



# ANNUAL REPORT 2021-2022

**FRESNO**  **STATE**

Student Affairs and  
Enrollment Management



## CORE VALUES

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*access  
opportunity  
success*

# DISCOVERY DIVERSITY DISTINCTION

## *mission*

The Division of Student Affairs and Enrollment Management works to educate and empower students for success.

**FRESNO**  **STATE**

Student Affairs and  
Enrollment Management

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message from the  
**VICE PRESIDENT'S  
CABINET**

Dear Colleagues,

It is our pleasure to present to you the 2021-2022 annual report for the Division of Student Affairs and Enrollment Management. Our report highlights some of the wonderful student-focused programs and services we delivered during the year. We know so much more work was done, but it would not be possible to include everything. However, all of the great work is appreciated. What we accomplished is very impressive. Please enjoy reading about some of the things our staff were able to get done. Thank you to all of our DOSAEM teammates.

-The Division of Student Affairs and Enrollment Management



## MAJOR MILESTONES AND ACCOMPLISHMENTS

\$1 million gift to support the endowment of the Renaissance Scholars Summer Internship program.

\$325,000 gift from Table Mountain for the Lynda and Stewart Resnick Student Union.



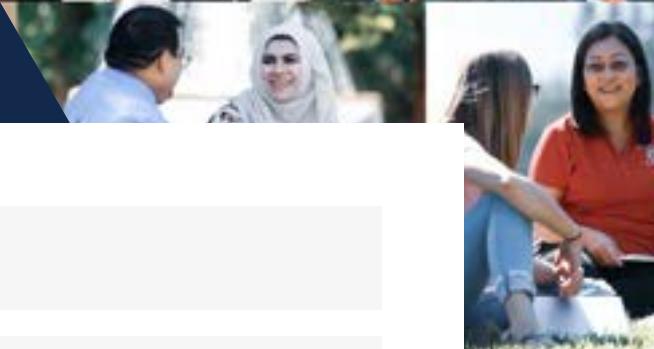
## DEPARTMENT IMPACT

*I feel so loved and supported and blessed in a hundred different ways, and I'm just so thankful for it. People in the community that don't even know who I am or don't know who we are, they're still willing to give and help.*

— Racine Rabb, Fresno State student athlete, recipient of a Good Samaritan Fund Grant

section 1

# STUDENT SUCCESS SERVICES



**Career Development Center**



**College Assistance Migrant Program (CAMP)**



**Dream Success Center**



**Educational Opportunity Program (EOP)**



**Learning Center**



**The Office of Black Student Success**



**Renaissance Scholars Program**



**Student Support Services & Veterans Programs**

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section 1

# STUDENT SUCCESS SERVICES



**University Advising Center & New Student and Family Programs**

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## MAJOR MILESTONES AND ACCOMPLISHMENTS

### ENGAGEMENTS

10,621

**face to face**

through walk-ins, scheduled appointments, classroom presentations and webinars

1,686

**students enrolled in internship courses**  
an 8.49% increase compared to 2020-2021

HireFresnoState

4,396

**job postings**

1,726 full-time entry level positions, 680 internship opportunities, 425 on-campus student assistant positions



### MONEY MANAGEMENT

2,992

**students reached**  
through webinars, tabling and presentations

1,214

**new Unlea\$hed users**  
4,705 sessions accession financial content

\$28,000

**grants and donations from financial partners**  
to be used for student activities and events



## DEPARTMENT IMPACT

The Career Development Center was one of just a few throughout the entire CSU system to host in-person career fairs for the first time since the pandemic. In the fall, three fairs were hosted with 795 students in attendance. In the spring, the Career Development Center hosted three events and assisted with two in the Criminology and Social Work Departments. Over the course of the five events that semester, 1,110 students participated and over 380 employers were in attendance. Both employers and students were excited to connect in-person.

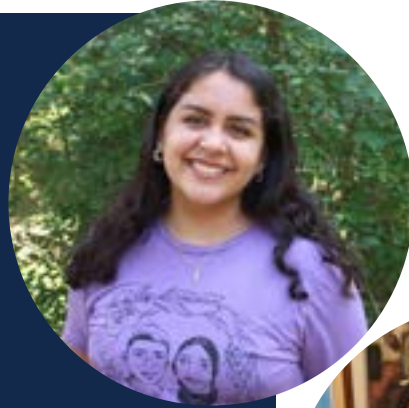


## MAJOR MILESTONES AND ACCOMPLISHMENTS

CAMP completed its 37th year of funding at Fresno State.

The program served 50 first-time freshmen students in 2021-2022.

CAMP programs across the nation annually visit Fresno State CAMP to learn its best practices. This year, we hosted a total of 8 CAMP programs from 6 different states.



## DEPARTMENT IMPACT

Two freshman CAMP students were selected to participate in recognized internships in different parts of the United States for the summer.

