Services grants from the U.S. Department of Education that totaled \$2.5 million dollars. Fresno State was the only CSU campus to receive funding for a Student Support Services Veteran Program.
- Student Support Services Veterans received up to \$12,540 from the Department of Veterans Affairs for work-study positions for Veteran students.
- Standardized a confidentiality agreement for campus student employees to ensure greater controls on sensitive and confidential data.
- Spearheaded a project to include student photographs in PeopleSoft, GradesFirst, Maxient and Blackboard.



# AWARDS, GRANTS AND DEVELOPMENT

## **Office of the Vice President for Student Affairs and Enrollment Management**

- Vice President for Student Affairs and Enrollment Management served as Chairmen of the NASPA Board– leading organization for student affairs profession.

## **Student Affairs Administration and Student Health and Wellness**

- Our division was selected for Most Promising Place to Work in Student Affairs Award from Center of Higher Education Enterprise (CHEE).
- The division fundraised:
  - \$130,381 for Food Security
  - \$199,000, in miscellaneous programs/funds
  - The March Match Up campaign benefitting Food Security raised \$107,000

## **Enrollment Management**

- Enrollment Management fundraised:
  - \$366,673 for various scholarships
  - \$465,017 for the Potter Family Endowed Scholarship Fund
- College Futures Grant awarded in the amount of \$95,156 for two years for a total of \$190,312
- Raised \$104,000 for the Dream Centers, new initiative serving Dream students
- Awarded Two grants for TRiO Educational Talent Search Program, \$1,632,000 and \$1,200,000 for five years (total of \$8,160,000 & \$6,000,000, respectively)
- Awarded one grant for the Educational Opportunity Center for \$338,441 for 5 years for a total of \$1,692,200
- Awarded \$25,000 for Financial Literacy

## **Student Success Services**

- The highly effective Supplemental Instruction (SI) received three awards in 2015-2016 and one honorable mention from the International Center for Supplemental Instructions in the following award categories:
  - Outstanding SI Program
  - Outstanding SI Mentor
  - Outstanding SI Leader



# Enrollment Management

Enrollment Management is committed to working collectively to facilitate the pathway to transform students' lives through access, service, and engagement for lifelong success. Operating under a student centered philosophy; Enrollment Management aims to attract, recruit, enroll, retain, and assist in the graduation of diverse student leaders. Our offices: Outreach and Special Programs, Undergraduate Student Recruitment, Admissions and Records, Financial Aid, and Scholarships; aim to provide outstanding quality service to our University and community.



Dr. Malisa Lee, Associate Vice President for Enrollment Management

For the 2015-2016 academic year, Enrollment Management's key accomplishments were:

- Record attendance at outreach conferences (i.e. Feria de Educacion had Approximately 7,000 participants)
- Data sharing agreements with surrounding school districts
- Successful launch of campuswide program impaction
- Implementation of Admissions tracking for undergraduate applications.
- Awarding of over \$220 million in financial aid
- Development of enhanced student support spaces such as the Student Services Center, Financial Aid renovations, and the Dream Outreach Center

Additionally, new initiatives were introduced such as:

- Moving the scholarship selection timeline up by two months to notify students earlier of their scholarship award
- Implementation of My Degree plan and degree roadmaps (Udirect project) to assist students with graduation planning

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## Admissions and Records

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The Office of Admissions and Records is dedicated to providing services to prospective, new, current and former students in the areas of admissions, registration, graduation, transcripts, records maintenance and veterans services by creating a positive environment that values diversity, multiculturalism and mutual respect. We are committed to assisting faculty and the college community to provide services and support in meeting the needs of our students to ensure a smooth transition in achieving their educational goals.

### *Major Milestones and Accomplishments*

- Implementation of:
  - Program impaction for 2016-17 admission application cycle
  - Auto Admit process to help accommodate the program impaction changes
  - Admissions Tracking for majority of undergraduate applicant populations.
    - Admissions Tracking is an electronic worksheet that allows staff to enter information they used to have to enter on a hard copy worksheet. This implementation has improved the transparency among staff when assisting students because all information needed is readily available to them. Each population has specific ‘action reasons’ that can be used by staff and each of the action reasons are tied to a specific email that can be sent to a student with a few clicks. The communication is ‘saved’ in Admission Tracking for future reference.
      - UDT highlights – automation of transfer GPA calculation, update capability for DARS GPA (admission audit finding), removal of certain service indicators, updating of certain checklist items.
      - FTF highlights – automation of high school GPA calculation and viewing of student groups
      - Returning DQ highlights – ease of email options to students
        - Various modifications to the Student Center with a focus on clearer instructions and information to students. This would not have been possible without the Admissions liaison in Technology Services.
        - Auto transfer credit posting process to help ensure transfer evaluations were completed for all incoming transfer students before they attended their mandatory Dog Days orientation session.
        - Radius (Customer Relationship Management) for majority of undergraduate communication and some graduate admissions communications.
        - SCCCD eTranscripts on 5/2/16 (tested April 2016) – one of our biggest feeder schools.
        - Accepting only electronic transcripts from COS – one of

## Admissions and Records

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- our biggest feeder schools.
- As of December 2015, all aspects of logging in transcripts (look up ID number, data entry/OCR, and imaging) are now completed in the Imaging Center and do not come out to the Admissions floor.
- 30,329 transcripts logged in as received in the Education Panel, data entered when needed, imaged (7/1/15-6/24/16).
- Successfully participated in all aspects of admissions audit conducted by the Chancellor's Office in summer 2015 and completed all required follow up items by February 2016 deadline.
- Reviewed and revised every single communication letter to help simplify our communication to students in a clear and concise manner.
- International Transfer Credit Advisor reviewed and processed transcripts for international students in time for registration (July 1, 2015 – May 2016).
- Created and maintained equivalencies for all CSU Fully Online courses, AB 386 and CourseMatch equaling roughly 3,000 courses, in Transfer Evaluation System (TES) for FA 2015, WI 2016, and SP 2016.
- Udirect project Kick Off, July 16, 2015
- Started a pilot with the Craig School of Business using the electronic memo processing tool (ARRC), July 22, 2015
- Degree Advising Office partnered with University Advising Center (UAC), New Counselor Training, Sept. 14, 2015
- As part of the u.direct project 140 flowcharts were created for each major on campus and created a marketing video
- Worked with our diploma vendor, Michael Sutter, to offer eDiplomas to students, 2016
- Collaborated with CGE on Provost Graduation Initiative, 2016
- Participated in Presidential Showcase to introduce the new My Degree Plan, May 2016
- Implemented a batch degree posting process, June 2016, batch post 50-100 degrees in a day
  - We awarded 194 degrees for summer 2015, 1,287 degrees for fall 2015.
  - We had 2,992 students apply for spring 2016 graduation as of May 2, 2016
- Implemented the ability to update Preferred Name in self-service – May 2016
- In collaboration with the Probation/Disqualification (PDQ) Committee, a revision was made to the Academic Standing policy and a modification was made to the end of term processing.
- Implemented outgoing e-transcripts as pdf transcripts
- July 2015 – A new position for the Assistant Registrar of Student Services was filled
- August / September 2015 - implemented CMS developed software for processing CSU Fully Online application, registration, grade, and transfer credit processing
- Fall 2015 – The Student Services Center (One Stop Shop) in the Joyal Administration building opened
- March 2016 – A process was developed to inactivate Student Groups which helps manage Priority Registration assignments appropriately

## Admissions and Records

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- April 2016 – Utilizing the existing Incomplete Contract, faculty can now assign final Incomplete grades online without having to use the Grade Correction Request form
- June 2016 - In preparation for fall 2016 and the changes to the drop policy in APM 231, changes have been made in the system to prevent students from dropping online after the third week of instruction
- All members of the Admissions and Records staff participated in the Seconds to Survive training. In addition, Amy Luna came to our office to assist in planning emergency evacuation procedures
- All historical paper grade rosters spanning 10 years, have all been imaged into OnBase – June 2016

### *Major Challenges*

- Implementation of program impact criteria and subsequent communication regarding the changes to the community, faculty, staff, students, etc.
- Technology Services resources were limited to support OnBase improvements
- Limited staff due to resignations and interim appointments
- Change in policy for graduate admissions has been a struggle with some departments
- Graduate Admissions continuously deals with inconsistent deadlines from programs
- Spring 2016 admission cycle – being open only for SB 1440 was laced with difficulties
- Understaffed in Academic Records and the Degree Advising Office- this is due in part to interim appointments, vacancies and medical leaves.
- With the creation of the new Student Services Center (One Stop Shop) combining two high volume customer service areas (Admissions and Records and Financial Aid) has been a challenge due to the space limitations. The space limitation along with strict ADA and fire marshal codes have made it difficult to manage two separate lines causing confusion to students during peak times.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	CSU Systemwide Admissions In Person Meeting	9/2/2015	60	Admissions Assistant Directors and Admissions liaison in Technology Services presented on Fresno State’s modified Auto Admit process
2	CSU Counselor Conference – Transfer	10/16/2015	150	Transfer admissions presentation to community college counselors
3	College Night	9/9/2015	100	Admissions presentation to prospective applicants and their parents
4	New Counselor/SSP Training	9/14/2015 & 5/19/2016	14	Collaboration with UAC; DPR training is provided to new academic counselors on campus
5	Bienvenida Information Fair	9/16/2015	25	LFSA hosted an Informational Fair- Degree Advising Office set up a table

## Admissions and Records

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6	LEAD Workshop; FERPA Training	10/28/2015 & 03/23/2016	25	FERPA Training for campus community
7	Graduation Application Open Lab	11/9/2015 & 11/12/2015	2	Degree Advising hosted an Open Lab to assist all UGRD students in the “early” online application filing period for spring 2016
8	LEAD Workshop: Decoding the DPR	10/29/2015 & 3/28/2016	14	Collaboration with UAC; DPR training is provided to new academic counselors on campus

### *Academic Collaboration*

- Consulted with interested departments for program impaction related questions and concerns
- Collaborated with Continuing and Global Education for Early Start program
- Collaborated with Undergraduate Student Recruitment Office (formerly Outreach) to provide Admissions presentations at Counselor Conferences in both the fall and spring semesters/
- Graduate Admissions collaborated with the Kremen School of Education and Human Development Grad and Teacher Fair
- Collaboration with UAC; DPR training is provided to new academic counselors on campus
- In collaboration with the IPASS initiative, the Registrar’s Office is part of the implementation and training to the campus community of u.achieve and u.direct which include the Degree Progress Report (DPR) and My Degree Plan.
- Members of Admissions and Records served on two Student Success Task Force committees which made recommendations to improve Class Availability and Remediation practices.
- Members of the Registrar’s Office served on the Campus Advising Network- Advising Matters Sub-Committees which discusses, plans and promotes events that assist in student success.

### *Student/Staff Awards or Accolades*

- Transfer Admissions Advisor, Pang Thao, earned her Master’s degree in Counseling and Student Services (December 2015)
- Early Start/Remediation Specialist, Ricardo Andrade, completed his Master’s degree in Counseling and Student Services (December 2015)
- Roseann Rodriguez earned her 15 year service award
- Mariana Yopez earned her 10 years of service award
- Tina Beddall earned her 30 years of service award

## Admissions and Records

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### *Feature Story*

What makes the lives of our students easy breezy? What can the University do to serve our students in a convenient and friendly setting?

In August 2015, the Student Services Center had its grand opening! The Student Services Center is where students can take care of their business related to Admissions and Records, Financial Aid, Cashiering Services, and Student Accounts in the north and south lobbies of the Joyal Administration building

One of the goals of combining these areas was to offer better services to the students in a one-stop shop concept. This concept is particularly practical to our students and staff since many of the processes and services are interrelated.



## Central Valley Cal-SOAP

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

### *Major Milestones and Accomplishments*

- Facilitated College Admissions workshops for seniors applying to Community Colleges, CSUs, and UCs.
- Cal-SOAP hosted 7 Cash for College workshops at all of our districts.
- Cal-SOAP also provided a variety of Career Technical Education workshops students that focused on career exploration in sectors such as agriculture, public services, apprenticeship programs, public services, Health Science & Medical Technology, and Building Trades and Construction.
- Outreached for the Middle Class Scholarship (MCS) to 48 High Schools and colleges in Clovis Unified, Fresno Unified, Central Unified, Fowler Unified,

### *Major Challenges*

- One of the major challenges Cal-SOAP has experienced is the transition of staff along with being short-staffed since March when our Director left.
- Another challenge has been learning the step by step protocol/procedures for Fresno State Foundation

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	College Night	9/9/15	256	Provided transportation and chaperones to take students from FHS, MHS, THS, and KHS to College Night at the Fresno Convention Center.
2	UC Merced Campus Visit	9/30/15	119	80 Students from Firebaugh High School, Mendota High, Tranquillity High, and Kerman High attended a campus visit and student panel at UC Merced.
3	CTE Night	10/14/15	120	Students were exposed to CTE information on the different CTE sectors, careers, programs, and schools available to them after high school.
4	College & Career Day	5/24/16	600	Cal-SOAP hosted its annual College & Career Day in which nearly 600 sophomores from Firebaugh, Mendota, Tranquillity, and Kerman High Schools attended this event. Over 40 organizations and professionals representing the different CTE sectors participated in this event.

## Central Valley Cal-SOAP

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### *Academic Collaboration*

- New Student Convocation 8/24/15 - Cal-SOAP staff volunteered at the event.
- Feria Educativa 10/24/15 - Cal-SOAP provided transportation to families and Cal-SOAP staff chaperoned and volunteered at Fresno State.
- Fresno Pacific Encounter 11/10/2015
- Preview Day – Cal-SOAP staff volunteered at Fresno State. March 12, 2016

### *Community Service*

- An average of 25 Cal-SOAP Staff volunteered at different outreach and weekend events for a total of 30 hours per student staff this year.
- Cal-SOAP and Middle Class Scholarship staff volunteered at the Univision Contigo It's FAFSA Time event at Fresno State, West Hills – North District Firebaugh, Reedley College, and College of the Sequoias on Feb. 13, 2016.

### *Feature Story*

This 15/16 academic year, I am most proud of our summer residential program and summer SoCal trip. Our Cal-SOAP students from Firebaugh High School, Mendota High School, and Tranquility High School worked really hard to during the SAT Prep Course and took advantage of the Cal-SOAP workshops and activities. All of our students were well-behaved and very thankful for this experience. Students also had the opportunity to visit 8 different colleges in Southern California from Los Angeles to San Diego. Based on our student Field-Trip Evaluation, 100% of students that participated agree or strongly agree they gained valuable information about college life and college admissions while 98% feel they are more knowledgeable about the colleges/universities they visited. Some of the most valuable things or moments of the trip that students shared were having the opportunity to interact with college students from the campuses visited and getting a more personal experience from them, being able to meet new people from different schools, narrowing down the colleges they want to apply to this year, and getting motivated and encouraged to work harder to get accepted to college and make their parents proud. Cal-SOAP will be following up with these students to ensure they retake the SAT and analyze whether the SAT prep course made a difference in their scores. We will also continue helping them with their College Application, Admissions process, and FAFSA/Dream Act application.

## Educational Opportunity Center

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Central California Educational Opportunity Center's mission is to provide information to residents of our valley to gain knowledge about postsecondary 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 participants 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. Central California Educational Opportunity Center's vision is a healthy regional economic landscape with greater opportunities for its residents by increasing the educational attainment levels of this area, especially the low-income and/or first generation students. Through our efforts, we strive to improve the resident's economic conditions and their family's future by promoting education, the great equalizer, as a pathway from poverty. We are dedicated to helping individuals with a desire to further their education gain knowledge about postsecondary educational programs and financial assistance to make their dreams of obtaining a college degree a reality.

### *Major Milestones and Accomplishments*

- Conducted outreach activities providing information on post-secondary options and financial aid opportunities to over 3,400 individuals within Fresno, Madera and Tulare Counties resulting in 1,310 individuals enrolled and given program assistance.
- Over 87 percent participants served were both low-income and first-generation students, with a large number not having permanent housing.
- We provided assistance to over 60 percent of participants who were college-ready to complete and submit a financial aid and/or college admission application.
- Assisted 222 or 30 percent of students who were college-ready to enroll into post-secondary educational programs.
- Five EOC participants were awarded \$500 scholarships from the Central California Women's Conference and AT&T to help with college expenses as they were older first-time women entering college.

### *Major Challenges*

- Inability to utilize the University Fee Wavier continues to hinder staff from furthering their education.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Veterans "Summer of Service" Summit	7/1/15	150	Veterans/Military Personnel Collaborative Outreach Event
2	"Females Achieving Change Together"	8/20/15	75	Collaborative Outreach Event
3	Central Valley Veterans Homeless Summit	8/21/15	200	Veteran Collaborative Event
4	Sanger High School "Career Night"	2/11/16	150	Collaborative Outreach Event

## Educational Opportunity Center

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### *Student/Staff Awards or Accolades*

- Staff - Viviana Huerta, program secretary completed her general education courses at Fresno City College and is transferring to the University this August.
- Student - Eric Garcia, received his BS in Business Administration last May and began the Master's Program in August.

### *Community Service*

- 7 volunteers – 100 hours; We did not fundraise.

### *Feature Story*

This past year EOC, Central California Women's Conference and one of its sponsors, AT&T collaborated and established a scholarship for five EOC participants. AT&T wanted to help older students who were enrolling into college for the first time or were returning after a long absence that were deserving of funds due to hardships and barriers in their lives. Five women were selected and they were hosted by CCWC to attend the conference, were recognized during the lunch and on the program provided to all attendees. A luncheon was held with their families, President Castro and his wife, Dr. Lamas and others from Student Affairs for the presenting of the scholarships, a \$500 check from AT&T. Also present were some of our collaborative partners to witness that together we can help people change their lives. This scholarship will continue for the current year.

## Educational Talent Search Program

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The education talent search program is an outreach program designed to provide services that will assist eligible participants complete their secondary education and prepare for college. The goal of the program is to identify, encourage and assist potentially able students as early as possible.

### *Major Milestones and Accomplishments*

- The Educational Talent Search Program submitted two grants for funding. Both were successful and received funding. The renewal grant will serve 680 students at six high schools in rural Fresno and Tulare counties, and was awarded 1,630,000. The new grant will serve 500 students at three schools in the City of Porterville, and were awarded 1,200,000.
- 179 students graduated from the six schools and 49 enrolled at Fresno State – 27.3 percent
- 78 students participated in a day college tour which included leadership, teambuilding, and mentoring activities.
- Meet all program objects well above target numbers and percentages.

