

Develop and foster a tiered "Welcome to Fresno State 'Opt in' Campus Concierge Program for both faculty and staff new hires.

CURRENT CHALLENGE:

My BOLD Idea is a result of years of listening to the experiences of new hires both faculty and staff as they begin life's next chapter here at Fresno State, and in some cases the City of Fresno. The university invests time and money on attracting and hosting some of the most qualified faculty candidates and most qualifies staff, however, once the position is offered and accepted they arrive and after a whirlwind of orientations, introductions, meetings and a mound of information they are left on their own to navigate the physical campus and local community in which they now reside.

PROPOSED SOLUTION:

Welcome to Fresno State 'Opt in' Campus Concierge Program.

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In my inquiry of what could the university possibly provide to enhance the experience and settling into this new position, the areas of interest were as followed: temporary housing opportunities, highlights and resources of campus events, local maps, paired or group tours, city statistics, information on local arts and entertainment, things to do with the family, weekend and travel excursions, transportation info e.g. ride-sharing, biking, Uber, Lyft, public transportation, etc.

(This model can phase into a program for visiting scholars and international students as well, etc.)

BENEFITS TO FRESNO STATE:

1. Faculty and Staff interact with student daily and are a great resource as role models for students in developing positive: ethics, understanding, appreciation and inclusion. Nurture the source and enrich the student's experience. With an improved perspective of the physical campus, its resources and amenities and a sharpened perspective, our new hires will be better prepared to instruct, embrace and develop effective performance both in teaching and working in an academic environment.
2. Offering weekend or evening guided tours of the physical campus, with a focus on our Pride Points; colleges an major areas of research, as well as the architecture, public art, various gardens and groves, amenities, (utilize and expand on campus shuttle routes) focus on wellness with the bulldog trails (walking routes), etc. Anchoring our new hires to their new environment will prove to enhance and develop an understanding and appreciation.
3. Foster the universities vision and develop an app an offer an option for a self-guided tour of the psychical campus and its Pride Points. This would welcome BOTH the campus community as well as the community at large to take a self-guided tour accessible via any smart device or tablet. Fresno State will be destination of exploration, discovery, and engagement. This will prove to leave our guests enlightened, and excited to share their experience with others.
4. Campus Concierge Program could evolve into a partnership which extends to our alumni, inviting our alumni back onto the campus as a guest and share the mic with a campus concierge guide, for new incoming students and international students as they hear first-hand our alumni s story as to their experience of navigating the physical campus, academic journey and as well as hearing firsthand as to their achievements and how their experience at Fresno State played a vital role on impacting their lives for the future.

ADDITIONAL INFORMATION: