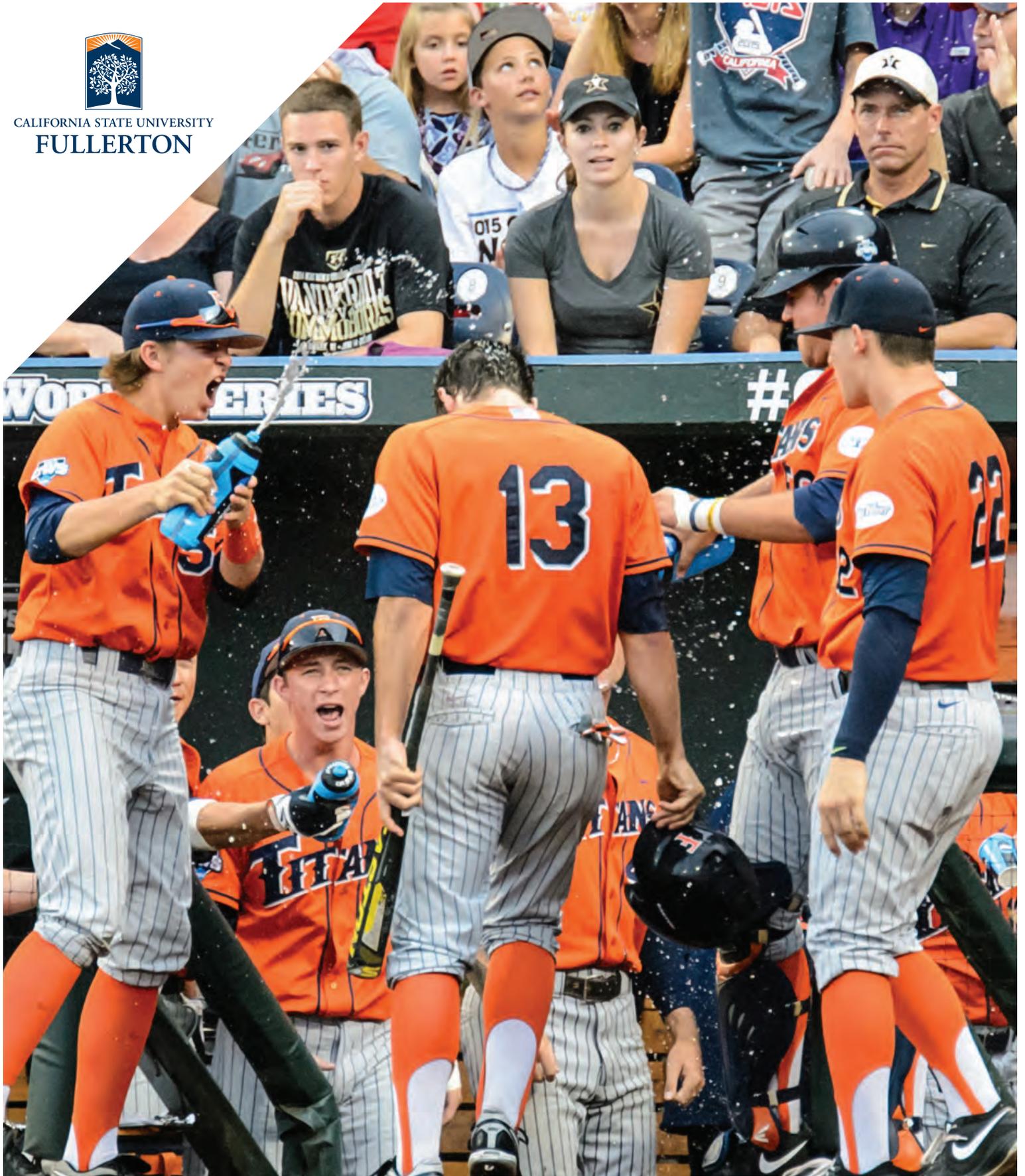




CALIFORNIA STATE UNIVERSITY  
FULLERTON



Division of Student Affairs

# ANNUAL REPORT

2014/15

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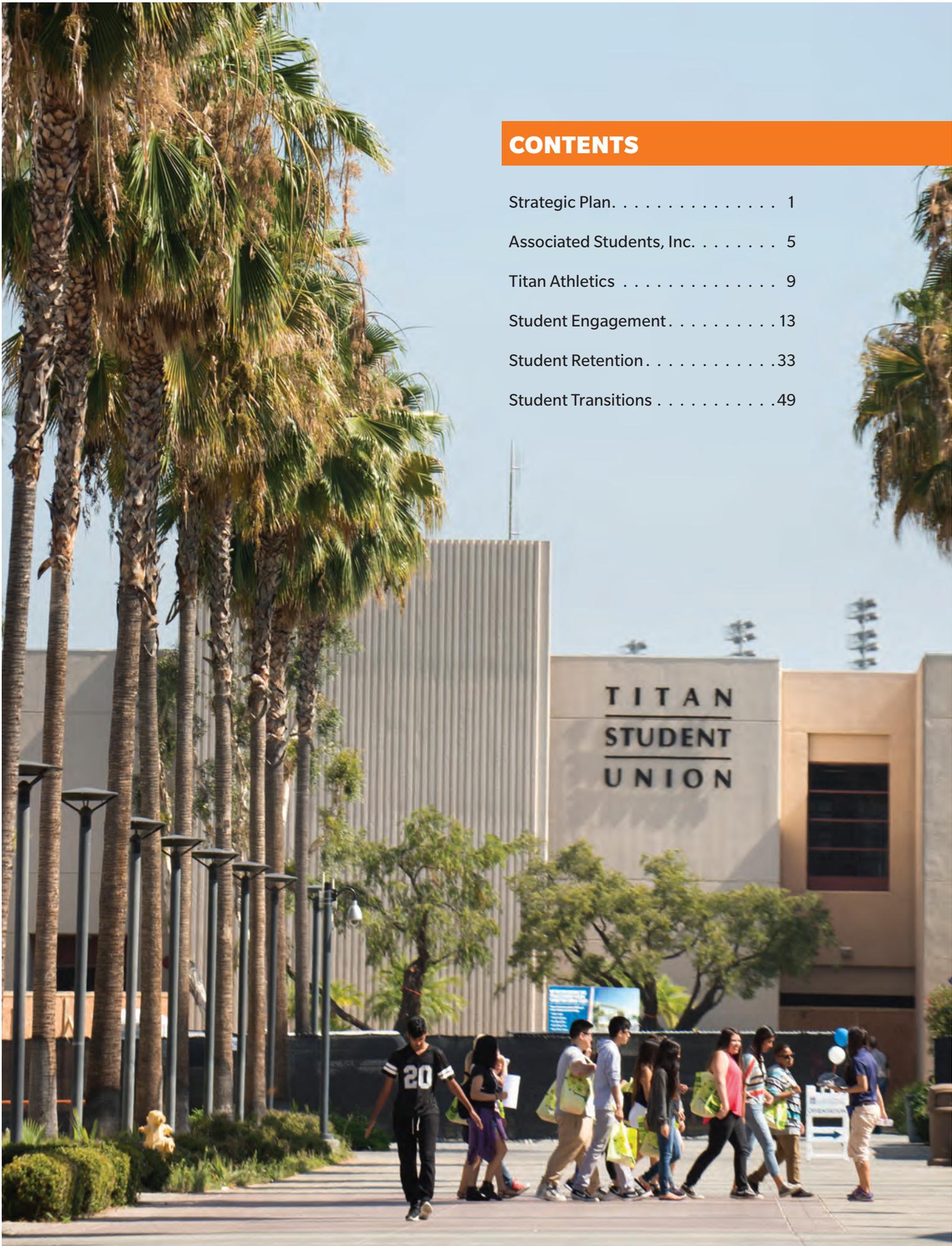
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## STRATEGIC PLAN



During the second year of our division strategic plan, we continue to transform the lives our students. This is evidenced by the success stories of our Titans. The support of our student services professionals allow Titans to Reach Higher as they receive scholarships and awards, prepare for graduate school and enter their professional careers. Our assessment reveals that co-curricular involvement allows students the opportunity to develop as engaged, responsible citizens and leaders in our global society. We know lives are transformed because of our passion, commitment to our core values, and dedication to our strategic plan. Remarkable progress was made in 2014-2015 toward reaching our goals:

### GOAL 1

Our effective collaboration with Academic Affairs in forming a Student Success Team has significantly attributed to Strategic Goal 1 progress. Student Success Teams represent a true partnership between Academic Affairs and Student Affairs to retain and graduate all Titans in a timely manner. Student Success Initiative funds made possible the hiring of nine Graduation Specialists, nine Retention Specialists, and one Trainer to help with CSUF's retention and graduation efforts. Increased overall CSUF six-year graduation rate past 60 percent, exceeding our 2018 goal already!

### GOAL 2

Retention efforts have also been reviewed and enhanced in collaboration with academic colleges and campus partners to support Strategic Goal 2. For example, we celebrated the one-year opening of the Titan Dreamers Resource Center, increased staff in our Diversity Initiatives and Resource Centers department, opened the Center for Scholars in the Pollak Library, and re-envisioned transition programs such as Welcome to CSUF Day, Orientation, and our Assistant Dean Program to better support student success and retention. University Outreach and New Student Programs, in collaboration with many other departments in the division, hosted over 9,600 students and their families at Welcome to CSUF day, the highest attendance CSUF has ever seen!



## Strategic Plan

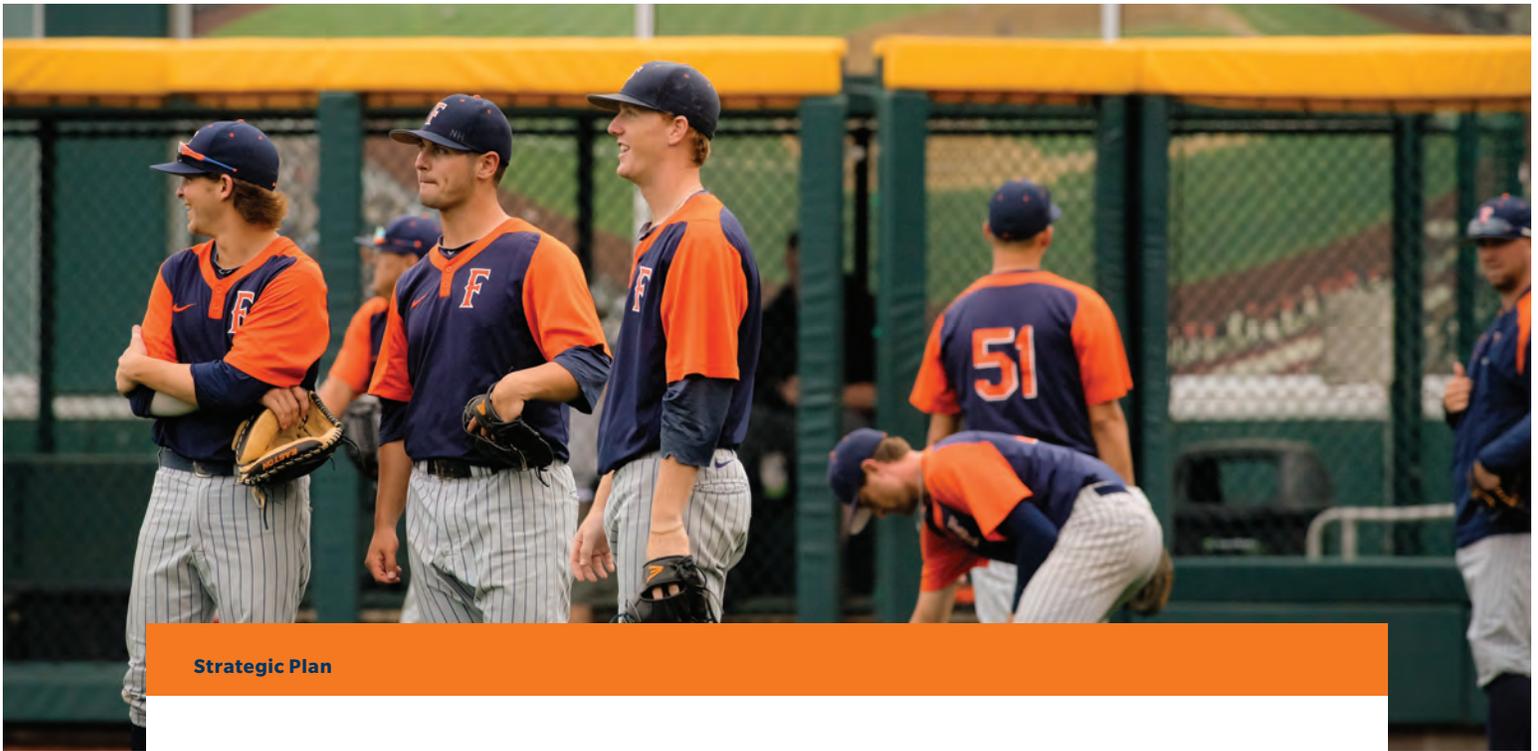
### GOAL 3

Talent Development initiatives have been critical to the success of our work. I am proud to announce that a significant number of staff have enrolled in graduate programs to strengthen theoretical foundations in our work that will later allow us to meet sub-goals of Goal 3. Beyond advanced degree attainment, a total of 355 staff attended professional development opportunities, a significant increase from last year. Staff who attended NASPA National and Regional conferences participated in a survey that indicated that 100 percent of participants believed attending a conference was a learning opportunity relevant to their work in the division. Further, one staff member commented about the impact of the conference:

It will enhance my critical thinking and judgment on effectively supervising and leading my staff (professionals and students). I also learned new ideas centered on the use of technology that will help increase engagement and retention of students.

### GOAL 4

The Division of Student Affairs participated in a university-wide assessment effort of reporting outcomes into an online database. A total of 45 outcomes were submitted with 77 percent division participation, a 14 percent increase in assessment participation. A major shift from individual assessment reports to outcome reports supported by assessment was implemented. Outcomes align to both the university and divisions' strategic plans that will help our track collective progress toward meeting strategic goals. In 2015-2016, we plan to reach 100 percent participation in outcome focused reporting and will continue to strengthen our campus assessment culture.



## Strategic Plan

### GOAL 5

It is without a doubt that the collaborative, transformative, and innovative work accomplished in our division has enhanced our sense of Titan Pride and helped build the Titan Experience for students, staff, faculty, and community partners. Notable progress has been made in our Student Life and Leadership department to develop Titan Link, a program that provides students with information on how to get involved and serves as an online main hub for student organizations. Associated Students Inc. (ASI) significantly contributed to the sense of Titan Pride as they develop educational programs, social events, and traditions that are unique to CSUF. We also saw tremendous Titan Pride during our homecoming week festivities and game against UCR and let's not forget about our success as we traveled on the road to Omaha for the College World Series (CWS).

For the 17th time in CSUF history, we made it to the CWS, one out of eight universities nationwide to make it! We have also been particularly successful in developing student-centered spaces that enhance student engagement. Construction has started to expand our Titan Student Union with an expected completion date of spring 2017! As well as numerous renovation projects that began this year and will continue into 2015-2016.

Looking forward, I expect that we will continue to transform the lives of our students. I am excited to lead a diverse team that shows their Titan Pride every day. Let's continue to help our Titans Reach Higher!

Berenecea Johnson Eanes, Ph.D.  
Vice President for Student Affairs



### Strategic Plan



In line with Strategic Goal 5 of developing the “Titan Experience” brand to build pride and connection to the University, this year a total of nine spaces frequently visited by students were renovated and upgraded:

- Athletics Academic Services
- Disability Support Services
- Educational Partnerships Department
- Chicana/o Resource Center
- African American Resource Center
- Asian Pacific American Resource Center
- WoMen’s and Adult Reentry Center
- University Outreach and New Student Programs
- Financial Aid



## ASSOCIATED STUDENTS INCORPORATED

ASI is the recognized student government at Cal State Fullerton, advocating for student interests on-campus and in local, state, and national forums. In addition to student governance, ASI provides opportunities for participation in shared governance of the university, programming of student activities, student employment, funding of campus organizations and athletics, and engagement in out-of-classroom learning.

As a proud member of the Student Affairs division, ASI offers a diverse set of campus services, facilities, and experiences, and is responsible for providing quality programs including Titan Recreation and the Student Recreation Center, the Children's Center, the Titan Student Union, and various student leadership and employment opportunities. These programs facilitate social, cultural, and recreational activities for the CSUF community and add to the rich and varied campus life opportunities at Cal State Fullerton.

### **Student Success**

#### ***Children's Center Internship Program Flourishing***

The ASI Children's Center granted 96 student internships resulting in 9,200 hours of service. The number of internships increased 35 percent from last year and the number of hours of service increased by 12 percent. The Children's Center received an honorable mention from the Center for Internships and received the Community Engagement Annual Award. In addition, 29 Children's Center student employees, interns, and parents received individual CICE (Center for Internships and Community Engagement) awards.