### *Major Challenges*

- We need IT support to assist with the upkeep and maintenance of our database. Our FileMaker Pro database went “offline” in mid March, however it was not readily detected by IT until much later. We were notified in May, however by that time staff had entered a large amount of data that could not be recovered. To date, we continue to re-enter data.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Surviving Senior Year –Fall 12th Grade Workshops	10/1/15	174	Review of academic progress, rigorous curriculum, SAT/ACT score review, college entrance requirements, Financial Literacy, overview of program referrals, time management.
2	Making the Final Transition Spring 12th Grade Workshops	5/24/16	179	Wrapping up senior year, final grade review, review of transition from high school to college, credits vs. units, organizational strategies, program referrals, college terminology, housing, campus safety, and resources.
3	Paving the Way thru Jr Year Fall 11th Grade Workshops	12/2/15	115	ISEP Review, Rig Curriculum overview, monthly overview of the year, counselor referrals to ensure graduation track and or enroll in necessary make up courses to meet graduation and A-G requirements, SAT/ACT discussions. SAT v. ACT, College exploration based on GPA, SAT/ACT test taking tips.
4	The 101: Fin Aid, Scholarships & Major Exploration Spring 11 <sup>th</sup> Grade Workshop	3/2/16	165	Financial Aid 101 (what is fin aid?, where to apply?, what dates?), Types of Fin Aid disc. in depth, Fin Aid road map discussed, FSA ID creation assistance, FA terminology, Scholarship search and discussion, Resume assistance, Draft of resume began with student, Exploration of Careers and majors.

## Educational Talent Search Program

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### *Academic Collaboration*

- Even though we don't have "established" collaborations with academic departments, I highly desire to do so. We hire (one to two) graduate level students to assist our college counselors with services provided to the high schools.
- We collaborate extensively with fellow TRiO programs, EOP, CAMP, and many other programs on campus. Our goal is to connect ETS Alumni who attends here with support based programs who are very good at assisting student to become engaged and focused.

### *Student/Staff Awards or Accolades*

- Liliana A. Sanchez was elected to serve as President Elect of the Western Association of Educational Opportunity Personnel – Cen Cal Chapter. This is a regional professional organization for TRiO programs.
- Jenny Robledo the Chair for the Central Valley- California Student Opportunity & Access Program Consortium Board.
- Liliana A. Sanchez received the "Staff of The Year" award from the Western Association of Educational Opportunity Personnel – Cen Cal Chapter.
- Liliana A. Sanchez is Member of the Emerging Leaders Institute through the Western Association of Educational Opportunity Personnel Chapter.
- Jenny Robledo is member of the College Access Initiative/ United Way, Tulare County

### *Community Service*

- Feria de Educacion, October 24, 2015 – CSU Chancellor's initiative. One staff member was a committee chair and volunteered approximately 50 hours towards this event. Additionally two staff members volunteered approximately 15 hours.

Preview Day – Office of Undergraduate Student Recruitment - March 12, 2016. Three staff members volunteered 24 hours at this event.

CSU Mentor Workshops – Office of Undergraduate Student Recruitment

Tulare Western High – Oct. 2, 2015

Redwood High School – Oct. 14, 2015

Tulare Union High School – Oct. 28, 2015

Redwood High School – Oct. 28, 2015

CASH FOR COLLEGE – CAL SOAP

Mendota High School – Jan. 21, 2016

Firebaugh High School – Feb. 16, 2016

DOSAEM SAFARI EVENT – Sept. 10, 2016

## Educational Talent Search Program

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### *Feature Story*

#### **Fourth Annual Summer College Tour 2016**

A group of 77 motivated and engaged ETS students are selected to participate in a three-day college tour. The program serves 680 students on a yearly basis so it's challenging to engage with each and every student. However, organizing this event has proven to help program staff establish better relationships with students. While at Fresno State, students participated in a full day of events, ranging from admission presentation, tours, and experienced the Ropes Course first, conducted by the E.D.G.E instructors here on campus. Students learned to work together as a team, leadership, and learned to trust each other.



## Financial Aid Office

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The Financial Aid Office supports student success by providing a wide range of quality services and programs to assist students financially, thereby enabling them to pursue their personal, educational and career goals.

### *Major Milestones and Accomplishments*

- Student Success Center – opened financial aid windows in lobby to better assist students.
- Awarded \$211 million in financial aid to students in fall 15 and spring 16 – an increase from \$208 million
- Financial Literacy Project – used grant funds from Wells Fargo and Higher One to purchase Financial Aid TV for students to learn on demand via streaming videos, and hired a Grad student to access the needs of our students
- Received an approval for our Participation Agreement renewal with the California Student Aid Commission for Cal Grants, Middle Class Scholarships and other funding
- Utilized Social Media, Twitter and Facebook, to engage with students.
- Began a revamp of financial aid website to place information to targeted audiences
- Updated financial aid forms for easier usage by students and to streamline processing
- Began office re-model in July 2016, completed August 2016

### *Major Challenges*

- PeopleSoft system – several financial aid modules are hybrid and not the delivered product, which causes a large amount of manual processing.
  - Solution – additional staff have recently been hired in the financial aid office and in the campus IT office to provide system support.
- Phone system – is limited to small number of lines resulting in students on hold or not be able to get through.
  - Solution – the financial aid office is working with IT to better utilize the existing phone system. This will not solve all of the issues, due to limited staff able to answer calls at peak time. The financial aid office has become to streamline all processes and information to students with the goal of reducing phone calls.
- Outdated Policies and Procedures – some procedures are outdated and may not be currently in compliance. Some processes have no documentation.
  - Solution – the financial aid office undertook a paid peer review in May 2016 from the National Association of Financial Aid Administrators to identify compliance issues. The financial aid office is reviewing and updating their Policy and Procedures manual.

## Financial Aid Office

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### *Major Programs and Events*

Events	#	Attendees	Description
On Campus Events	15	2300	Basic financial aid information and how to apply.
High School Events	5	460	Basic financial aid information and how to apply.
Off Campus Events	1	50	Basic financial aid information and how to apply.

### *Feature Story*

Where in the world is the financial aid office! It's like finding Waldo!

There are now new financial aid windows located in the North Lobby of the Joyal Building with friendly staff ready to help each and every workday.

Waldo can now walk right up to the front of the Joyal building and the financial aid office is right there!

Many students have made comments to the staff at the windows that this location is much more easy and efficient. The need for counseling appointments has dropped and the lines appear to be less than the previous year during peak times.

## Scholarship Office

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The University Scholarship Office provides support for the university community by serving as the central administrative unit to coordinate and disseminate information associated with endowed scholarships at Fresno State. Specific program functions include being the first point of contact on issues related to the establishment of new scholarships, guidance on donor compliance, information on scholarship account activity, and the awarding of funds to prospective and enrolled students at Fresno State.

### *Major Milestones and Accomplishments*

- Awarded a record \$4,133,125 in institutional scholarships to 1863 students
- Scholarship dollars awarded over the last six years increased 25.6 percent (\$842K increase)
- Number of recipients awarded increased 25.5 percent over the last six years (379 additional students)
- Processed \$1,718,830 in privately funded scholarship awards for off-campus organizations
- Moved campus scholarship award timeline to coincide with the awarding of financial aid
  - President Castro convened a committee to assess Fresno State's effectiveness in administering, awarding, communicating, and reporting scholarship information to the campus community. A major recommendation from this committee was successfully implemented campus wide by moving up our 20-year-old scholarship timelines months earlier to synchronize our efforts with the awarding of financial aid.

### *Major Challenges*

- The reduction of scholarship staff has been a reoccurring concern that has been consistently reported on over the last six years as a major challenge. Even though this office has been down 1.5 positions, scholarship awards have increased 25.6 percent during this same time. The expectation that staff can sustain this growth, and take on additional responsibilities when merged with the financial aid office, will be a major challenge for this unit.

### *Major Programs and Events*

The University Scholarship Office provides on-going training and support for all the schools/colleges/departments on using Fresno State's online scholarship application/database program to review, rank, and recommend students for scholarships.

## Undergraduate Student Recruitment

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The Office of Undergraduate Student Recruitment supports the university's goals for undergraduate student enrollment by recruiting eligible and diverse students from our region and beyond through partnerships, innovative programs, high quality customer service and recruitment technology.

### *Major Milestones and Accomplishments*

- Successful inter-departmental implementation of Radius (new CRM): Undergraduate Student Recruitment, University Courtyard, Admissions, International Student Services, Grad Studies, Grad Net – Aug. 1, 2015.
- High School Ambassador Program generated about 20,000 touch points with high school students– Sept. 2015-May 2016.
- Hosted over 3,000 incoming students and parents at Preview Day – March 12, 2016
- Campus Tour Program hosted approximately 30,000 visitors – July 2015-June 2016
- Conducted 90 application workshops at service high schools and community colleges – Oct. 1-Nov. 30, 2015.
- Conducted 46 Early Start Program registration workshops at service high schools – May 2016.
- Hosted three counselor conferences on campus with a total of over 600 attendees – Oct. 16, 2015; Oct. 30, 2015 and April 4, 2016.
- Attended over 150 high school and community college recruitment events – Aug. 2015-May 2016.
- Made over 80 service visits to local community colleges – Aug. 2015-May 2016.
- Implemented a High School Counselor Dashboard to share admissions information with high school partners – April 2016.
- Implemented “One Call Now” automated call system and delivered over 19,000 calls to incoming students – April 2016-June 2016.
- All staff use Tableau to help making strategic recruitment decisions.

### *Major Challenges*

- Transition from one office to two separate offices.
- Not having direct access to the ambassador team during the spring 2016, a key program for recruitment, because it was moved to Outreach and Special Programs.
- Extended amount of time between submitting travel claim and reimbursement for staff especially given that some of my staff travel heavily.
- Campus facility availability for recruitment events or competing with non-campus organizations for dates.
- Save Mart Center availability for Preview Day. Currently, we are not confirmed until 45 days away from the event.
- Need improvement on academic departments supporting Preview Day.
- Allow our department to select professional development opportunities that pertain more to what we do.
- Limited on Spanish speaking presenters for certain events.
- Need better alignment and continuity between departments affecting students from the time a student is being recruited until the time they enroll.

## Undergraduate Student Recruitment

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- Not enough resources to produce creative recruitment messages and materials for prospective students.
- Not enough resources to offer more than three campus tours per day.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Recruitment Fairs	8/2015-6/2016	300000	Various recruitment events in and out-of-state
2	HACU	10/9/2016-10/12/2016	2000	Hispanic Recruitment Fair and professional development
3	High School Counselor Conference	10/30/15	225	Fall updates for high school counselors
4	Preview Day	03/12/16	3000	Preview Day is the single largest on-campus event for prospective applicants and their family.
5	Community College Counselor's Conference	10/21/16	150	Provide update and information in the area of enrollment, impaction, academic programs and student services to community college counselors from our service area.

### *Academic Collaboration*

- School Recruitment Model – Assigned staff to one or two academic colleges. Staff focus recruitment for their college and programs through various services such as appointments, campus tours, presentations, college fairs and events, following up with applicants until they enroll, coordinating/assist with on-campus events for their college or programs. Examples of events involving academic departments:
  - FUSD Teacher Academy Campus Tour
  - Washington Union HS Law and Legal Institute Criminology Tour
  - Clovis West HS Math Department Tour
  - Kings County Probation Criminology Tour
  - Parlier and Delano HS Criminology Tour
  - Liberal Studies Webinars
  - Le Grand HS Medical Academy Tour
  - Duncan Polytech Medical Academy Tour
  - Mt. Whitney HS Medical Academy Tour
  - Roosevelt HS Health Pathways Tour
  - Lyles College of Engineering Counselor Forum
  - University High School Career Exploration Day
  - Los Banos Engineering MESA Presentation
  - Lyles College of Engineering Open House

## Undergraduate Student Recruitment

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- Lyles College of Engineering Family Day
- Preview Day – Involves academic colleges and departments in showcasing their programs and facilities to over 3,000 incoming students and their families for fall 2016.
- Counselor Conferences – Involves some academic departments who provided highlights and updates about their programs to high school and community college counselors.

### *Student/Staff Awards or Accolades*

- Lynn Jaschke was nominated for outstanding advisor of the year award.
- Alan Suarez (lead tele counselor) was the Lyles College of Engineering undergraduate Dean's medalist.

### *Community Service*

- Undergraduate Student Recruitment staff contributed a total of 399 hours of volunteered time during which they represented Fresno State.
- Jesse Farias – 17 hours towards the following:
  - Latino/a Faculty Staff Assoc. events (8 Hours)
  - Served on board as Student Liaison. Attended general meetings, board meeting, networking socials, speaker events
  - Chicano/Latino Commencement 5/2016 (5 Hours)  
Assisted with commencement operations and logistics
  - Class Presentation CFS 134 3/28/2016 (1 Hour)
  - Guest speaker- presented on personal bio, cultural competency, and careers in education
  - Cesar Chavez Celebration- on campus 3/29/2016 (3 Hours)
  - Served on committee, provided assistance where needed and attended guest speaker evening events\
- Lian Vang – 3 hours towards the following:
  - Recruit up the 99 3/1/2016 (3 Hours)
  - Assisted with check in of employers for the career fair
- Kornya Lansana – 49 hours towards the following:
  - United Negro College Fund (UNCF) monthly (30 hours)
  - Volunteer with the UNCF to serve our African American students
  - Fresno State African American Recognition program April – May 21, 2016 (12 Hours)
  - Attended meetings, helped with set up and attended program  
San Joaquin Delta Sorority High School Recognition Program June 5, 2016 (5 Hours)
  - Help set up registration for students and attended program
  - Higher Ed. Consortium June 15, 2016 (2 Hours)
  - Presented on Recruitment
- Louise Pacheco – 10 hours towards the following:
  - Fresno City College Puente Program Mentor Fall/Spring (10 Hours)
  - Serve as a mentor for the FCC Puente Program. Met with student throughout year.
- Phong Yang – 320 hours towards the following:

## Undergraduate Student Recruitment

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- Asian American and Pacific Islander (AAPI) Ambassador Program (15 hours). Collaborated with other faculty and staff in organizing, coordinating and training of the AAPI Ambassador Program.
- Hmong story 40 Community Project Jan.-Dec. 2015 (300 Hours)
- Led a team preparing this community exhibit that launched on December 12, 2016. Fresno State was the presenting sponsor. Represented Fresno State at meetings, fund raising functions and exhibit. Coordinated partial exhibit at the Madden Library in fall 2016.
- Hmong Language Program Scholarship Jan. 2016-Present (5 Hours)
- Helped start a scholarship for the Hmong Language Minor in collaboration with Microsoft Research. Work with Linguistics Department, Arts and Humanities development officer and faculty to help raise funds from community.
- African American High School Recognition Program August-June 2016 15 Assisted organizers with the design of postcard, website, designed and handled registration and attended event to represent Fresno State.

### *Feature Story*

Preview Day is the single largest on-campus event for prospective applicants and their family. Historically, about 90 percent of students who attend Preview Day enroll for the following fall. Preview Day showcases our campus facilities, academic and support programs and student life through workshops, tours and a resource fair. On March 12, 2016, around 3,000 students and family members from over 180 cities set foot inside the Save Mart Center for the Preview Day opening with performances from the Fresno State Hmong Student Association, Los Danzantes de Aztlán and a warm welcome from President Joseph I. Castro. Preview Day illustrates the collaboration between Student Affairs and Academic Affairs. About 200 student staff, faculty, staff and volunteers came together to provide guests with the ultimate Fresno State experience. More than 50 workshops, academic programs and activities were available for the guests. The resource fair featured about 100 student organizations and campus programs, and several hundred guests even got a chance to participate in the public birthday celebration of Victor E III.



## Undergraduate Student Recruitment

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## TRIO Upward Bound Programs

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Upward Bound provides 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*

- Within the division, we successfully completed our 4th year of our grant. Our previous director, Martina Granados was promoted to the Director of Outreach and Special Programs on campus. Our former, Academic Specialist Bernardo Reynoso, also stepped in as the new Director of the TRIO Upward Bound programs after her departure.
- May 2016 - Of our 36 graduating Alumni, 19 enrolled at Fresno State, well over half of our graduating seniors.
- At least 31 alumni successfully graduated with their Bachelor's and Master's, and accredited our program as part of their success on Facebook.
- June 2016 - Of our alumni attending Fresno State, any students taking an Early Start course successfully passed the course during the summer.
- 78 students resided in the residence halls bringing in close to \$100,000 towards summer programming income to the dining hall and resident halls. Those students took courses towards preparation for the ELM and EPT exam given to them during their senior year. Twenty eight - of the students were awarded internships throughout the campus and nearby locations.

### *Major Challenges*

- Space was taken away from our office, our professional staff are working from old versions of cubicles and desks. Lots of work being done towards fixing the vents and upkeep of our older office, but nothing towards the interior of the building.
- Right now with us in our final year of our grant cycle and being a new director, there's an uncertainty of making sure we do an adequate job writing our grant and attending grant writing workshops would be ideal for myself and campus entities assisting with the writing of the grant next year.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	October College Conference	10/17/2015	100	Students received workshops on Trio Advocacy, Personal Statement Writing, SAT and Test Taking Strategies by Tony Losongo from the Learning Center and Mapping A-G's.
2	November College Conference	11/21/2015	110	Students received workshops on Note Taking by UB Alumni's, Job Skills by the Career Center, Reading Strategies, and College Applications.
3	December College Conference	12/19/2015	110	Students received workshops on Community Involvement by Jessica Medina Student

## TRIO Upward Bound Programs

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				Cupboard, USDA Forest Service, Conservation Corps, Team Building and Career Assessments.
4	January College Conference	1/30/2016	85	Students attended the Chicano Youth Conference on Campus and received workshops on business careers, college preparation, fresno state support programs, media usae, engineering careers, agriculture careers, financial aid, scholarships, medical careers, youth organizations, community involvement, etc while hearing from multiple career speakers, college advocates and Fresno State community.
5	February College Conference	2/27/2016	140	Students received workshops on Graphic Design and Careers, Public Speaking Skills, Time Management by Support Net, Money Matters & Financial Aid presentations, and future goals. Parents also attended this conference to learn about Financial Aid and Scholarship opportunities.
6	April College Conference	4/16/2016	90	Students attended workshops on Community Service, Reading Strategies, Study Abroad from Fresno State, Networking and Job Skills, and attended Vintage Days.
7	May College Conference	5/14/2016	160	Parents and students attended this event towards honoring the senior graduates and their accomplishments. Students also were awarded scholarships and heard from keynote speakers towards furthering their education. Dr. Lamas, was a special guest at our event.
8	Summer Residential Component	6/12/2016-7/23/2016	78	Students reside in the residence halls for 6 weeks to complete coursework in Early Start (Math & English) preparation. Students take additional courses in foreign language (ASL), careers, community involvement, college readiness, SAT preparation, college writing, leadership, study skills, etc throughout the six week program. Some of the students were given the opportunity to participate in a 40-hour internship course.