Citlaly Marquez (English Education major, pictured top left) is in South Carolina participating in the Into the Fields Internship through Student Action with Farmworkers (SAF). SAF is a non-profit organization that focuses on the active collaboration between students and farm workers to share resources and promote social change and justice in farm work labor. Ms. Marquez is primarily working with the Migrant Education Program to connect with farm workers, teaching them English during their time off. Additionally, Citlaly helps provide transportation, translation services, and food/supply distribution to farm workers around the state of South Carolina.

Nadia Rojas (Community Health Science major, pictured bottom right) is one of six of the National HEP/CAMP Association interns completing her internship in Washington, D.C. She is the summer intern for Congressman Raúl Grijalva from Arizona's 3rd congressional district. Prior to the start of the internship, Nadia trained with the Congressional Hispanic Caucus Institute (CHCI) to gain the skills necessary to fully succeed in her placement. As an intern for Congressman Grijalva, Nadia writes co-sponsor reports, answers phone calls from constituents or other individuals from the House of Representatives, attends meetings with staffers, creates news clips, assists staffers with ongoing projects, and supports with other duties as needed in the office.

The Dream Success Center is committed to empowering students through a welcoming and supportive environment ensuring access and success through advocacy and outreach.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

86.4% first-year retention rate compared to campus average of 76.9%.

500

students served

877

contacts made with  
students  
face-to-face and through Zoom

36

UndocuAlly Training  
participants



## DEPARTMENT IMPACT

Citlalli Rendon Guzman graduated Summa Cum Laude this spring, with a Bachelor of Arts in Sociology. During DREAM Week at Fresno State, Citlalli showcased her research efforts along with Fresno State associate professor, Dr. Luis Fernando Macias. Her research, "Only given half of the instructions: Undocumented Students Navigating a Higher Education in CA's Central Valley," focuses on highlighting the struggles undocumented students navigate as they pursue higher education. Through this research experience, Citlalli realized how limited the research of undocumented students in the Central Valley really is. She hopes to contribute to it and open the doors for others.

The Educational Opportunity Program provides access and support services to first-generation and economically disadvantaged students who demonstrate the potential to succeed at Fresno State.

6,665

applications  
submitted and processed

1,805

students served

489

student contacts  
with peer mentors

2,331

student contacts  
with counselors



495 EOP graduates (largest in-person ceremony to date)



356 students participated in Virtual Summer Bridge



792 students attended the EOP Academic Advising Sessions



84% first-year retention rate for EOP Summer Bridge students (compared to 76.9% in 2020)



835 students attended Stampede Walk In Sessions (hosted jointly with University Advising Center)



3 EOP students were selected as Dean's Medalists



## DEPARTMENT IMPACT

Three highly successful EOP students were selected as Dean's Medalists. Ivonne Pulido (4.0 GPA, BA Liberal Studies) works in education and plans to pursue a master's in curriculum and instruction or administration. Héctor Jácome-Sáenz (4.0 GPA, BS Plant Science) is now a lab assistant at Kearney Ag Research and Extension Center, and hopes to become a professor. Tania Sanchez (4.0 GPA, MS School Counseling) works in education and plans to return to Fresno State for a Doctorate in Educational Leadership.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

### STUDENTS SERVED

4,885

**students served**  
for a total of 18,561 total visits

1,409

**students met with an academic coach**  
or attended Academic Success Workshops, for 3,189 total visits

### SUPPLEMENTAL INSTRUCTION

1,676

**students attended SI sessions and office hours**  
for a total of 7,175 visits

Students who attended SI services on a regular basis earned a mean course passing rate of 97%.

### TUTORING

1,800

**students attended tutoring sessions**  
for a total of 8,197 visits



## DEPARTMENT IMPACT

During spring 2022, tutoring and front desk staff collaborated to improve student usage and retention. Tutoring Coordinator Tony Losongco identified students who used tutoring one week but did not use it the following week. Administrative Support Assistant Monica Cervantes led the front desk team through phone outreach. Out of 1,004 students reached, 1 in 4 (23%) used tutoring the week they were called. Additional resources and referrals were provided to students as part of the outreach effort.

The Office of Black Student Success (OBSS) is committed to provide supportive services that foster the transition and integration of Black students into the university and help them to thrive and achieve academic and personal success.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**374**

**students signed up**  
for the OBSS program

**Office of Black Student  
Success Canvas**

was created to centralize OBSS  
information and resources

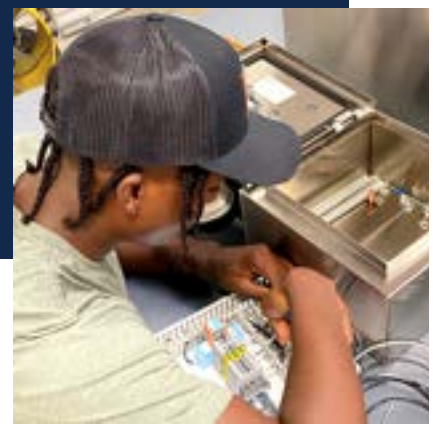
**88%**

**of Office of Black Student  
Success Students**

achieved a 2.0 or higher term  
G.P.A.