#### ***"Ask. Know. Encourage." Student Involvement Program Expanded***

In partnership with ASI's Student Involvement Outcomes program, the "Ask. Know. Encourage." program began as an effort to give professional staff the tools needed to connect with student staff throughout the semester and encourage academic achievement through deliberate conversations. The program was expanded in spring 2015 to include four interactive workshops that explored the topics of Understanding Our Students' Academic Life, Making a Good Referral, Intentional Conversations about Work and Academics, and Building Our Cultural Competencies. Additional workshops will continue in fall 2015.



### **Associated Students Incorporated**

#### **Assessment**

##### ***Iowa GROW™ Student Employment Feedback Surveys***

Now in its third year of implementation, Iowa GROW™ (Guided Reflection on Work) uses guided reflection to help students make connections between what they learn in the classroom and on the job. ASI utilizes Iowa GROW™ as a means to measure the success of the student employment program, which employs 300-400 students every year. In fall 2014, 70 percent or more of respondents agreed that their job helped them develop more effective time management skills, helped them connect and interact with those from different backgrounds and cultures, and helped them make strong connections between their work and academic life.

##### ***Quality Rating Improvement System Participation***

In collaboration with the Orange County Department of Education, the Children's Center participated in the Quality Rating Improvement System (QRIS). Based on the evaluation of the Center's program, staff, curriculum, and facilities, the center received over \$20,000 in classroom materials and grant monies, classroom instructional and environmental assessments, and professional coaching with the goal of providing professional development for CSUF Children's Center students and full-time staff to improve early education programs.

#### **Talent Development**

##### ***T.R.U.S.T. Training***

During the spring semester, 156 Titan Recreation staff attended a day-long interactive training known as T.R.U.S.T. (Titan Recreation Unified Staff Training). Campus community partners spoke about the work being done at Titan Recreation and how it contributes to the mission and goals of the University. Safety training was conducted to review CPR under stress and active shooter situations. Professional staff facilitated sessions on critical thinking, professionalism, confidentiality, customer service, and risk management.



## **Associated Students Incorporated**

### **ASI Facilities**

#### ***Upgrades to the Titan Student Union***

At the start of the fall semester, Titans visiting the TSU found improvements to the building including new flooring in the Titan Bowl & Billiards area and the Fireside Lounge, and significant software upgrades to the bowling center to provide a more modern entertainment experience for students. Additionally, a new microwave station, complete with 10 new microwaves, was added in the Food Court on the Main Level. Finally, an interactive whiteboard was installed in the Gabrielino meeting room to enhance opportunities for student collaboration.

#### ***Titan Student Union Expansion***

In fall 2014, all CSUF students, faculty, staff and administrators were invited to preview the three final design concepts under consideration for the TSU Expansion Project. The review period for each design concept and technical proposal was completed in November and the team of PCL (general contractor) and Steinberg (architects) was selected as the design/build team finalist. In spring 2015, the schematic design was reviewed and approved by the CSU Board of Trustees.

### **The Titan Experience**

#### ***ASI Programming and Titan Pride***

Student programmers worked diligently throughout the year to provide high quality activities and events for the students of Cal State Fullerton. Over 32,800 participants attended almost 160 recurring weekly events and one-time special events hosted by ASI Productions in the TSU, Becker Amphitheatre, and various campus locations.

The Titan Pride Center, located in the main lobby of the TSU, is a program that instills Titan Pride by connecting Cal State Fullerton students to the collegiate experience through involvement with activities that foster a strong and proud sense of being a Titan. The Titan Pride Center operates the Titan Rewards program, where students earn points for attending CSUF athletic events. Throughout fall and spring, 8,352 students attended Titan Rewards athletic events, 1,450 students participated in Titan Pride Center promotions, and 1,667 Titan Rewards items were redeemed.

The Titan Tusk Force is an ASI program with the mission to develop a strong sense of campus unity, pride, and identity with CSUF through spirit events, tailgates, pep rallies, Homecoming activities, and more. Over 7,000 students attended Titan Tusk Force activities throughout the year.



### **Associated Students Incorporated**

#### ***Developing Queer Leaders***

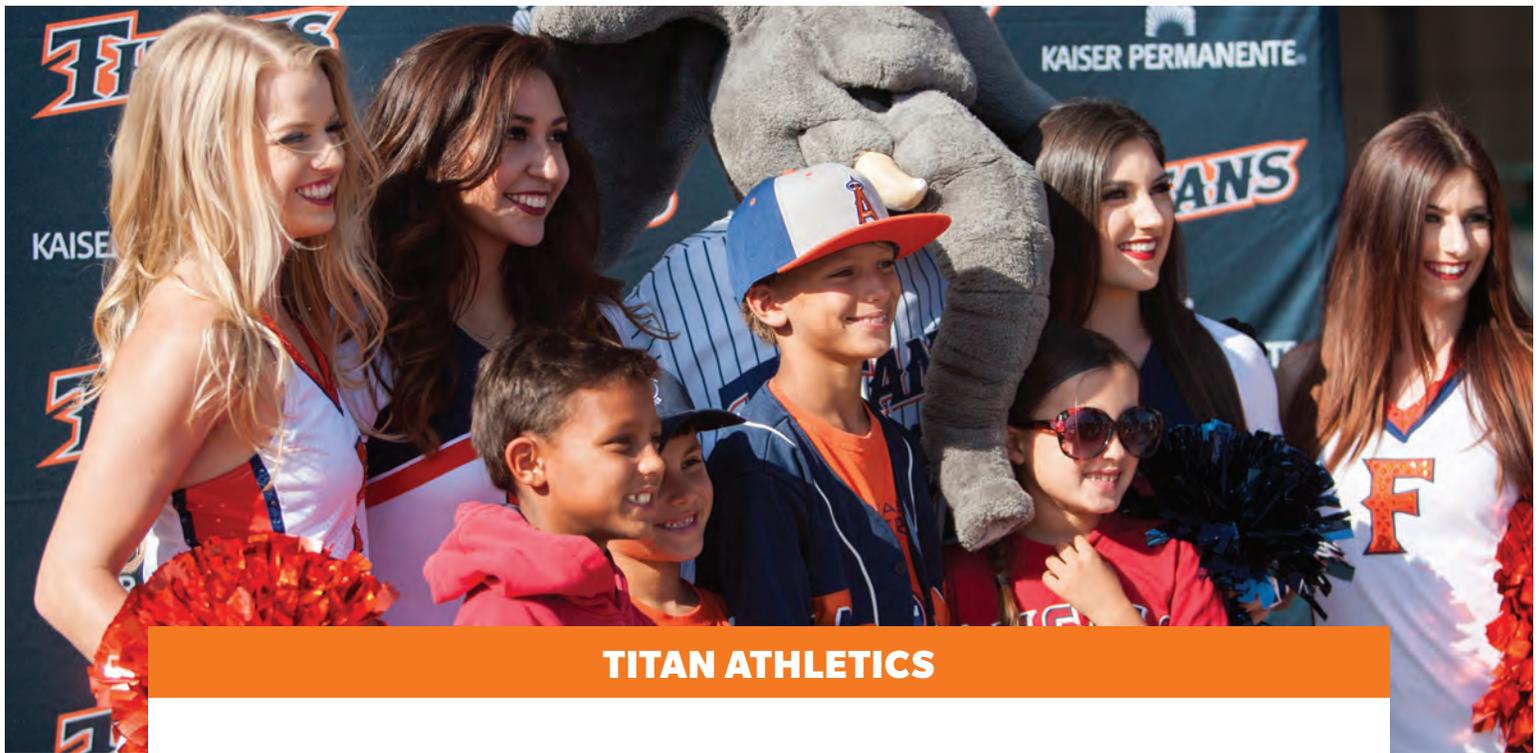
Developing Queer Leaders is an eight-week leadership development workshop series that examines leadership through the lens of social justice. Skills like public speaking and conflict management are covered throughout the series. Nine CSUF students completed the program during the fall and 11 completed the program in the spring. This unique workshop is one of very few of its kind in the country.

#### ***CSUF SafeSpace Training***

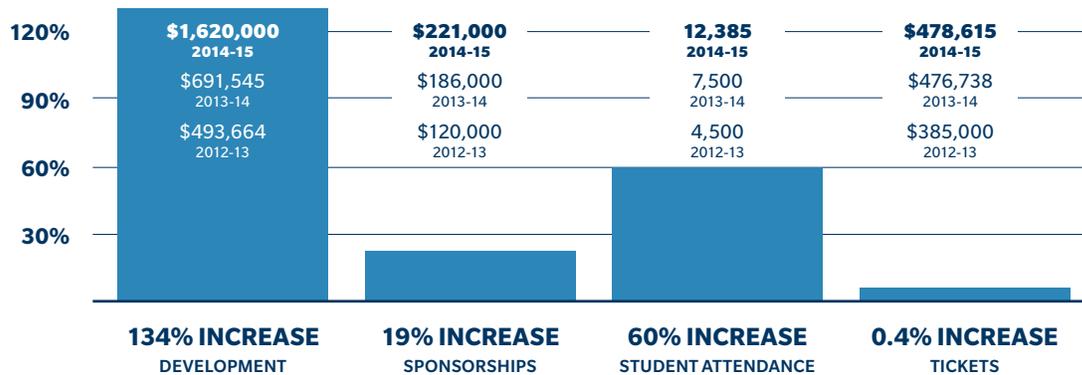
During the fall, 60 CSUF faculty/staff and 50 students completed SafeSpace training. Additionally, a SafeSpace map is now available on the ASI website: [asi.fullerton.edu/lgbtq/safeSpace.asp](http://asi.fullerton.edu/lgbtq/safeSpace.asp). This map identifies Safe Space certified allies in each building on campus.

#### ***USA Today Readership Program***

The USA Today Readership program provides CSUF students with free, daily access to newspapers. In the fall, the program was increased to include newspaper kiosks at Mihaylo Hall, College Park, and the CSUF Irvine campus.



## TITAN ATHLETICS

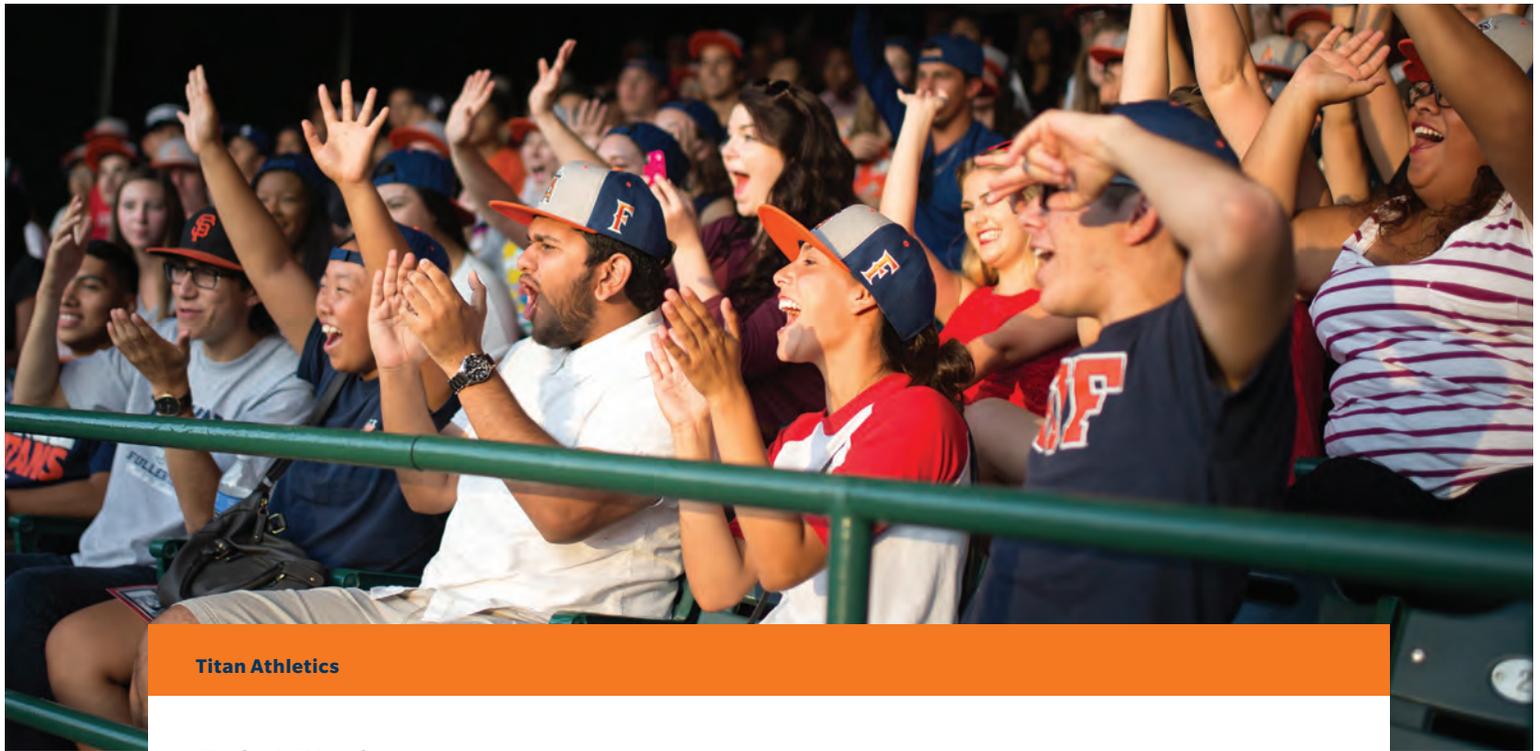


### Development

Titan Athletics had a record breaking year in 2014-15. With more than \$1.62 million raised in philanthropic funds, Athletics surpassed the previous record set at \$1.38 million in 1999-2000. This was the third time Athletics has raised more than \$1 million in a year. The Folino Invitational Golf Tournament netted over \$200,000 for the third consecutive year and baseball's Dinner with the Titans set new marks with more than 500 guests in attendance, netting more than \$75,000. More commitments (\$568,000) were made via planned giving than in any other year. In addition, the Titan Letterwinner's Club was created as a way to stay in touch with former student-athletes and surpassed 150 members in its first year. Lastly, a volunteer committee charged with assisting athletic fundraising efforts was established with the creation of the Titan Athletics Council.

### Corporate Sponsorships

Cal State Fullerton secured more than \$221,000 in cash sponsorships, an improvement of \$35,000 from 2013-14. Sponsors included Brian's/Big B's BBQ, Buffalo Wild Wings, Donate Life Run/Walk, Kaiser Permanente, Majestic Printing Services, Specific Media, Titan Shops, Straub Distributing, US Bank, Republic Services, Sunset Signs, Service Champions, McCoy Mills Ford, KIND Snacks, and CORE Physical Therapy.



## Titan Athletics

### Student Attendance

More than 12,000 students attended athletic events last year, an improvement of 7,500 from the 2013-14. This was accomplished with the establishment of The Stampede, a new student section for all athletic events and a stronger partnership with Associated Students, Inc. through the expansion of the Titan Rewards program and the Titan Tusk Force.

### Tickets

While baseball, men's basketball and softball have annually produced the largest ticket revenue for the Titans, the athletics department saw an overall increase in ticket sales fueled by its fall lineup, totaling \$478,615. Women's soccer increased its sales by 18 percent as its average attendance set a program record. Volleyball sales also increased by 45 percent due to the team hosting two tournaments, and men's soccer increased sales by 21 percent.

### Big West Scholar-Athlete of the Year

#### Joshua Gordon



A junior on the Titan men's track & field team, Gordon is the team captain and one of the top sprinters for the squad. A member of the Dean's List, he also serves as secretary for the Kappa Omicron Honor Society. He serves as a resident advisor and is involved with the Male Success Initiative as a mentor and a board member. A kinesiology major, Josh plans to attend graduate school and medical school. He hopes to become a chiropractor and a track and field coach.

#### Adriana Gjonovich



A recent 2015 graduate with a bachelor's degree in kinesiology, Gjonovich plans to attend medical school with the goal of becoming an orthopedic surgeon. Gjonovich played four years on the women's soccer team, helping lead the Titans to back-to-back Big West Conference Tournament Championships and NCAA Tournament appearances in 2013 and 2014, as well as regular season titles in 2012 and 2014. She has earned Big West Academic All-Conference honors twice, and has also been named to the Dean's List seven times. She served as vice president of the Student-Athlete Advisory Committee for two years, and was actively involved with tutoring junior high school students. Gjonovich was selected as the Big West Conference's honoree for the 2015 NCAA Woman of the Year award.



Titan Athletics

**46**  
ALL-BIG WEST  
HONORS

**26**  
BIG WEST  
PLAYERS  
OF THE WEEK

**6**  
BIG WEST  
CHAMPIONSHIPS

**College World Series**

The Cal State Fullerton baseball team made its 17th trip to Omaha for the College World Series, after winning the Big West Conference Championship, the Fullerton Regional and the Louisville Super Regional.