## TRIO Upward Bound Programs

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### *Academic Collaboration*

- This summer we provided high school students courses in both Math and English in conjunction with the Entry Level Mathematics placement exam and English Placement Test given to incoming freshman towards having our students ready. We worked with Admissions and Records towards getting PeopleSoft ID's for our students and Blackboard usage for our students this summer.
- We worked with instructors who also teach Early Start towards developing our Summer Curriculum.
- During the Academic Year, we had multiple presentations from the Learning Center, Support Net, CAMP, Admissions, Community Involvement, Financial Aid, TRIO SSS, Fresno State Outreach, amongst others

### *Student/Staff Awards or Accolades*

- Walter Ramirez, Academic Specialist chaired and coordinated the Chicano Youth Conference on campus, which brought over 800 students from middle schools to post-secondary schools to our institution. It was highly praised and brought more students than any other conference of that type this year.
- Walter Ramirez, Academic Specialist was involved with Latino Faculty Staff Association, holding key positions such as Student Involvement Coordinator and Student Activities Coordinator.
- Martina Granados, former Director sat on various committees, most notably the Professional Development Committee, LFSA, and countless others during her final year as director.
- Bernardo Reynoso, Director served on the committee for the New Student Convocation 2016/2017. He also continued to serve on the Feria de Educacion Committee.

### *Community Service*

- Staff volunteered at Outreach events, staff also volunteered at College Making it Happen nights (total 8 hrs.) across the Central Valley, assisting with FAFSA nights at our target schools and on campus volunteered at the CSU Counselors Conference (altogether total 12 hours amongst 3 staff), Preview Day (altogether total 21 hours amongst 3 staff), Cesar Chavez Celebration (4 hours), Dreamer's Conference (altogether total 12 hours amongst 3 staff), Journey to Success Conference (altogether total eight hours amongst 2 staff), African American Recruitment Conference (altogether total 12 hours amongst 3 staff) and Feria de Educacion (altogether total 21 hours among three staff).

### *Feature Story*

This past summer our Fresno State Upward Bound program placed 28 high school students at various locations throughout our Central Valley doing internships. Of the 28 spots, 20 of them took place at Fresno State in eight different departments including the Early Education Center, Career Services, Henry Madden Library, University Courtyard, CAMP, and Learning Center. After completion of 40 hours students receive a \$300 stipend and experience of having been mentored by professionals in a professional atmosphere, being a first exposure for many of them. "I'm so happy to refer this to as my

## TRIO Upward Bound Programs

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first job, as not only did I get the opportunity to attend the summer residential program here on campus, I also got to work in an office here,” said Uriel Moreno incoming senior at Roosevelt High about his experience this summer.

**Photo included: Our students interview day prior to obtaining internships.**



## Veteran and Military Programs and Services

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The Veterans Services Office facilitates the transition of veterans from military to University life, support their ongoing academic success and assist veterans, guardsmen, reservists, spouses and dependents in receiving their military benefits.

### *Major Milestones and Accomplishments*

- The Registrar and Veterans Services Office worked with Tom Gaffrey to have Veterans Banners displayed on light poles throughout the campus all year round and special memorial tribute banners on the Maple Mall in honor of Veterans Day during the month of November.
- The Veterans Council has been revived by Dr. Scott Moore. The Council meets once a month to address veterans' needs and issues.

### *Major Challenges*

- The Veterans Services Office in Admissions and Records needs more space to adequately serve our veterans students. Currently sharing the space with Graduate Admissions is difficult, especially during peak times of the year.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	CSU Counselor's Conference	09/28/15	100	A presentation was made regarding Veterans educational benefits to high school and community college counselors (no students)
2	Fresno State Community College Counselor's Conference	10/16/2015	80	A presentation was made regarding Veterans Educational benefits to Community College Counselors (no students attended)
3	Veterans Day Celebration	11/04/2015	100	A Veterans Day tribute to our past and present veterans students who have served our country

### *Academic Collaboration*

- Veterans Educational Program through Continuing and Global Education

### *Student/Staff Awards or Accolades*

- Student Veterans Organization (SVO) was awarded both 1st and 3rd place for their booth at Vintage Days

## Veteran and Military Programs and Services

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### *Community Service*

- Toys for Tots Drive - seven students volunteered 20 hours each
- Blue Star Moms - six students each volunteered 12 hours
- Jingle Bell Run - one staff member and 1 student volunteered seven hours each
- Honor a Hero Stand Down - one staff member volunteered 16 hours in two-day period
- Women Veterans Stand Up - one staff member volunteered 24 hours in two-day period

### *Feature Story*

The campus Veterans Day Celebration ceremony brings out many emotions. The sense of pride you feel for our country and for the men and women who have served to protect our freedom. The sadness you feel for those who lost their lives fighting for our country and taking this day to honor their memory. Feeling thankful to those who are willing to put their lives in the line of duty and in harm's way. Feeling patriotic that we live in the greatest country in the world.



# Student Affairs Administration

Student Affairs Administration encompasses a broad scope of services, with a focus on advancing the division's mission through effective, efficient and strategic support of the Vice President's priorities and vision for the division, commitment to excellence, teamwork and exemplary service. Programs and services include the Student Health and Counseling Center, Food Security Program, marketing and communications, and the Division budget. In addition, we lead the efforts of professional development and assessment for the Division.



Dr. Janell Morillo, Assistant Vice President for Student Affairs Administration

Some accomplishments for 2015-16 include the following:

- The Fresno State Student Cupboard is a free food and hygiene pantry for current Fresno State students. It has had over 45,000 visits; 5,575 unique/unduplicated visitors since its inception in November 2014.
- Safe Celebrating traditions were instituted for 2016 graduation with 325 graduates who attended the Bulldog Stadium Graduation, and 40 graduates who participated in the Bulldog Grad Walk. We also had 600 graduates take the Safe Celebrating Pledge.
- The Peer Ambassadors of Wellness (P.A.W.s) promoted positive health and wellbeing to 2,990 students.
- The Student Health and Counseling Center had over 29,000 student visits for medical and counseling services.

## Assessment

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The DOSAEM Assessment Committee is responsible for establishing guidelines, program review and guidance for assessment activities throughout the division. The committee was responsible for measuring the success of the strategic plan initiatives by evaluating program effectiveness and outcomes in order to improve services, innovative approaches, and improved practice in assessment.

### *Major Milestones and Accomplishments*

- DOSAEM Assessment Plan / Schedule for the Fiscal Year
- New DOSAEM Student Learning Outcomes Developed
- EBI / Skyfactor Assessments completed
- Division-Wide Qualtrics Survey of the CAS overview questions.
- OIE TABLEAU dashboards of Assessment Data
- Assigned Committee Liaisons to each DOSAEM Program
- Implemented Qualtrics Process for SOAP annual reports / Learning Outcomes

### *Major Challenges*

- Development of a streamlined and effective process to collect and share information on DOSAEM assessment activities. We utilized a Qualtrics Survey process to simplify the annual report and assessment outcomes reporting, but this new process presented technical challenges and did not fully meet our needs. Going forward, we hope to explore and implement a user-friendly system for posting, sharing, and reporting on assessment activities.
- High turnover in committee membership.
- Developing a unified DOSAEM assessment methodology capable of spanning all departments and programs in the division (CAS versus Accreditation versus Mandated Reporting).

### *Major Programs and Events*

- Division of Student Affairs and Enrollment Management retreat on assessment, January 2016.

## Food Security Project

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The Fresno State Food Security Project is a multi-initiative program to support students who may be experiencing food insecurity or other challenges that might inhibit their academic success at Fresno State. The initiatives were created to reach out to students in varying levels of food insecurity, as well as provide students with resources available to them both on and off campus.

### *Major Milestones and Accomplishments*

- More than 275,000 lbs of food distributed through the Student Cupboard.
- A total of 5,141 students visited the Student Cupboard at least one time during the 2015-16 academic year.
- Received a total of 16 Good Samaritan Fund applications and provided students with approximately \$11,000 in funds to help them continue their success at Fresno State.
- October 2015: Jessica Medina hired as full time Coordinator for the Food Security Project.
- Jan. 22-23: Attended the CHEFS (California Higher Education Food Summit) to represent the Fresno State Food Security Project at UC Irvine.
- Participated in the Food Access Working Group throughout the semester to collaborate with community partners in helping to bring food security to our students and valley residents.
- The March Match Up campaign raised just over \$107,000 to support the Student Cupboard into the 2016-17 fiscal year.
- CSU Chancellor White visited the Student Cupboard twice learning about the initiatives that we offer and resources we provide for our students.
- April 27-29: Attended the #RealCollege Conference in Milwaukee, Wisconsin to represent the Fresno State Food Security Project.
- USDA Grant approved as a subcontractor through CSU Chico for CalFresh Outreach to students. Grant will officially begin on Oct. 1, 2016, with planning the first semester and launch in the spring 2017.
- June 20-21: Participated in the planning of the first CSU Food and Housing Security Conference planning committee. In addition, Fresno State presented two workshops highlighting the Food Security Project at Fresno State as well as our sustainability efforts for the program.

### *Major Challenges*

- The Student Cupboard experienced tremendous growth in the number of students served which required a larger space. In August 2015 the Student Cupboard moved from its previous location in the Post Harvest Building to a new location on campus in Industrial Technology, room 144. In the new location, the Student Cupboard was able to quadruple the number of students served in the first month.
- With the additional growth in the new space and an outpouring of donations, storage space became a challenge. We were able to secure a cargo train unit that was parked outside our back doors to accommodate our growth.

## Food Security Project

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### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Parent & Family Reception	8/21/15	Approx. 150	Tabling event about Food Security Project
2	Community Service Fair	9/2/15	Approx. 800	Tabling event
3	SAFARI	9/10/15	Approx. 1,200	Tabling event
4	Budgeting Workshop	9/15/15	12	Budgeting techniques workshop
5	Bienvenidas	9/16/15	Approx. 400	Tabling event
6	Tunnel of Oppression	9/30/15	Approx. 175	Interactive evening where participants listen to food insecure stories and hear about the Food Security Project
7	National Student Day	10/8/15	Approx. 200	Tabling event
8	Budgeting Workshop	10/13/15	8	Budgeting techniques workshop
9	Parking Lot Distribution	10/16/15	165	Open Hands Food Pantry semi-truck distribution
10	What is Food Security Presentation	10/19/15	13	Presentation to students on the Food Security Project initiatives
11	WASC Poster Session	10/20/15	Approx. 150	Tabling event
12	Presidents Circle of Excellence	10/22/15	Approx. 150	Tabling event
13	Wellness Fair	11/18/15	Approx. 500-750	Tabling event
14	National Hunger and Homelessness Awareness Week Movie Showing	11/18/15	8	Management 133S group project to show a movie about food insecurity
15	Caroling for Cans	12/10/15	Approx. 25	Volunteers collecting food and hygiene donations from departments on campus
16	Helping Hams Distribution	12/18/15	44	Distribution of hams from Helping Hams campaign
17	I <3 Me Event	2/10/16	Approx. 500-750	Tabling event
18	Science & Mathematics Resource Fair	2/25/16	Approx. 200	Tabling event
19	Preview Day	3/12/16	Approx. 400	Tabling event
20	March Match Up Reveal	4/7/16	Approx.	Reveal of March Match Up campaign results with campus, community and donors

## Food Security Project

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21	Clovis Rotary Hamburger Distribution	4/22/16	300	Clovis Rotary donated funding to distribute hamburger to 300 students
22	CSU Food and Housing Security Conference	6/20, 6/21	187	Participated on the conference planning committee, as well as presented 2 workshops for the conference at the Chancellor's Office

### *Academic Collaboration*

- During the fall and spring semester, the Food Security Project helped advertise 20 Health and Counseling Center workshops in addition to the Fresh Fruit Break giveaways that took place weekly each semester.
- During the fall and spring semester, the Food Security Project partnered with 5 different classes to complete projects for the Food Security Project or Student Cupboard.
- In the fall and spring semester, the Coordinator gave 16 classroom presentations sharing information about the Food Security Project.

### *Student/Staff Awards or Accolades*

- Brenda Hartman, student assistant, nominated for Outstanding Student Leader.
- Jessica Medina, Coordinator, served as chair of the first CSU Food and Housing Security Conference at the CSU Chancellor's Office.

### *Community Service*

- More than 35 students and 12 community volunteers served a total of 1,142 volunteer hours at the Student Cupboard.
- March Match Up raised more than \$107,000 for the Student Cupboard
- More than 46,000 lbs. of food and hygiene items were donated to the Student Cupboard for distribution.

### *Feature Story*

More than 100 donors contributed to giving the gift of food security for our Fresno State students through the March Match Up campaign. The campaign, which raised just over \$107,000 began when Morse Wittwer Sampson, LLP offering to match up to \$50,000 in gifts given to Fresno State's Student Cupboard through March 31. Fresno State's first lady Mary Castro helped spearhead the campaign that collected donations from dozens of community members. The funding received will be used to purchase food and hygiene items for the Student Cupboard in 2016-17.



## Professional Development

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The Professional Development Committee in the Division of Student Affairs and Enrollment Management is dedicated to the positive development and creation of intellectual, professional, social and cultural growth. Membership consists of representatives from various units across the division, taking an active role in creating and sustaining the professional growth through comprehensive programs and events that will provide skill development and team building to increase effectiveness of faculty/staff/management in departments or programs. Throughout the year, there were a series of professional development events and activities that directly supported the strategic goals of the division.

### *Major Milestones and Accomplishments*

- Concerted effort to identify professional development activities that were directly related to the services and interests of our division.
- DOSAEM 2016 Conference featured Dr. Frank Sanchez from City University of New York.
- Collaborated with University LEAD Program to implement enrollment system for webinars and speaker forums.
- Hal Urban Presentation on his highly acclaimed books the *20 Gifts of Life and Life's Greatest Lessons*.
- Developed student learning outcomes.

### *Major Challenges*

- Active participation with webinars.
- Coordinating end of the year celebration to include 10 month employees.
- Determining affective marketing strategies.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	FERPA Workshop	10/28/2015	30	This workshop provide an overview of FERPA and the importance of protecting the privacy of a student's education records.
2	Presentation: Hal Urban	10/12/2015	62	Dr. Hal Urban is a dynamic and inspirational speaker who shares his wealth of knowledge about the relationship between good character and the quality of life.
3	DOSAEM Conference	1/12/2016	206	Access, Opportunity, and Success with keynote speaker Dr. Frank Sanchez.
4	Temas Training and Consulting Webinar: Serving Undocumented Students Webinar	4/13/2016	29	This one-hour webinar focused on what the legal aspects of admitting and supporting undocumented students are.

## Professional Development

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5	DOSAEM Spring Fling	6/3/2016	120	End of the academic year lunch celebration.
6	Combining People and Technology to Impact Student Outcomes	6/23/2016	14	During this web-conference, attendees learned how California State University-Fullerton partnered with EAB's Student Success Collaborative to increase graduation rates by 11 percent in 3 years and narrow the graduation gap for underrepresented minority students by 4 percent.
7	Various webinars	2015-16	353	52 webinars over the 2015-16 academic year.

## Student Health and Counseling Center - Victim Advocate

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Fresno State is committed to creating and maintaining a safe learning, living, and working environment where sexual violence, relationship violence, stalking and harassment are impermissible, and healthy, respectful behavior represents the campus norm.

### *Major Milestones and Accomplishments*

- Created victim/survivor support services website (August 2015)
- Created response protocols for victim advocate and Fresno State employees (August 2015)
- Conducted Dog Days Training for all incoming and transfer students on victim advocacy/Title IX related matters (Jun-Aug 2015) and (Dec 2015-Jan 2016)
- Created materials to assist students impacted by violence (Aug 2015-Present)
- Created a Handbook for Survivors of Violence (April 2015)
- Created a Support group for Survivors of Violence with our community Partner RCS (June 2016)
- Provided direct advocacy services to student and employees impacted by violence (Aug 2015-Present)

### *Major Challenges*

- Lack of clarity between roles of advocate and that of Title IX Coordinator
- Challenges between role as advocate and that of a program coordinator
- Challenges related to budget status
- Challenges planning programs/meetings with lack of structured scheduled (cannot anticipate when someone will need/request advocacy services or how long that interaction will take)

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Sexual Assault Awareness Month	04/2016	100	Students participated in "sharing stories of the impact violence has had on them," clothesline event, Sole survivor tabling and information event.
2	Dog Days	Summer 2015 & 2016	5,642 & 5,805	Presented on Title IX and Sexual Assault topics during freshman and transfer New Student Orientation.

### *Academic Collaboration*

- Informal collaborations through guest-lectures to a number of classes for professors in public health, women's studies and victimology
- Collaborated with Women's Studies Department to have interns assist in providing direct service to students
- Collaborating with Victimology Department for Crime Victims' Rights Week

### *Feature Story*

Over 90 percent of the students assisted have remained in school.

## Student Health and Counseling Center

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Our Mission is 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*

- Counseling and Psychological Services
  - Reduced wait times for counseling – crisis visits were seen within one hour during business hours and new patients were seen within one week
  - Increased the number of students served by using group therapy.
- Health Services
  - Over 22,000 primary care and nursing visits
  - Sports Medicine Clinic expanded services to all students spring 2016, increasing the numbers of students seen per session by 22 percent.
  - Completed construction of new pharmacy October 2015 and the new retail space within the pharmacy has increased sales of over-the-counter products by 25 percent.
  - Launched two new social media platforms from 2014-2016 (Twitter and Instagram) and increased followership on each platform by: Facebook – 64 percent, Twitter – 585 percent, Instagram – 674 percent.
  - Student Health and Advisory Committee engaged in more than 100+ hours of outreach and promotion for the Student Health and Counseling Center and recruited approximately 45 Fresno State students to provide feedback and serve in an advisory capacity to SHCC administration
- Health Promotion and Wellness Services
  - A total of 14,633 students, staff and faculty (predominately students) were reached during the 2015-2016 academic year.
  - Students with the Health Promotion and Wellness Services Department volunteered a total of 3,280 hours to help build a healthier Fresno State!
  - 2,990 students received 50-minute presentations on health promotion-related topics through the Health PAWS Presents... program.
  - According to the 2016 NCHA survey, 97 percent of Fresno State students do not eat their recommended daily consumption of fruits and vegetables. As a result, the Take a Fresh Fruit Break program was launched. Here are the highlights:
    - 3,600 participants took part in the weekly fruit and nutrition information events.
    - Approximately 11,800 pieces of fresh fruit were distributed.
    - 80 percent of participants stated that they would be more likely to eat more fruit and vegetables as a result of this program.
- Fresno State Student Recovery Program started:
  - Conducted a survey to assess the needs of students in recovery at Fresno State in Fall 2015. A total of 170 students in recovery completed it. This is out of approximately 363 students at Fresno State who are in active recovery.
  - Received a signed Memorandum of Understanding with Transforming Youth Recovery making our \$10,000 grant official in December 2015.
  - In Spring 2016, launched the new name of Fresno State's students in recovery program -- Bulldogs for Recovery -- so the group refers to both students in recovery as well as their allies. Did so through the creation of a poster campaign in March 2016 with over 551

## Student Health and Counseling Center

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people reached via Facebook, an article in the Collegian on April 12 featuring three Bulldogs for Recovery students and a button on the front page of the Student Health and Counseling Center's website that resulted in 316 unique page views so far.