**239**

**student visits**  
to the Office of Black Student  
Success



## DEPARTMENT IMPACT

Christopher Kyles, an OBSS student, graduated with a degree in Industrial Technology. Originally from Los Banos, he led the Fresno State Robotics Club while also setting himself up for a career in robotic engineering—landing internships with Grundfos Pumps and Dynamic Controls. Kyles is a recipient of the Manuel and Eugenie Ortiz Memorial Scholarship, and plans to work as an engineer in manufacturing, robotics and automation.

Renaissance Scholars Program (RSP) is dedicated to serving students at Fresno State who have experienced foster care or an unaccompanied youth by providing a supportive environment that fosters student success.

## MAJOR MILESTONES AND ACCOMPLISHMENTS



**101** students served

**13** students graduated

**45.7%** 6-year graduation rate for RSP freshmen, compared to 37.9% non-RSP

**26** students participated in LINC, a two-day residential summer program

**\$50,000** received from California College Pathway, a collaboration project with Career Development Center

## DEPARTMENT IMPACT

The George and Melodie Rogers Foundation Renaissance Scholars Summer Internship Program Endowment was established with a \$1 million gift. Students participating in the program will receive a \$2,400 stipend for hours dedicated to their summer internships.

Both TRIO Student Support Services Program (SSSP) and Student Support Services Veterans (SSSV) provide academic support, financial aid literacy/education, and graduate school preparation support to ensure every individual's successful retention and graduation.

SSSP and SSSV are federally funded TRIO grant programs (under the US Department of Education) that serve first-generation students, students from low-income backgrounds, and students with disabilities.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

# 658

### students attended

24 workshops/seminars throughout the year focused on academic success, career exploration and financial literacy

# 50

### individual tutoring session

with a total of 2,873 minutes

# \$89,430

### awarded in grants to students

SSSV Women Veteran Connection: An annual community-building event for Fresno State female veteran students, faculty and staff to share veteran resources and connect at Fresno State. This year's event had 21 participants, all of whom participated in a free painting lesson offered by local artist Colleen Wilson. Representatives from the Veteran Affairs Hospital offered women health resources, and local partners donated goodie bags with information resources on financial need and family care, as well as lunch boxes for our women veterans.



## DEPARTMENT IMPACT

Rebekah Moses was the 2022 Undergraduate Dean's Medalist, earning her BS in health science with a 4.0 GPA. She enlisted in the military at the age of 17, serving eight years as a hospital corpsman and earning several awards. She will attend National University to pursue her Master's in public health with a focus in health administration.

Jocelyn Ramirez was nominated for the 2022 Undergraduate Dean's Medal. She has been accepted into the Student Affairs and College Counseling graduate program at Fresno State. She said, "Experiencing firsthand the positive effects of the TRIO Program, I decided I would like to be part of a supportive community for many other students."

The mission of the University Advising Center is to empower undergraduate students by helping them take responsibility for achieving their academic and personal goals, with a particular focus on the undeclared /undecided student, and to support the university advising community.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

### 4,200 student interactions

made up of over 2,300 virtual visits, 670 phone appointments, 750 email interactions and 70 face-to-face meetings

### 40

students assisted in completing Special Majors

These students would have otherwise been unlikely to graduate.

Bulldog Connect began using text messaging very selectively to notify students of upcoming issues or to-dos that might impact their ability to remain enrolled and/or encourage them to re-enroll in courses.

Dog Days: New Student Orientation resumed smaller scale in-person events in January 2022. Both smaller in-person and virtual orientation were planned for summer 2022.



## DEPARTMENT IMPACT

*I met with MM (name withheld for privacy) in April 2021. She was referred to me as she was no longer able to stay in her major. At this time, she had earned 97 units and was enrolled in 12 more. With so many units already earned, she was unable to declare a new major without exceeding the 144-unit cap. We met and I was able to learn more about her and her passion and vision for her future career. She was already working on a gerontology minor, so we reached out to Dr. Miltiades to see if she would permit her to do a Special Major in gerontology. In addition to those courses, we added pre-requisite courses for her to enter a Master's in counseling or Master's in social work program. After a few back and forth meetings and finally gaining approval, she set out on her final two semesters. During her final year, her GPA went up and she finished on the Dean's list both terms. Since her graduation in spring 2022, she has been working and applying for graduate programs. I received word in July 2022 that she has been admitted into UMass Global University in Irvine, CA to earn her Master's in social work. Then, she can go on and work with the elderly and their families as they adjust through challenges and various transitions in life.*



section 2

# STUDENT HEALTH, COUNSELLING, AND WELLNESS



**Counseling & Psychological Services**



**Medical Services**



**Project HOPE**



**Wellness Services**

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## MAJOR MILESTONES AND ACCOMPLISHMENTS

404

Let's Talk visits

5,043

counseling visits

861

psychiatry visits



## DEPARTMENT IMPACT

The Student Health and Counseling Center (SHCC) hosted the "Taste of Counseling Event" virtually in February.