**Graduation and Academics**

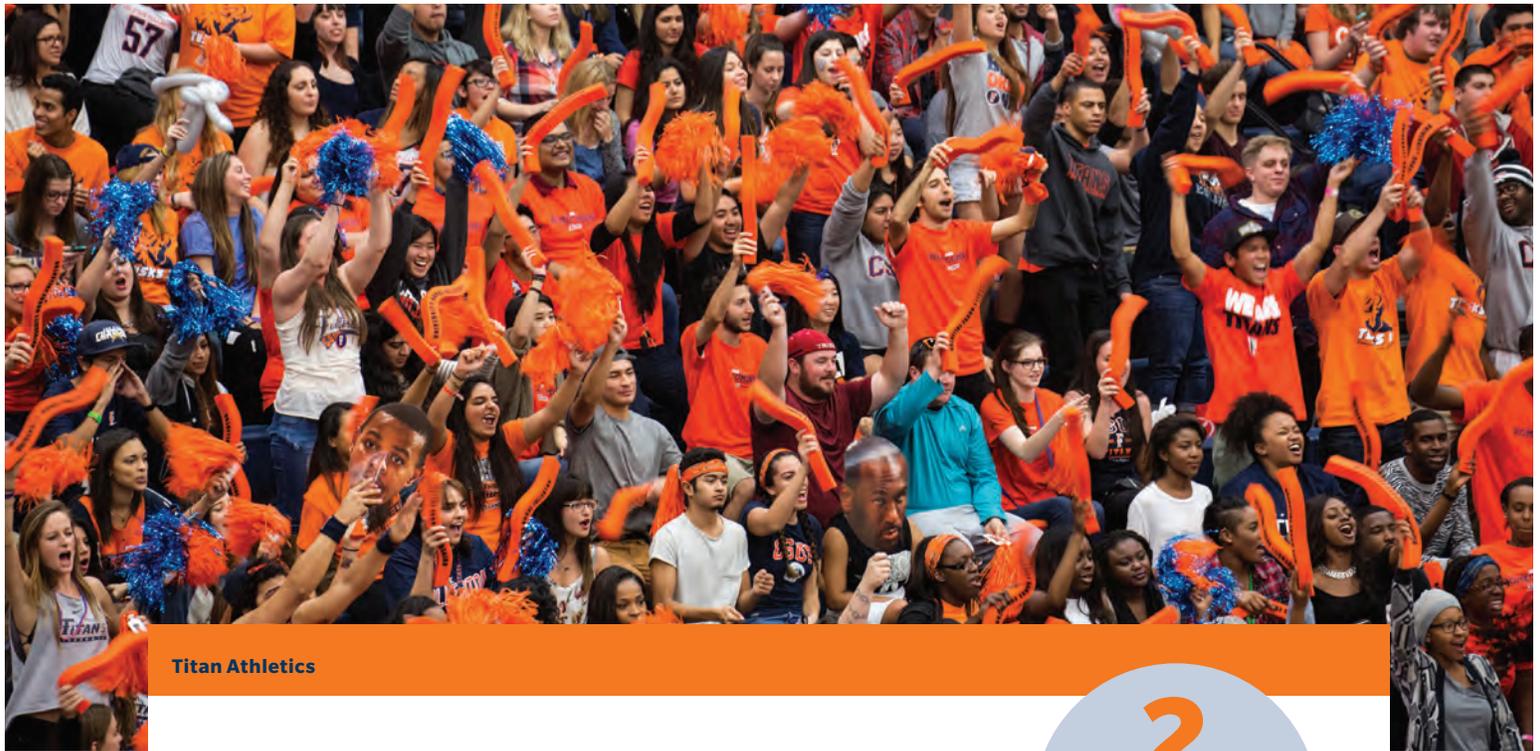
Off the field, a record 59 student-athletes received either Big West or Mountain Pacific Sports Federation All-Academic awards. Seventy-seven student-athletes received their respective degrees spanning 22 majors.

**World University Games**

The Cal State Fullerton baseball team represented the United States at the 2015 World University Games in South Korea during July 2015. The Titans dropped the bronze medal game, 14-6, to Korea.

**Dance Title**

The Titan Dance Team clinched its 14th UDA/UCA Collegiate National Championship in January. The Titans competed in the Division I Jazz category.



Titan Athletics

**5**  
ALL-AMERICAN  
STUDENT-  
ATHLETES

**2**  
BIG WEST  
CONFERENCE  
COACHES  
OF THE YEAR

**10**  
ALL-WEST REGION  
STUDENT-ATHLETES

### A First Time For Everything- Women's Golf

Sophomore Martina Edberg competed in the 2015 NCAA Division I Women's Golf Regionals. Edberg was one of 384 participants selected by the NCAA to participate. Edberg was the first Titan golfer to be selected to play in the regionals since the women's golf program was reinstated for the 2009-10 season.

### Post-Titan

Former Cal State Fullerton goalkeeper Karen Bardsley helped England to the team's best ever finish - third - in the 2015 FIFA Women's World Cup...three former Titans made their Major League Baseball debuts during 2015: Michael Lorenzen, Danny Dorn and Noe Ramirez...Bobby Brown competed for the USA Basketball men's team at the 2015 Pan American Games winning bronze.

### Best Of The Best

Baseball head coach Rick Vanderhook was named the American Baseball Coaches Association's West Region Coach of the Year and Big West Conference Coach of the Year. Women's soccer head coach Demian Brown was named Big West Conference Coach of the Year for the third time in his career.



## HIGHLIGHTS FROM STUDENT ENGAGEMENT

Dean of Students

Diversity Initiatives and Resource Centers (DIRC)

Assistant Deans

Irvine Campus

Student Life and Leadership (SLL)

WoMen's and Adult Reentry Center



In 2014-2015 the Student Engagement Cluster, led by Associate Vice President for Student Affairs Lea Jarnagin, filled multiple positions, critical to its operation. Student Life and Leadership welcomed a new Director for Student Engagement, Vincent Vigil. DIRC welcomed a coordinator for the African American Resource Center and a coordinator for the Chicana/o Resource Center.

The WoMen's and Adult Reentry Center welcomed a new team member who will serve as the confidential victim's advocate for the campus. For the first time ever, the Student Engagement Cluster held a one-day retreat that focused on collaboration, community building, and critical dialogue on engaging all students to support the division strategic plan.

Assistant deans, who work in conjunction with academic colleges, were relocated to the retention cluster at the end of 2014-2015 in order to better align their strategic work with the efforts of the college-based Student Success Teams. Each assistant dean was an active leader in the formation of the new Student Success Teams. This realignment allows for greater collaboration, launching innovative high-impact practices, and promoting student engagement.



## Student Engagement

### DEAN OF STUDENTS

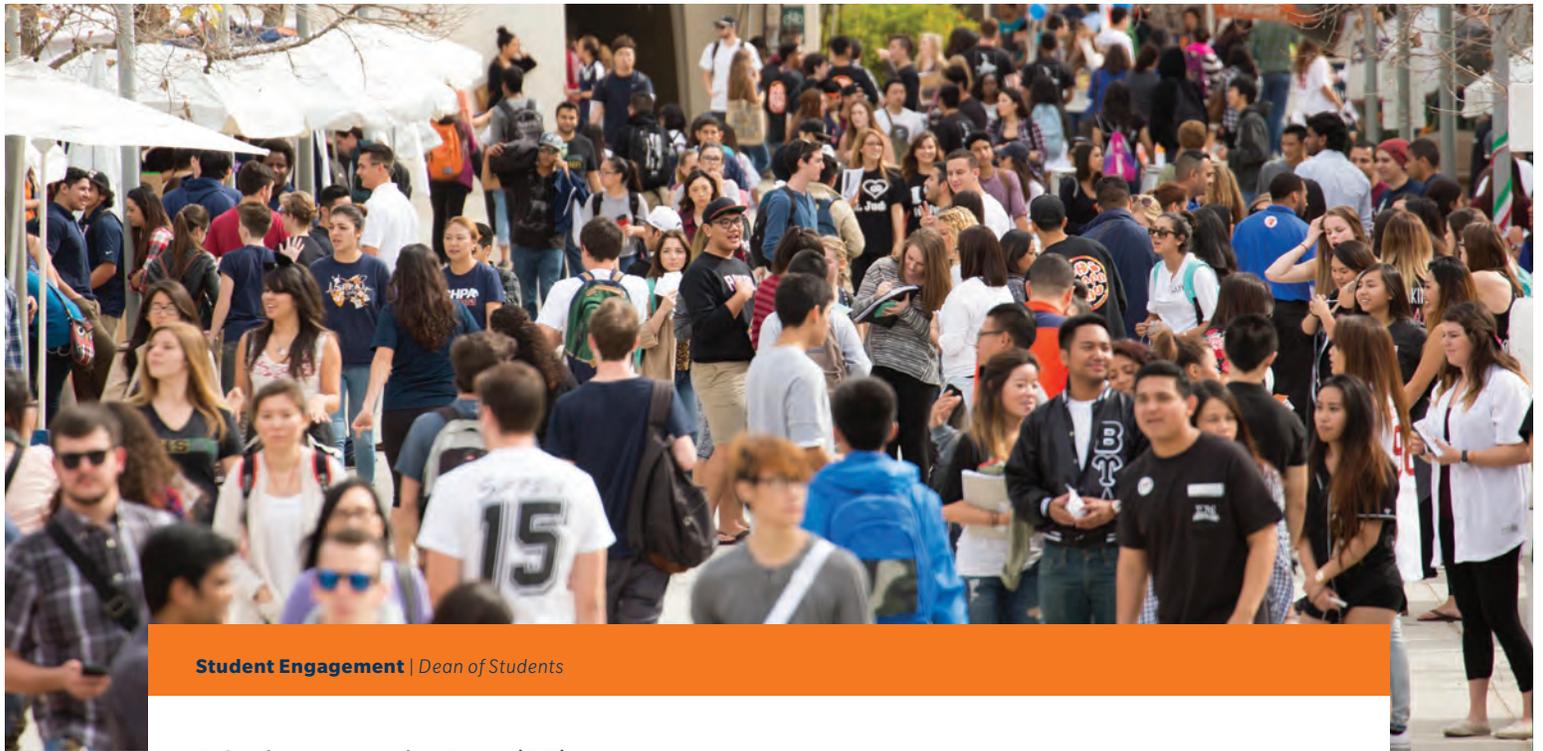
The areas encompassing the Dean of Students provide a range of services designed to support student academic success. The areas within this purview are focused on the care and service of students. These include the Behavior Intervention Team, Students with Concerns, and Student Conduct. Additionally, the Dean of Students provides leadership to NASPA Undergraduate Fellows Program.

#### Associate Dean of Students- Students with Concerns

The Associate Dean assists students in maximizing the college learning experience by building alliances between the classroom and other aspects of campus life. For the 2014-2015 academic year, the Associate Dean met with 352 students on subjects ranging from Title IX Accommodations, CSUF CARES medical transport of students requiring hospitalization and student deaths. Other areas included medical withdrawal from the campus, financial aid disputes, registration concerns, and student academic disqualifications.

#### Student Conduct

The work of the associate dean of Student Conduct and Coordinator continues to increase. This year the focus was on developing the processes for managing student conduct within housing, and transitioning from paper files to a software management system for all cases. The coordinator for Student Conduct worked in collaboration with community coordinators and the associate director of Residence Life to ensure a more seamless experience for students being referred from Residence Life to Student Conduct. A total of 498 cases were adjudicated including cases involving academic dishonesty, cases referred from Housing and Residence Life, Title IX cases, and three student organization cases. A total of 24 students were suspended and two were expelled. Fifty percent of cases were related to academics and 50 percent were not.



### **Behavior Intervention Team (BIT)**

Under the leadership of the Dean of Students, the CSUF BIT serves as the centralized body for discussion and coordinated action regarding student behavior that is disruptive, problematic, or cause for concern. The BIT team responds to non-emergency concerns and uses a proactive approach to discuss potential problems, intervene early, and develop appropriate courses of action for referred students. The goal is to support students who may be in distress or whose behavior is of concern to others before this behavior rises to crisis levels. The assistant dean of students is the primary case manager for BIT cases.

The 2014-2015 academic year marked a new direction for the BIT (formerly known as the Students of Concern Committee). The BIT met monthly and on an ad-hoc basis as needed to consult on, assess, and triage referrals. This year meetings focused on revising and re-defining the BIT identity: its role, function, and scope; the referral process; policies and procedures; codification of practices; and formalizing the BIT operation.

The assistant dean of students processed 63 faculty and staff-generated referrals and 15 consultations from August 1, 2014 through June 22, 2015. Seniors comprised the largest number of referrals (36%) followed by freshmen (23%). The majority of referrals (33%) were for suicidal ideation/threats to self. In most instances (58%), the student concern was addressed (or resolved) through a single or combination of interventions including email, phone calls, action plans, follow-up meetings, or referrals to campus resources.



**Student Engagement** | *Dean of Students*

### **NASPA Undergraduate Fellows (NUFP) Program**

The mission of the NUFP program is to increase the number of underrepresented populations in student affairs and higher education. Nationally, over 100 colleges and universities support NUFP participants. Fellows are paired up with mentors in an ongoing exchange designed to help the fellow learn more about working in a university, explore careers in higher education, gain leadership skills and more.

CSUF first started to NUFPS about eight years ago with two students but since that time, it has steadily increased and has been formalized into a program housed under the Dean of Students Office. 2014-2015 was the first year in which the program was fully funded and there is a significant investment with a program curriculum. NUFPS had the opportunity to interact regularly with a graduate assistant enrolled in the Master of Science in Higher Education (MSHE) program at CSUF as well as other senior student affairs officers. CSUF NUFPS were also funded to attend NASPA Western Regional Conference, NASPA National Conference where they participated in the NUFP pre-institute, and Western Regional Careers in Student Affairs Day.

Out of the 21 fellows, 16 graduated in spring 2015 and nine will be attending master's programs in higher education, at such universities as: CSUF, CSULB, University of Vermont, University of Southern California, and Azusa Pacific University.

**“If it had not been for the CSUF NUFP program, I would not have made it through school and been accepted to grad school.”**



## Student Engagement

### **DIVERSITY INITIATIVES AND RESOURCE CENTERS (DIRC)**

2014-2015 was a year of transition for the newly established Diversity Initiatives & Resource Centers (DIRC) department. DIRC offered a variety of programs and services, helped develop relationships, and established key campus partnerships. Diversity Initiatives (see below) customized presentations and workshops to meet the interests/needs of the CSUF community. Many workshops focused on identity, self-awareness, cultural competencies, privilege, and cross-cultural communication. In total, Diversity Initiatives facilitated 38 workshops and presentations attended by approximately 1,300 students from departments across campus. DIRC has a total of 27 staff members including four full-time staff positions, one part-time faculty liaison, one part-time program coordinator, five graduate assistants, and 16 student assistants. After a national search, DIRC welcomed two full-time coordinators for the African American Resource Center and Chicana/o Resource Center in Summer 2015.

DIRC coordinated, collaborated, and assisted university-wide events and discussions to increase student engagement. Major events include:

- Sponsored History and Heritage Month programs
- Coordinated Mildred García's President Receptions for History and Heritage Months
- Created "#BeyondTheHashtag"- facilitated discussions, addressed current events/national issues and topics of identity, domestic violence, and social inequity
- Developed Fall in Love with CSUF Day-committee received a University Award
- Sponsored Dear White People film screening and Q&A with the director—this drew more than 300 students
- Coordinated Identity Exploration – Identity-based center open houses and resource fair in collaboration with ASI LGBTQ Resource Center, Counseling & Psychological Services, Disability Support Services, Student Health Center, Veterans Resource Center, WoMen's & Adult Reentry Center, academic departments, and student organization
- Provided Leadership and advising for three cultural recognition ceremonies: Asian and Pacific Islander Graduate Recognition Ceremony; Pan-African Student Recognition Ceremony; and Pilipino-American Graduation Ceremony
- Oversaw 29th Annual Pilipino American Student Association (PASA) Friendship Games-Provided support and guidance to student leaders



**Student Engagement** | Diversity Initiatives and Resource Centers (DIRC)

**African American Resource Center (AARC)**

- Hosted a reception to recognize the accomplishments of four AARC students on their research presentation opportunities.
- In collaboration with the Asian Pacific American, Chicana/o, and Dreamers Resource Centers, the AARC hosted a resume review session for students who are job searching.
- Partnered with the African American Studies Department in hosting the inaugural Hip-Hop Symposium in April. The DIRC Assistant Coordinator was the closing speaker for the program on behalf of DIRC and AARC.
- Continued collaboration with African American faculty & staff and student groups to coordinate Black History Month.
- Continued collaboration with African American Faculty & Staff Association to plan/implement the 2015 Pan-African American Student Recognition Ceremony.
- Hosted various discussion groups to process national events and tragedies.

