



Student Affairs

California State University, Fresno

State of the Division

October 5, 2010

Satellite Student Union

Division of Student Affairs will be recognized for its ability to meet annual targets and to recruit/enroll/retain quality students.

- Enrollment Services have met enrollment targets for each year of our Vision Plan – and for the past 13 years.
- Met Chancellor's Office target to reduce enrollment and grow enrollment within the same year!
- 6-year graduation rates have risen from 43% to 48% graduation rates since 2006.
- The retention rate for Fall 2009 freshmen cohort is 86.7% - highest ever.

Division of Student Affairs will be recognized for its ability to meet annual targets and to recruit/enroll/retain quality students.

- Dog Days consistently serves over 95% of new freshmen and 85% of new transfers.
- CAMP and SSSP retention/graduation rates exceeds campus average.
- EOP and Renaissance Scholars also have consistently increased their 1st and 2nd year retention rates.
- Outstanding collaboration with Fresno Unified School District to increase college-going rate and to administer EPT/ELM test for entering freshmen on Fresno local high schools.

Division of Student Affairs will be recognized for its focus on helping students learn and acquire the tools they need to succeed.

- University Courtyard annually provides over 100 educational programs to residence students.
- Career Services uses “LecShare” to assist with graduate school preparation.
- Student Involvement joined ASI in Speed Networking with administrators.
- Mandatory advising introduced for juniors and for freshmen.
- All DQ readmitted students must take MAP workshop.

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- Launched SupportNet, early warning system for struggling students.
- Supplemental Instructions offered to tutor students in high enrollment/high failure classes.
- Academic Testing Center opened in 2008 and is expanding.
- Renaissance Scholars Program launched to support foster youth.
- Annual Student Affairs SAFARI attracts 1,000 students each Fall to learn about Student Affairs.

Division of Student Affairs will be recognized for its effective and timely service to students and other offices around the campus.

- A revised and updated Service Pledge – still in use.
- Created Hallmark Awards to recognize staff within and outside of the Division who provide excellent service.
- Developed electronic deposit for Financial Aid disbursement.
- Deployed online chat technology to reach prospective students outside of the Fresno area.
- Developed online graduation application.
- Received College Reading and Learning Associates certification of the Tutoring Program.
- Created “Walk in Wednesdays” in the Office of Advising Services.

Division of Student Affairs will be recognized for its effective and timely service to students and other offices around the campus.

- Introduced Wellness Ambassadors Program to provide wellness information to students.
- Introduced Bulldog Blog to reach all students with timely information.
- Introduced Video bulletin board in USU to alert students of upcoming programs/events.
- Introduced after hours services through Academic Testing Center, Student Support Services, and Career Services.

Division of Student Affairs will be recognized for its attention to professional development of staff at all levels.

- Have offered numerous webinars and online workshops on several topics.
- Conducted 2 customer service training workshops for Division staff.
- Brought in external consultant on 3 occasions to offer ideas/information on student learning, retention, and graduation strategies.
- Conducted Division wide mini-conference in January 2010 that served over 165 Student Affairs Staff.

Division of Student Affairs will be recognized for its attention to professional development of staff at all levels.

- Introduced CARE Bucks program for staff to recognize collegiality and responsibility.
- Learn at Lunch programs for small group discussions on current issues within Student Affairs.
- Numerous staff have completed undergraduate/advanced degrees with the support of the Division and the University over the past few years.

Division of Student Affairs will be recognized for its active promotion of student wellness and health education.

- Sports Recreation and Fitness provides over 30 group fitness classes each semester; 20 intramural sports each year; 190 personal training sessions.
- Center for Gender and Culture and Wellness Services provide weekly stress reduction groups to students.
- Center for Gender and Culture provides peer group counseling in the areas of work anxiety.
- Continue to provide Depression Screening Day and Anxiety Screen Day through UHC.
- Introduced Family Pact to improve students sexual health.

Division of Student Affairs will be recognized for its active promotion of student wellness and health education.

- Opened Wellness Center in SHC.
- Opened Student Wellness Lounge in USU.
- Introduced Wellness Mobile Unit to deliver information to students around the campus.
- Vision Screening provided to first year CAMP students.
- Alcohol Safety Council collaborates with students to sponsor Fall Harvest and Spring Break festivals to promote alcohol education and wellness.

Division of Student Affairs will be recognized for its thoughtful use of technology without compromising personal contact.

- Several Division units are using social networking via Facebook to communicate with students.
- Career Services is offering a web-based resume writing program.
- UHC introduced electronic medical records to improve service to patients.
- ARE deployed unofficial transcripts.
- ARE helped develop wait list functionality for students shut out of courses

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- Develop senior DARS report to help students complete their graduation plan.
- Implement online tutoring sessions through Blackboard.
- Piloted online tutoring for select classes.
- Implemented a laptop loan program in Student Support Services.
- Offered online Maximizing Academic Potential workshops for probationary/DQ students.
- Created online cheating/plagiarism reporting process for faculty.

Division of Student Affairs will be recognized for its collaboration with faculty and other departments across the campus.

- Each college/school has a disability management specialist liaison.
- Worked with all units on campus to recognize Japanese Americans unable to complete their degrees in 1941-42 due to incarceration.
- Work closely with Academic Affairs in the development of new graduation plan to increase graduation rates by 6% by 2015.
- Each year, have collaborated with faculty across the campus on Diversity Awareness Week.
- Ongoing collaborations with departments for Take Back the Night, LunaFest Film Festival, and Domestic Violence Awareness Night.

Division of Student Affairs will be recognized for its collaboration with faculty and other departments across the campus.