During the event, counselors introduced themselves, discussed their programs' focuses and what groups they currently run. One program discussed was Project Hope; other counselors spoke with students one-on-one about anxiety, depression and trauma to wellness checks.

Three-week, 50-minute group workshops available to students were discussed during the two-part virtual event.

Students who attended the event were able to sign up for upcoming workshops that stood out to them.

Students who were unable to attend the event can still learn more about SHCC resources and upcoming events on its website.

The mission of Medical Services is to promote the academic and personal success of Fresno State students by encouraging the maintenance of healthy lifestyles and providing affordable and accessible health and psychological care.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

We successfully hired a new Director of Medical Services.

Community standard driven care for all students was delivered timely, safely and with respect.

**13,000**  
patient visits across all  
medical services

Created an atmosphere that builds healthy relationships with students, which lasts a lifetime.



## DEPARTMENT IMPACT

The pharmacy filled 3,258 prescriptions and sold 6,034 over-the-counter products.

The mission of Project HOPE is to support students experiencing barriers impacting their personal and academic goals.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

New program this year: Bulldog Steps, a workshop series to assist students with life skill development.

### GOOD SAMARITAN GRANT

227

grants awarded

\$311,208.57

awarded to students

### BULLDOG BASIC NEEDS GRANT

131

grants awarded

\$190,854.76

awarded to students

### CASE MANAGEMENT

84

student visits

32

students placed in emergency housing

500+

meal cards provided to students



## DEPARTMENT IMPACT

A student was awarded the Good Samaritan Grant and provided the following testimonial:

*To the good folks at Good Samaritan Grant. It's been a long year for everyone, but personally, it's felt even worse for me. My mother, was diagnosed with cancer and quickly declined. I was able to see her in Atlanta, slightly coherent, during the winter break. Once I was back in Fresno she received a poor prognosis. Between spring semester and with a full course load and financial struggles, I was trying to find a way to see her before she died. With the Good Samaritan's help, I was able to visit my mother, and keep my focus on school. My mother died last month on the 18th. It's been a difficult time, but I wanted to be sure to say, thank you for your help. I will forever be grateful.*

## MAJOR MILESTONES AND ACCOMPLISHMENTS

### STUDENT CUPBOARD & CALFRESH



20,261 visits to the Student Cupboard

1,318 students applied for CalFresh

### FRESH FRUIT BREAKS



Nutrition programming reached 7,622 students through individual nutrition counseling appointments, fresh fruit break events and nutrition workshops

### 360 WELLNESS CHALLENGE



This was the second year of the 360 Wellness Challenge, which supported nearly 700 students during a 10-week healthy living challenge where students received weekly newsletters, tips, encouragement and fitness routines to try each week.

### eCHECKUP to Go

A voluntary alcohol and cannabis educational module was available to all incoming and transfer students. The alcohol module had a 23% response rate and the cannabis module had an 18% response rate.



### PEER AMBASSADORS OF WELLNESS

(PAW) volunteers collectively served 625 hours, produced 22 PAWdcast episodes and engaged in 17 events, reaching approximately 2,500 students.

1,889 students were reached through various health education presentations and trainings that include; sexual health education, stress management, alcohol and drug prevention, nutrition education, sexual assault, harassment and stalking, QPR suicide prevention training.

The Survivor Advocate provides confidential advocacy services, for students, staff, & faculty facing sexual assault, interpersonal violence, stalking, and sexual harassment. The Survivor Advocate served 116 unique students.

## DEPARTMENT IMPACT

In partnership with the library, an exhibit focused on the five senses was hosted for four weeks in various spaces of the library in honor of stress awareness month and finals season. Exhibits included a meditation based virtual reality experience in the Innovation Space, an optical illusion part of a unique design of the building called the Halo effect, listening stations in the Music and Media Room, scented vials from the Viticulture and Enology Department for aromatherapy, coloring stations on three floors and two DIY crafting stations. Each exhibit or station encouraged students to pause and take a mental health break to relieve stress and was designed to be stumbled upon as students moved about the library. Over 550 kits were distributed including 200 stress kits containing photo postcards, scratch and sniff stickers, calm strips and candy at a promotional tabling event outside the library.

section 3

# STUDENT LIFE



**Cross Cultural and Gender Center**



**Services for Students with Disabilities**



**Student Involvement**



**Student Recreation Center**



**TRiO Student Support Services - Disabilities**



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## MAJOR MILESTONES AND ACCOMPLISHMENTS

**70**

in-person events hosted

**4,555**

attended in-person programming and events

**35**

virtual events hosted via Zoom and social media

**20,762**

attended virtual programming and events



### AFRICAN AMERICAN PROGRAMS AND SERVICES

Don't Touch My Hair was an event with Gender Programs and Services about the significance of African American hair.