**Asian Pacific American Resource Center (APARC)**

APARC coordinated Asian Pacific American History Month, which consisted of 18 programs in collaboration with faculty, staff, community partners, and students. API student organizations - Association of Chinese Students, Cambodian Student Association, Japanese Culture Club, Multicultural Greek Council, Nikkei Student Union, Pilipino American Student Association, Vietnamese Student Association, and South Pacific Islander Cultural Association - participated on the planning committee.

APARC also nurtured relationships with the local community to enhance visibility including the Korean Resource Center (KRC) and Orange County Asian Pacific Islander Community Alliance (OCAPICA.) These are potential partnerships that will allow APARC to better support civic engagement and student activism.

Other major educational programs include:

- Facilitation of the “Who am I?” diversity-training workshops for University 100 students
- Collaborated with the Asian American Studies Program for film screening of Grace Lee Boggs and Community Gathering event, which attracted students, faculty, staff, alumni, and community partners at CSUF campus for an evening of networking and building stronger connections.



**Student Engagement** | Diversity Initiatives and Resource Centers (DIRC)

### **Chicana/o Resource Center (CRC)**

CRC partnered with on and off campus entities to coordinate and implement large scale projects including: Closing the Latino Opportunity Gap Summit VI that was held at Fullerton College. This program serves to better address the opportunity gap of Latino students in OC; Bienvenida; Dia de los Muertos; Las Posadas; Los Amigos Education Conference; and Cesar Chavez Celebration, which included hosting Dr. Rigoberta Menchú Túm, world-renowned Guatemalan Indigenous activist and 1992 Nobel Peace Prize laureate, as keynote speaker.

The CRC also coordinated, facilitated, and hosted workshops and panelists on topics relevant to CSUF students such as: graduate school, the experiences of first-generation students, deconstructing myths of Latin America, culture and gender roles, mental health and well-being, and career exploration. Specific presentations include:

- “The Road to a PhD: The Experiences of Chicano and Latino Faculty in Graduate School;” “Experiences of Chicanas and Latinas in Graduate School;” and “The Do’s and Don’ts of Requesting Letters of Recommendations.”
- “First Generation Student: Issues and Transitions” – This interactive discussion helped students give voice to the struggle of first-generation students’ experiences. Participants also identified support systems to ensure their academic success.
- “Myths and Urban Legends in Latin America”- focused on understanding the myths and legends that exist within Latin American community.
- Culture and Gender Roles - focusing on understanding the Chicana/o and Latino culture and community
- Mental Health and Wellness: How to deal with stress - focusing on students’ stress levels while in college
- Jump Start Your Career – focusing on exploring skills to market oneself as a strong candidate
- Navigating the Constructs of Graduate School Through a Cultural Paradigm –how one navigates the constructs of graduate school through a cultural paradigm



**Student Engagement** | Diversity Initiatives and Resource Centers (DIRC)

### **Titan Dreamers Resource Center (TDRC)**

On April 23, 2014, the Center celebrated its one-year anniversary by thanking and celebrating its partnerships with a range of faculty, staff, and students at the University—as well as community partners—who continue to be instrumental to the success of the Center in supporting current and incoming undocumented students. From August 2014 to May 2015, the Center welcomed 9,560 students, faculty, staff, and surrounding community members.

More than 20 programs and events were hosted by the Center in partnership with a number of departments, offices, and centers across campus. The Center has been represented at a number of outreach events in the community, including local K-12 public schools, as well as local community colleges, and large-scale University events. These outreach events have been in partnership with University Advancement, Educational Partnerships, and University Outreach and New Student Programs.

Some of the most successful programs include:

- “California DREAM Act Application for Financial Aid Workshop Series” in partnership with the Office of Financial Aid
- Reaching for the Dream: Undocumented Students Then and Now” in partnership with the Department of Literacy and Reading Education and the Chugh Immigration Firm
- “Living in the Shadows: Domestic Violence and Undocumented Survivors” in partnership with the WoMen’s Center
- “Unheard Voices: Experiences of Caribbean Immigrants” in partnership with the Department of History and the African American Resource Center; and the Documented Film Screening in partnership with the ASI Association of InterCultural Awareness.



## Student Engagement

### ASSISTANT DEANS

#### Student Success Teams

In 2014-2015, each assistant dean was an active leader in the formation of the new Student Success Teams. Each team is comprised of the College/Irvine campus dean, associate dean, assistant dean, graduation specialist, retention specialist and college career specialist, in addition to other faculty, and staff who are integral to the success of students. This model allows for greater collaboration, identifying potential areas for efficiencies and improvements, launching innovative success initiatives, and coordinating efforts to promote student engagement, retention, graduation and work to close the achievement gap.

Assistant deans also played an important role in the launching and invigoration of Student Success Centers, offering services such as tutoring and academic support, personal, academic and career advising, student study and meeting space and opportunities for student engagement. The College of Engineering & Computer Science, College of Health and Human Development and CSUF-Irvine campus launched their Student Success Centers, the Mihaylo College of Business and Economics, the College of Natural Sciences and Mathematics and the College of Communications continued to see growth in utilization of services, and the College of the Humanities & Social Sciences and College of the Arts began outlining a vision for their re-engineered and new Success Centers, respectively.

#### Fostering Student Engagement and High-Impact Practices

As advisors to the Inter-Club Councils (ICC) in the academic colleges and the ASI Productions team at the Irvine campus, the assistant deans ensured student leaders implemented another year of outstanding programming for students and the campus community. Many ICCs saw a large increase in the number of students funded to travel; for example, both HHD and NSM successfully requested additional funding allocations from Associated Students, Inc. (ASI) for students to attend and/or present at professional meetings and conferences. NSM funded 83 percent and HHD funded 211 percent more students than last year, with the vast majority of this supporting students engaged in the High-Impact Practice of undergraduate research.



### **Student Engagement** | *Assistant Deans*

ICC-sponsored College Weeks included workshops, cultural and social events and activities, student research and capstone presentations, as well as opportunities to interact with faculty, professionals and employers. Collaboration played a key role amongst the Inter-Club Councils in 2014-2015, with many joining together to bring noted speakers to campus:

- The Titan Gym was packed with over 3,000 excited fans for an Evening with Earvin “Magic” Johnson who gave an inspiring and motivational talk, encouraging students to go after their dreams, to “over deliver,” and to be passionate about what they do. The event was the keynote presentation for Business Madness 2015, a week co-sponsored by the Business ICC and ASI, with many other ICCs offering support as well.
- As part of their two-day Science and Mathematics Symposium, the Natural Sciences and Mathematics ICC hosted keynote speaker Anousheh Ansari, the first female private space explorer and first Iranian in space. They partnered with the College of Engineering and Computer Science’s Society of Women Engineers to host a reception in her honor, allowing aspiring scientists, mathematicians and engineers to meet this role model.

### **Assessing Student Learning**

This year, the assistant deans’ assessment projects focused on the College ICC and the CSUF-Irvine campus student leaders they advised, as well as students living in the College of Health and Human Development (HHD) and College of the Arts (COTA) Theme Housing Communities. Key findings:

- Assistant deans play a positive role in student leader experiences through individual and group advisement, coaching and mentoring. To directly assess the student leader experience, the assistant deans completed pre and post-rubrics assessing student learning in the areas of professionalism and self-management. Scores on the post-rubric demonstrated over 75 percent of students were rated as “Accomplished” or “Advanced” in 7 of the 10 Self-Management & Professionalism Rubric categories, with significant increases in the percentage of student leaders in these top categories from the pre- to the post-assessment.
- HHD and COTA focused on ensuring their first-time freshman residents understood the value of utilizing faculty and staff resources to increase their self-efficacy. Students reported their theme housing experience contributed to the higher level of interactions they had with faculty and staff outside the classroom, with 84 percent having such interactions, and 88 percent of students reporting they were likely to seek major advisement.



## Student Engagement

### IRVINE CAMPUS

#### Disability Support Services

The number of registered Disability Support Services students at Irvine increased this past year. Sixty-one students accessed Disability Support Services during 2014-15. Funding was allocated for the hiring of two DSS test proctors to assist with 156 exams requiring proctoring services. Student Affairs worked proactively with faculty, informing them of DSS procedures and communicating regularly with DSS students regarding services and enrollment in the program.

#### Career Center

After several years of staffing the Career Center with graduate student assistants, Irvine Campus Career Center was finally able to hire a student services professional. The increase in hours of operations benefited the students and faculty, in addition to filling an important vacancy within the membership of the Student Success Team.

#### Student Life & Engagement

The ASI Productions Coordinators had an available budget of \$45,480 earmarked toward the development and implementation of campus events. Outreach to the campus community included monthly e-student newsletters and Titan Pride days promoting upcoming events. In addition, the coordinators participated in community outreach events, Town Hall meetings and Pizza with the Dean series. ASI cosponsors the Dean's List reception, which experienced an increase in attendees this year and required the event to move to an outdoor tent area accommodating 200 attendees. The Irvine ASI Productions team hosted a successful Week of Welcome (W.O.W), which included New Student Programs, Accounting Society Membership Drive, gourmet food trucks and breakfast on the go snacks.

#### Homecoming 2015

Assistant Dean Robert Flores, collaborated with Alumni Affairs to bring Homecoming 2015 festivities to the Irvine campus. Students were able to show their Titan Pride at the photo booth, gather information about the homecoming game and pick up Titan giveaway items to show their school spirit. This was the first time homecoming celebrations had been implemented on the Irvine Campus.



**Student Engagement** | Irvine Campus

### Black History Month Celebration

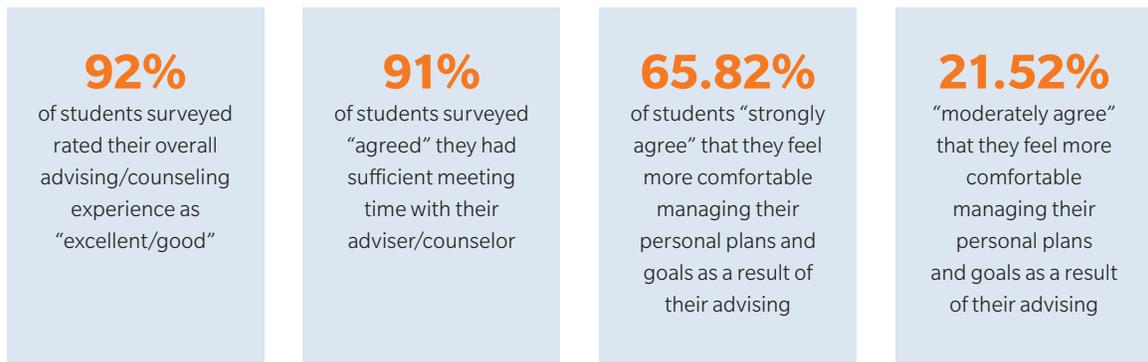
In honor of Black History Month, Irvine ASI Productions coordinators offered a film screening of the documentary *Quiet Courage*. The film depicts the story of James Owens and his personal struggle to break through racial barriers in the South. In the midst of desegregation efforts at universities across the South, and after having been recruited by more than 60 other universities, Owens became “the first” at a Southeast Conference School in Alabama, Mississippi and Georgia when he enrolled at Auburn University in 1969. The film chronicles Owens’ time at Auburn, beginning with his recruitment and initial reluctance to attend Auburn, his success on the field, his shortcomings in the classroom and finally his acceptance as a beloved member of the storied football program.

### Scholarship

On Tuesday, January 6, the Irvine Campus Shea Homes Scholarship recipient, Yvonne Johnson (Psychology), was recognized during a luncheon attended by Dean Susan Cooper, Assistant Dean Robert Flores and President of Shea Homes Bob Yoder. The Spring 2015 awardee, Anakari Corona (MSW student), was recognized during the summer. The Irvine Campus Shea Homes Scholarship is a \$1,000 award given to an Irvine campus student each semester for his/her involvement both on and off campus.

### Student Success Center Established and Assessment Project

Assessment results from 93 students show support for Goal 1 of the Division of Student Affairs Strategic:





### **Student Engagement** | *Irvine Campus*

The formation of the Student Success Team and center location has provided students with direct access to the tools and resources necessary for academic achievement. The Student Success Center is comprised of the assistant dean for Student Affairs, academic advising, career advising, graduation specialist, financial aid advising, and counseling and psychological services.

#### **Transfer Student Orientation**

In preparation for Transfer Student Orientations (TSO), the assistant dean collaborated with New Student Programs to implement two TSO days at the Irvine campus this coming summer. The first day provided an Irvine TSO experience for all Irvine campus majors (non-business students), and a second day was built around a TSO experience for business majors only. Additionally, content for the Online Transfer Orientation was developed that now includes information about the Irvine campus and student access to services, thus providing students with a more comprehensive view of the CSUF experience across both campus locations. The Irvine campus was also included in every NSO and TSO Welcome program and Irvine representatives were given time to make a brief presentation about the campus and the Titan Incentive Program to all incoming students at Fullerton.

#### **Outstanding Faculty Recognition**

The Irvine Campus held its annual Outstanding Faculty Recognition event honoring 30 selected faculty members who taught courses at Irvine during the 2014-15 academic year. The ceremony proudly recognizes full and part-time faculty members who are nominated by their departments at the request of the Dean Susan Cooper. The assistant dean for Student Affairs coordinated the Student Choice nominations for outstanding faculty and presented two faculty members with this special award.



## STUDENT LIFE AND LEADERSHIP (SLL)

For the Academic Year 2014 – 2015, Student Life and Leadership (SLL) reported to the Dean of Students. This was an interim appointment until a permanent director was hired July 1, 2015. This year, the focus of SLL was to maintain positive service to student organizations, develop incremental service improvements and assess departmental needs and services. The summaries provide additional context for the work in each area.

Student Life and Leadership staff worked diligently to serve students this year amidst staffing and departmental changes. This academic year was also beset by multiple challenges in the areas of Fraternity Sorority Life and Club sports.

### Highlights

- A revamped student organization award celebration, aptly renamed Tuffy Awards was launched this year to recognize the work and contributions by over 350 student organizations at CSUF. There were 11 recognitions awarded to student groups who were self-nominated through an application process. The celebration was held in the TSU with over 100 attendees.
- Titan Volunteer Day was held November 15, 2014. Volunteer Programs launched their first Titans in Action Day of Service. This campus-wide Day of Service was a first at CSUF. The goal was to provide students, faculty, staff and alumni (families welcome) with the opportunity to engage one another outside of the classroom and office, in hopes of promoting the connection between the curricular/co-curricular through volunteer service that fosters civic awareness and responsibility. Nine sites were coordinated and approximately 280 volunteers were hosted.



**Student Engagement** | *Student Life and Leadership (SLL)*

- The 11th Annual Social Justice Summit, *Solidarity: Breaking Down Barriers*, was held February 21, 2015 in the Titan Student Union. The summit was organized by five students who were nominated by staff/faculty to be part of the Student ACT (Advocating Civic Transformation) team. Student leaders varied in academic majors, perspectives, and lived experiences. There were a total of 186 attendees, a 66 person increase from the 2014 summit. Keynote speaker, Dr. A. Breeze Harper, focused on how and why people have unique relationships to food and wellness, and how these relationships are impacted by race, socio-economic class, gender, sexuality and physical abilities. The Summit was the winner of the 2015 Tuffy award for Collaborative Program of the Year
- Over this past year, Student Life staff explored multiple software platforms to better manage student organization processes. In May, the final selection of campus labs platform Collegiate Link was implemented and launched in July 2015.
- For the first time in three decades, Cal State Fullerton hosted an NPHC Showcase. This was hosted by our three recognized NPHC Chapters with invitations to CSUF multicultural chapters as well as all divine chapters within Orange County and the Inland Empire. More than 400 students and guests performed and were showcased as new chapter members.
- This was the inaugural year that the Campus Activities Committee (CAC) began meeting formally to discuss all student organization events and provide feedback of items needed for each event. This working group proved to be very effective.
- On March 20-22, Cal State Fullerton's Inter-Fraternal and Panhellenic Council chapters were paired and began the 41st annual Greek Week to help raise money for Camp Titan, with the goal of allowing 150 children to experience camp for a week during summer. During this Greek Week, 1,400 fraternity and sorority members from both councils gathered to raise awareness for this cause while competing to take home accolades for their achievements. This fun, exciting and great tradition concluded at a March 26 award ceremony where the community raised a total of \$76,742.69 for Camp Titan.



