



Annual Report

Division of Student Affairs

2020-21





Division of Student Affairs 2020-2021 Annual Report

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About the Division of Student Affairs

The purpose of the Division of Student Affairs at California State University, Fullerton is to transform the lives of students academically, personally and professionally, aiming to offer knowledge, cultivate skills and offer resources that will help each student succeed while enrolled and beyond degree completion.

Thanks to a team of 400+ staff members, the Division of Student Affairs is able to provide student-centered services and resources that provide rich learning opportunities for students, giving opportunities for community involvement, intercultural experiences, leadership training, and career development.

A special thank you to our campus and community partners for your continued support!



@CSUFstudents
@FullertonTitans
@ASlcsuf



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Dear Titan Family,

On behalf of the Division of Student Affairs, we want express our deepest gratitude for your unwavering support. Throughout the 2020-21 Academic Year, our team was strengthened by your valuable partnership and able to offer enriching programs and educational services that our students expect – even while operating in a largely virtual environment. Thank you from the bottom of our hearts!

For the 2020-21 Annual Report, we decided to take a progressive approach to telling the story of our team’s work in supporting student success over the past year. Our publication this year, as you will see, is redesigned to reflect the progress made on goals set for the Division of Student Affairs by the Office of the President and President’s Cabinet at Cal State Fullerton. Our hope is that this simple shift in presentation will continue to illuminate the work that we do but also bring increased understanding to the reasons why, when, and how we choose to act. In addition, we hope that this updated presentation will advance the understanding of the critical role that the Division of Student Affairs plays in the CSUF ecosystem.

Before closing, I want to transition and take a moment to speak on behalf of myself. Specifically, I want to express the respect and admiration that I have for you reading this message – whether it be faculty member, staff member, or other community supporter. To say that “you overcame a lot” this past year is an understatement. In the span of several months, the COVID-19 pandemic raged on, educational experiences and connections were primarily online, important social justice and anti-racism conversations continued, significant political elections occurred, and life dynamics shifted daily. Yet you made it to today, and tomorrow will be brighter. I encourage you to continue to persevere, learning, evolving, and living into the fullness of all that life has to offer.

Thank you again for being such a valued partner and member of our Titan Family! Be well, be joyous!

Tonantzin Oseguera
Vice President
Division of Student Affairs



VPSA Cabinet



Jim Donovan
Athletics Director
Titan Athletics



Dave Edwards, Ed.D.
Executive Director
Associated Students, Inc.



Chalea Forgues, M.A.
Chief of Operations



Clint-Michael Reneau, Ph.D.
Associate Vice President of
Identity and Belonging



Rob Scialdone, M.F.A.
Director of Business Operations



Chelsea Strohm, M.S.
Executive Assistant to the
Vice President and
Chief of Operations



Vincent Vigil, Ed.D.
Associate Vice President of
Wellness and Care &
Dean of Students



Elizabeth Zavala-Acevez, Ph.D.
Associate Vice President of
College Access and
Career Pathways

Student Persistence

Goal 1

Increase student persistence through the development, implementation and expansion of proven student success interventions.



GOAL 1 STRATEGY

1. Facilitate the 2nd year of programmatic development for Tuffy's Graduation Scholars.

- Tuffy's Graduation Scholars (TGS) Peer Mentorship Program launched in March 2021.
 - » The TGS Mentorship Program worked in collaboration with the University Honors Program to provide University Honors and TGS scholars access to college-specific resources and a college-based mentor to support their peers' academic journey at Cal State Fullerton.
 - » 18 scholars signed up to serve as mentors for Fall 2021.
 - » TGS Alumni Mentoring Program was developed over the last year. Scholars will be matched with an alumni mentor for 1:1 mentoring over the course of a semester or for an academic year.
 - » Alumni can also volunteer for TGS events and programs.

2. In partnership with Associated Students, Inc., facilitate the completion of the campus food pantry.

- Staff and student leadership organized 19 drive-up food pick up programs during the academic year.
- 391 students were served via the Mobile Food Pantry.
 - » Each person received about 30lbs of food, totaling roughly 11,730lbs of food.

3. Continue the work of meeting the goals of Graduation Initiative 2025 with campus partners in the Division of Academic Affairs.