- In the Spring 2016 semester, two Bulldogs for Recovery students restarted campus AA meetings held weekly at the Student Rec Center.
- The screening days conducted this academic year saw an increase in the total number of attendees by 26 percent (Depression) and 90 percent (Anxiety) respectively.
- Work it Out (WiO!) Program referrals increased by 45 percent from the previous year. During the academic year, a total of 32 referrals were received from Counseling and Psychological Services and 16 participants completed the program.
- Evaluation efforts increased including a comprehensive assessment of the Peer Ambassador of Wellness (PAW) Volunteer Program that involved pre and post self-ratings, a mid-year and end-of-year survey, observations, peer ratings and focus groups. Student learning objectives were established. Results were used to make mid-year modifications to the program and final results are currently being used for program improvement in the upcoming academic year.
- PAW recruitment for the 2016-2017 year resulted in a total of:
  - 55 applications received
  - 53 students interviewed
  - 23 students offered volunteer positions for the 2016-2017 academic year
- Hired an external consultant to conduct a review of the essential functions of the Health Promotion and Wellness Services Department as well as to review the results of the staff's self-review utilizing the CAS Standards and the ACHA Health Promotion Guidelines. As a result, a list of 87 recommendations were made to improve the function of the department. Efforts are currently underway to revise the department's mission statement and improve essential functions to be more in line with industry standards.

### *Major Challenges*

- Budget
  - Cost for continued upgrades to electronic medical record
  - Increasing staff health care and salary costs
  - Potential loss of revenue from Family PACT
- Departure of Assistant Vice President of Student Health and Wellness
- Undertaking a self-review during the busy academic year
- Reduction in staff time as a result of Coordinator of Special Projects having to readjust job responsibilities in the Spring semester

## Student Health and Counseling Center

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### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Depression Screening Day	10/8/2015	126	A chance for students to view an informational video, complete an anonymous screening for depression and meet briefly with a counselor.
2	Anxiety/Depression Screening Day	3/10/2016	112	A chance for students to view an informational video, complete an anonymous screening for depression and anxiety, and meet briefly with a counselor.
3	Flu Shot Clinics	10/20-21, 29 & 11/18/2015	1,128	Hosted four different flu shot clinics outside of the SHCC to assist students in getting their flu shots without making an appointment. Another 1,000+ flu shots were given inside our clinic. Collaborated with the Nursing Department to provide 30+ nursing students the opportunity to gain community health practical experience.
4	Welcome Activities	8/25-27/2015	1,070	SHCC staff and student volunteers hosted a table in front of our building during the first three days of instruction to welcome our students to Fresno State and provide information about the services offered at the SHCC.
5	Fall Wellness Fair	11/18/2015	500	The Wellness Fair is an interactive information fair providing resources to help students stay healthy at Fresno State. For the first time ever, the SHCC hosted a total of 8 tables covering topics like: <i>cold and flu prevention, sports medicine, clinic scheduling, health insurance, nutrition services, pharmacy services, victim advocacy, and provided over 40 flu shots.</i> Participation of our staff at this event gave students a chance to meet our staff, learn more about our services, and get their questions answered without ever having to walk through our building's doors.

## Student Health and Counseling Center

6	Health PAWS Presents...Protect Your 'Dogs	Fall 2015 – Spring 2016	<b>611</b> students	50-minute presentations on alcohol safety to classrooms, clubs and organizations
			(22 presentations)	
7	Health PAWS Presents...Sex Jeopardy	Fall 2015 – Spring 2016	<b>1,136</b> students	50-minute presentations on sexual health to classrooms, clubs and organizations
			(43 presentations)	
8	Health PAWS Presents...Stress LESSon	Fall 2015 – Spring 2016	<b>474</b> students	50-minute presentations on stress management to classrooms, clubs and organizations
			(13 presentations)	
9	Health PAWS Presents...Nutrition	Fall 2015 – Spring 2016	<b>769</b> students	50-minute presentations on nutrition-related topics to classrooms, clubs and organizations
			(29 presentations)	
10	Question, Persuade & Refer (QPR) Suicide Prevention Trainings,	Fall 2015 – Spring 2016	<b>589</b> students, staff and faculty	60-90 minute trainings that teach students, staff and faculty to recognize and respond to the warning signs of suicide, refresher training is held once in the spring semester
	Project Safe Network Refresher Training		(26 trainings)	
11	WATCHDOG Trainings	Fall 2015 – Spring 2016	<b>104</b> students	An alcohol overdose intervention training program in which students learn how to recognize and respond effectively in an alcohol overdose emergency. Students learn about the basics of alcohol, gain bystander intervention skills, intervention procedures including how to check for sign of alcohol overdose and 911/Campus PD call protocol and get CPR certified.
			(5 trainings)	
12	Nutrition Workshops	Fall 2015 – Spring 2016	<b>186</b> students	Nutrition-related workshops in the Henry Madden Library and at the Student Rec Center
13	Take A Fresh Fruit Break	Fall 2015 – Spring 2016	<b>3,600</b> students	Distribution of fresh fruit and information on nutrition and the Fresno State Food Pantry in the Free Speech Area and Student Rec Center
			(25 events)	(11,800 pieces of fresh fruit were distributed)
14	Body Composition Testing	Fall 2015 – Spring 2016	<b>276</b> students	Body fat and BMI measurements were done using bioelectrical Impedance by Registered Dietitian and Interns at the Student Rec Center
15	Wellness Wednesday	Fall 2015 – Spring 2016	<b>162</b> students	Nutrition-related interactive tabling conducted by Registered Dietitian and Interns at the Student Rec Center
			(6 events)	

## Student Health and Counseling Center

16	Registered Dietitian Nutritional Visits	Fall 2015 – Spring 2016	<b>355</b> students	Individual nutrition counseling appointments with the Registered Dietitian at the Student Health and Counseling Center
17	Work it Out Program	Fall 2015 – Spring 2016	<b>29</b> students (peers + participants)	Program engages Fresno State students with mild to moderate depression and/or anxiety in a physical activity routine as a means for improving and maintaining good mental health
18	Outreach Tabling Activities	Fall 2015 – Spring 2016	<b>4,182</b> students	Peer Ambassadors of Wellness hosted interactive tabling activities each month typically in the Free Speech Area. Topics included: suicide prevention week, cold and flu prevention, Great American Smokeout, sleep and stress management, National Drug Facts Week and safe celebrating
19	Depression Screening	8-Oct-15	<b>126</b> students	With the theme of Support Equal Rights for Brains this event was held in honor of National Depression Screening Day. Participants were screened Depression and risk for suicide. Participants received education in regards to mental health and learned about services available on campus. Most participants meet with a counselor.
20	Wild West Awareness Fest	22-Oct-15	<b>300</b> students	In honor of National Collegiate Alcohol Awareness Week, this event promoted safe drinking practices through fun activities.
21	Fall Wellness Fair	18-Nov-15	<b>500</b> students	Interactive information fair providing resources to help students stay healthy at Fresno State. It also gives Public Health and Food Science majors the opportunity to design and present an interactive educational activity.
22	Glow Fest	17-Mar-16	<b>322</b> students	This event provided a safe alternative to drinking on St. Patrick's Day and encouraged students to know the signs of alcohol overdose and what to do in those situations.

## Student Health and Counseling Center

23	Anxiety Screening	20-Mar-16	112 students	With the theme of Victor E. Over Anxiety this annual event was held in the spring. Participants were screened for anxiety, depression and risk for suicide. Participants received education in regards to mental health and learned about services available on campus. Most participants meet with a counselor.
24	Spring Wellness Fair	20-Apr-16	800 students	Interactive information fair providing resources to help students stay healthy at Fresno State. It also gives Public Health majors the opportunity to design and present an interactive educational activity.

### *Academic Collaboration*

#### **Counseling and Psychological Services**

- Initiated CAPS liaison program to have a designated counselor assigned as a point person for each school and program to improve communication and facilitate referrals.
- Four interns from our social work and counseling programs.

#### **Health Services**

- Musculoskeletal Clinic (MSC). Collaboration with College of Health and Human Services, Physical Therapy Dept. Students are evaluated by our primary clinic staff and referred to the clinic to evaluate and treat different types of musculoskeletal injuries or concerns.
- Sports Medicine Clinic (SMC). Collaboration with College of Health and Human Services, Physical Therapy and Athletic Training program. Currently enrolled students are offered the opportunity to make an appointment with the Student Health and Counseling Centers Board Certified in Sports Medicine physician to evaluate and treat their injuries.
- Flu Shot Clinics. Collaboration with College of Health and Human Services, Nursing Department. Three clinics were held to provide influenza vaccine to students. Over 35 student nurses participated in administering the vaccine to over 1,000 students.
- Nurse Training Program. Collaboration with College of Health and Human Services, Nursing Department. Nurse Practitioner (NP) students requiring clinical hours are paired with a licensed NP to gain direct patient care experience.
- International Student Services and Programs (ISSP). Collaboration to assist with new student orientation and screening and targeted testing for Tuberculosis
- American English Institute (AEI). Collaboration to screen all and test (as needed) all incoming students for immunizations and Tuberculosis
- University of California, San Francisco Medical Campus (Fresno). Medical Interns and Residence offered the opportunity to shadow our physicians to increase their knowledge of college health services.
- Fresno County Health Department. Collaborated with public health staff and received and distributed over 200 FREE flu vaccines to Fresno State Students.

## Student Health and Counseling Center

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### Health Promotion and Wellness Services

- Fall Wellness Fair, November 18, 2015 – in collaboration with the Public Health and the Food Science Departments
- Spring Wellness Fair, April 20, 2016 – in collaboration with the Public Health Department
- Fall Depression Screening Day, October 8, 2015 – in collaboration with the Psychology Department
- Spring Anxiety Screening Day, March 10, 2016 – in collaboration with the Psychology Department

### *Student/Staff Awards or Accolades*

- Coordinator for Volunteer Services, Melissa Norris, was nominated for the 2015-2016 Outstanding Advisor Award for her role as the advisor to the Peer Ambassador of Wellness (PAW) Program.
- Peer Ambassador of Wellness, Justin Lemoine, was nominated for and awarded the 2015-2016 Emerging Leader Award recognizing a full-time undergraduate student who has demonstrated potential.
- Peer Ambassador of Wellness, Justin Tonooka, was nominated for the 2015-2016 Outstanding Student Leader Award recognizing a graduating full-time undergraduate student who demonstrated a breadth of involvement across campus.
- The Peer Ambassadors of Wellness were nominated for the 2015-2016 Outstanding Club/Organization Program for their work in the development and implementation of the Month of Love activities, which reached more than 1,500 students, staff and faculty with its encouragement to practice self-love.
- The following Peer Ambassadors of Wellness received the Top Dog Award recognizing the student(s) who facilitated the most presentations during the fall and spring semesters: Brittany Loera (fall 2015 and spring 2016), Justin Tonooka, Andrea Hill and Mong Lor (spring 2016).
- The following Peer Ambassadors of Wellness received the Top Dog Award recognizing the student(s) who volunteered the most hours during the fall and spring semesters: Brittany Loera (fall 2015 and spring 2016).

### *Community Service*

#### Health Promotion and Wellness

- 20 Peer Ambassadors of Wellness volunteered 2,800 hours
- 10 Registered Dietitian Interns volunteered 480 hours

### *Feature Story*

#### Health Center

The Student Health and Counseling Center took BOLD steps toward the renovation of our facility this year. The extensive remodel began in the summer of 2015 and included a complete restructuring of our pharmacy and reception area, new lobby furniture, restroom expansion, the addition of student-centered artwork throughout the building, and an overall more welcoming atmosphere for our students.

## Student Health and Counseling Center

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When students walk into our building they know they are at Fresno State. Students are now greeted by a wall mural depicting words associated with wellness, photographs of students throughout campus, and are surrounded by Fresno State red and blue. In an effort to advance our services along with technology, our new reception space provides room for students to participate in self-check-in rather than waiting in line before an appointment. Similarly, our new lobby furniture gives students the option of “plugging in” while waiting for an appointment.

The newly renovated Pharmacy offers a private consultation room where students can meet with the pharmacist in a completely confidential manner and a walk-in over-the-counter (OTC) section that students may peruse at their leisure. Items are competitively priced and are only available to our Fresno State students. Since opening in October 2015, the new pharmacy has shown an increase in OTC purchases of almost 25 percent compared to the year prior.

We are incredibly proud of the work that has been done and look forward to phase two of our renovation, which will include fresh paint and carpeting throughout the building, new office furniture for our CAPS staff, and exterior landscaping.

# Student Life

Student Life programs exist to help students build community, become engaged in campus life, and enhance learning beyond the classroom. Our co-curricular programs provide students with opportunities to lead, participate, and learn lifelong skills. By becoming involved in our programs, students connect with their peers, expand their cultural competency, and experience the whole university experience. Our programs are: Student Leadership, the University Student Union, Greek Life, Student Programs and Events, Student Clubs and Organizations, Student Recreation Center, Services for Students with Disabilities, Cross Cultural and Gender Center.



Dr. Carolyn Coon, Associate Vice President for Student Affairs and Dean of Students

Some of the highlights for the 2015-2016 academic year include:

- Planning and completion of Phase I of the Cross Cultural and Gender Center
- Cross Cultural and Gender Center program expansion and enhancement, especially for American Indian, Asian-Pacific Islander, Gender Programs, LGBTQ+, African-American, Latino/a
- Enhanced outreach to students and faculty regarding academic integrity
- Received a federal grant to support veterans through Services for Students with Disabilities
- Collaborated with campus partners to renew the New Student Convocation and After Party
- Remodeled the USU reservations center to enhance customer service and accessibility
- Developed an outdoor adventure program

## Cross Cultural and Gender Center

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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*

Establishment of the Cross Cultural and Gender Center

- Increased visibility for Transgender community and Advocacy for Preferred names and gender inclusive restrooms
- Improved identification of and connection with American Indian Students
- Increased connection to Asian Pacific Islander students, faculty, and staff
- Transition of the Cesar Chavez Celebration to the CCGC w/ grandson Paul Chavez and over 400 in attendance

### *Major Challenges*

- Staffing is one of the biggest issues for all programs and services. Having staff that have full-time responsibilities in other areas and limited time with CCGC is not ideal.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Welcome Black	August 26 <sup>th</sup>	200+	Reception for new and returning students, faculty and staff of Black African Heritage designed to help build connections and a sense of inclusion.
2	LGBTQ+ Welcome Luncheon	September 11 <sup>th</sup>	100	A designed to bring together LGBTQ+ students, faculty and staff to help build connections and a sense of inclusion
3	California Indian Day	September 24 <sup>th</sup>	150	A campus/community collaborative celebrating the culture of the American Indian
4	API Tea Social	October 30 <sup>th</sup>	50	An event designed to bring together API students, faculty and staff to help build connections and a sense of inclusion
5	Transgender Day of Remembrance	November 13 <sup>th</sup>	100	An event in memory of Trans individuals who were murdered
6	Film: PBS The Head of Joaquin Murrieta	November 19 <sup>th</sup>	120	Screening of the film with writer/director. Film explored the ignored history of lynching of Mexican Americans in the Southwest
7	2 Diversity Dinners	November	90/110	An event which brings together students,

## Cross Cultural and Gender Center

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		17 <sup>th</sup> /April 27 <sup>th</sup>		faculty and staff in a fun and engaging atmosphere to interact with and learn from one another
8	Shamanism Panel	January 26 <sup>th</sup>	70	A panel which included a Shaman, students and faculty discussing Hmong Shamanism and the ways it impacts identity, experience and practice
9	Student Leadership Panel	February 4 <sup>th</sup>	30	Panel of African American graduate and undergraduate students and an administrator sharing information on benefits of student involvement and leadership. Also had ASI representative discuss procedures for running for ASI office.
10	Powwow	April 9 <sup>th</sup>	300	A celebration of American Indian culture with campus and community
11	Jackson Katz	April 19 <sup>th</sup>	500	More Than a Few Good Men: A Lecture on American Manhood and Violence Against Women
12	Bamby Salcedo	April 29 <sup>th</sup>	150	National speaker focusing on supporting Trans community on and off campus
13	Reinstated Poetry Jam	April 29 <sup>th</sup>	100	A cross cultural event that brings together mostly students to perform poetry, music and more.

### *Academic Collaboration*

Celebrations and events such as Welcome Black, Hispanic Heritage Month, Black History Month and Women’s Herstory Month are all done in collaboration with various departments and faculty staff groups including, but not limited to Africana Studies, Asian Faculty and Staff Association, Black Faculty and Staff Association, Cineculture, Jewish Studies Certificate Program, Latino/a Faculty and Staff Association, College of Health and Human Services, Women’s Studies and the President’s Commission on Human Relations and Equity.

### *Community Service*

- 40 Volunteers  
400 hours  
\$2022 raised for Sierra Tribal Consortium, Fresno State Victim Advocate Program

### *Feature Story*



Members of LGBTQ community voices hardships  
Posted by: Jeanine Fiser Mar 17, 2016 – The Collegian

His conservative, Hmong mother told him it would be better that he were dead than gay the first time Fresno State student Shai Chang approached the topic of homosexuality.

“I asked her what she thought of gay people, and she immediately was like, ‘Are you gay?! Are you gay?!’” Chang said. “Basically, she made it seem like she had wasted her time raising me if I was gay, that it would be better if I was dead.”

Chang and several other “queer students of color” shared such experiences at a panel discussion on Wednesday. Many of them touched on the complexities of being both gay and of a minority race.

The discussion was hosted by the Cross Culture and Gender Center (CCGC) at Fresno State to give queer students of color a platform to voice their issues. Joury Robles, lead student coordinator of LGBTQ+ programs and services at the CCGC, moderated.

Five students of varied ethnic backgrounds and sexual orientations spoke at the event. At the introduction, each student identified his or her most salient identities:

- Jose Leanos: Anthropology student, Mexican-American or Chicano, homosexual male.
- Danika Brumeloe: Fashion merchandising student, biracial (black and white), bisexual/queer, “bi to the core.”
- Cecilia Knadler: Women’s studies and criminology student, from Lima, Peru, fluid lesbian/queer.
- Shai Chang: Sociology student, Hmong-Asian, gay.
- Polet Campos: Anthropology student, “queer-Catholic-Chicana.”