**Student Engagement** | *Student Life and Leadership (SLL)*

### **Fraternity and Sorority Life**

Fraternity and Sorority Life saw many changes throughout the 2014-2015 academic year. The four national pillars for all Fraternities and Sororities (Brotherhood/Sisterhood, Scholarship, Service, and Leadership) became the primary focus for all programming. The new member education program known as Greek 101 took place on November 6 and March 12. This program was upgraded to include information about Cal State Fullerton Greeks as well as a bystander intervention program called Step Up. This unique partnership with the WoMen's and Adult Reentry Center provided about 500 new Greek students with information about recognizing, stopping, and preventing dangerous behaviors. We also introduced our Greek community to the first Greek Leadership Transition Retreat, which took place on January 15-16. More than 40 executive chapter members met to learn the ins and outs of Fraternity and Sorority Life at CSUF, while also gaining key leadership training in areas of diversity, risk management, and community needs. Diversity Initiatives and Resource Centers, the WoMen's and Adult Reentry Center, and the University Police Department were all campus collaborators in this two-day retreat.



### **Student Leadership Institute (SLI)**

SLI continued to offer developmental workshops and experiences focusing on students who wished to enhance their leadership abilities. Through the SLI “Emerging Leaders” track, modeled after Kouzes and Posner Student Leadership Challenge, students were able to engage with peers and enrich their leadership experience. Workshops occurred through the fall semester at various times of the day to allow as many students to begin their track and receive their certification as an emerging leader.

The program was also able to form exceptional partnerships that allowed for two cohorts of students to consistently engage in SLI workshops. Both the Associated Students’ Incorporated Street Team and students from the President’s Scholars program were able to complete the track throughout the seven weeks. We were also able, for the first time through collaborations with Housing and Residence Life, to conduct the first “Passport to Leadership” conference. The event was held on October 24 with more than 100 students and housing staff participating. The SLI programming culminated with the annual SLI banquet. This was the opportunity for students who finished their leadership track to celebrate their accomplishments and collect their certificates of competition

### **Student Life Assessment**

The purpose of the assessment was to identify and assess the needs of Student Life & Leadership (SLL) stakeholders such as students, department personnel and leadership, as well as their perceptions of services and the programming necessary to support student development & leadership.

Recommendations included improvements to infrastructure of processes relating to technology, a more streamlined website, reorganization of office, and additional training for office staff. The new Director will be working with staff and the AVP to implement a strategic and thoughtful plan for changes within SLL.



## Student Engagement

### **WOMEN'S AND ADULT REENTRY CENTER**

The WoMen's Center is dedicated to issues of gender equity on campus and in the surrounding community. The center's mission is to disseminate information on the status of women and men in society today, to foster an environment to enhance gender knowledge and awareness and to focus on the elimination of stereotypes, including racial, gender, sexual orientation, age and socioeconomic status. Intellectual and emotional development, growth and support of the student body at CSUF are implicit in all of the center's goals. The WoMen's Center mission is realized through: pre-admission consultations; workshops; support and advocacy services; identity-based discussion groups; campus-wide events and outreach; REEL World movie series; identity and bystander intervention training; verification services; and internship and engagement opportunities.

Also located in the WoMen's Center are programs for parenting and nontraditional students. These programs foster engagement and support to students returning to college, or with familial responsibilities. This area has been one of the most expansive during the 2014-2015 academic year. The Center permanently hired a coordinator to enhance services and support to the adult reentry population, which comprises approximately 24 percent of Cal State Fullerton's student population.

Most of the Center's programming is peer-facilitated through a robust internship program. Interns are currently enrolled CSUF students seeking applied learning through a variety of educational departments, including Human Services, Psychology, Health Science, Sociology, and Women and Gender Studies. Interns participate in semester-long training, consisting of approximately 40 hours, plus extensive weekly supervision. Interns serve as integral members of our staff, and coordinate all discussion groups, campus-wide and awareness events, and social media and marketing. This year, the Center trained approximately 15 student interns who provided programs that served thousands of students.



**Student Engagement** | Women's and Adult Reentry Center

### Existence: An Identity-based Art Exhibition

Identity-based discussion groups are at the heart of our Center's programming. Discussion groups foster pride and community among students, allowing a space to discuss cultural, racial, or gender-based topics with contemporary issues on campus and in the community. This year, we expanded Taboo Talks, a discussion group addressing gender norms and stereotypes, to include community-wide awareness through Existence: An Identity-based Art Exhibition. Held during Women's History Month, the exhibition showcased student, faculty and staff artwork depicting changing gender roles in society today, curated by a student intern.

### Alpha Sigma Lambda

This past year, CSUF installed the first ever honors society for nontraditional students, Alpha Sigma Lambda. Requirements for invitation to Alpha Sigma Lambda include a 3.2 grade point average, completion of one semester of courses at CSUF, and identification as a nontraditional student. In its inaugural year, CSUF's Alpha Sigma Lambda chapter inducted 99 students, providing an additional recognition and engagement opportunity for our high-achieving nontraditional and parenting students.

### AWARE

Another first for nontraditional students is the inaugural year of a student organization, AWARE, Adults Who Are Returning to Education. AWARE provides networking, social support and connection to the broader campus community to students who don't identify with the traditional college student. AWARE students provided outreach to the campus through the promotion of CSUF's First Nontraditional Student Week.

### Women's History Month

Women's History Month was celebrated through the support of Dr. Garcia and her President's Reception: Feminist Voices. This inaugural event featured an internationally known speaker and the awarding of the first Women's History Month Scholarship.



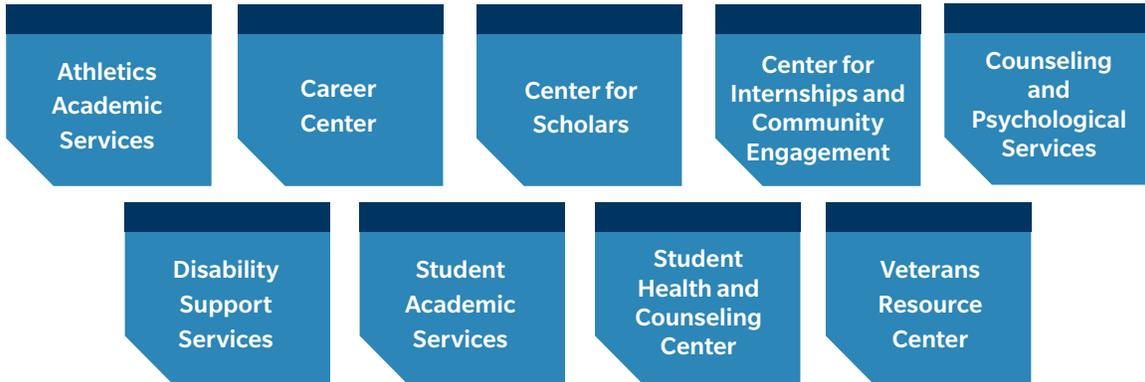
**Student Engagement** | *WoMen's and Adult Reentry Center*

### **Title IX and Violence Prevention**

The WoMen's Center played an integral role in responding to recent federal, state and system-wide mandates and initiatives around violence prevention. With the addition of a full-time violence prevention educator, (with funding from the Student Success Initiative), services include victim advocacy, campus-wide education and training on sexual assault, domestic and dating violence and stalking, bystander intervention, and engagement and activism opportunities. Among the events offered this year were the Clothesline Project, Survivor Speak, and Walk a Mile in Her Shoes. All events were peer-coordinated and facilitated by Consent is Key and student interns.



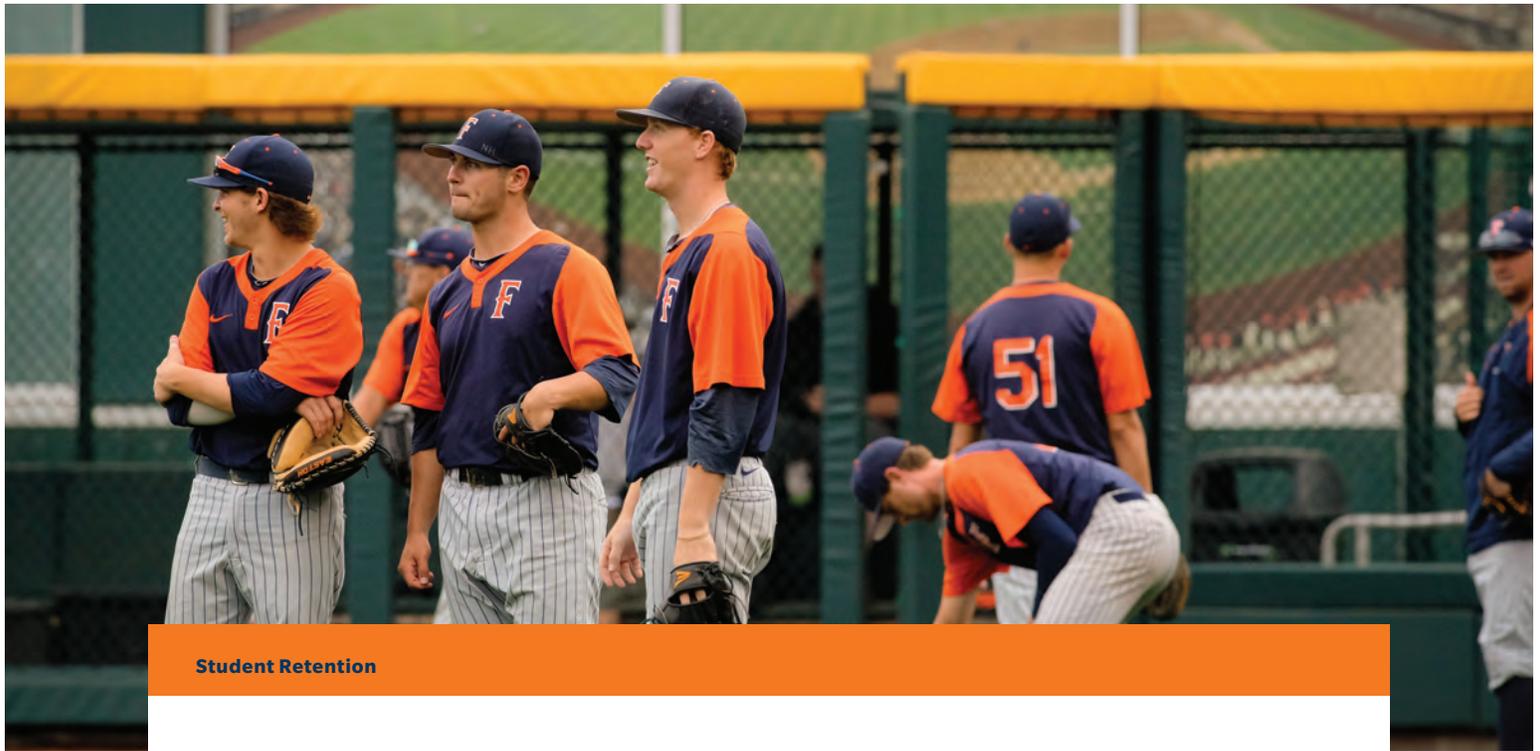
## HIGHLIGHTS FROM STUDENT RETENTION



This past year changes were made to the organization of the Retention Cluster. After a national search, CSUF welcomed a new Associate Vice President for Student Affairs, Vijay Pendakur. Pendakur has worked with key stakeholders to find innovative approaches to increase student retention at CSUF. Further developments include the re-organization of assistant deans from Engagement Cluster to Retention Cluster and two newly formed teams: the Wellness Team and the Special Populations Team.

Assistant deans, who work in conjunction with academic colleges, are now located in the retention cluster in order to better align their strategic work with the efforts of the college-based Student Success Teams. In doing so, a new position, executive director of Retention Cluster Initiatives, was developed to oversee the complex and critical initiatives led by assistant deans.

The Student Wellness Team was developed to consider the holistic wellness of students. This team includes Counseling and Psychological Services, Disability Support Services, and Student Health and Counseling Center. The Special Populations Team was assembled to better address the unique needs of certain student populations. This team includes Athletic Academic Services, the Veterans Resource Center, the Center for Scholars, and Student Academic Services.



## Student Retention

### ATHLETICS ACADEMIC SERVICES

With the shared goal of developing champions in life through academics and athletics, and in close partnership with the Department of Intercollegiate Athletics, Athletics Academic Services is proud to celebrate a very successful year, in and out of the classroom.

#### Big West Coin Drive

Titan student-athletes increased their 2014 charity fundraising efforts by over \$1000, raising \$2,823.98 in 2015, placing second in the Big West Conference Coin Drive, benefiting the Pediatric Cancer Research Foundation.

#### Faculty Mentoring Program

To facilitate persistence, retention and timely graduation through strengthening of academic and career mentoring relationships between student-athletes and faculty, Athletics Academic Services collaborated with the faculty athletics representative to expand the Faculty Mentoring Program.

#### Graduation and Academic Success

Athletics Academic Services celebrated the graduation of 70 Titan student-athletes, spanning 22 majors, led by Kinesiology, Communications, and Business, earning 59 Academic All-Conference honors. Further, Titan student-athletes continued to demonstrate academic success in the classroom improving their overall GPA, and decreasing the percentage of student-athletes on academic probation.

#### Fullerton Athletics Career Expo



Following a very successful search for its new Life Skills Coordinator Pam Newton, Athletics Academic Services dramatically increased the scope of the Life Skills Program, including the inaugural Fullerton Athletics Career Expo (FACE) with 145 student-athletes in attendance and 47 companies.

FACE will continue to give Titan student-athletes the opportunity to engage in face-to-face dialogue with local and national companies. Employers are excited to attend the upcoming 2016 FACE Expo to team up with Titan student-athletes seeking employment and internship opportunities.



### Student Retention

## CAREER CENTER

“By using Career Center services, I have learned to be more informed about my career jobs, and about graduate school, how and when to apply. They helped me explore jobs relating to my major and helped me decide what I really want to do with my degree.”

In 2014-15, the Career Center implemented the first year of the three year re-engineering plan powered by the new resources made available from the Student Success Initiative (SSI) to prepare students for professional success through the integration of career and academic planning, and expanding internships and post-graduate employment opportunities for students.

The Career Center raised \$174,105 after expenses, from events, employer sponsorships, campus partnerships and donations to support operating expenses. The Center continued to implement a successful Graduate Expo that was attended by 481 students. The Center also developed 456 career education preparation programs, workshops and presentations that were delivered across the university with more than 10,000 students receiving support and services.

### Re-launching the CSUF Career Center through Student Success Initiative Support

SSI allowed the Career Center to expand staff to create a dedicated College Career Specialist for each of the seven colleges where the Career Center has primary responsibility, including support for the college-based Student Success Teams. SSI also allowed for the expansion of the Employer Relations Team in order to launch an aggressive internship development campaign in the upcoming year. Lastly, the Career Center facility was able to upgrade digital signage and instructional technology.



### Job and Internship Listings



The Center experienced an 18 percent increase in job and internship listings, and 29 percent increase in full-time listings compared to 2013-14. Over 14,000 positions were listed on the Titan Connection job and internship database including 7,391 full-time opportunities, 2,064 internships, 3,632 Academic Internships, and 3,427 part-time jobs. Based on the Summer 2014 employer survey, over 2,100 students are estimated to have earned over \$14,000,000 from paid internships, summer and part-time positions listed in the Titan Connection system in 2013-14.

Internship employers continued to report that CSUF interns developed significant verbal and written communication skills, time management, computer/technical proficiencies, and leadership skills as a result of their internships.



## Student Retention

### **CENTER FOR SCHOLARS**

The Center for Scholars enhanced its programs that facilitate collaboration across campus and support the University and Student Affairs Strategic Plans.

#### **High-Impact Practices**

The Center for Scholars measured involvement in High-Impact Practices for President's Scholars and Abrego Future Scholars. It found that 98 percent of President's Scholars participated in a high-impact practice for 2014-2015. Due to low response rate for the Abrego Future Scholars assessment, the center found there was a need to build the culture of high-impact practices into the semester workshops and academic coaching sessions.

#### **Hispanic Scholarship Golf Tournament**

The Abrego Future Scholars served as university ambassadors for the annual Hispanic Scholarship Golf Tournament held in April. This golf tournament raises scholarship monies to support our first generation, underrepresented students in obtaining their college degrees. Students had the opportunity to participate with community, business and university leaders and practice their networking skills.

#### **Foster Care Alumni Speakers**

The Guardian Scholars program kicked off the Foster Care Alumni Speaker Series. The speaker series is focused on connecting current scholars with successful, inspiring and motivating former foster youth who have overcome the foster care experience and are successful professionals in various industries/fields.