### AMERICAN INDIAN PROGRAMS AND SERVICES

CA American Indian Day reached 5,266 individuals for a social media engagement.



### ASIAN PACIFIC ISLANDER PROGRAMS AND SERVICES

Asian Pacifica American Heritage Month Celebration hosted 318 in-person and 373 virtual attendees.

### CROSS CULTURAL PROGRAMS AND SERVICES

Centering Disability During COVID-19: Activism, Solidarity, and Placemaking was one of the first social justice oriented programming.

### GENDER PROGRAMS AND SERVICES

The Gender and Identities 101 training is now a certificated training that has trained over 139 individuals.

### LATINO.A PROGRAMS AND SERVICES

The annual La Posada event hosted over 115 attendees and received positive feedback.

### LGBTQ+ PROGRAMS AND SERVICES

Raising of the Progress Flag on the Fresno State campus in recognition of Pride Month,

### LEADERSHIP DEVELOPMENT

Leadership Development collaborated with the different affinity programming and events.

### MEN'S SUCCESS INITIATIVE

The second Men in Higher Education Panel hosted 56 participants. This series highlights men of color/men who have navigated and achieved great success in higher education.

### NATIONAL COALITION BUILDING INSTITUTE (NCBI)

The NCBI Team facilitated 27 Leading for Diversity and Inclusion trainings campus wide.

### PRESIDENT'S COUNCIL ON EQUITY, DIVERSITY, AND INCLUSION (PCEDI)

PCEDI collaborated and supported the different affinity programming and events.

## DEPARTMENT IMPACT

The Cross Cultural and Gender Center continues to offer virtual programs alongside in-person programs, giving students who take online courses the opportunity to participate in our programming and events.

The mission of Services for Students with Disabilities is to facilitate inclusion by strengthening partnerships with the campus community to eliminate barriers and raise disability awareness. By doing so, students with disabilities have an equal opportunity to reach academic success.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

377

new students set up for services (35% increase from previous academic year)

269

SSD students graduated

Over 8,600 hours of interpreting/captioning services were provided to students and the campus community.



## DEPARTMENT IMPACT

Qiaofei Catherine Obrero, a Deaf student registered with SSD, was featured on the Fresno State Magazine cover story, "First Sign of Success: An inspiring tale of one student's path to earning her doctoral degree." She is Fresno State's first Deaf graduate to receive her doctoral degree in physical therapy. Through the intense three-year program, our sign language interpreters interpreted several hours a day through labs, lectures and internships, providing communication access to Qiaofei.



## MAJOR MILESTONES AND ACCOMPLISHMENTS

### NEW STUDENT WELCOME, CAMPUS TRADITIONS & SCHOOL SPIRIT

37,182

**attendees**

at Homecoming & expanded Homecoming programming and collaboration

3,464

**students**

attended event programming throughout Welcome Week

5,000

**graduates**

attended Commencement ceremonies at the Save Mart Center

### CAMPUS EVENTS/BELONGING PROGRAMS

1,300

**attendees**

at Fresno State Night at Campus Pointe, a new record

193

**recognized student clubs and organizations**

comprised of 8,184 student members

348

**club sports athletes**

across 18 teams

1,500

**eSports participants**

both direct and indirect

2,000

**participated**

in Good Morning Commuters

900

**participated**

in Good Evening Commuters



## DEPARTMENT IMPACT

Student Involvement was able to bring back in-person events and programs after the hiatus due to the pandemic. In addition, our department was heavily involved in the planning for the opening of the Lynda and Stewart Resnick Student Union.

Our mission is to provide quality recreational opportunities, experiences and facilities for the university community. These programs and services are designed to develop a lifetime interest in recreation and fitness activities. Active and healthy lifestyles enhance opportunities for the continuance of personal growth. These lifestyles are positively affected by the quality and quantity of the services, programs and facilities we provide. The Student Recreation Center promotes student development and provides leadership opportunities in a diverse setting for its participants and employees.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

This year the Student Recreation Center celebrated its 16th Anniversary.

**107,576** individuals served

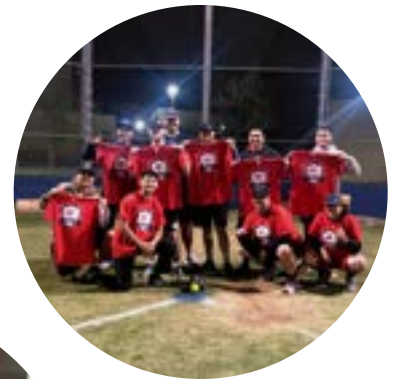
**6,841** unique students served

**8** student employees graduated

**105,321** student visits

**751** intramural participants

**25** student employees retained



The Student Recreation Center partnered with the Wayfinders program to offer students job opportunities. Both staff and selected Wayfinders embraced the opportunity to learn and grow from each other.

## DEPARTMENT IMPACT

Student employees Emma Bader and Kristiana Wood graduated with Doctorates in physical therapy.