## Cross Cultural and Gender Center

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Although all the students hold unique identities, they face many similar issues of intersectionality. That is, they face a combination of oppressive institutions such as racism, sexism and homophobia.

“Our struggles are all very different, but they are all very significant,” Chang said. “We go through oppression twice – first, from our ethnicity and then from our sexuality. It’s really hard to be oppressed not just once but twice.”

### Bridging the Language Barrier

One of the biggest obstacles Chang said he faced in expressing himself and his identity to his family was finding the right words. Articulating his sexuality is uniquely difficult given the limitations of his family’s native language.

“In Hmong, there isn’t a word to describe what gay is or what lesbian is,” Chang said. “The closest word is a Thai word, but it more closely describes transgender people. Many Hmong can’t understand because they are very conservative and close-minded – they see the LGBT community as a white people’s problems.”

Chang was not the only panelist who discussed problems with limited vocabulary to describe a subject as complicated as human sexuality. Campos said Spanish does not encompass a word for bisexual or queer, which made her coming out conversation difficult and confusing. She said the term that kept coming up was ‘tortilla.’

Usually, “tortilla” is used in a derogatory way to describe a lesbian or bisexual. The term comes from the tortilla-making process, which involves patting tortilla dough back-and-forth.

“I mean what kind of shit is that?” Campos said. “It was really hard to have that sort of pushed on to me. It’s one of those things where my identity isn’t taken seriously because I’m just a ‘tortilla.’”

### Oppression on Campus

Most of the students had felt some type of oppression while on Fresno State’s campus. Some of the instances were obvious as felt by Leanos, Brumbeloe and Campos.

Leanos said he first felt like an outsider in a freshman anthropology class when he presented his career goal of study sub-groups in the LGBT community.

“After that, the professor never called on me, and no one would sit by me. I felt isolated,” Leanos said. “I sort of gave up after that. I don’t say much about LGBT in classes anymore. The experience shut me up.”

Brumbeloe and Campos were targeted by the preachers who recently visited campus. Brumbeloe said the preachers saw a rainbow bracelet on her wrist and verbally attacked her.

“To be screamed at in public was so harmful to who I am,” Brumbeloe said. “I have never been so openly hated before in my life, and to have our school say they can’t do anything about it because it’s not hate speech. I was openly hated on this campus, to the point where I avoid that area now.”

Campos said she was telling a professor about the preachers being hateful and was asked if she did anything that was gay to provoke them. She said people assume she is straight based on her appearance, so if she is a target of homophobia, she must have done something “openly gay.”

## Cross Cultural and Gender Center

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“Stereotypes dig deep when they are reinforced by professors and other students,” Campos said.

Chang said he most often deals with disguised oppression. He said professors and students often contribute to an invisible but hostile environment.

“It’s not always apparent, but you can sense it,” Chang said. “It’s the little remarks that make you uncomfortable. It makes going to class hard ... sometimes I feel like I can’t succeed in classes because I can’t connect with people in class.”

### Navigating the Workplace

Chang and Brumbeloe both work at the CCGC, a place they say allows them to feel free.

Brumbeloe said the black community is still largely homophobic because of religious beliefs. She said she is seen as an abomination and cannot talk about her sexuality among family, but work is completely different.

“I work in the Cross Culture and Gender Center, so I don’t have any problem,” Brumbeloe said. “It’s really lucky because I get to be very open and get to talk about my sexuality often.”

Chang felt a similar fondness for the openness at the CCGC.

“It’s a very accepting place,” Chang said. “I want to work at places like that all the time.”

Knadler also does work that allows her to avoid discrimination on the job.

“I’ve been an activist for the last three years, so there’s no issues,” Knadler said. “Being a rebel, it’s OK. I was a waitress before that and never really had problems. Mainly, it’s been my family and my Latino community that still has issues.”

Leanos, on the other hand, said he has experienced oppression at work for both his race and sexuality.

“I’ve lost jobs because of the way I looked, because I was racially profiled,” Leanos said. “Even though I was more than capable and interviewed well, at times when I had short hair, I looked like a gangster, and that wasn’t conducive to what the job was.”

Leanos said he has an expectation to be looked down on by white co-workers because of his race and that coupled with the negative ways he sees open LGBTQ+ co-workers treated is enough to make him hide his sexual identity.

### Connecting to Family and Community

Being a part of a family or community is often a huge part of an individual’s identity. For some of the students on the panel fitting in is a complex art. For others, their sexuality has helped strengthen their ties to such groups.

Leanos has had a positive experience and said his coming out drew his family closer together.

## Cross Cultural and Gender Center

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“For me, both my ethnicity and sexuality have had a positive impact on my family life,” Leanos said. “I was fortunate to have a huge number of siblings, and I was fortunate enough they were all open and affirming and very accepting of me when I came out. Because of that, it’s made my family ties a lot stronger.”

Knadler has not had as smooth a time getting her family’s acceptance. She said her mom has mostly come to terms along with younger people in her family. But for the most part, the older generation does not support her.

“When I’m with my partner, who’s a girl, and my daughter, and we’re at family gatherings, it’s hard for us to show our affection,” Knadler said. “To family, it’s like ‘We get it, you’re gay, but please don’t show it to us.’ It’s hard not being able to show affection to the person you love.”

Knadler, as a mother, worries about the discrimination that might befall her daughter.

“As she gets closer to elementary school, I worry about administrators or other parents who might not want her to hang out with their children because of me,” Knadler said.

Campos’ family had a split reaction to her sexuality.

“My mom left the room, and my sisters joked that they knew,” Campos said. “My dad thinks it’s a good thing because it will be a cheaper wedding since I can’t marry a woman in a Catholic church and those are expensive.”

Campos said her family is more concerned for her safety and warns her about being open with the right people. Exploitation is a worry for Campos, who as a Latina says she feels fetishised and when people learn of her queer status, they assume she is open to anything. Campos and her family also fear she could be targeted for corrective rape given the machismo in Latin cultures.

“I don’t feel safe just for being a woman, and then for being Chicana and then for being queer,” Campos said.

Chang expressed a sort of catch-22 in balancing his cultural, familial identity with his sexuality. He says in Asian culture individuals are seen as representing their families more than just themselves.

“There’s a term that means losing face,” Chang said. “It’s like dishonor. The moment I tell them when I am gay, I will be disowned because they don’t want to associate with me being gay and being Hmong.”

Chang said he loves Hmong traditions and would be happy to have a Hmong wedding but knows that would be almost impossible. He said he feels a sense of self-oppression and stops himself from connecting to Hmong culture because he knows eventually he will be rejected.

“You have to lose your tradition to be gay. You can’t be both. It’s so hard being gay and being Hmong. I have to choose one or the other,” Chang said.

### In Society

All of the students on the panel expressed dodging labels in one form or another. Many times, in the public eye, they feel confined to stereotypes.

## Cross Cultural and Gender Center

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Chang said once people know that he is gay, they think he is attracted to every guy he comes in contact with.

“Everything I do is gay, everything I touch is gay,” Chang said. “I can’t hang out with guys without people assuming things. Sometimes I will hear guys saying I was hitting on them, and I’m like, ‘Wow don’t flatter yourself.’”

Brumeloe said people will see the parts of her they want to see. If it is convenient for people to think of her as black and straight, then that is all she becomes to them.

“They don’t hear that my favorite color is purple and that I sew clothes,” Brumeloe said. “They see, ‘OK we got this black girl and she’s bi – OK got it.’ Then there’s this stamp they put on me. People say I didn’t know black girls could be bi, and I’m like ‘Yeah, we come in all different colors.’”

### The Next Step

The panel concluded by discussing how other people can be stronger allies. They all agreed that people do not need to relate to their problems because it is often dismissive. Instead they said they just need someone to listen.

The discussants also agreed they and other queer people of color would benefit from more visibility. They felt events and discussions like the panel would be beneficial.

“We should have more talks like this because it promotes diversity, one of Fresno State’s missions, one of Fresno State’s goals,” Chang said.

## Rec Sports and Fitness

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Our mission is to provide quality recreational opportunities, experiences and facilities for the university community. These programs and services are designed to develop a lifetime interest in wellness, recreation and fitness activities. Active and healthy lifestyles enhance opportunities for the continuance of personal growth. Recreational Sports and Fitness promotes student development and provides leadership opportunities in a diverse setting for its participants and employees.

### *Major Milestones and Accomplishments*

- The number of individual visits for FY15/16 is 12,580 or 55 percent of Fresno State students participated in our programs and services. A total of 238,638 visits.
- Celebrated the 10th anniversary of the opening of the Student Recreation Center on February 22, 2016.

### *Major Challenges*

- Navigating the organizational change from Student Life to the Student Health and Counseling Center back to Student Life.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	BARK Rec Sports Camp	June 15- July 31, 2015	232	Youth rec sports summer camp
2	Group Fitness Classes Summer	June- August 2015	725	Group Fitness Classes 23 classes per week
3	Hosted Bulldog Bash	42240	2300	New Student Convocation After Party

### *Academic Collaboration*

- Finalized Personal Training through a preceptorship with the Kinesiology Department.
- SRC staff presented to Recreation Administration classes - Leadership in Recreation, Parks, and Tourism, Leisure and Human Behavior, Sports and Entertainment Facility Operations and Professional Placement in Recreation, Parks, and Tourism.
- Hosted Commencement Ceremonies for the Lyles College of Engineering, Sociology Department, Deaf and Communicative Disorders and Nursing Master's and Doctoral Hooding.

### *Student/Staff Awards or Accolades*

- Tara Lao, Intramural Official
  - Officiated CIF High School Basketball playoff game
- Craig Parichan, Intramural Official
  - Officiated CIF High School Basketball playoff game
- Shelby Lozano, Intramural Official - Officiated CIF High School Basketball playoff game
  - Alternate official at the CIF Central Section Tournament

## Rec Sports and Fitness

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- Gabbie Hernandez, Intramural Official
  - Officiated CIF High School Basketball Central Section Finals game, Division 1
  - Officiated CIF High School Basketball State Championship game, Division 4
  - Officiated Junior College and NCAA Division 3 basketball games

### *Community Service*

- There are four Intramural students who collaborate with the San Joaquin Valley Officials Association. These officials have volunteered their time at the Special Olympics and the Evan Medina Memorial Tournament. Total Hours – 26
- Collected school supplies and donated them to Vinland Elementary School
- Created Holiday Cards and presented them to patients at Valley Children’s Hospital

### *Feature Story*

Gabbie Hernandez, Intramural Official, was one of only 30 basketball officials in the state of California to referee a California Interscholastic Federation High School state Championship game at Sleep Train Arena, Home of the Sacramento Kings of the National Basketball Association.



## Services for Student with Disabilities

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Services for Students with Disabilities (SSD) at Fresno State coordinates academic support services for students with disabilities, permanent and temporary. The SSD office also provides disability related counseling assistance with registration, orientation and coordination with off-campus agencies.

### *Major Milestones and Accomplishments*

- A total of 3,802 accessible exams were scheduled within the SSD office during the 2015-2016 academic year, an 8 percent increase over last year's academic year of 2014-2015 exams (3,521).
- A total of 382 students used testing accommodations an 8 percent increase over the last academic year.
- Provided close to 9,000 hours of interpreting services to our students and campus community creating an inclusive environment for all.
- DMS established services to 248 new students a 16 percent increase from the previous year.
- Provided funding to 26 students for psychoeducational evaluation assessments. This assessment determines if the student has a disability and academic accommodations are established based on the results.
- We coordinated with an average of 247 note takers per semester, a 19 percent increase from the previous academic year, to provide notetaking services to our students.
- Total instructional material orders for the academic year was 1,143, a 9 percent increase from the previous academic year.
- Total production hours (editing, etc.) for the academic year 1947
- SSD received the LeBlanc Fund. The fund of \$5,000 is to be renewed annually and will give SSD the opportunity to purchase additional assistive technology to loan to students.
- Equipment Loan Program--The equipment loan program experienced a 124.7 percent increase this year as compared to last. During the 2014-15 year, we had 73 equipment loans. For the 2015-16 year, we had 91.
- The AT Coordinator saw a 131.7 percent increase in the number of AT consultations performed. Last year, he saw 164 students, and this year he saw 216.
- AT Computer Lab visits were down, as expected, 67 percent. This is due to more students using their own technology. Looking at the trend of lab visits over the years, this isn't a new or disturbing finding. It is, however, noteworthy.
- TRiO-SSSD successfully served 23 students during the initial (Spring) Semester.
- All TRiO staff received state training on "Blumen Online for TRiO (B.O.T)"
- Key TRiO staff obtained New Advisor Training via the Campus Advisor's Network
- BLUMEN (TRiO) database training for all TRiO SSS-D staff (June 2-3)

### *Major Challenges*

#### **Alternate Media**

Currently, the department is challenged with the several issues in order to provide our students equal access sufficiently. The number of students receiving reading accommodations has nearly doubled in the last academic year. Course content on the learning management system is repeatedly inaccessible which can delay students to fully participate in course requirements. Furthermore, an additional challenge is the need for updated equipment (scanners, additional screens, and computers) which is essential for processing and editing of instructional materials.

## Services for Student with Disabilities

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- The requirement for accessibility and the accessibility needs for students has increased significantly. The lack of essential equipment delays production which can have a significant effect on our student’s success academically. A significant indicator for the need of updated equipment is the increase production of all materials but specifically students with vision disabilities which include complete vision loss. Listed below is data reflecting the increase of production hours.
- Of the total production hours of 1,947, 960 hours represented hours spent on producing and editing materials for student identified with a vision impairment or vision loss. The production of material for visual impairments is more detailed as the productions team needs to describe all pictures, charts, and graphs as opposed the material for non-visually impaired students.

### TRiO-SSSD

- The Hiring Process for TRiO SSS-D Program Coordinator and other program staff was a slow process; therefore, the Program got a late start in implementing services and procedures.
- Recruitment for new TRiO students has been challenging. Outreach efforts have been made throughout Fresno and surrounding counties to increase awareness of TRiO. However, because students need to be served first through SSD to be served by TRiO, much of the outreach focused on how to access services at the SSD Office. Strategies to increase TRiO enrollment are underway and the program is now staff with key staff. The addition of the Peer Academic Advisor position is pending (Interviews June 2016)  
Disability Management Specialist
- The ratio of students to Disability Management Specialist is 350 to 1. This makes it difficult to provide the individualized attention that the students need at this level.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	“Terp Social”	8/17/15	17	An opportunity for Deaf and Hard of Hearing students who use interpreters to meet interpreters and share with them how they use services
2	SSD New Student Orientation	8/24/15	8	An introduction to our staff, services and procedures.
3	Student Panel: Defindo por mis habilidades. Defind by my abilities	9/24/15	56	A student panel recognizing intersectionality

## Services for Student with Disabilities

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### *Academic Collaboration*

- Every semester SSD hosts the COUN 215 class with a formal lecture on services and accommodations and tour of lab and production area.

### *Student/Staff Awards or Accolades*

- Rima Maldonado nominated for Student Affairs and Enrollment Management Dean's Medalist.
- Jennie Johnson received recognition for 10 years of service.
- Janice Brown received recognition for 10 years of service.
- Janice Brown received an honorable mention for her high tech center idea in the 2016 Bold Ideas Challenge.

### *Community Service*

- Marvin Williams volunteered his time as a board member for Resources for Independence in the Central Valley (RICV), a community resource for people with disabilities to be in control of their lives and to live more independently through a diverse range of choices and opportunity.
- Jennie Johnson is an on-campus advisor as well as the scholarship advisor to Kappa Alpha Theta sorority. She works with the women of Theta who are on scholastic probation in identifying campus resources and study strategies that will help them achieve academic success. She currently volunteers an average of 35 hours/semester.

### *Feature Story*

#### **The Birth of #TeamTriO**

In the Fall of 2015, SSD was awarded a grant to establish a new TRiO Student Support Services specifically for Students with Disabilities. SSD hit the ground running in recruiting and hiring this dynamic team to serve our first generation, low income students with disabilities. TRiO objectives include student retention, good standing, and graduation rates. Many of the referrals for TRiO SSS-D come directly from the Disability Management Specialist, and the program will eventually serve one hundred SSD students. TRiO provides an additional "layer" of support for students through academic counseling, coaching, tutoring, and resources. Team TRiO has enhanced the overall efforts of SSD, with a strong collaboration towards the shared goal of student success. Go Team TRiO!



## Student Conduct

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The Office of Student Conduct facilitates student learning and ethical development through policies and practices, and promotes academic integrity and responsible conduct through outreach, conduct outcomes, and education.

### *Major Milestones and Accomplishments*

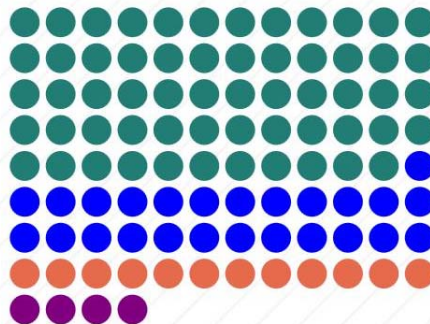
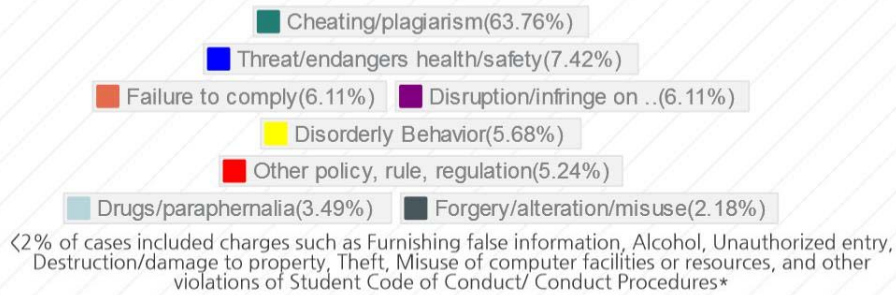
- Adjudicated 193 allegations of violations of the Student Conduct Code, including 140 Academic Dishonesty violations
- Trained new Hearing Officers
- Drafted new adjudication process for student organizations, in collaboration with Student Involvement
- Spearheaded and facilitated bi-weekly meeting with Housing, Athletics, Student Involvement, and Fresno State Police Department
- Increase visibility of Student Code of Conduct and the importance of Academic Integrity in Dog Days New Student Orientation- material in Bark Book, material in online orientation, e-signage during Dog Days sessions
- Collaborate with International Student Services and Programs regarding International New Student Orientation
- Adopted new record management/ workflow system (Maxient), trained colleagues on system
- Transitioned to paperless work environment
- Updated records into SharePoint to assure all CSU campuses are complying with sanctions
- Collaborate with Registrar's Office to confirm accurate recording of sanctions on transcripts, per updated Executive Order
- Collaborate with Undergraduate Studies and Registrar's Office to identify and increase faculty accountability for grades due to academic dishonesty
- Collaborate with Academic Affairs regarding first time plagiarism concerns
- Initiate Academic Integrity Marketing plan
- Met with representative from every office within Student Life (Division of Student Affairs and Enrollment Management) to discuss student conduct process and offer assistance
- Serve as campuswide investigator for concerns brought forward to the Dean of Students Office, Risk Management, Title IX co-investigator, and DHR (Discrimination, Harassment, Retaliation) co-investigator

### *Feature Story*

The Office of Student Conduct moved to a paperless work environment, with the introduction of a new software program. The Maxient program maintains accurate data and manages work-flow, streamlining our processes and reducing the amount of time needed to adjudicate individual cases.