**Student Retention** | *Center for Scholars*

### **Financial Literacy**

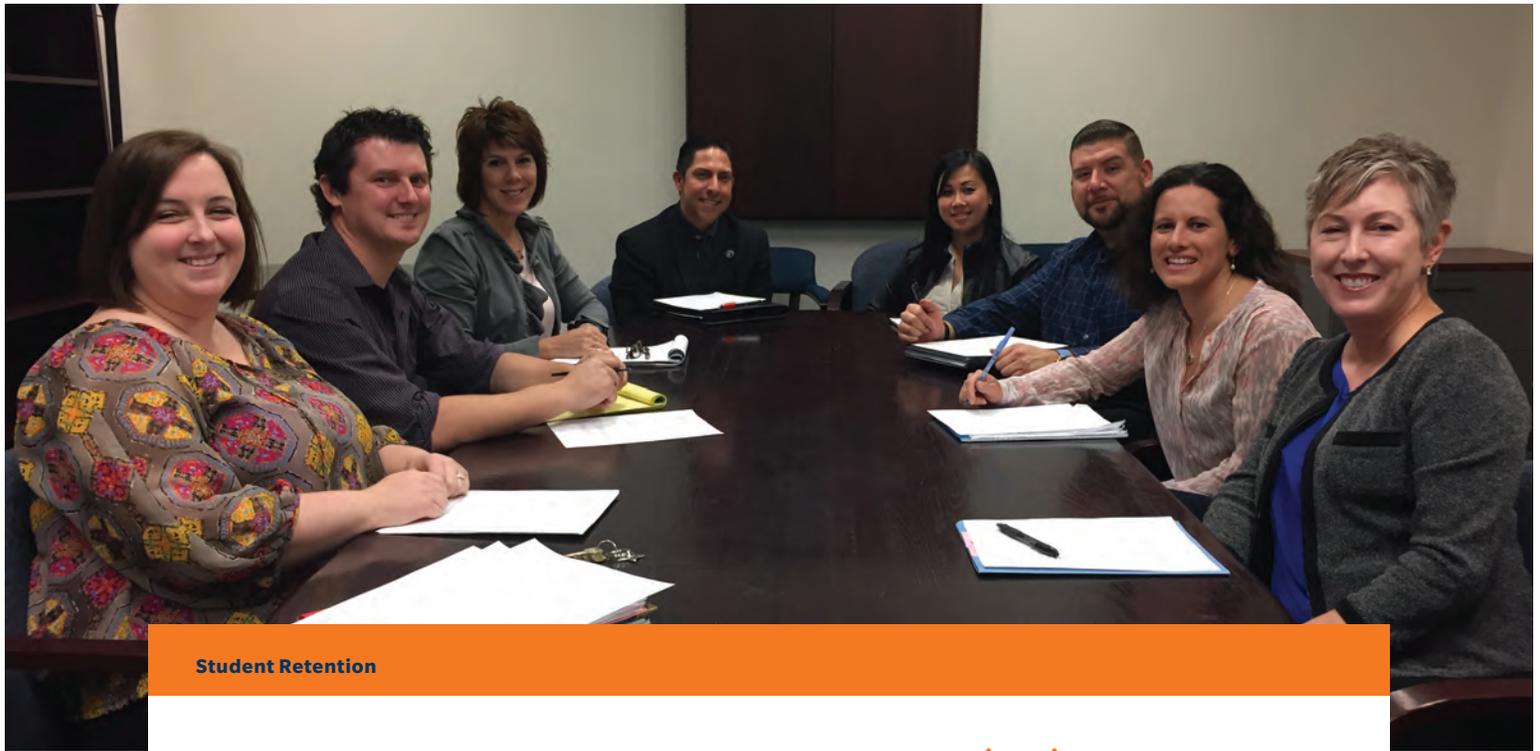
The Guardian Scholars program developed and facilitated a financial literacy program for scholars. During this workshop, first-year Guardian Scholars were able to gain valuable tips on Foundations in Personal Finance. Through this curriculum students explored the three basic reasons for saving money: emergencies, large purchases and wealth building. Students also discussed their upcoming financial goals and were able to identify the “seven baby steps” in order to better manage money. This workshop series helps prepare students for participation in a global society that is responsive to the workforce.

### **Abrego Future Scholars Networking Mixer**

Abrego Future Scholars program held a spring networking career mixer in collaboration with the Career Center. This program included faculty, staff and peer mentors who facilitated interactive activities that allowed students to apply what they learned in terms of networking, professionalism and introductions.

### **Scholar Community Service**

President’s Scholars participated in a total of 2,674 community service hours for the 2015-2016 year. Activities included University Convocation, Concert Under the Stars, and Boys and Girls Club of Fullerton.



## Student Retention

### **CENTER FOR INTERNSHIPS AND COMMUNITY ENGAGEMENT (CICE)**

As a student retention unit in the Division of Student Affairs, CICE programs and services build strong links between academic programs and student services and community partnerships to provide students with course-related opportunities that link degree, career and community.

#### **Services and Major Accomplishments**

In 2014-2015, CICE secured \$480,560 in external funding through grants and contracts. CICE provided employment for 104 students, processed new learning agreements with 296 companies and organizations that engage students in academic internships and service-learning, to bring the total of active learning agreements to 3,411. They also provided risk management, recruitment and placement screening for service-learning courses (all colleges) and academic internships (33 departments), provided assistance to 1,402 walk-in students in 2,277 office visits, answered more than 4,085 phone calls from students, community partners and faculty, awarded 13 faculty mini-grants, divided among the following categories: adding service-learning to a course, deepening a service-learning partnership in the community, service-learning assessment, and conference travel. They also held the Community Engagement Awards Celebration recognizing two faculty members, two CSUF students, two community partners, two high school volunteers, and three CSUF departments as well as awarded 308 Community Engagement Medals to students who elected to complete course-related community engagement courses and/or hours that exceeded the requirements of their course(s) and/or major.

CSUF was also one of five higher education institutions in the U.S. to receive The Washington Center and New York Life Foundation's 2015 Community Engagement Award and the 2014 President's Higher Education Community Service Honor Roll with distinction.

In addition, the center manages several externally funded community engagement programs, described below.

**After School Education and Safety (A.S.E.S.)** provides service-learning, academic internship, and/or employment opportunities for CSUF students. Our program operates at six elementary and junior high schools in the Buena Park School District. This included 3,954 hours from volunteers, and 1,729 hours from academic interns and service-learning students.



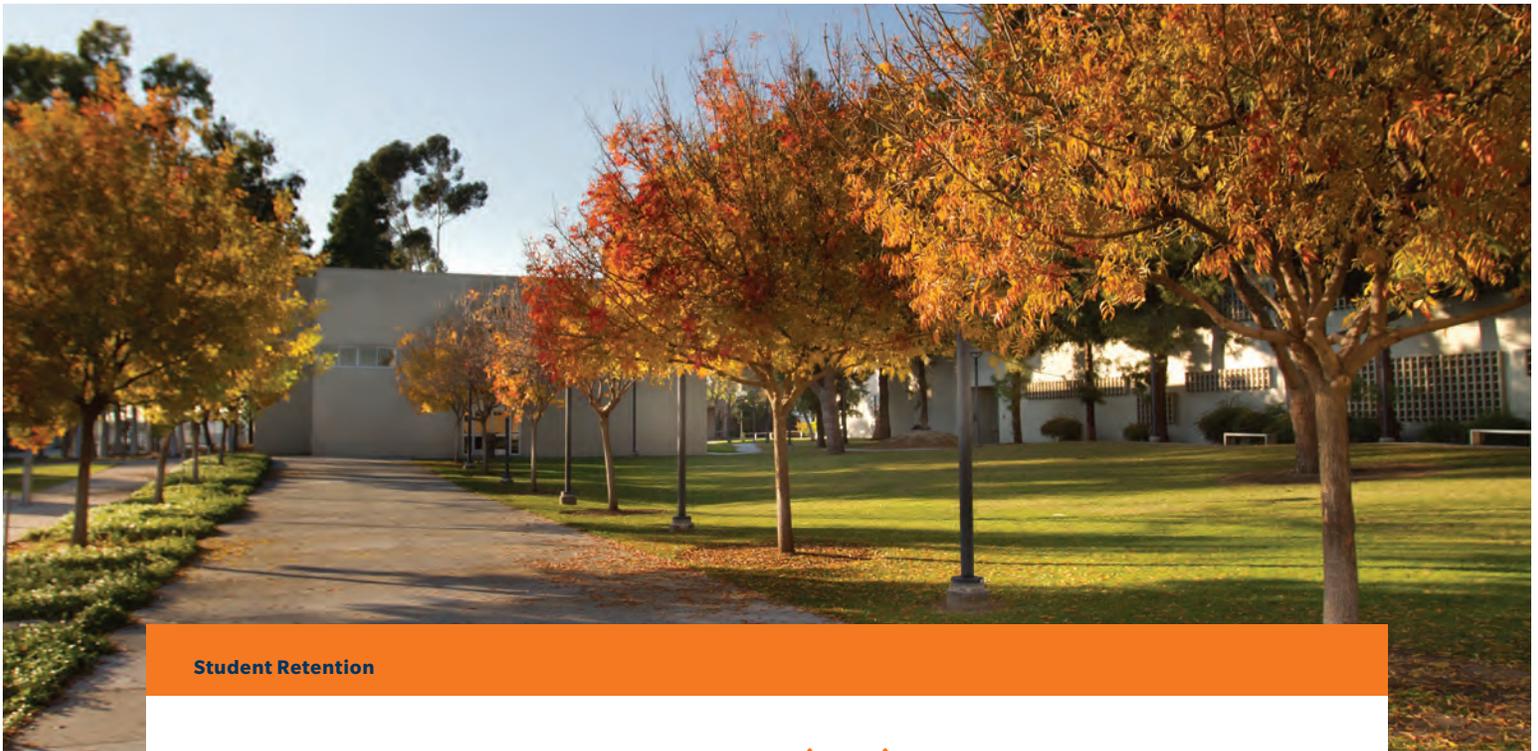
**Student Retention** | *Center for Internships and Community Engagement (CICE)*

**America Reads and Counts (ARC)** is a federal work study program that offers students training and opportunities to earn FWS funds. As math and reading tutors, they promote learning and improved academic outcomes for school children. CICE places ARC Tutors at partnering schools or community sites to assist teachers or after-school staff. They also work with children who need extra help. After doubling the number of tutors and hours in 2013-14 from the previous year, the program continued to grow in 2014-15: there were 36 ARC tutors who served more than 8,250 hours at 11 sites.

**Jumpstart** is an AmeriCorps program that gives preschoolers strong foundations in language, literacy and social development skills that will help them make steady academic progress. Cal State Fullerton's program leads the state in children's learning outcomes because it is embedded in the Child and Adolescent Studies Department's curriculum. As early childhood educators, Jumpstart Corps members develop their own lesson plans, lead preschool classes and serve 350 to 450 hours in preschool classrooms to earn educational funds from AmeriCorps as well as course credit. Forty-four members served more than 15,200 hours in 2014-15.

**SHINE** offers service-learning opportunities to students enrolled in sociology, TESOL (Teaching English to Speakers of Other Languages), education and language courses. Students are placed as English tutors and conversation partners for mostly elderly learners enrolled in English as a Second Language or citizenship courses at local colleges and senior centers. SHINE service is now embedded in the TESOL major as a degree requirement. Eighty-six SHINE students served 1,792 hours in 2014-15.

**Titan Tutors** is a partnership with Project Access, which provides health, education and employment services to families, children and seniors living in low-income housing communities throughout California. In 2014-15 eight CSUF students served nearly 900 hours and earned wages as tutors and mentors to kids in low-income residential communities served by Project Access in Orange and Los Angeles counties.



## Student Retention

### **COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)**

#### **Staff**

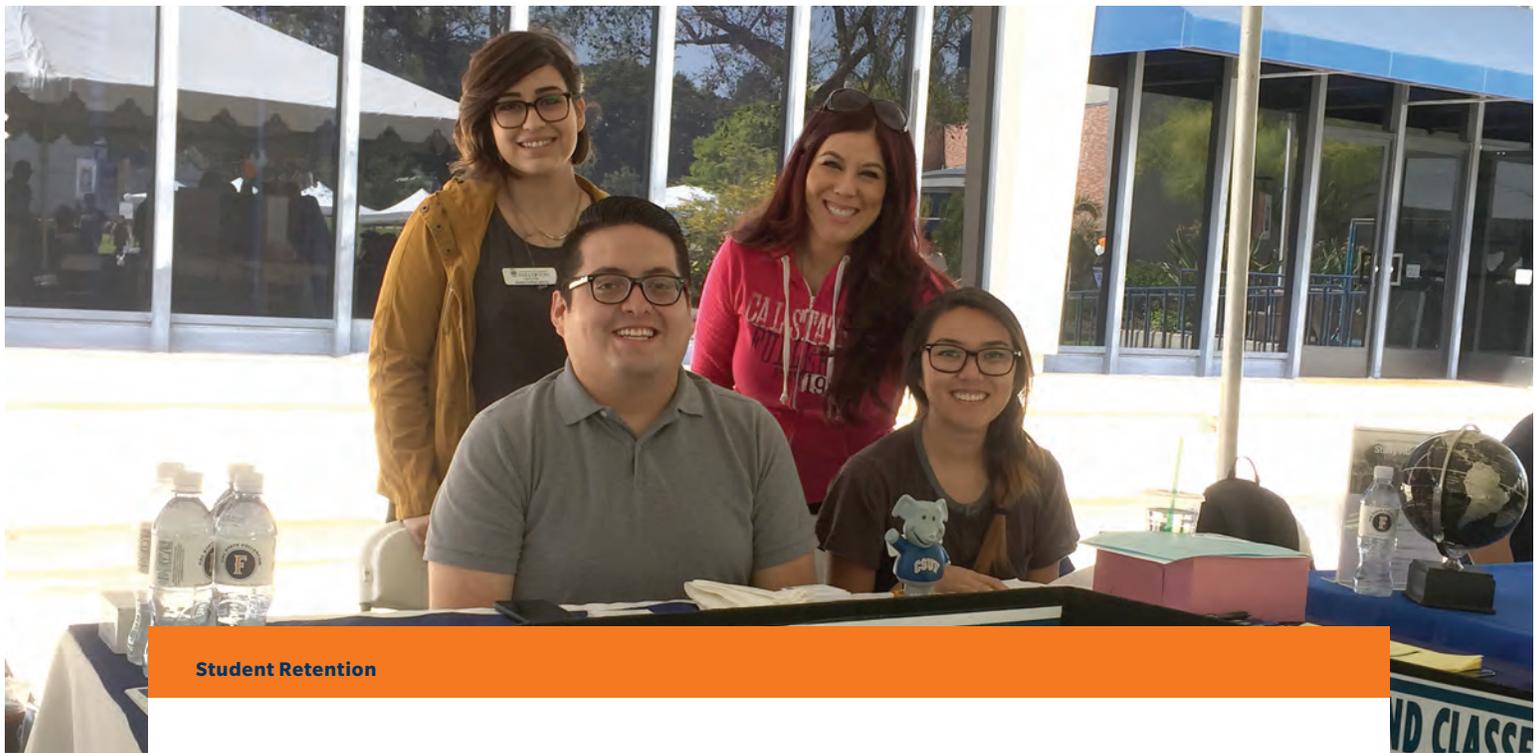
The number of students utilizing counseling and psychological services continues to grow. To help meet the demand, CAPS maintained the same number of counselors, psychiatric staff, interns, support staff, and administrators. One more counselor has been added for the upcoming academic year. In addition, in order to meet the growing needs at the Irvine campus, the Irvine CAPS Counselor doubled her hours and now serves students five days a week.

#### **Clinical Services and Crisis Response**

The number of counseling/psychiatric appointments rose to 8,214 counseling and 1,541 psychiatric appointments, utilized by 2,207 students. CAPS offered six weekly support and therapy groups to provide students with added counseling support. For students not eligible or unable to use our clinical services, case management was provided. One hundred and forty students utilized 156 case management appointments. CAPS staff conducted 28 crisis debriefings to students, staff and faculty affected by a critical incident.

#### **Outreach and Training**

As in previous years, several students become aware of counseling and psychological services through peers or after a CAPS presentation, workshop or tabling event. This year, CAPS participated in 245 events and reached 7,784 students. CAPS provided training on Suicide Prevention and Mental Health First Aid to over 180 faculty and staff.



## Student Retention

### **DISABILITY SUPPORT SERVICES**

Many changes occurred in 2014-2015 including staff changes, data management and remodeling of physical spaces. In December 2014, Paul Miller, director of DSS, retired after 40 years of service. In 2014-2015, DSS also undertook a remodeling project in June 2015. This is the first significant change since 1997. DSS is now complete with upgraded technology, new furniture, new flooring, and new paint.

#### **Service Usage**

A total of 1,389 Titans utilized DSS during 2014-2015. DSS administered 4,786 exams (approximately 650 exams during finals). More than 1,425 accessible instructional materials were requested and provided to 126 students. In addition, 838 textbooks requests were processed for a total of 176,933 pages, 590 short documents comprising of 9,703 pages and 1,066 Braille pages were produced.

