

## Enrollment Services

### Admissions, Records and Evaluations

- To comply with the mandated 10% reduction in enrollment for 2010-11, Admissions **implemented “impaction” admissions plan** in accordance with systemwide policy for first-time freshmen for fall 2010. The admissions team successfully managed a two-tiered admission process for local and non-local applicants and completed the admissions cycle in January 2010. The earliest completion for a fall term. Transfer Evaluators completed processing for upper division transfer students on May 1, 2010. This is the earliest a fall admission cycle has been completed in spite of losing 16 work days due to mandatory furlough days. With the help of the Transfer Credit Analysts who create DARS rules to articulate “unknown” courses, new transfer admits were provided with DARS reports in time for their Dog Days orientation session.
- Evaluations Office implemented an **early spring filing** period in November for submission of applications to graduate in spring 2010. Several hundred applications were submitted early and these students received notification about their graduation status prior to the end of December.
- Evaluations office reviewed the files of approximately 1900 students identified as **Super Seniors** with excess units. Deficiencies were identified and this information was shared with the Provost's Office and with department chairs for use in advising and moving these students toward graduation
- The Registrar's Office implemented a process to allow faculty to perform the **administrative drop function** electronically in PeopleSoft. The online process will replace manual processing and use of the paper administrative drop card.
- Per Executive Order 1037, which established limits on maximum course withdrawals and repeats for grade forgiveness, the campus developed an **automated process to track course drops and repeats**. A new page is available in the Student's Center where students can view the number of course repeats and grade substitutions.

### Educational Talent Search

- Continues efforts to “promote Student Success” by serving 752 first generation students at the high school level.
- Made 3546 contacts in the South valley, and 4477 contacts in the West valley.

### Financial Aid

- The Financial Aid Office collaborated with College of Education, ARE, Continuing & Global Education, CIS, and Student Accounting to allow funding for fall 2010 credential admits beginning enrollment summer 2010.

- Designed on-line tutorials showing students how to apply for financial aid, create a Fresno State email account, check their fee deferment status, check their “To Do” list, view their financial aid, and how to accept or decline their student loan
- Added link to enhance communication advising students of Bulldog Direct Deposit.

### International Student Services and Programs

- ISSP initiated or participated in three new programs: Special Advising Sessions for First-Time Freshmen, a Transfer Advising Workshop and a Freshman Mentoring Program
- ISSP welcomed the first cohort Beck Scholars, two students from Ecuador who have now successfully completed their freshman year of study.

### University Outreach Services

- Utilized Hobson’s EMT Chat product to host 33 chat events with 1,290 student participants. This reduced travel expenses and improved communication.
- Realized a savings of over \$20,000 by developing a strategic travel plan and a revised communication plan.

### University Scholarships and Student Affairs Development

- The Scholarship Office interacted with 331 outside organizations to receive and process \$2,009,896.92 for the benefit of 1354 students. We processed an additional \$3,461,721.24 in institutional scholarships to benefit nearly 2500 students.
- Development activities resulted in \$33,000 grant from Aetna Foundation which paid for a “Mobile Wellness Unit” that can be taken to locations throughout campus promoting health and wellness.
- Division of Student Affairs development work raised \$10,426,414 to this point in the comprehensive campaign.

### ELL Upward Bound and Upward Bound Programs

- Sixteen (100%) UB participants graduated in June 2010 and received assistance in applying for admission to postsecondary institutions and completed their applications for college.
- Upward Bound and ELL UB staff offered twenty-eight weekly After School Tutorial/Study sessions to all program participants during the academic year 2009-2010.
- Upward Bound and ELL UB students participated in the TriO Day Celebration held on April 17, 2010 at Fresno State where Congressman Devin Nunes was a keynote speaker (more than 450+ students from various Trio programs attended this event).

## **Student Life**

### Career Services

- Utilized LecShare to create and launch the Grad School Prep accessible PowerPoint presentation series now available on our web site (complete with synchronized audio and captions) for those students who may have missed the scheduled graduate school preparation workshops.

- Significantly increased student and employer usage of our web-based job-posting and career management system, *BulldogLink* (nearly doubled the number of active student/alumni users from 5,500 to 10,000 and registered employers from 1,011 to 1,951).
- The Community Service Scholarship Program and the SSG Program connected 216 students volunteered an excess of 25,000 services hours to over 135 sites in the region.