# 2015-2016 Office of Student Conduct

Of 193 total incidents reported:



## Sanction Outcomes\*

\*Incidents may result in more than one charge or sanction. As of July 2016.

## Student Involvement

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Student Involvement cultivates community and fosters engagement to promote co-curricular learning.

### *Major Milestones and Accomplishments*

#### **New Student Welcome, Campus Traditions and School Spirit**

- Bulldog Bash After Party, in collaboration with New Student Convocation planning team. 1200 student participants. Aug. 24, 2015
- Traditions Day, Aug. 26, 2015
- Cross Cultural Celebration Week, with Parade of Nations. Week of Sept. 21 2015
- Homecoming Student Tailgate, Oct. 9, 2015
- Expanded Vintage Days with Open House component, April 15-17, 2016

#### **Leadership Programs**

- Increased participation in the Emerging Leaders Retreats by 73 percent (65 to 113)
- 2nd Graduate Student Leadership Institute, increase in participants from 14 to 24
- Leadership 101 On Demand Workshop Series, participation increased from 50 to 154
- Drafted proposal for Center for Leadership to include Leadership Programs and Greek Life

#### **Greek Life**

- Transition of Greek Life program to Center for Leadership, Jan. 2016

#### **Student Organizations**

- Revised existing student organization booth construction policy and booth staffing procedures, September 2015
- Student Organization Officer Transition Meetings, Dec. 2015, Jan. 2016
- Updated New Club and Organization Orientation Videos

#### **Outdoor Adventures**

- New program launch under direction of Program Coordinator, Jan. 2016
- Grand Canyon Spring Break Excursion\* with 25 participants, March 19 - 22, 2016

#### **Commuter/Off-Campus Bulldogs**

- New initiative under direction of Program Coordinator, January 2016
- Commuter/Off-campus student data review with Office of Institutional Effectiveness and resulting launch of Commuter Student Survey, April 2016.

#### **Club Sports**

- Added 1 new club sport team (Taekwondo), total of 24 club sport teams
- IMPACT Concussion baseline testing for student athletes, spring 2016.
- Club Sports Expo in fall 2015 and spring 2016

#### **Bulldog Bowl**

- Rebranding of Bulldog Bowl with updated signage and lighting
- Continue to host Bowling Classes in collaboration with Kinesiology Department
- Monthly themed events and tournaments for students
- Players Club with benefits for frequent XBOX players

#### **Campus Events/Entertainment Programs**

- Collaborative events, e.g. National Student Day, Drew Lynch, Jackson Katz, Cross Cultural Celebration Week featuring a Parade of Nations
- Three movie premiere screenings at Maya Cinemas
- Evening programs such as Fresno State Fright Fest, Drew Lynch, PostSecret with Frank Warren,

## Student Involvement

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Dear World, A Night at Gatsby Dinner Theatre.

### Community Service

- Alternative Spring Break program with 35 students, March 21-24, 2016
- Emerging Leaders participants contributed 266 hours of community service between Saturday Sports and the Shinzen Friendship Garden
- Clubs and Organizations collectively contributed 74, 804 hours of community service with 6,130 members volunteering their time.

### Operations and Facilities

- Student Union and Faculty Center Feasibility Study with Stantec, Fall 2015, resulting in final Feasibility report presented in Spring 2016. (new program/initiative)
- Completion of Reservation Center remodel, December 2015.
- Trial run of 24-hour operation of University Student Union during Spring Finals Week, May 15-19, 2016

### *Major Challenges*

- New Student Convocation/Fall Welcome for New Students
- Campus Traditions and School Spirit, Evening and Weekend Programs
- Leadership Center proposal
- Greek Life program overhaul
- Commuter Student Initiative, Outdoor Adventure Program

For this academic year, the department's predominant challenge has been accommodating staffing changes and personnel shifts. The departure of the Director of Student Involvement in November 2015 resulted in the Assistant Director of Student Involvement Programs and Assistant Director for Union Facilities and Operations assuming the roles of interim co-Directors of Student Involvement. This required both staff members to take on additional roles and responsibilities on top of their existing duties. In addition, two program coordinator roles were updated in response to overhauling the Greek Life program and developing Commuter Student Initiatives. Effective January 2016, the role of Senior Program Manager of the Center for Leadership has oversight of both leadership programming and Greek Life and the Program Coordinator for Student Involvement position now oversees Club Sports, Commuter Student Initiatives, and Outdoor Adventure Programming.

Such staffing changes and shifts of responsibility, compounded with the continual challenges of budget, our blended operation and lack of adequate space, has impacted our team's ability to quickly and efficiently make progress in our charge areas and overall program areas.

Our limited departmental budget, sourced from both state and auxiliary funds, continues to be challenge. As we head 2016-2017, the department does not yet have confirmed funding amounts for experiential programs for the social Greek community, for student organization leaders, for the commuter center initiative, nor for Outdoor Adventures. With budget allocations continually being confirmed after the start of the academic year, it proves problematic for our team to intentionally plan and execute programs and services that with purposeful short and long-term impacts

## Student Involvement

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Student Involvement's unique challenge is also our blended operation, functioning under the human resource, technology, budget, and administrative protocols, policies, procedures and infrastructure of both state and auxiliary entities. Our team continues to experience challenges around access to shared resources and streamlining for efficiency using the different tools and rules of each entity.

Lack of adequate space is a continual limitation to Student Involvement's ability to produce large scale co-curricular programs for students on campus. As the Bold New Union initiative for the Student Union and Faculty Center has raised awareness of its potential positive impact on the student experience, the existing University Student Union and Satellite Student Union is and will continue to be used at its maximum capacity and functionality.

### *Academic Collaboration*

- 537 Academic Affairs events in University Student Union and Satellite Student Union facilities, supported by USU reservations, AV, custodial and set up operations
  - (colleges/schools/departments), a 66 percent increase from last year.
- University Commencement

### *Student/Staff Awards or Accolades*

- Fresno State Vintage Days received a First Place finish for TV Commercial or PSA Award (\$50,001 to \$150,000) at the February 2016 Cal Fest Convention.
- Jared Hines, Graduate Assistant for Club Sports, served as Northern California Student Leader Rep

### *Community Service*

Name	Volunteers	Hours	Type of Service
Emerging Leader Retreats	113	226	Community Service
Co-Curricular Leadership Cerfiticae	16	320	Community Service
Alternative Spring Break	35	2,139	Community Service
Greek Councils Combined	2	600	Community Service
Student Organization 2015	6,130	74,804	Community Service
Vintage Days Committee and Volunteers	480	3,435	Campus Leader Group
USU Productions and Event Volunteers	6	615	Campus Leader Group
University Student Union Board of Directors	12	504	Campus Leader Group
Campus Involvement Ambassadors	13	300	Campus Leader Group

Student Involvement did not track monies raised for students for any program, services and/or scholarships.

### *Feature Story*

A new Grand Canyon Spring Break trip experience, coordinated through the new outdoor adventures program within Student Involvement, was held March 19 - 23, 2016. A total of 25 students, along with Student Involvement staff members Eddie Dominguez and Arthur Montejano, participated in this five-day launch point for the outdoor experience program.

## Student Involvement

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Upon the announcement of the trip to the campus community via social media, listservs, and campus networks, all 25 slots filled within a couple of hours. Students paid a \$100 fee; the remaining expenses were covered by the department. The student fee helped to offset the costs for transportation, campsite fees, park fees, and camp supplies. Each student provided their own camping equipment and food supplies.

As student participants ranged from novice to seasoned campers, the Student Involvement staff members facilitated two pre-trip meetings. During pre-trip meetings students and facilitators participated in group development exercises and team building initiatives in addition to preparing for and discussing trip needs. Students were encouraged to work in small groups to manage their camping equipment needs and to plan and prepare their meals.

At the Grand Canyon, students participated in daily hikes, educational programs sponsored by the National Parks, and completed an extensive hike to the bottom of the Grand Canyon. Many of the students attending this inaugural adventure had never been camping prior to this trip and expressed gratitude that Student Involvement provided this opportunity.



# Student Success Services

Student Success Services is committed to supporting student learning and development. We strive to help students maximize their academic and personal potential by providing quality services and best practice interventions such as Summer Bridge, DOG DAYS, Supplemental Instruction, advising and special support programs for underrepresented minority students.



Maxine McDonald,  
Associate Vice President for Student Success

The 2015-16 academic year was highlighted by milestone accomplishments such as:

- The 60 percent graduation rate achieved by the 2009 Educational Opportunity Program and Summer Bridge cohorts
- National recognition for our Supplemental Instruction program from the International Center for Supplemental Instruction.
- Student Success Services staff presented at National conferences, conducted research, and successfully competed for new grants to enhance student services and programs.

In addition, new initiatives were introduced such as:

- Online pre-orientation
- The Clothing Closet
- Recruit the 99 Career Fair

We also saw phenomenal growth in student engagement with our services and programs. 2015-16 was a highly productive year for Student Success Services.

## College Assistance Migrant Program (CAMP)

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The Fresno State CAMP is a federally funded program designed to provide supportive services to 60 entering freshman students who come from migrant or seasonal farm working families. CAMP conducts outreach and recruitment activities, provides academic and career development as well as leadership and cultural enrichment activities to help students remediate and persist through to graduation.

### *Major Milestones and Accomplishments*

- March 4-6, 2016 - Hosted the statewide CAMP Student Leadership Conference. We had a total of 9 campuses (7 from California, 1 from Arizona, and 1 from Oregon) that participated including Fresno State CAMP with a total of 120 students and 20 staff.
- April 16, 2016 – Executed the second STEM Conference for migrant students from three counties at Fresno State with a total of 150 participants.

### *Major Challenges*

- It has been difficult to provide sufficient financial support to the CAMP students who are middle income and have a high “Estimated Family Contribution” (EFC). It is a great financial hardship for the families to help offset the cost of the registration fees, books and provide housing support.
- Prioritizing recruitment over outreach. It has been challenging to stay connected with recruiters while planning and facilitating over 50 events throughout the academic year.
- The high uncertainty of financial aid awards have affected recruitment in the summer.
- Campus wide impaction affected recruitment pool. Over 20 applicants were caught in a loop hole (met CSU requirements but not Fresno State impaction requirements) in which students could not be interviewed for a special admission which caused a delay in our recruitment process.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
<b>1</b>	Cal-SOAP Presentation	7/20/2015	43	An informational day in regards to Fresno State admissions and CAMP.
<b>2</b>	Santa Clara High School Presentation	7/21/2015	35	High school visit to present about CAMP.
<b>3</b>	Santa Maria High School Presentation	7/21/2015	33	High school visit to present about CAMP.
<b>4</b>	Fresno State C.H.I.P.S. Summer Program	8/7/2015	28	CAMP presentation for summer program participants.
<b>5</b>	Merced College Night	9/3/2015	100	College Night for high school students to pass out information.
<b>6</b>	Fresno County College Night	9/9/2015	500	College Night for high school students to pass out information.
<b>7</b>	Fresno State SAFARI	9/10/2015	150	Tabling event for Fresno State students.

## College Assistance Migrant Program (CAMP)

<b>8</b>	San Joaquin Delta College Transfer Day	9/11/2015	50	An informational day in regards to Fresno State admissions and CAMP.
<b>9</b>	Kern County College Night	9/14/2015	1000	College Night for high school students to pass out information.
<b>10</b>	Tulare County College Night	9/15/2015	500	College Night for high school students to pass out information.
<b>11</b>	Upward Bound Senior Retreat Presentation	9/16/2015	35	An informational day in regards to Fresno State admissions and CAMP.
<b>12</b>	CAMP ACADEMICS: Welcome Back Social	9/17/2015	34	Event to provide a general welcome by staff and allow for new and continuing CAMP students to network.
<b>13</b>	Fresno State ETS - Senior Presentation	9/18/2015	25	An informational day in regards to Fresno State admissions and CAMP.
<b>14</b>	Torninos Banquet Parent Advisory Council	9/26/2015	110	A parent conference in regards to college information.
<b>15</b>	CSU/UC Counselors Conference	9/28/2015	200	A counselor conference to network and promote program.
<b>16</b>	Porterville Parent Night	10/1/2015	50	A parent conference in regards to college information.
<b>17</b>	Kern County Migrant Senior Day (MSD)	10/6/2015	65	An informational day in regards to Fresno State admissions and CAMP.
<b>18</b>	CSU, Monterey Migrant Senior Day (MSD)	10/7/2015	60	An informational day in regards to Fresno State admissions and CAMP.
<b>19</b>	Kern County, Lindsay, Delano Migrant Youth Day (MYD)	10/10/2015	186	Conference to inform students about A-G requirements and career pathways.
<b>20</b>	San Joaquin County PAC	10/15/2015	40	A parent conference in regards to college information.
<b>21</b>	Santa Maria, Ernest Righetti, Pioneer Valley High School Visits	10/22/2015	50	High school visit to present about CAMP.
<b>22</b>	Feria de Educación (Fresno State Event)	10/24/2015	40	An informational day in regards to Fresno State admissions and CAMP.
<b>23</b>	Migrant Region 3 (Merced County) & 8 (Tulare County) Migrant Senior Day (MSD)	10/27/2015	86	An informational day in regards to Fresno State admissions and CAMP.
<b>24</b>	CAMP ACADEMICS: Halloween Social	10/29/2015	101	Networking opportunity for CAMP freshman and alumni students. Upcoming on campus and career information provided to students.

**College Assistance Migrant Program (CAMP)**

25	CSU Fresno Counselor Conference	10/30/2015	100	A counselor conference to network and promote program.
26	Kern County PAC Regional Conference	10/31/2015	100	A parent conference in regards to college information.
27	Monterey County High Schools Tour	11/3/2015	260	Conference to inform students about A-G requirements and career pathways.
28	Fowler High School AVID Presentation	11/6/2015	35	High school visit to present about CAMP.
29	Tulare Unified School District Elementary Schools Campus Tour	11/6/2015	21	An informational day in regards to Fresno State admissions and CAMP.
30	Farmworker Women's Conference in Visalia, CA	11/6/2015	300	Migrant farm working women conference. CAMP presentation and tabling event.
31	Sunnyside-University Outreach Services	11/9/2015	40	An informational day in regards to Fresno State admissions and CAMP.
32	Parlier/Orange Cove/Reedley High School Visits	11/10/2015	34	High school visit to present about CAMP.
33	Edison High School Presentation	11/12/2015	16	High school visit to present about CAMP.
34	Fresno State Upward Bound Presentation	11/16/2015	50	An informational day in regards to Fresno State admissions and CAMP.
35	Madera South High School Presentation	11/17/2015	50	High School visit to present about CAMP.
36	McFarland, Wasco, Delano, Selma High School Tour	11/18/2015	88	Conference to inform students about A-G requirements and career pathways.
37	Dinuba High School Migrant Club Visit	11/19/2015	21	High School visit to present about CAMP.
38	Watsonville High School On-Campus Visit	11/20/2015	39	High School visit to present about CAMP.
39	CAMP ACADEMICS: CAMP T-shirt Day	12/12/2015	65	Activity to showcase and network with CAMP students from various cohorts. Networking opportunity to expand support system.
40	Madera Migrant Senior Day (MSD)	1/19/2016	41	An informational day in regards to Fresno State admissions and CAMP.
41	Merced County Migrant Youth Day (MYD)	2/23/2016	67	Conference to inform students about A-G requirements and career pathways.
42	Hanford Unified - Migrant Middle School Day (MMSD)	2/25/2016	37	Conference to inform students about A-G requirements and career pathways.
43	CAMP ACADEMICS: Movie Night - "Race"	2/16/2016	16	Networking activity to engage students in positive gatherings amongst peers.

**College Assistance Migrant Program (CAMP)**

44	Kern County PAC	2/27/2016	107	A parent conference in regards to college information.
45	Madera Unified Migrant Middle School Day (MMSD)	3/15/2016	57	Conference to inform students about A-G requirements and career pathways.
46	CAMP ACADEMICS: Ice-Cream Social	4/6/2016	92	Networking opportunity for CAMP freshman and alumni. Provided campus event and workshop information.
47	CAMP 1 Day Orientation	4/9/2016	100	One day family orientation for incoming CAMP freshmen.
48	STEM Conference	4/16/2016	150	STEM conference focused on exposing students to the STEM educational opportunities at Fresno State.
49	Dinuba Migrant Youth Day (MYD)	5/5/2016	37	Conference to inform students about A-G requirements and career pathways.
50	CAMP ACADEMICS: Hearst Castle Trip	5/6/2016	10	Cultural field trip for CAMP freshman students to learn about the history of Hearst Castle.
51	CAMP 1 Day Make Up Orientation	5/7/2016	8	One day family orientation for incoming CAMP freshmen.
52	CAMP ACADEMICS: CAMP Freshman Recognition Banquet	5/13/2016	55	Annual recognition ceremony to congratulate CAMP freshmen and their families for the hard work and support provided throughout the academic year.
53	Kern County Migrant Middle School Day (MMSD)	5/18/2016	65	Conference to inform students about A-G requirements and career pathways.
54	CAMP ACADEMICS: Migrant Student Graduation Luncheon	5/22/2016	45	Annual graduation luncheon in recognition of undergraduate and graduate CAMP alumni who have completed their Bachelors or Masters degree.
55	Kerman High School: College and Career Day	5/24/2016	600	High school visit to present about CAMP.
56	Caruthers Middle School Visit	5/27/2016	50	Middle school visit to present about CAMP.
57	Cal-SOAP Presentation	6/14/2016	40	A workshop on the importance of education and how it can impact your future
58	Madera Migrant Youth Day (MYD)	6/23/2016	20	Conference to inform students about A-G requirements and career pathways.
59	Reedley College Upward Bound Presentation	7/8/2016	60	High school visit to present about CAMP.
	<b>TOTAL =</b>		<b>6397</b>	

## College Assistance Migrant Program (CAMP)

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### *Academic Collaboration*

- STEM Conference – DOJ Forensics Laboratory, Lyles College of Engineering, Community Based Learning
- Jordan College of Agriculture – Farm Tours and Presentations
- Cross Cultural and Gender Center – Cesar E. Chavez Celebration
- Fresno Blood Drive Center – National Cesar E. Chavez Blood Drive

### *Student/Staff Awards or Accolades*

- Sophia Murgia – CAMP Volunteer of the Year Award (100+ hours)
- Alexis Orozco – CAMP Volunteer of the Year Award (100+ hours)
- Monserrath Sanchez – HEP/CAMP DC Internship summer 2016
- Jose Daniel Gomez Martinez – Outstanding Club/Organization Advisor Award
- Ofelia Gamez – Elected as President of the National HEP CAMP Association

### *Community Service*

At the end of May 2016, CAMP reported the following community service hours to the Richter Center:

- 3,975 of hours of service provided with 67 Fresno State community members

### *Feature Story*

#### **National CAMP Cesar E. Chavez Drive March 28, 2016**

The National Cesar E. Chavez Blood Drive Challenge honors Cesar E. Chavez's Legacy as an American civic leader by engaging college students to address four objectives: Promote health education, promote health & science careers, promote civic engagement, and save lives. Each year a student leader from our CAMP program applies to facilitate the event and is supported by our CAMP class. The lead organizes student committees that take on the role of promoting and marketing the event. The various committees that were overseen by our CAMP leader were: flyers, posters, social media, video production, T-shirts design, and tabling. We had a total of 70 pints donated and 35 people were first time donors.