- UHPS collaborates with the Physical Therapy Department to provide PT services to students through the UHC.
- UHPS worked with the Nursing Program to provide immunization services (H1N1) to students, faculty, and staff.
- Career Services presents numerous workshops on career development, resume writing, etc. to departments and academic programs across the campus.
- Student Success, ARE and Academic Affairs revised campus admissions procedures for DQ students.

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- Student Success Services works with Academic Affairs in development of Freshmen Year Experience for new students.
- Student Success Services makes classroom presentations on General Education, academic planning, and tutoring throughout the academic year.
- Testing Services collaborates with the Math Department to administer Calculus readiness test and with the Nursing Program to administer entrance exams to incoming students.
- Student Affairs and Academic Affairs have collaborated in development of the Super Senior project to increase graduation of students with over 140 credits.

Division of Student Affairs will be recognized for its commitment to fostering diversity in preparing students to function in a diverse world.

- Numerous presentations by NCBI to teach embracing diversity and reducing prejudice.
- Coordination of Farmers Awareness Week and Cesar Chavez Celebration each year.
- We host numerous recruitment/leadership conferences for underrepresented populations in the region to encourage participation in higher education.
- Outreach Services participates in Super Sunday initiatives at African-American churches to increase college-going rates of African-American youth.
- Maintain Lesbian, Gay, Bi-Sexual, Transgender Plus Allied network and provide training on this topic.

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- Numerous annual events held such as Welcome Black, Stop the Hate Week, Diversity conferences, Latino Heritage Festival, African-American History Month, etc.
- Courtyard students conduct Def Poetry Jams and Tunnel of Oppression programs regularly.
- Psychological Services engages in outreach activities for Renaissance Scholars Program and LBGT issues.
- Student Affairs staff helped in the creation of Veterans Student Club and other veterans outreach events.

Division of Student Affairs

Pride Points 2009-2010

Enrollment Services

- **Admissions, Records, Evaluations**
 - Developed and implemented on-line application for graduation. 2. Completed Phase 1 of Student Records Archiving Project.
- **Financial Aid**
 - Implemented Direct Lending Program
- **University Outreach Services**
 - Utilized Hobson's EMT Chat product to host 33 chat events with 1290 student participants

Division of Student Affairs

Pride Points 2009-2010

- **International Student Services and Programs**
 - initiated or participated in three new programs: Special Advising Sessions for First Time Freshmen, Transfer Advising Workshop and Freshman Mentoring Program
- **Student Affairs Development**
 - Helped raise over \$10.4 million dollars through 2009-10
- **University Scholarships**
 - Scholarship Office interacted with 331 outside organizations and processed over 2 million dollars for the benefit of 1354 students

Division of Student Affairs

Pride Points 2009-2010

- **Talent Search and Upward Bound**
 - Continued to promote student success by serving over 1000 First Generation students throughout the Central Valley

Student Life

- **Career Services**
 - Significantly increased student/alumni usage of our web-based job –posting and career management system, BulldogLink, from 5,500 to 10,000

Division of Student Affairs

Pride Points 2009-2010

- **Rec Sports and Fitness**
 - Increased total attendance from 198,374 visits in FY08/09 to 209, 887 in FY 09/10
- **Services for Students with Disabilities**
 - Interpreters provided 2,894 hours of direct service
- **Student Involvement**
 - Implemented the use of OrgSync to enhance communication , access for student clubs and organizations

Division of Student Affairs

Pride Points 2009-2010

- **The Center for Women and Culture**
 - The National Coalition Building Institute provided cultural competency training to over 600 individuals
 - The Violence Prevention Project provided ongoing peer counseling services to 63 students, faculty and staff.
- **University Courtyard**
 - 119 different educational programs presented to 2800 students on topics including alcohol and drug issues, sex education, safety, health, diversity, etc.

Division of Student Affairs

Pride Points 2009-2010

Student Success Services

- **Central California Educational Opportunity Center**
 - Successfully assisted in enrolling 432 program participants into programs of post secondary education.
- **College Assistance Migrant Program**
 - 99% of CAMP freshmen (2009-2010) students successfully completed their first academic year of enrollment at Fresno State.
- **Educational Opportunity Program**
 - Developed and implemented a day of activities (EOP Connect Day) designed to introduce entering students to program services and set expectations for program participants

Division of Student Affairs

Pride Points 2009-2010

- **Learning Center**
 - During the combined fall and spring semesters, provided 11,156 hours of tutoring through 8,638 visits, which served 1222 unique students
- **Office of Advising Services**
 - Provided mandatory advising for over 2,660 first-time-freshmen during the fall semester. Over 1,200 of these students received advising through large group advising sessions.
- **Office of Testing Services**
 - Proctored over 17,300 tests including mid-term exams, make-up tests, online exams and Calculus readiness testing. Over 81 faculty members from more than 28 academic departments utilized the service.

Division of Student Affairs

Pride Points 2009-2010

Student Support Services

- Students in the SSS program received 690 counseling contacts during the fall/spring semester; contributing to the effective and proactive advising services that increase retention and graduation rates of first generation, underrepresented groups and students with special needs.

Division of Student Affairs

Pride Points 2009-2010

University Health and Psychological Services/Wellness Services

- Launched the Wellness Lounge @ the USU in November 2009 which featured educational offerings to address the “Top 10 Academic Impacts” as reported by Fresno State students in the 2009 ACHA/NCHA survey.
- The Electronic Medical Record was implemented in April 2010 to improve patient care by;
 - providing immediate access to patient information,
 - improving decision making and exchange of information among providers, and creating an environment that supports safe, secure and efficient data collection