### **Rec Sports and Fitness**

- The Student Recreation Center recorded 11,490 separate individuals with 198,374 total visits overall, 120,360 male and 78,014 female in FY 08/09. The attendance numbers for FY 09/10 has a total of 209,887 divided by 127,062 males and 82,825 females.
- The inaugural B.A.R.K. Sports Camp hosted 36 campers. As of June 2010 29 campers had registered for the first week.
- Supplemented student fees by increasing retail sales (drinks, protein bars, etc) to \$19,495.

### **Services for Students with Disabilities**

- Interpreters provided 2,894 hours of direct service contact.
- Full implementation of the Student Accommodations Management system increased efficiency and enhanced records security.
- Assigned Disability Management Specialists as liaisons to each of the academic colleges and schools.

### **Student Involvement**

- Implemented the OrgSync software to provide a more effective way to communicate with student organizations. Currently there are 2,285 users (students and club advisors) and 309 student organizations (previous year was 264 student organizations) that have registered and are using OrgSync.
- Expanded “Welcome Week” to a four week program, “Fresno State Welcome”. The program is a collaborative effort with several campus entities and begins with Housing Move-in and ending at Student Affairs’ SAFARI.
- Partnered with the USU Board of Directors and Wellness Services to create the Wellness Lounge in the USU pavilion.

### **The Center for Women and Culture**

- The National Coalition Building Institute Team provided cultural competency training to over 600 individuals from on and off campus.
- The Violence Prevention Project provided peer counseling services in the areas of sexual assault, domestic violence and stalking. To 28 students. An additional 35 faculty, staff and students received peer counseling for other issues.

- The Central Valley Cultural Heritage Institute hosted a bi-weekly radio show, “Common Ground” on KFCF. The show focuses on the diversity of the central valley.

## **Student Success Services**

### **Central California Educational Opportunity Center**

- Successfully assisted in enrolling 432 program participants into programs of post secondary education.
- Staff registered and enrolled 1083 participants in the CCEOC Program.

### **College Assistance Migrant Program**

- Hosted over 1,500 K-12 grade migrant students at Fresno State during 2009-2010 academic year.
- 99% of CAMP freshmen (2009-2010) students successfully completed their first academic year of enrollment at Fresno State.
- 98% of freshmen completed remediation in English, and 100% of freshmen completed remediation in Math.
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### **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
- Continued to diversity communication efforts to attract students to higher levels of engagement in program services i.e. Facebook, e-mail, and the “Telling Our Stories “ e-newsletter
- Coordinates several community service projects that resulted in the donation of 150 children’s books and 36 Thanksgiving food baskets to the Bulldog Pantry

### **Learning Center**

- Had an approximate total of 6,462 student contacts during the academic year,
- During the combined fall and spring semesters, provided 11,156 hours of tutoring through 8,638 visits, which served 1222 unique students
- Through 10 Supplemental Instruction (SI) leaders in spring 2010, we provided SI support to 9 classes, 16 class sections, and 968 enrolled students

### **Office of Advising Services**

- Collaborated with ARE to revise campus procedures for readmission of disqualified students to ensure strict enforcement of academic standards.

- 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.
- Collaborated with Fresno Unified School District, University Outreach Services, Admissions, Records, Evaluation, and the Registrar's Office to administer the EPT/ELM test to over 425 entering freshmen at the Fresno High School campus.

### Student Support Services

- Provided \$73,987 in grant Aid to 82 SSS students meeting program requirements directly; contributing to the financial support and retention of undergraduate students.
- 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.
- Students in the SSS program received over 1170 reading & writing contacts to include: supplemental reading & writing instruction, academic study skills, essay & paper reviews and professional tutoring contributing to retention and academic success of our students.

### **University Health and Psychological 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;
  1. providing immediate access to patient information,
  2. improving decision making and exchange of information among providers, and creating an environment that supports safe, secure and efficient data collection
- Development of a university wide plan to mitigate the effects of a new influenza called H1N1. Administered 1881 seasonal and H1N1 vaccines to students, faculty and staff.