#### **Implementation DSS Database**

Clockwork, the DSS Database, allows for digital student records. The DSS staff scanned and uploaded all student information into a secure data base. The system also contains information of all logged accommodated exams into the testing module; DSS is currently designing automated features. The data base also organizes all information for online Application for Services first used in summer 2015.

#### **Collaborative Programming**

Fostering a climate of collaboration across departments and building on Goal 1 of the University Strategic Plan, the Counseling Department and Disability Support Services launched COUNSELING 252 Section 2, "Career and Life Planning: Disability Awareness and Advocacy" in fall 2014. Taught by Jacquelyn Gerali, disability management specialist in Disability Support Services, the course is designed to assist students with disabilities to learn, recognize and maximize their work potential and develop strong life and career plans/goals. With 37 students completing this course, many students have secured and retained employment, internship and volunteer opportunities. These include: 12 students obtaining new positions and 10 students retaining positions. This course is a part of a larger, state grant project, pioneered by University of California, Berkeley and taught at three campuses.



## Student Retention

### **STUDENT ACADEMIC SERVICES**

The Student Academic Services department continues to enhance its programs that facilitate collaboration across campus and support the University and Student Affairs Strategic Plans.

#### **University Learning Center (ULC)**

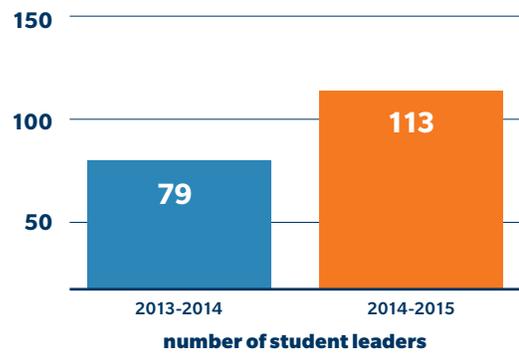
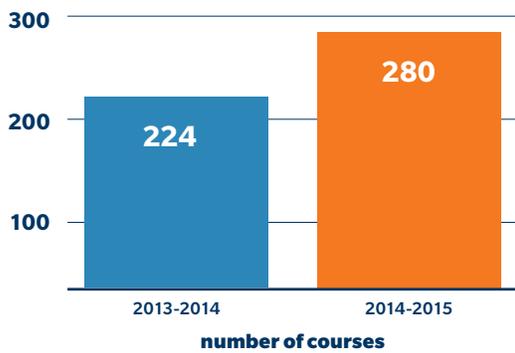
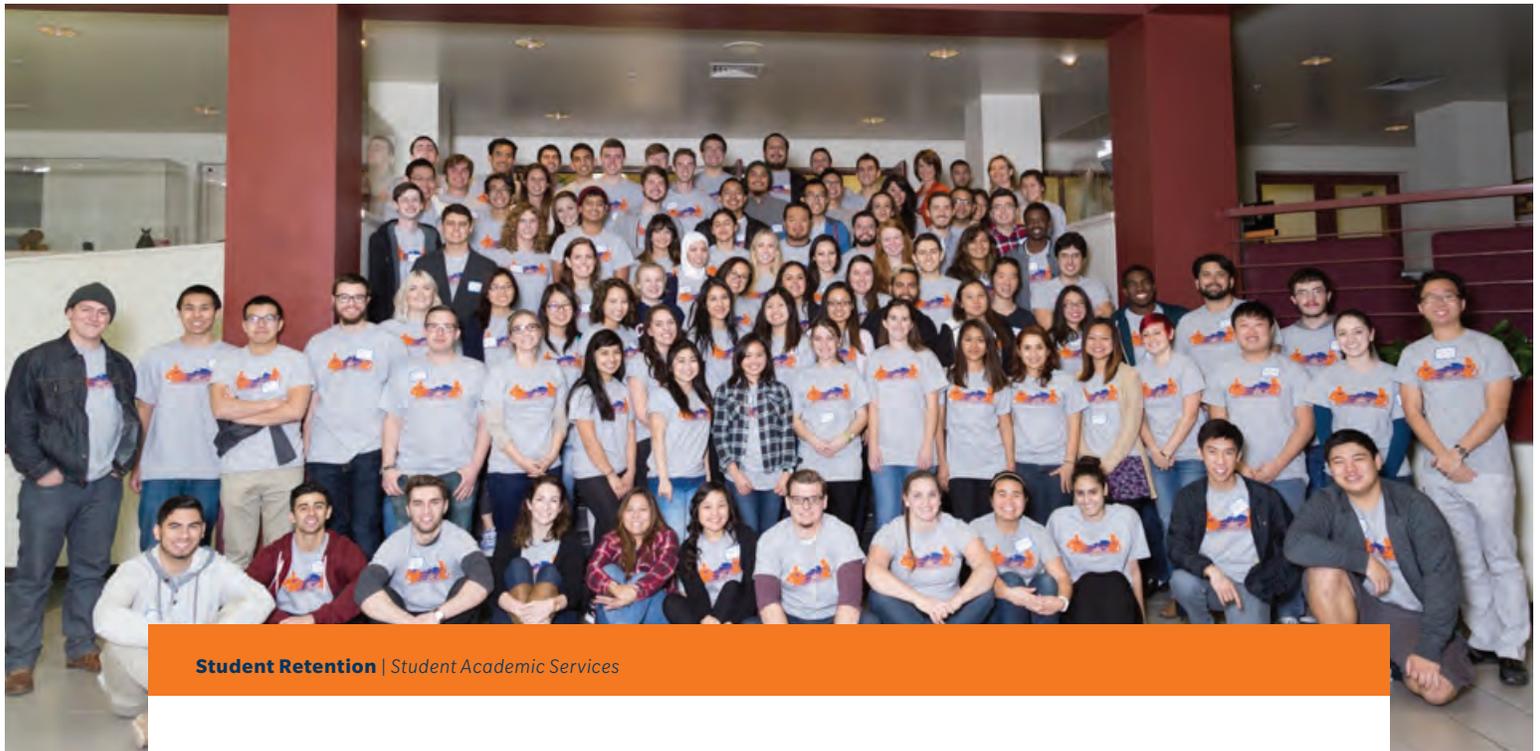
ULC leadership incorporated learning outcomes in the monthly student staff meetings focused on customer service, diversity, and personal development. ULC also refined its tutor training program in preparation to become certified by the College Reading and Learning Association. ULC continued its collaboration with New Student and Parent Programs. In addition to promoting the Learning Assistance Centers in the Student Resource Guide and at the Resource Fair, the ULC staff presented workshops to parents on academic success and resources.

#### **Male Success Initiative (MSI)**

MSI expanded from 18 to 40 African American, Hispanic, and Asian students in its second year. In the spring, the students participated in focus groups facilitated by the Center for Research on Educational Access and Leadership to provide feedback that will aid in the further development of the program for 2015-2016.

#### **Educational Opportunity Program**

Educational Opportunity Program (EOP) Admissions worked with CSUF Admissions and Records to launch a CMS/EOP tracking page. The system was piloted in the spring 2015 admissions cycle and further developed for the fall 2015 admissions cycle. The program will provide queries about the EOP applicants, give EOP Counselors electronic access to their student applications thereby eliminating paper files, and contribute to decision-making about the shaping of the cohort.



### Supplemental Instruction Program (SI)

The Supplemental Instruction (SI) Program continues to thrive and received additional funds this year through the Student Success Initiative (SSI). A full-time administrative support coordinator was hired in January. The number of courses increased from 224 courses in 2013-2014 to 280 in 2014-2015 and expanded into seven additional departments. The number of SI Leaders increased from 79 to 113. Approximately 14,000 students have access to SI sessions for general education and major courses.

SI Programs were awarded the “Teamwork and Collaboration Award” at the CSUF University Awards Program. Based on the significant success of the CSUF SI Program, CSUF became the Center of Excellence for the CSU system. This is a partnership between the Chancellor’s Office, the University of Missouri Kansas City (where the SI program was developed in 1973), and CSUF. It includes the recent appointment of an Interim Director, Phil Janowicz, who is responsible for facilitating the establishment of SI Programs throughout the CSU system.



## Student Retention

### STUDENT HEALTH AND COUNSELING CENTER (SHCC)

“I was involved in a motorcycle accident and as a consequence, I ended up with an open fracture on my left leg. The recovery caused complete muscle loss. I could barely walk. This is when I first met the CSUF physical therapy staff. Physical therapy is like a home to me. I’ve been there for one-and-a-half years and I feel great! I’ve recovered most of my muscle and I am currently working on balance. I know that CSUF has been the key to my recovery from the day I started to see the muscle in my leg. There are not words to describe how grateful I am for having attended physical therapy and getting all the support I needed”.

This year SHCC celebrated the 40th year anniversary of the dedication of the building built in 1974. SHCC dedicated an area in the Student Health lobby to showcase history and memorabilia from SHCC.

#### **SHCC’s Nightmare on PHUN St. Awarded the 2015 Tuffy Award for the On-Campus Program of the Year**

Nightmare on PHUN St. is health education programming at its finest focused on educating students about binge drinking, alcohol poisoning, sex and alcohol, and DUIs. A Halloween themed maze was located in the central quad. Nearly 500 students participated in this event including President Mildred Garcia.

#### **Student Receives Outstanding Student Leader Award from Chancellor’s Office**

Olivia Hill is a Certified Peer Health Educator and Chair of the Alcohol, Tobacco and Other Drugs Committee for PHUN - 2014-15. She was awarded the Student Leadership Award from the Chancellor’s Office for Alcohol, Tobacco and Other Drugs. She graduated in May 2015 after volunteering over 80 hours and presenting to over 1200 students at PHUN campus outreach events.



**Student Retention** | *Student Health and Counseling Center (SHCC)*

### **High-Impact Practice and PHUN (Peer Health University Network)**

PHUN is a High-Impact Program (HIP) and student-based organization whose purpose is to promote healthy behaviors and choices to CSUF students. Program health topics and activities vary from sexual health trivia bingo to financial and physical fitness just to name a few. Only in its second year, PHUN connected with over 21,000 students, up 100% from last year, continuing the Health Center's commitment to a health center without walls! PHUN and Active Minds students volunteered a total of 6,640 hours on campus. Amazing commitment!

### **Fullerton Flu Fighter Clinics**

SHCC offered FREE flu vaccines again this year in October and November! Mobile clinics were located in various locations both at Fullerton and Irvine campuses to provide flu vaccinations to students. Peer Health Educators dressed as Flu Crime Fighters engaging students to get immunized. This year SHCC provided nearly 2,000 FREE influenza immunizations.

### **Student Health and Counseling Center Accredited by AAAHC**

Based on our high standards in providing quality health care to students, the SHCC was granted re-accreditation for the maximum period of three years by the Accreditation Association of Ambulatory Health Care.



## Student Retention

### **VETERANS RESOURCE CENTER (VRC)**

The VRC assists active and reserve military, veterans and dependents at CSUF to successfully navigate the academic environment through programs, guidance, support services, campus and community resources and the certification of veterans' and dependents' educational benefits. The VRC is committed to offering comprehensive and personalized services within a unique learning community that facilitates the student's social and academic integration from admission to achieving their academic and professional goals.

#### **Veterans Certification and Veteran Student Services Merger**

In July, 2014, Veterans Certification and Veteran Student Services merged to create the new Veterans Resource Center. The merger now provides a "one stop shop" for student veterans and dependents to access programs, resources and services that meet their specific needs.

#### **Service Usage and Student Retention**

More than 465 student veterans and dependents in the 2014 - 2015 year utilized GI Bill Benefits. In addition, the VRC successfully developed an agreement with the Department of Veterans Affairs, Vocational Rehabilitation to have a vocational rehabilitation counselor on-site three times a month to meet with students about certification and payment concerns.

The VRC's retention rate of engaged students continues to increase each year. The retention rate for the 2013 - 2014 cohort was 90 percent. During the 2014-2015 academic year, 39 percent of student veterans utilized the VRC more than 7,200 times.

#### **Grant Funded Educational Programming**

The VRC received two grants totaling \$31,500 from the O'Donoghue Family Fund, the Orange County Community Foundation, and Tee It Up for the Troops to increase student engagement and retention. As a result, the Veterans Scholars Career Readiness Program was launched in the fall of 2014, in collaboration with the Orange County Goodwill, the Career Center, and the Center for Internships and Community Engagement. In the spring of 2015, the VRC also launched its Titan Warrior Wellness Program in collaboration with the Career Center, Student Recreation Center, College of Business and Economics faculty and our Counseling and Psychological Services.



**Student Retention** | Veterans Resource Center (VRC)

### **Vet Net Ally Program**

In the spring 2015, the VRC launched its Vet Net Ally program – a seminar designed to raise the awareness of faculty, staff and students about the student veteran community and how they can support the needs of student veterans. More than 65 people participated in the first two seminars, and the VRC will continue to offer the Vet Net Ally program twice every semester.

### **Veterans Week**

Each year the VRC observes “Veterans Week” during the week of November 11 (Veterans Day) to honor and celebrate the sacrifice and commitment of our military veterans and their families. This week-long series of events includes the Wall of Heroes display, participation by student veterans in the Fullerton Veterans Day parade, a Veterans Day lunch that includes current student veterans, student veteran alumni and their families, and a presentation titled: “High Impact Practices for the Student Veteran: Designing Support Services from a Strengths-based Perspective,” that was presented at the 2014 NASPA Regional Conference presented by Director Lui Amador and Acting Assistant Director of Programs and Services Catherine Ward and the Women’s and Man’s Joint Brunch at Knott’s Berry Farm.

### **3rd Annual Women Veterans in Higher Education Conference**

The VRC held its Third Annual Women Veterans in Higher Education Conference on March 14, 2015 at the Fullerton, Marriott. Eighty female veterans participated in the conference, along with supporters, administrators, community partners and state agencies.



## HIGHLIGHTS FROM STUDENT TRANSITIONS

Educational  
Partnerships

Financial  
Aid

Freshman  
Programs  
(formally resides  
in Academic  
Affairs)

Housing and  
Residence Life

University  
Outreach and  
New Student  
Programs



There were two interim associate vice presidents for Student Affairs that led the Transitions Cluster during 2014-2015. Darren Bush, who joined CSUF in January 2015, is currently interim AVP for the Transitions Cluster. The Transitions Cluster oversees all programs that aim to successfully transition students into college. This work is largely accomplished by working with local high schools, community partners, community colleges, and incoming CSUF students and their families to provide information and resources to students and their families about admissions and financial aid.

In addition, interim directors were appointed to University Outreach and New Student Programs, Freshman Programs, and Financial Aid as well as a director appointed to Housing and Residence Life.

In partnership with Anaheim Union High School District, Educational Partnerships was awarded over \$7.2 million from the U.S. Department of Education to fund GEAR UP- Gaining Early Awareness and Readiness for Undergraduate Programs. This is a seven-year grant that helps students progress onto higher education. We are excited to embark on this new project with great partners, including the City of Anaheim, Fullerton College, Tiger Woods Foundation, Orange County Asian Pacific Islander Community Alliance (OCAPICA), College Board, and Orange County Consumer Credit Agency.



## Student Transitions

### EDUCATIONAL PARTNERSHIPS

Educational Partnerships provides students with opportunities aimed at fostering academic, personal, and professional skills with the goal of progressing onto higher education. This includes a commitment to fostering collaborative relationships with schools, school districts, colleges, universities, parents and community organizations to provide meaningful educational experiences that impact the lives of students.

#### **Grant Funded Projects: GEAR UP, Talent Search, Upward Bound, McNair Scholars**

Educational Partnerships houses seven grants, five of which are federally funded. One is funded by United Way of Orange County, and one is funded by Southern California Edison.

#### **Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)**

In collaboration with Anaheim Union High School District (AUHSD), we continued executing a six-year college access grant to serve students from the seventh grade through high school graduation. The cohort from the 2011 grant is currently juniors at Magnolia, Savanna, and Western high schools. An additional grant was funded in 2008, serving students from the seventh grade through high school graduation at Anaheim, Loara, and Katella high schools. This grant will close in September and the cohort is currently in the second year of college. Seventy-two percent of the entire graduating classes at Anaheim, Loara, and Katella high schools enrolled in college—exceeding the grant goal of 65 percent.

#### **Educational Talent Search**

Since 1991, Talent Search has served nearly 600 students from Anaheim, Magnolia, Katella, and Savanna high schools in the AUHSD who have progressed on to college. Almost all (93 percent) 12th grade Talent Search participants enrolled in college immediately following high school graduation.



**Student Transitions** | Educational Partnerships

**Upward Bound**

Since 1992, Upward Bound has served nearly 90 students from Century, Saddleback, Santa Ana, and Valley High Schools in the Santa Ana Unified School District who have progressed on to college.

One hundred percent of seniors enrolled in college immediately following high school graduation.

\$1,113,716 in scholarships and aid was awarded to 20 graduating Upward Bound Scholars.