To facilitate inclusion by strengthening partnerships with the campus community to eliminate barriers and raise disability awareness. By doing so, students with disabilities will have an equal opportunity to reach academic success.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

110

students served

31

graduates

7

graduates

had been accepted into postbaccalaureate programs at Fresno State for Fall 2022

98%

of students

have a GPA of 2.0 or higher

94%

of students

registered for Fall 2022



## DEPARTMENT IMPACT

Angela, a Mono/Chumash Native American woman, was raised in Fresno. Angela was in and out of the foster care system from age seven to twelve, which led to her being disconnected from her roots and feeling that she did not belong. Unfortunately, since a young age Angela had to learn to be independent. She was told by family members that she was not “smart enough” and would fall in the same path of drug and alcohol abuse. Despite the obstacles she has encountered, she persevered. She said, “I am proud to say I am broken chains; I am my ancestor’s creation, and I am grateful that God made me a strong Native woman and gave me the strength to be where I am at today.” Angela graduated this May, earning her Bachelor of Science in social work in just two years, during a global pandemic. She is currently interning at Madera County Department of Social Services and will be applying for the Master’s in Social Work program at Fresno State in 2023.

section 4

# ENROLLMENT MANGEMENT



**Admissions and Recruitment**



**African American Initiative**



**Cal-SOAP**



**Educational Opportunity Center**



**Educational Talent Search (ETS)**



**Financial Aid and Scholarships**



**Native American Initiative**



**Outreach and Special Programs**



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section 4

# ENROLLMENT MANGEMENT



**University Registrar**



**Upward Bound**



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The mission of Admissions & Recruitment is to support the university's enrollment goals by recruiting and admitting diverse students through equitable partnerships, innovative programs, high-quality services, and providing opportunities for lifelong success.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**28,265** applications processed for Fall 2021 and Spring 2022

**22,710** admitted with 8,785 enrolled

**116** high school application workshops at 60 high schools in the Valley, yielding 5,986 applications

**55,695** inquiries via phone, live chat, in-person, and email

**\$50,000** received from California College Pathway, a collaboration project with Career Development Center

**222** new students in our University Transfer Scholars Program (UTSP). 96 former UTSP students applied to Fresno State.

**8,821** guests attended campus tours

**114** webinars with 11,601 attendees



## DEPARTMENT IMPACT

The Admissions and Recruitment Customer Services was ranked number one for best customer service in the Education category in 2021. 12 metrics were used: customer service survey results, visitor volume, proactive actions, average chat accept time, average chat time, operator responsiveness, dropped chats, canned content, chat transfers, operator utilization, operator knowledge and chat volume. Fresno State was selected best in the education category and one of the 4 best chosen among 10,000 users. Our team continues to find creative ways to provide a high level of service, and connect and support our students and community.

Outreach and Special Programs (OSP) will dedicate its efforts on early outreach, special initiatives, underrepresented groups, and diversity. OSP will encourage and create a college going culture through exposure, promotion, and activities by partnering with school districts and community organizations.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

The California State University hosted the inaugural Juneteenth Symposium via livestream, June 15 - 16, 2022. Featuring world-class speakers, evocative student performances, thought-provoking panel discussions and interactive breakout sessions, this student-led event will be an inspirational celebration of African American history and achievement as it sparks dialogue and innovation to bring about meaningful change to a more just and equitable world.

**113** middle school students attended Super Saturday Higher Education Day

**125** middle school and high school students attended Super Saturday Science Day (a first-time pilot program)

**10** churches participated in Super Sunday (AAI's signature event)

The Black History Month Advanced Placement Awareness Virtual Engagement was facilitated by AAI. Students from the following school districts attended: Fresno Unified, Sanger, Clovis, Washington Union, Tulare and Merced.



## DEPARTMENT IMPACT

Inaugural Super Saturday Science Day was hosted on campus for middle and high school students, funded by the CSU Chancellor's Office Partnerships with Faith-Based Organizations. The event was hosted in collaboration with the College of Science and Math, with Dr. Calderon-Urrea presenting a keynote speech and various professors hosting workshops for the students. 125 students attended this event.

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

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**3,556** students served across high schools in Kerman, Mendota, Firebaugh and Tranquility

**34,251** hours of support provided to students by staff

Summer Academy returned for the first time in two years.

Summer Academy was an intense 32.5 hour virtual program spread out over a week. There were three one-day college campus tour trips, where students were introduced to five campuses and the college experience. Students that were previously restricted from travel due to COVID were able to visit campuses they indicated most interest in during a survey.

Cal-SOAP reached its goal to help students through their financial aid process, with 70-94% completion rate for the target schools.