## Career Development Center

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The Career Development Center transitions students into professionals and works with all students and alumni of Fresno State. The CDC provides an array of services including career assessment, counseling, graduate school preparation, career and job search readiness, workshops and events. It also connects students to potential employers through career and internship fairs and networking events. On campus employment, full-time and part-time opportunities are available through an electronic web board: HireFresnoState. HireFresnoState facilitates scheduling of on campus interviews with employers and information sessions with companies. The CDC offers free professional clothing to students through the new Fresno State Clothing Closet. The CDC is the campus source for recruitment trends and connections to industries in the valley that specifically hire new college graduates.

### *Major Milestones and Accomplishments*

- Developed and opened the first Clothing Closet on campus (04/01/16)
- Recruit up the 99 (collaborated with University of the Pacific, Stockton, UC Merced & CSU, Bakersfield) Career Fair focused on eight industries that hire the most in the Central Valley (03/01/16)
- Increased student attendance at career fairs by 56 percent over the previous academic year
- Increased employer attendance at career fairs by 55 percent over the previous academic year
- Started a Career Council (collaborating on career development with academic advising centers and associate deans) (09/15)
- Career counselors spent 11-15 percent of the workweek in a specific college becoming industry experts
- Reached 10,581 students in outreach events
- Conducted career workshops using Zoom to reach more students virtually
- Raised \$17,000 in corporate sponsorships to offset costs of career fairs and printed materials
- Held evening hours in the library for the first time in the history of the CDC- on a weekly basis in both fall and spring semesters with 10-12 students per week.
- Renamed and rebranded from Career Services to Career Development Center (CDC)--including signage, painting, marketing materials, social media, etc.

### *Major Challenges*

- Space for the Clothing Closet (need for a receiving room to receive incoming clothing)
- Lack of staff to do web design, graphic design and basic marketing (currently use student assistants, but lack depth of knowledge and skill level needed)
- Limited space on campus to hold very large employer events. Savemart Center is not always available and is costly.
- Lack of student engagement in career related activities (how to reach all 24,000)

## Career Development Center

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### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Fall Career Fairs Engineering/Business and Ag Business	Fall 2015	980	174 employers over three days. PT, FT and internship positions for students
2	Recruit the 99	March 1, 2015	1501	Collaboration with three other universities, 190 employers in one day with PT, FT and internship positions for students
3	On Campus Recruitment	Fall 2015 Spring 2016	265	50 employers interviewed on campus for internships and full time positions following graduation
4	Career Related Workshops	Fall 2015 Spring 2016	1011	63 career workshops to assist students with career planning and development (resumes, mock interviews, grad school prep, choosing majors, internship searches, explore careers)
5	Dining Success Dinner	March 16, 2016	146	Dining etiquette and professional skills in the workplace. Three course meal for students to practice dining skills
6	Criminology Job Fair	Spring 2016	165	26 employers with FT and internship opportunities in the criminology industry cluster
7	Law School Admissions workshop	April 2, 2016	50	Employer panel for students interested in entering law school
8	Individual Career Counseling Sessions	Daily	3347	Met with 2,021 unique students. Career Assessment, planning, discussion of majors, careers, internships. Resume reviews, mock interviews

## Career Development Center

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9	Outreach Events	Fall 2015 Spring 2016	10581	Tabling events throughout the year including: Dog Days, Safari, New Student Convocation, Bulldog Bash, Job Readiness Bootcamp, individual college events, preview day, CAMP, Upward Bound, Welcome Black
10	Classroom Presentations	Fall 2015 Spring 2016	3006	Career Counselors present career related topics to courses as requested by faculty. 103 presentations were completed.

### *Academic Collaboration*

- Recruit the 99 Career Fair was co-sponsored by the Alumni Association, volunteers solicited from Academic Advising Centers, Undergraduate Advising Center and other departments
- Utilized two sections of MGT 133S (Service Learning) and Fashion Merchandising 179 to design and develop the new Fresno State Clothing Closet. Students assisted with Closet set up, grand opening and casual clothing give away day
- Worked with faculty and incorporated career related assignments in the following courses:
  - BIO 1, CLAS 30, University 1, MCJ 128, PLSI 150, Psych 60T, MGT 110, HRM 153, CM 181, practicum class in counseling

### *Student/Staff Awards or Accolades*

- Jody Burum received certification as a Global Career Development Facilitator (only staff in our office with this designation)
- Jody Burum is now a Certified Strong Interest Inventory Practitioner
- Jody Burum and Adrian Ramirez presented a workshop at the National NCDA Conference in Denver [June 2016](#). Their presentation was "Integrating Career and Professional Development: Related Assignment in Classroom Instruction"

### *Community Service*

- 70 volunteers used for Recruit up the 99 Hours = 260 hours
- 30 volunteers for fall Career Fairs = 250 hours
- 6 volunteers for Meet the Professionals in Spring 2016 = 30 hours
- 40 volunteers for the Clothing Closet (15 hours each) = 600 hours
- \$5,000 from President's Circle to startup of the Clothing Closet
- \$17,000 in sponsorship money from employers to offset Career Fair costs and printing and marketing costs

### *Feature Story*

The Fresno State Clothing Closet opened [April 1, 2016](#). The closet was started to provide students with professional wear for interviews, job fairs, networking etc. The Closet has received donations from 100 individuals including campus faculty, staff and administration as well as community members and alumnus of Fresno State. Three hundred and twenty students received clothing in spring 2016 semester.

Below are quotes from students who received clothing,

- "Thank you for starting a clothes closet. It was very helpful, I was worried [this morning](#) about not finding any dress pants and heels. But I don't have to worry anymore. I have to thank the donor who gave their items away."
- "This is amazing for students who have a limited income and are looking for employment. I know my professional wardrobe is severely limited."
- "I greatly enjoy the efforts placed by both the community and the hard working staff here at Fresno State. Their continued support allows students such as myself a better opportunity to succeed in interviews and helps prepare us for success"



## Educational Opportunity Program

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The mission of the Educational Opportunity Program is to provide access and support services to first-generation and economically disadvantaged students who demonstrate the potential to succeed at the university.

### *Major Milestones and Accomplishments*

#### **Educational Opportunity Program (EOP)**

- EOP Cohort 2009 has a higher 6-year graduation rate of 59.7 percent, which is higher than the campus rate of 58.4 percent.
- Two EOP students were selected for the Undergraduate and Graduate Dean Medalists
- Six EOP students were nominated for Undergraduate and Graduate Dean Medalists
- 365 EOP students applied for graduation for the 2016 academic year
- 4,744 student contacts were made as indicated by EOP Center GradesFirst Report
- In collaboration with University Academic Advising Center, 6,272 student contacts were made as shown in GradesFirst Student Success Center Report
- 82.1 percent of all first and second year students met with their assigned EOP counselor at least once
- 80.4 percent of all first and second year students met with their EOP peer mentor at least once
- 70.8 percent of all first and second year students attended an Academic Advising Session
- EOP conducted 33 hours of Peer Mentor Training Sessions- topics include: cultural competency, academic advising policies, case conferencing, campus and community resources, confidentiality, and basic helping skills.
- Supervised the facilitation of 20 peer mentor workshops – 514 attendees
- Approximately 500 EOP students and their family attended the EOP Recognition Ceremony

#### **Summer Bridge Program (SB)**

- The Summer Bridge 2009 cohort also has a high six-year graduation rate of 60 percent – the highest rate in the history of the program.
- Successfully implemented the three-week residential Summer Bridge Program with 109 students completing the program
- 98 percent of students received CR for the writing class
- 71 percent of students passed the Math Challenged Exam and met the math remediation requirement
- 109 student met the Early Start Requirement for math and English

#### **Renaissance Scholar Program (RSP)**

- Received \$50,500 from the Home of Hope – \$10,000 more than the previous year
- Implemented the Renaissance Scholars Advisory Board – April 6, 2016
- Tripled program enrollment for fall 2016
- 14 students participated in commencement ceremonies this year – May 21, 2016
- Awarded \$2,000 Touch of Community Grant to pilot a college event for middle school youth from foster care – May 13, 2016
- Development of Renaissance Scholars Faculty/Staff Mentoring Program (Partnered with Fresno State Mentoring Institute)

#### **Dream Success Center (DSC)**

- Successfully launched the Grand Opening of the Fresno State Dream Centers – Feb. 16, 2016

## Educational Opportunity Program

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- Dream Success Center coordinator hired – March 2, 2016
- Site visit with Dream Center Director at UC, Berkeley – May, 2016
- Received \$25,000 grant from AT&T – June, 24, 2016
- Hosted the a webinar entitled: Serving Undocumented Students to the campus community- April 13, 2016
- In collaboration with Dream Outreach Center, a vision and mission were created
- Website for the Dream Centers was launched- June 28, 2016

### **EOP Stand Together As One (STAO) - Male Student Initiative**

- Increased members from 10 to 30 students
- 74 percent of male students attended at least one Student Development Workshop
- 80 percent of STAO members attended at least one STAO “Bro” Talk Session
- STAO members logged in over 700 hours of study time – with an average of 13 hours a week
- Volunteered for Kids Day and sold over \$300 of newspapers.

### **Office of Black Student Success (OBSS)**

- Work collaborative with the African Black Coalition Student Group to develop program for Fresno State black students
- Collaborated with different offices within DOSAEM to create Strategic Plans for African American students
- Appointed an EOP counselor to become the coordinator of OBSS

### *Major Challenges*

- Unexpected staff transition
- New programs and staff transition
- High volume of work demands due to new programs and staff hiring and transition

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	EOP Summer Bridge Program	July 5-24, 2016	109	Three-week residential program that served 109 incoming first-time freshmen who were enrolled in math, English, and developmental workshops. Students had an opportunity to take a math challenged exam at the end of the program. Those who passed met math remediation and were eligible to enroll in a GE math in the fall semester.
2	EOP Connect Day	August, 2015	345	A one-day orientation for new EOP students that “inspired, motivated, and connected” them to Fresno State.
3	EOP Academic Advising Sessions (In-Person and Online)	Fall 2015 and Spring 2016	1256	Provided information to students on GE requirements, DPR review, campus policies, and registration tips.
4	EOP STAO workshops	Fall 2015 and	117	Workshops designed specifically for male

## Educational Opportunity Program

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		Spring 2016		students on major exploration and career interests.
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### *Academic Collaboration*

#### **Summer Bridge Program**

- A three-week residential program that served 109 first time freshmen to support their transition into the university. Worked closely with the math and English department to provide courses. Students could earn up to 6 units and be exempt from math remediation in the fall semester.

#### **University 1**

- In collaboration with the lead University 1 coordinator, EOP established University 1 sections designed specifically for first and second year students who are undeclared. The course had a strong focus on major and career exploration as well as strategies for academic success, campus resources, academic advising and EOP requirements.

#### **Social Work Department**

- As part of the program requirements for the Undergraduate Social Work program, students in this major are required to complete at least 450 hours of internship experience during their last two semesters. In collaboration and partnership with Social Work department, EOP was established as an agency to allow undergraduate Social Work interns to gain internship experience. Undergraduate Social Work interns work in the capacity of a peer mentor and are responsible for providing academic, personal and social support to a caseload of first-year and second-year students. Additionally, undergraduate Social Work interns also complete additional tasks to meet the Social Work Learning Agreement. The EOP counselors along with the Social Work faculty liaison meet on a regular basis each semester to ensure that interns are making progress towards the Learning Agreement.

#### **Kremen School of Education-Student Affairs and College Counseling**

- As a student services program, EOP served as an excellent opportunity for graduate students in school counseling to gain field experience. As part of the degree requirements, graduate students in the Student Affairs and College Counseling program must log a minimum of 300 hours at an approved higher education institution. For this reason, a partnership was established with the Student Affairs and College Counseling department to allow graduate students to acquire internship experience. Graduate counseling interns are required to follow a Learning Agreement which is developed through collaboration between an EOP Counselor, the Faculty Liaison and the student. The Learning Agreement is designed to meet the professional needs of each intern.

#### **RSP Community Seminar/RSP Graduate Photo/Video Shoot**

- RSP's community building activities involved collaboration with various departments and departments, e.g. Recreation Administration Department, Health Center, Career Development Center, Study Abroad Program, University Communication Department, etc. The activities are listed below.

## Educational Opportunity Program

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Event Name	Date of Event	Description	Department Collaboration
Community Building Activity	Aug. 29, 2015	EDGE Ropes Course with RSP students to build a sense of community	Recreation and Administration Department
Community Building Activity	Sept. 16, 2015	Sex Jeopardy to raise awareness about sex education	Health Promotion Program
Graduate Seminar	Oct. 15, 2015	Discussed graduate school (GRE exam and application deadlines)	Career Development Center
Graduate Seminar	Oct. 29, 2015	Presentation and group discussing with Josie Rangel to discuss transition after college	Counseling & Psychological Services
Community Building Activity	Oct. 21, 2015	Presentation on studying abroad	Study Abroad Program
Community Building Activity	Dec. 2, 2015	Building a sense of community interview techniques	Career Development Center
Community Building Activity Workshop	March 30, 2016	Eating Healthy on a Budget	Food Security Program
Community building activity workshop	April 13, 2016	Credit Readiness	Golden1 Credit Union (on campus)
RSP Graduate Photo/Video Shoot	April 22, 2016	Photo shoot for 2016 graduates	University Communication Department

### *Student/Staff Awards or Accolades*

#### **EOP**

- Lucia Ramirez-Munoz – Graduate Dean’s Medalist for Division of Student Affairs
- Irina Boginski - Undergraduate Dean Medalist for College of Science and Mathematics
- President’s Showcase of Excellence- EOP Peer Mentoring and STAO Program

#### **RSP**

- Raven Kappahn – Nominated for the Undergraduate Dean’s Medal for Student Affairs
- Jaquelynn Nola – Nominated for the Graduate Dean’s Medal for Student Affairs

### *Community Service*

#### **EOP**

- 200 volunteer hours--In support of the cause of domestic violence, EOP peer mentors and staff conducted our 5th Annual Donation Drive to collect personal care items for the Marjaree Mason Center. About 50 packages were donated.

## Educational Opportunity Program

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### RSP

- 175 volunteer hours

### STAO

- 64 volunteer hours, raised \$300 for Kids Day

### *Feature Story*

The Educational Opportunity Program (EOP) at Fresno State continues to “make a difference” in helping first generation and historically low-income students attain their goal of graduating from college. EOP recently announced that students in the fall 2009 cohort achieved a 6-year graduation rate of 59.7 percent, which is higher than the campus rate of 58.4 percent. In addition, EOP also houses the Summer Bridge Program, which is a three-week residential experience to assist first-time freshmen with the transition to college. The Summer Bridge program has also accomplished a milestone with an impressive six-year graduation rate of 60 percent—the highest rate in the history of the program.



This year, we have 14 (our highest number) of our Renaissance Scholar students who participated in this year’s commencement ceremonies. Nationally, only 3-11 percent of students who experienced foster care earn a bachelor’s degree but 35 percent of Renaissance Scholars at Fresno State have earned a degree.



## Learning Center

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The Learning Center provides quality services including tutoring, Supplemental Instruction, early alert, and academic coaching to the students of Fresno State. We promote student self-responsibility, academic success and lifelong learning.

### *Major Milestones and Accomplishments*

- Record student visits and unique student users of services within the Learning Center with nearly 9,000 students visiting nearly 50,000 times
- Created a Learning Center rotational internship experience for seven graduate interns. Students were provided hands-on experience with one-on-one and group advising with at-risk students, tutor training, mentorship, Supplemental Instruction training, and observations of SI Leaders.
- Three Learning Center staff were instrumental in establishing the first Hmong Dog Days orientation on campus
- Supplemental Instruction received Outstanding Program, Outstanding SI Mentor, Outstanding SI Leader and Honorable Mention for Article and/or Publication Awards through the International Center for SI
- Invited to present at the CSU High Impact Practices conference to showcase leading HIP practices - SI and early alert (SupportNet). Invitation was extended to showcase SI research findings and pedagogies through the Chancellor's Office as a best practice for faculty.

### *Major Challenges*

- **STAFF:** Additional staff is needed to better support programs. Current workload has reached capacity and additional staff is needed to continue to grow services and meet student need.
- **SPACE:** Need for additional space to provide services to students to include classroom space (SI), office space (advising), and open space for tutoring.
- **TECHNOLOGY:** Technology support is needed throughout the semester. Current support is untimely and causes delay in services.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	CSM FYE Cohort	8/20/15	150	Provided Academic Success Workshop on goal setting.
2	Bulldog Bash	8/24/15	100	Welcome back event for students
3	Learning Center Open House	8/31 - 9/4/15	141	Welcome event for students to learn about services provided

### *Academic Collaboration*

- SupportNet worked with the College of Science and Math in providing SupportNet services at the ARC. Two interns were housed at the ARC to provide coverage four days a week during the spring semester resulting in 139 visits.