**Ronald E. McNair Scholars**

Since 1999, through the McNair Scholars program, CSUF undergraduate students have engaged in research, mentoring, and academic preparation to progress on to graduate school and complete their doctoral degrees. Eighty percent of McNair Scholars were successful in gaining admission into graduate schools.

**College Exposure Programs: Kids to College**

CSUF is excited to launch College Exposure Programs grant—a new initiative funded at \$100,000 by the United Way of Orange County. The award and partnership with United Way of Orange County will allow CSUF to deliver a comprehensive, year-long college access programming to underserved students, on campus, in the community, and in local junior high and high schools in Orange County. Through collaboration with campus partners, local area non-profits and schools within Orange County, CSUF will provide students and their parents with access to information and workshops about accessing college and financial aid, and exposure to higher education via campus experiential programs on campus.



## Student Transitions | Educational Partnerships

### **Kids to College**

In partnership with Southern California Edison, Kids to College introduces about 500 sixth-graders to college life by facilitating lessons about future careers, college life, and academic planning. The program culminates with a visit to CSUF that incorporates hands-on lessons, a student panel, and activities that expose students to higher education.

### **P-20 Partnerships: Santa Ana Partnership and Anaheim Collaboration for Higher Education**

#### ***Santa Ana Partnership***

This collaboration between Santa Ana Unified School District, Santa Ana College, Cal State Fullerton, and UC Irvine is aimed at enhancing educational opportunities for students to progress on to higher education.

The Santa Ana Partnership was awarded a \$5 million award, of which \$1 million was awarded to CSUF to open an endowment for students from SAUSD or transfer students from Santa Ana College who graduated from SAUSD. University Advancement will launch a fundraising campaign to raise a \$1 million match for scholarships.

#### ***Anaheim Collaboration for Higher Education***

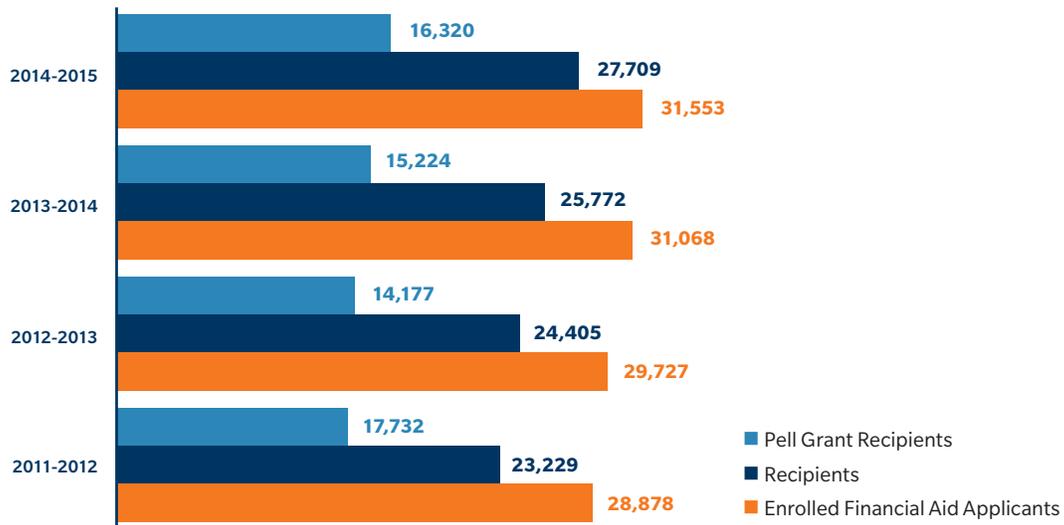
This partnership with schools, school districts, the City of Anaheim, local colleges and universities, and community-based partners engages students, parents, teachers, faculty, administrators, and community members to foster 21st century learning opportunities and create a college-going culture for all students.



**Student Transitions**

**FINANCIAL AID**

The Office of Financial Aid continued to assist students in navigating the financial aid process to ensure access to financial aid programs to assist with meeting the cost of attendance. Students are highly engaged with accessing financial aid as demonstrated by the following highlights:

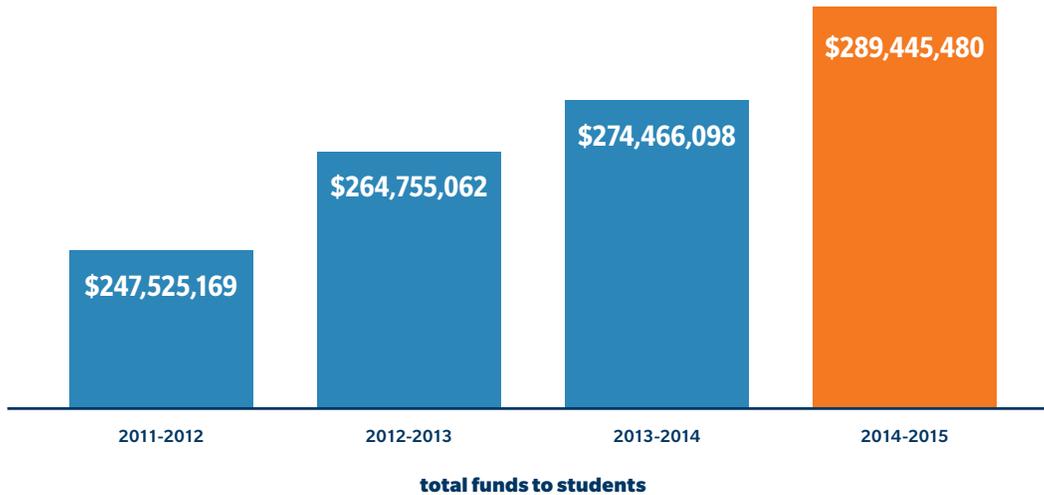


**Assisting Our Students**

- Financial aid has assisted 27,709 students who received some form of financial assistance to help with educational costs. This represents 73 percent of all enrolled students receiving financial assistance. The total amount of financial aid provided from all sources reached \$289,445,480 during 2014-15.
- Pell Grant recipients now represent 50 percent of all enrolled undergraduate students. 16,320 students are Pell Grant-eligible and have received almost \$69 million in Pell Grant funds.



**Student Transitions** | *Financial Aid*



- The Financial Aid staff was very engaged in the full implementation of Middle Class Scholarship. The 2014-15 academic year was the first full academic year in which Middle Class Scholarship was available. During the 2014-15 academic year, \$2.6 million was dispersed to 4,279 students.
- During the 2014-15 academic year, 611 CA Dream Act students were assisted with \$3,567,252 in some form of state grant assistance. This is a 36 percent increase from the prior year's total of \$2,623,783 in state funds.
- The CSUF Scholarship Manager entered its second year in spring 2015 providing students and departments with a web-based scholarship management system that facilitates the application process for students and provides a consolidated framework for review of applicants by scholarship committees.



### Student Transitions | Financial Aid

#### **Outreach and Collaboration**

In addition to participation in all New Student Orientation programs, the Financial Aid staff was engaged in a number of endeavors and initiatives to increase knowledge of the financial aid opportunities available and the application process. This includes visiting high schools and community events.

Additionally, CSUF representatives aid financial aid initiatives in our local community by partnering to train representatives. Such departments include GEAR UP, University Outreach staff, Graduate Studies, and Veteran Resource Center.

#### **Federal Work Study**

During 2014-15, the Office of Financial Aid, through the administration of the Federal Work-Study program, was focused on expanding opportunities for students to engage in Service Learning through Federal Work-Study employment. A total of 85 students were hired by community service agencies. Many on and off-campus entities established contracts with CSUF to offer tutoring and other services in their communities.



## Student Transitions

### FRESHMAN PROGRAMS

#### Increase Participation in High-Impact Practices (HIPs)

In 2014-2015, Freshman Programs aimed to develop a plan to scale Freshman Programs to indicate progress in helping at least 75 percent of students engage in HIPs. The plan is being constructed with input from the developing Academic Plan, the HIP Task Force, faculty, administrators, staff and students. Revising general education on campus to include HIPs utilized in the Freshman Program models and developing college-based success courses have been a part of the discussion.

#### Revisions of Learning Outcomes

Freshman Programs revised and updated objectives and learning outcomes to align with the newly approved University goals and outcomes. One key outcome is retention of students. Goals need to be further considered and approved by Advisory Board.

#### Increase in Student Enrollment

Currently, there are 587 students enrolled in Freshman Programs (an increase of 140 over last year). Freshman Programs has managed to increase the number of students without having to increase, in great number, the faculty/sections involved. A rough estimate indicates that while we have more students, we will actually be spending significantly less per student than last year (\$1,161 per student last year based on budget numbers/enrollment vs. \$904 per student this year—if the budget remains the same except for an increase of three new faculty members).

#### Student Success

After their first fall semester, 29 percent of Freshman Program students made the Dean's List, we established a new partnership with Buena Park High School when 70 AP Juniors from the school visited campus and our program, and one of our Alumni, Diana Muñoz was selected as a Panetta Scholar.



## Student Transitions

### HOUSING AND RESIDENCE LIFE (HRL)

#### Occupancy

In 2014-2015, 100 percent of beds were filled. HRL collaborated with University Extended Education and Intercollegiate Athletics to provide on-campus housing accommodations for visiting international students and student-athletes, respectively. HRL also collaborated with campus partners to provide eight theme communities within the greater housing community:

- College of the Arts (Arts District)
- College of Communications (RTVF Floor)
- College of Health and Human Development (HHD Floor)
- Colleges of ECS and NSM (ECS and NSM Floor)
- Faculty in Residence (Sophomore Year Experience Floor)
- Freshman Programs (First Year Connection in Pine Hall)
- Honors and Scholars (Honors Floor)
- WoMen's Center (Women's Floor)

#### Dining Services

The Gastronome offers great employment opportunities for Cal State Fullerton students. This past year, Aramark employed 64 Cal State Fullerton students including three student managers.

#### Community Programming

##### *Faculty in Residence*

The Faculty in Residence hosted over 60 programs with a total of more than 1,000 students. She also held weekly office hours for residents who needed assistance with and advice about a variety of subjects, including writing, how to meet with professors, study abroad, employment opportunities, internship opportunities, and study skills. Her programs included a monthly book club, philosophical discussion group, theme dinners, and co-sponsored programs with resident advisors, NRHH, and the Resident Student Association.



### **Resident Advisors**

Resident advisors hosted 352 programs with a total attendance of 4,739 participants. Resident advisors collaborated with multiple partners across campus. Each program was connected to a student learning framework of: Learn, Connect, Grow. Highlights included Fig-mania, Sex in the Dark, Queer Prom, Diversity Tie Dye, DUI Prevention, Alcohol Awareness, Spring Concert Kickoff, ASI Chill and Grill, Step-Up Bystander Intervention Training, Walk a Mile, Love Your Selfie, Nightmare on Elm Street, and various theme community collaborative events.

### **Resident Student Association**

The Resident Student Association hosted 16 events with a total attendance of 2,370+ participants. Highlights included the After the Beach Party, Finals Frenzy, Spring Carnival, Battle of the Buildings, and multiple theme meals in the Gastronomie.

### **Housing Community Resource Center (HCRC)**

In August 2013, HRL collaborated with the University Police Department to open the Housing Community Resource Center (HCRC) located on the first floor of Cypress Hall. Services include bicycle registration, crime prevention presentations, campus safety, DUI and drug information, as well as information on law enforcement careers.



## Student Transitions

### UNIVERSITY OUTREACH AND NEW STUDENT PROGRAMS (UONSP)

UONSP continues to lead outreach, recruitment, and orientation programs on behalf of the University to prospective students and their families, high school and community college counselors, community partners, and new incoming students. In 2014-15, UONSP merged and blended two formerly separate departments into one with renewed focus, direction, and commitment.

Main events and services offered through UONSP include summer 2014 orientation, Welcome to Cal State Fullerton Day, CSUF Campus Tours, Transfer Center Services, AAPI Initiatives, and Titan Delegates Program.

#### Summer 2014 Orientation

UONSP facilitates New Student, Transfer Student, and Student Life in person-orientation programs and an online transfer overview for transfer students. Orientation programs help students develop an understanding of the institution's educational opportunities, student responsibilities and the culture at the University.

Attendance at orientation has been mandatory for all new first-year, first-time freshmen since 2004 and since 2007 for transfer students. A total of 8,626 students were supported in Summer 2014 Orientation with 4,349 students participating in New Student Orientation sessions, 1,998 participating in Transfer Orientation, and 2,196 participating in an Online-Orientation.

An electronic survey with quantitative and qualitative questions was conducted after orientation implementation. A total of 1,563 out of 4,349 students who attended NSO responded for a 36 percent response rate. Over 93 percent of NSO participants agreed that the general education (GE) presentation helped them understand which courses to register for at the end of the orientation day, and 92 percent of students understood how to use their Titan Degree Audit as a tool for selecting GE courses. As a result of attending major advising, 75 percent of students understood their major requirements. As a result of attending NSO, students were able to connect with faculty (91 percent) and peers (92 percent) within their majors. More than 97 percent of NSO participants agreed that the How to Register presentation helped them understand how to utilize TITAN Online to register for classes. Ninety-three percent of participants indicated that New Student Orientation was a beneficial use of time.



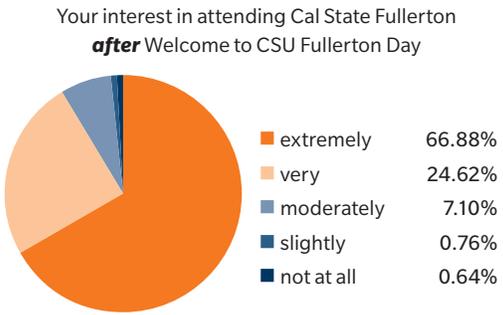
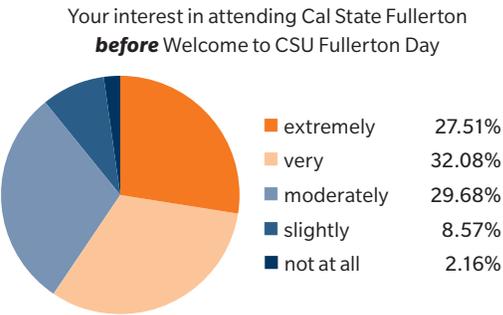
**Student Transitions** | University Outreach and New Student Programs (UONSP)

**Welcome to Cal State Fullerton Day (WTCSFD)**

This signature event was re-engineered to target admitted students only, as opposed to prospective students. More than 10,000 guests attended. Further improvements included a re-envisioned website, electronic check-in, a Titan lab focused on helping students submit their intent to register, sign-ups for New Student Orientation, and responding to questions regarding financial aid. Additionally, a satellite viewing space for overflow guests was utilized to accommodate more guests and a social media campaign was incorporated in the publicity process.

**“I really enjoyed CSU Fullerton day! The whole experience made me much more excited to be a student here. The students made me feel welcome and the staff assured me this school would meet my needs as a student.”**

A total of 903 assessment surveys were collected. Please indicate your level of interest in regard to the following statement:



**Campus Tours**

Our 90-minute walking tours are led by a Titan Ambassador and explore the central campus and key areas of the university. The tour also highlights our eight academic colleges, student services, active student life and the history of Cal State Fullerton. This is a great opportunity to welcome prospective and admitted students to our campus and share the many benefits of being a Titan. UONSP gave 660 tours to over 20,000 people in 2014-2015.



**Student Transitions** | *University Outreach and New Student Programs (UONSP)*

**Transfer Center Services**

The Transfer Center provides on-campus peer advising services for prospective transfer students, including admissions information, lower division general education requirements, major preparation (using ASSIST), CSUF application assistance, transfer website guidance (e.g., CSUF Student Portal), and referrals to both community college and CSUF departments, as appropriate. Over 7,000 students were served through social media, email, phone calls, and walk-ins.

**AAPI Initiative**

The Asian American and Pacific Islander (AAPI) Titan Ambassador Program’s mission is to help create and promote a college-going culture within underserved communities of Asian Americans and Pacific Islanders. Titan Ambassadors are assigned to different high schools to provide a variety of academic and motivational activities to assist students in developing college preparatory plans. Services include one-on-one college advising, unofficial transcript review for CSU admission, classroom presentations, workshops and a rally. Student staff were selected and trained. This program received grant funding and commenced in June 2015 for its inaugural year.

**Titan Delegates Program**

The Titan Delegate Program functions as one of the conduits through which UONSP disseminates knowledge concerning admissions requirements, testing and general information regarding Cal State Fullerton. Titan Delegates participate in college fairs, student panels, conduct presentations, workshops, and other student support-oriented services. Their goal is to assist prospective students in learning about the university, college culture, and help ensure a successful transition to CSUF. From July 1, 2014 – May 31, 2015, Titan Delegates received 258 requests to participate in events. Of those, Titan Delegates were able to participate in 200 events for a total of 43,730 contacts with prospective students and their families.



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STUDENT AFFAIRS