## DEPARTMENT IMPACT

The story of one of our students, Diana M.:

*As an upcoming senior, I began preparing for the summer of my junior year and I participated in Cal-SOAP's Senior Summer Academy. It was two weeks of information and learning that I desperately needed. By the end of the academy, I had filled up half a journal with notes. Then in the fall when I started coming in, I met Elia and Jessica (Cal-SOAP College Success Coaches), two hard-working individuals who I am very thankful for. From the beginning, I knew I could trust them and never hesitated to ask for help. While I would still feel lost at times, that feeling would quickly go away when I would stop by their office to ask a question. I could not have managed the college application process without them. I will forever be grateful for them and the Cal-SOAP program. I hope that Cal-SOAP continues to return to Tranquility High, many students have benefited from having them here as a support and they will continue to benefit.*



Central California Educational Opportunity Center's mission is to provide information to residents of our valley to gain knowledge about post-secondary educational options and financial aid opportunities available to them. Furthermore, we provide academic advisement and assistance with the financial aid and college admission application process to those desiring to further their education. Our goal is to increase the number of under-represented populations enrolling into higher education, especially low income and/or first generation students. Additionally, we focus our outreach efforts to the aged-out foster youth, veterans and military-connected students, ex-offenders, teen parents, and disabled individuals.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

2,989

**individuals**

provided information on post-secondary options and financial aid opportunities by program within Fresno, Madera and Tulare Counties

1,331

**participants**

enrolled into program who were provided services to enroll into/continue college

1,347

**students**

received academic advisement and financial guidance from staff

51

**participants**

enrolled into higher education programs. 28 will be attending Fresno State.



## DEPARTMENT IMPACT

Daniel Andrade, an EOC participant since April 2019, bought a 2-acre ranch with a home in Wonder Valley. It is the first home he has ever bought, and he said it was because of EOC that he was able to do that, especially since he has only been out of prison for three years.

We met him at a Parole and Community Team (PACT) meeting held by State Parole, where newly released individuals can learn about community resources available to help them move forward. Though Daniel needed employment, he also wanted to change his life for the better, so EOC helped him complete a FAFSA and admission for Fresno City College where he could learn HVAC. While waiting for classes to start, he took advantage of a free solar panel training, which gives students experience as they install panels to low-income residences. Daniel excelled and gained enough skills to secure employment with a local solar company. But he still went to college and obtained his HVAC certification.

Each year Daniel returns to EOC for guidance, to ensure he is on the right track to reach his goals and get help with the submission of a FAFSA. He is now seeking to become a state certified contractor and obtain an electrical coding certificate. Then, his goal is to enroll at Fresno State.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

### Fresno State

641 total students served

96.7% of ETS students are First Generation and/or Low Income

94% of all seniors successfully completed a college application

91% of all seniors successfully completed a FAFSA application

96% of all ETS seniors from Mendota, Firebaugh and Riverdale successfully completed the FAFSA application

97.67% of all seniors completing a college application will be attending a 4-year university or community college in Fall 2022

100% of participants in the Porterville program progressed to the next grade level



## DEPARTMENT IMPACT

Fresno State Educational Talent Search—Fresno was one of 35 TRIO programs from across the nation selected to participate in the Council for Opportunity in Education and Comcast NBC Universal, Jurassic World Rule Your Future STEAM Initiative and Symposium. Ten students from our six Central Valley high schools were chosen to participate in the launch event in early June 2022. Students attended a STEAM college and career fair, received a presentation on how STEAM makes movie magic, explored Universal Studios Hollywood Park, and got an exclusive panel discussion and Q&A with the Jurassic World Dominion director, writer, lead paleontologist, and some of the actors. Students were given an exclusive premiere of the Jurassic World Dominion movie before the world release date. As a special surprise, all students were gifted a new laptop. In Fall 2022, our students will participate in 'Genetics and DNA: STEAM in Conversation with Jurassic World,' one of the three courses currently being offered to the selected 35 TRIO programs.

The Financial Aid and Scholarships Office at Fresno State provides a wide range of quality services and programs to assist students financially, thereby enabling them to pursue their personal, educational and career goals.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**\$240 million**

in federal, state and institutional aid was processed

**\$1.8 million**

awarded in California Emergency Grants to 1,042 undergraduates

**\$5.6 million**

awarded in Fresno State scholarships

**\$3 million**

awarded in external scholarships

### IMPLEMENTED CALENDLY

an online scheduler where students can choose an appointment time to meet with a counselor

### IMPLEMENTED WALK-IN-WEDNESDAYS

students can walk in without an appointment to see a counselor

**28,000 CALLS**

answered by the Phone Center

**1,692 STUDENTS**

served in one-on-one counseling appointments



Financial Aid hired nine new staff members in the 2021-2022 year.

## DEPARTMENT IMPACT

The Financial Aid and Scholarships office had a soft rollout of CampusLogic Virtual Advisor, the 1st chatbot on campus! Virtual Advisor combines AI with student data to not only answer general questions but can also use PeopleSoft data to answer personalized conversations. The chatbot gives students access to financial aid information 24/7 with instant translation of more than 60 languages.

The Native American Initiative will partner with tribes and tribal organizations to provide Native American students access to higher education through advocacy, outreach, assistance and advising.