## Learning Center

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- SupportNet interns volunteered to assist the College of Health and Human Services with their iFuture event provided to 5th graders. Interns put together interactive activities about future careers and presented their activities to children and families on the south side of Fresno.
- SI collaborated with the College of Science and Mathematics and LSAMP in providing SI training to non-SI employees (ISAs)
- Tutoring collaborated with the Mathematics Department to provide more tutoring for students specifically targeting upper division courses.
- Tutoring also collaborated with the new TRIO SSSD and provided math tutoring for students with disabilities.
- Provided tutoring at additional locations including: University Courtyard, Peter's Business Building (Craig School of Business) and Academic Resource Center (College of Science and Math)

### *Student/Staff Awards or Accolades*

- Five student employees from the Learning Center were selected as Undergraduate and Graduate Dean Medalist for 2015-16:
  - College of Social Sciences - Ryan Ditchfield, SI Leader
  - Craig School of Business - Nicole Warmendam, Tutor
  - College of Arts and Humanities - Jacqueline Alvarez, SI Leader
  - Division of Student Affairs and Enrollment Management - Michael Bowlin, SI Leader and Tutor and Lucia Munoz, Rotational Intern
- Two students were recognized as Outstanding SI Leader and Mentor through the International Center for SI:
  - Outstanding Supplemental Instruction Leader – Reyoot Berry
  - Outstanding Supplemental Instruction Mentor – Kaley Osborn
- Two tutors Casey Walker and Jordan Barnett achieved the Master Level International Tutor Training Program Certificate.
- Ruby S. Rico was honored as a nominee for Outstanding Academic Advisor through the Campus Advising Network

### *Community Service*

- Five Graduate Interns and one staff volunteered for 20 hours assisting the College of Health and Human Services with their iFuture event to 5th graders living on the south side of Fresno.

### *Feature Story*

#### **Supplemental Instruction Program Receives International Award**

Fresno State's Supplemental Instruction Program was chosen as the recipient of the outstanding program award by the International Center for Supplemental Instruction at the University of Missouri, Kansas City.

## Learning Center

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The Fresno State program offers one-hour study sessions multiple times per week for students enrolled in historically difficult classes. Students work with peers and supplemental instruction leaders to gain a better understanding of the course material in an effort to improve their grades. Last year, more than 4,000 students attended supplemental instruction during more than 25,000 visits.

The award is given biannually to programs that demonstrate exceptional evidence in promoting student success, student development and overall program excellence. The honor will be conferred at the ninth International Conference for Supplemental Instruction in Kansas City May 25 to 27.

*“This special recognition solidifies our Supplemental Instruction program as an international best practice,” said Tosha Giuffrida, director of Fresno State’s Learning Center.*

Fresno State seniors Kaley Osborn and Reyroot Berry also earned recognition. Osborn, a student in the Craig School of Business, received the outstanding mentor award and Berry, a student in the College of Health and Human Services, was named outstanding leader for biology. These awards recognize students who demonstrate outstanding performance, impact to student learning and development, leadership and commitment.

Fresno State’s research, which received honorable mention for outstanding research and/or publication, demonstrates that regular supplemental instruction closes the achievement gap for underrepresented students.

*“Supplemental instruction is one of those high-impact practices that enable students to maximize their academic performance and learn skills that will serve them well for a lifetime,” said Maxine McDonald, Fresno State’s Associate Vice President for Student Success.*

The program at Fresno State is led by coordinator Mai Kou Vang and assistant coordinator Ruby S. Rico.

*“I am very proud of the outstanding efforts the office of supplemental instruction has made in support of our student success initiatives,” said Dr. Frank Lamas, vice president for Student Affairs and Enrollment Management. “These are prestigious awards and honors that serve to recognize the best of the best by the International Center for Supplemental Instruction.”*



## Testing Services

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Testing Services provides students, faculty, staff and the community with high-quality academic, certification, licensing and educational exam administration. We strive to provide quality service, safeguard all aspects of test security, maintain the best possible conditions for testing, ensure the safety of all constituents, and conduct tests efficiently in a standardized fashion. Testing Services subscribes to professional standards and guidelines that promote responsible fiscal, legal, ethical and equitable practices.

### *Major Milestones and Accomplishments*

- Hired three administrative support assistants
- Record attendance of 49,413 students who visited the UTC Fall 2015
- Certified all student assistants and new staff on all exams administered by the Test Office

### *Major Challenges*

- Staff turnover/shortage in staffing: Lack of dedicated funds to commit to hiring permanent staff
- Management changes: Our department has had two different directors in a little over one year
- Major position/job duty changes: Our department has had seven staff leave our office resulting in remaining staff members to fulfill extra job duties
- Reorganization of department: The University Test Center has been put on pause, which created challenges in keeping all staff and student assistance within Testing Services

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	University Test Center	All Year	86,841	Full classroom testing for students proctored on behalf of faculty or departments.
2	Academic Test Center	All Year	3,368	Classroom make-up and early- take testing for students proctored on behalf of faculty or departments.
3	Test Office/Professional Test Center	All Year	5,296	CSU systemwide entrance exam administration, distance learning extension exam proctoring service, Internet-based/computer-based exams, and department examinations.

## Testing Services

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### *Academic Collaboration*

- Math Department – Calculus Readiness Test
- Kremen School of Education & Human Development – US Constitution Exam
- Continuing and Global Education – Medical Interpreting Exam
- Nursing Department – TEAS Exam
- Fresno State American English Institute – AEI TOEFL Exam
- Fresno State Graduate Studies Program and outside community – GRE
- Fresno Unified School District and University Outreach Program – EPT/ELM
- English Department – UDWE (Upper Division Writing Exam)
- Summer Bridge Program – Provide location/proctoring for testing needs
- Academic Affairs – Classroom exams for Fresno State Faculty
- CSU Students and outside community – Various certification exams as well as entrance and exit examinations.

### *Feature Story*

The Academic and University Test Centers have experienced steady growth over its eight year history. The capacity has grown from a small 30-seat room to a larger 130-seat facility. The challenges along the journey included staffing issues, space needs, and stable funding. Many of these major challenges were addressed and the Centers have continued to thrive. During finals week of fall 2015, 5,985 students were tested without exam issues or incidence of cheating. Fresh ideas like extended hours, and new restrictions on exam windows, helped the Center to effectively respond to increased demand and reduced wait time to ten minute or less. Students and faculty have expressed a high level of satisfaction with the Centers which have been successful in meeting established goals and responding to the demands for service.

## TRIO Student Support Services Program

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TRIO Student Support Services Program (SSSP) works to increase the college retention and graduation rates of its participants.

### *Major Milestones and Accomplishments*

- September 1, 2015 - the start of a new grant cycle for TRIO Student Support Services Program (SSSP)
- Incorporated non-cognitive techniques and methods within SSSP's English Reading Skills and University 8 courses
- Developed and implemented Lunch and Learn non-cognitive sessions
- Established a textbook reference library

### *Major Challenges*

- Due to uncertainty of being renewed and the eventual start date of Sept. 1, 2015, our traditional high school retention stakeholders sent their participants to other University departments and programs. Open enrollment for SSSP was all year.
- Continuing pending status on priority registration for SSSP participants. This is an institutional commitment that was written into the new 2015-2020 grant cycle for SSSP.
- Establishing new pipelines to identify students for SSSP.
- The administrative process to pay and invoice SSSP's student supplemental grants between the Financial Aid, Accounting, and Foundation departments was slow in implementing.
- The approval process to grant PeopleSoft security is slow.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	SSSP: Cinco de Nachos!!!	05/05/2016	13 SSSP and 14 other student retention program students	Social and networking activity
2	SSSP: Ice Cream Social	04/27/2016	17 SSSP and 21 other student retention program students	Social and networking activity
3	Graduate Forum at San José State University	04/23/2016	9	Explored graduate and PhD programs
4	SSSP Trip to the Writing Lab	04/07/2016	3	Learned about university resources

## TRIO Student Support Services Program

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5	SSSP Lunch and Learn: “Apps for Life”	03/30/2016	5	Development of non-cognitive skills with the use of technology
6	SSSP Lunch and Learn: “Balancing College and Life”	03/17/2016	9	Development of non-cognitive skills to succeed at the university and beyond
7	SSSP: Trip to the Learning Center	03/14/2016	3	Learned about university resources
8	SSSP Lunch and Learn: “Academic Mindset”	03/8/2016	8	Development of non-cognitive skills to succeed at the University and beyond
9	SSSP: Trip to Student Cupboard	03/04/2016	3	Learned about university resources
10	SSSP Lunch and Learn: “Campus Culture”	03/02/2016	12	Learned about the university’s expectation from a successful SSSP student
11	SSSP Lunch and Learn: “Test Taking Strategies”	02/17/2016	6	Prepared students for academic success
12	SSSP Pizza Information Luncheon: “Career Center – Preparing for Your Career”	12/08/2015	11	Implementing Career choice/SSSP’s “Exit Plan”
13	SSSP Pizza Information Luncheon: “Career Center – How to Choose Your Career”	11/12/2015	10	Career Development
14	SSSP Football Tailgate	11/05/2015	24	Cultural university event
15	SSSP Pizza Information Luncheon: “Career Center – Why We Chose Our Career”	10/14/2015	10	Career exploration
16	SSSP Orientations	Fall and Spring	56	To foster retention and success

## TRIO Student Support Services Program

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### *Student/Staff Awards or Accolades*

- Andreina Torres was a candidate for the 2016 Deans' Undergraduate Medalists.

### *Community Service*

- During the 2015-2016 academic year, 13 SSSP students completed internships for a total of 140 hours. Completing an internship qualified SSSP students for a \$600 grant that allowed students the opportunity to explore their career choice.

### *Feature Story*

One exciting event for Student Support Services Program (SSSP) was the Holiday Hams give away. SSSP primarily serves first generation, low-income, and/or disabled students and the free Holiday Hams was a much needed item for the holiday season.

## TRIO Student Support Services Veterans

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TRIO Student Support Services Veterans (SSSV) works to increase the college retention and graduation rates of its participants.

### *Major Milestones and Accomplishments*

- Sept. 1, 2015- the start of a first time grant cycle for TRIO Student Support Services Veterans (SSSV).
- Incorporated non-cognitive techniques and methods within SSSV's English Reading Skills and University 8 courses.
- Developed and implemented Lunch and Learn non-cognitive sessions.
- Established a textbook reference library.
- Worked with Dog Days: New Student Orientation to increase the number of Veteran Dog Days offered to incoming Veteran students.

### *Major Challenges*

- SSSV is a new program at Fresno State, with a start date of September 1, 2015. A new number of informational presentations had to be conducted after the fall semester started. Open enrollment for SSSV was all year.
- Addressing the challenge of working with other programs who are reluctant to change.
- Establishing new pipelines to identify students for SSSV.
- The administrative process to pay and invoice SSSP's student supplemental grants between the Financial Aid, Accounting, and Foundation departments was slow in implementing. This caused a number of junior and senior students to drop their summer courses.
- The approval process to grant PeopleSoft security is slow.

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	SSSV: Cinco de Nachos!!!	05/05/2016	6 SSSV and 21 other student retention program students	Social and networking activity
2	SSSV: Ice Cream Social	04/27/2016	4 SSSV and 34 other student retention program students	Social and networking activity
3	Graduate Forum at San José State University	04/23/2016	1	Explored graduate and PhD programs
4	SSSV Trip to the Writing Lab	04/07/2016	1	Learned about university resources
5	SSSV Lunch and Learn: "Apps for Life"	03/30/2016	4	Development of non-cognitive skills with the use of technology

## TRIO Student Support Services Veterans

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6	SSSV Lunch and Learn: “Balancing College and Life”	03/17/2016	4	Development of non-cognitive skills to succeed at the university and beyond
7	SSSV: Trip to the Learning Center	03/14/2016	3	Learned about university resources
8	SSSV Lunch and Learn: “Academic Mindset	03/8/2016	2	Development of non-cognitive skills to succeed at the University and beyond
9	SSSV: Trip to Student Cupboard	03/04/2016	2	Learned about university resources
10	SSSV Lunch and Learn: “Campus Culture”	03/02/2016	2	Learned about the university’s expectation from a successful SSSP student
11	SSSV Lunch and Learn: “Test Taking Strategies”	02/17/2016	2	Prepared students for academic success
12	SSSV Football Tailgate	11/05/2015	1	Cultural university event
13	SSSV Pizza Information Luncheon: “Career Center – Why We Chose Our Career””	10/14/2015	1	Career exploration
14	SSSV Orientations	Fall, Spring, Summer	35	To foster retention and success

### *Student/Staff Awards or Accolades*

- Cristiane Pineda was selected for an overseas internship as part of his business degree. The internship was held in Germany during the spring semester.

### *Community Service*

- During the 2015-2016 academic year, seven SSSV students completed internships for a total of 140 hours. Completing an internship qualified SSSV students for a \$600 grant that allowed students the opportunity to explore their career choice.

## TRIO Student Support Services Veterans

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### *Feature Story*

One exciting event for Student Support Services Veterans (SSSV) was the Holiday Hams give away. SSSV primarily serves first generation, low-income, and/or disabled Veteran students and the free Holiday Hams was a much needed item for the holiday season.



## University Advising Center

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Fresno State places academic advising within the teaching/learning mission of the institution and recognizes it to be a critical component of students’ educational experience and undergraduate success. Professional staff promotes academic advising as a shared responsibility with students. Academic advising serves to inform, develop, and enhance academic skills to enrich students’ educational plans in ways that are consistent with their personal values, goals, and career plans, preparing them for a life of learning in a global society.

### *Major Milestones and Accomplishments*

- Fall 2015-Spring 2016 - Coordinated the implementation of the decentralized campus advising model
- Summer 2016 - Launched the Dog Days Online Pre-Orientation program
- Spring 2016 - Developed and deployed an automated system to defer the Dog Days, New Student Orientation fee – no longer need fee waivers
- Spring 2016 - All college advising centers now on board with using GradesFirst
- All students now assigned to advisor or advising center in PeopleSoft
- Academic Advising and Career Development integration of services
  - All colleges now have a career counselor spending five hours or more in an advising center
- Launched campus-wide “Advising Matters” campaign in collaboration with college professional advisors

### *Major Challenges*

- Loss of one full-time professional advisor in September 2015
- Need more professional staff to: effectively manage high touch student caseloads; coordinate advisor training throughout the year; manage the probation and disqualification process; effectively liaise and offer joint programming with colleges and Career Development Center (activities that take advisors away from the office)
- Gaining faculty buy-in to use GradesFirst to document advising meetings and notes
- Not enough computer labs offered by colleges for Dog Days to use during the summer for registration labs
- Dog Days logistics – in need of larger spaces for Dog Days presentations, advising, labs

### *Major Programs and Events*

	Event Name	Date of Event	Attendance	Description
1	Dog Days and Class Presentations	June-July 2015	7625	Academic requirements and General Education presentation to all incoming students (91 sessions); UNIV 1
2	Advisor Training	July 2015 – May 2016	315	Training for new advisors, interns, peer academic counselors as well as ongoing trainings for experienced advisors. Academic policy, procedures, General Education,

## University Advising Center

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				GradesFirst, PeopleSoft, electronic advising tools, reports and record keeping (40 sessions)
3	Department Training	July 2015 – May 2016	120	Coordination and/or facilitation of GradesFirst training; entering advisor notes, tracking student populations, running reports, communicating with students (15 sessions)

### *Academic Collaboration*

- Formed Council for Academic Advising – members include associate deans, directors of student services areas that serve the campus (i.e., Career Development Center, Learning Center)
- Formed Council for Academic Advising Sub-Council – members include an advisor from each college advising center, directors from Student Athlete Services, Housing, EOP, CAMP, SSSP, RSP, and DSC
- Initiated new Probation and Disqualification Intervention Plan with contribution and participation from all colleges
- Integration of Planning and Advising for Student Success (IPASS) project funded in by an Educause grant, supported by the Bill and Melinda Gates Foundation, envisions linking technologies to improve the student experience and increasing the likelihood of success for all students at Fresno State. The project leadership team includes the Vice Provost, the CIO, the AVP for Institutional Effectiveness, and the Director of Advising.

### **Student/Staff Awards or Accolades**

- Kathy Dunbar – Outstanding Advisor Award 2015-2016
- Dean’s Medalist Awards
  - Undergraduate Medalist: Michael Bowlin (Orientation Leader)
  - Undergraduate Nominee: Rachel Gascon (Orientation Leader)
  - Graduate Nominee: Taylan Bennett Parker (Orientation Leader)
  - Graduate Nominee: Ko Yang (Orientation Leader and Hmong Language Program Assistant)
- NODA (Association for Orientation, Transition, and Retention in Higher Education) Region II Conference
  - Social Media #SaturdayChallenge Award: Anyssa Molina (Orientation Leader)
  - Undergraduate Case Study Best Group Overall Award: Angelica Reyes (Orientation Leader)
  - Regional Conference Planning Committee Member, Assessment and Evaluation Co-Chair: Lauren Welch (Orientation Leader, Student Coordinator, Assistant Coordinator)

### *Feature Story*

#### **Four-Year Scholars Program**

- A pledge between students and Fresno State to ensure participating students graduate with a baccalaureate degree in four years.

## University Advising Center

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- Fresno State is committed to helping participating students graduate in four years, saving them thousands of dollars in tuition and college costs. What makes our program stand out among similar programs in the nation is our three possible entry points into the program:
  - Incoming first-time freshmen
  - Second-semester freshmen (by invitation only)
  - Continuing first-semester sophomores (by invitation only)
  - The Four-Year Scholars Program, coordinated by the University Advising Center, has been recognized by the Chancellor's Office as a top program to help students "Finish in Four."
  - Fresno State is dedicated to helping more students earn their degrees and graduate in four years through programs like the Four-Year Scholars Program, reducing their educational expenses and launching them to their careers or graduate studies.
  - The Four-Year Scholars Program provides students with:
    - Guaranteed course availability with a personalized academic plan \*\*
    - Highest-level priority registration
    - Specialized advising each semester to ensure students stay on track
    - Eligibility for parking fee waiver/Kennel Bookstore voucher (if maintaining good academic standing in the program)
  - Student Testimonial:

*"My name is Jeanette Cruz. I am a third-year, Pre-Veterinary Medicine major, and I have been in the [Four-Year Scholars] program my entire college career. This program is the sole reason I have the journey to my higher education on the amazing path it is on.*

*My counselor, Kathy Dunbar, is not just my advisor, but I consider her one of my dear friends. With my stressful and difficult major, I have found myself in countless stressful situations, mental breakdowns, and during every single one of them, I have had Kathy to give me the words of wisdom needed to carry on with my path and continue to prosper, no matter how difficult it may be.*

*If you join this program, you not only get an impeccable road map for whatever your major may be, or priority registration (believe me, it's amazing!), but you also get a friend, an advisor, someone who has all the answers for your journey and if they don't, they do everything in their power to find it for you. Without this program, I would not be in the position that I am. I would not be graduating next May, and I would not be preparing myself to apply for vet school and begin living my dream. I owe the [Four-Year Scholars] program my entire college career, it is easily one of the best decisions I have made here at Fresno State."*