## MAJOR MILESTONES AND ACCOMPLISHMENTS



### 8 NEW BULLDOG SCHOLARSHIPS AWARDED

to incoming Native American students for Fall 2023, worth \$2,000 each

### COLLEGE READINESS

was discussed with students at a combination of 27 presentations, campus tours, workshops and outreach booths



### LINKTREE CREATED

to engage with students and the community shared links to resources and scholarship applications; received 966 views and 553 clicks

### 1,157 STUDENTS SERVED

through campus tours, info booths, presentations, appointments, workshops and visits

### 35 GRADUATES

from 2020 - 2022

### 336 STUDENTS

registered for the annual Native American Youth Conference held in November 2021

## DEPARTMENT IMPACT

In collaboration with the Educational Talent Search-Porterville TRIO Program and the assistance of its director Juan Figueroa Jr., we were able to make successful visits to Porterville Unified schools and held district meetings with key stakeholders to build stronger partnerships for Native American students within the area. As a result, 76 students attended the Annual Native American Youth Conference (resulting in the largest number of students attending from the same district).

Outreach and Special Programs (OSP) will dedicate its efforts on early outreach, special initiatives, underrepresented groups, and diversity. OSP will encourage and create a college going culture through exposure, promotion, and activities by partnering with school districts and community organizations.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**1,572** contacts made through community tabling events

**2,364** students served through 8 conference targeting specific student populations

**12** months of continuous in-person and virtual programming to engage Valley students, despite COVID challenges

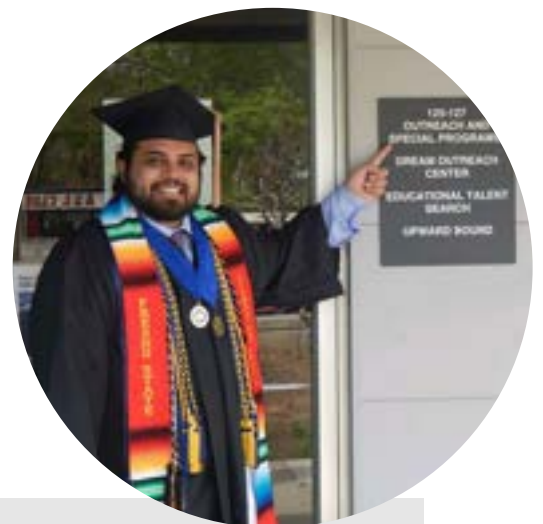
**43,721** total outreach touch points made through early outreach activities, campus tours, presentations, conferences, initiatives and community events

**1,794** middle school students received in-person campus tours

**397** middle and high school male students attended the *Si Se Puede* conference, a partnership between OSP and the Association of Mexican-American Educators

**58** elementary and middle schools served by student ambassadors

**1,478** social media posts



## DEPARTMENT IMPACT

Joseph Montoya worked in our OSP office as a student ambassador since 2019, and upon graduating with his Bachelor's in May 2022, he secured a full-time position as an undergraduate recruitment specialist with CSU San Francisco in the admissions department. He attributed his new passion to do outreach to the positive experiences he had and the staff he worked with in OSP. Joseph said, "Great role models and a positive work place are very important for students' success!"

## MAJOR MILESTONES AND ACCOMPLISHMENTS

**5,411**

undergraduate degree applications were processed

**135**

active majors received updated roadmaps in My Degree Plan

**67**

majors and minors were updated in the student degree audit

**931**

students were certified for VA Education benefits and 911 CalVet Fee Waivers were processed for dependent students

**8,425**

transcripts were delivered electronically (over 10,000 transcripts were ordered)

**3,755**

student records were reviewed for CR/NC exceptions that were granted during the pandemic



**162**

academic petitions were processed by the UDE team

**2,796**

supplemental transcripts for continuing students were entered by the UDE team

**1,053**

Athletic Certifications were completed

## DEPARTMENT IMPACT

Rebekah Moses, a US Navy veteran, was named the Undergraduate Dean's Medalist. Originally from Firebaugh, Rebekah enlisted at the age of 17 and served for eight years. She graduated this May with a degree in health science.

Upward Bound provides academic, career, and personal development activities designed to allow its students to graduate from high school in a timely manner, to ease their transition into post secondary education, and to achieve the personal and professional goals that they have created for themselves.

## MAJOR MILESTONES AND ACCOMPLISHMENTS

Classic and Next Gen Upward Bound Programs have successfully received full grant funding for the next five years.

Internship placements were provided for 71 students.

94% of our graduating seniors gained admission to a post-secondary institution

10% will attend Fresno State

17% will attend a UC campus

48% will attend a local community college

38% will attend Fresno City College



## DEPARTMENT IMPACT

Upward Bound alum Chris Gutierrez was selected to participate in a semester-long paid internship experience at Disney World in Florida. This was a nationally competitive opportunity with limited capacity to participate.





**FRESNO STATE**

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Student Affairs and  
Enrollment Management