Wellness and Belonging Work Group

- Counseling & Psychological Services (CAPS) saw tremendous success with YOU@Fullerton – a wellness portal utilized by CSUF to support the overall health and wellbeing of its users through thousands of online resources.

Student Success Team & First Year Experience Work Group

- The Student Success Team and First Year Experience (FYE) Work Group successfully ensured the retention and engagement of FYE students.
- As of Spring 2021:
 - » 54.4% of all TGS scholars have completed 45+ units.
 - » Summer Grants were offered to all 263 scholars who were stopped out and close to completing an average of 60 units.
 - » 163 Summer Grants were awarded to students in Tuffy's Graduation Scholars, Educational Opportunity Program, Center for Scholars, Student Success Teams, and Athletics Academic Services.
 - » 15 Tuffy's Graduation Scholar students received success grants to help with remaining balances and reducing their financial barrier to enrollment.

- The Special Populations Team also saw encouraging metrics related to its scholars.
 - » 39% of the 3083 students enrolled in 15+ units in Fall 2020.
 - » 35% of the students completed 15+ units in Fall 2020.
 - » The Special Populations team includes Athletic Academic Services, Center for Scholars, Educational Opportunity Program, Male Success Initiative-Fullerton, Student Support Services, Supplemental Instruction, University Learning Center, and the Veterans Resource Center.

4. "I Am First..." Program

- The "I Am First..." program, originally spearheaded by the Career Center, helped yield funding for multiple Student Affairs programs.

- » The program seeks to equip first-generation college students with the confidence, self-awareness, and career readiness knowledge to jumpstart into a successful journey towards achieving career and leadership development.
- » Center for Scholars was awarded a combined \$20,000 for the department work thanks to its work with the "I Am First..." program. Earned funding included:
 - \$10,000 grant from Angell Foundation for program support through Fall 2021.
 - \$10,000 grant from The May & Stanley Charitable Trust, providing funding for the 2021-22 and 2022-23 academic years.
- The "I Am First..." program also receiving an allocation of \$200k from Graduation Initiative 2025 funds to help expand the program to include 10 student cohorts in the future.



2020-21 Assessment Data

YOU@Fullerton

40,134 total students
registered for YOU@Fullerton

1,478 staff and faculty
registered for YOU@Fullerton

74,051 total logins
were recorded

2:37 average time
on the website

Information as of June 2021

Counseling & Psychological Services

9,343 counseling appointments
provided during the 2020-21 Academic Year

1,975 students
served during the 2020-21 Academic Year

95.54% of students surveyed
felt cared for by CAPS during the 2020-21 Academic Year

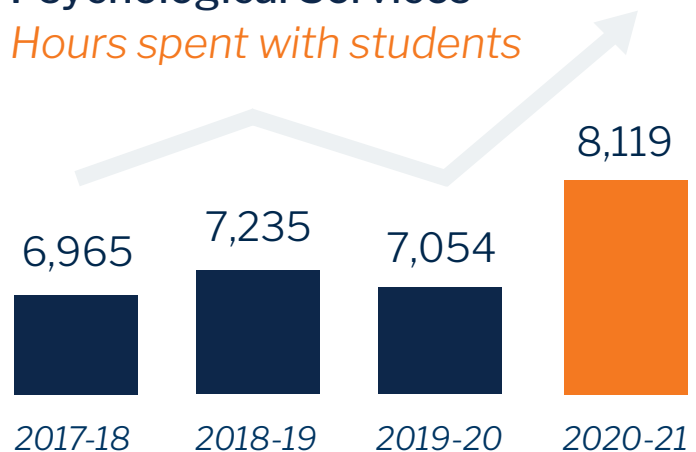
89% of students surveyed
felt that CAPS resources were easily accessible during the
2020-21 Academic Year

5. Develop and implement a multifaceted approach regarding mental health and well-being support and resources.

- Counseling & Psychological Services (CAPS) expanded its wellness offerings in 2020-21.
 - » CAPs provided 34 specialized wellness support groups.
 - » Support topics included: Pandemic Parenting, Graduate Student Support Group, ...While Black, Man Up, and various stress, mood, and thought wellness groups.
- CAPs added two new staff members to develop education and outreach mental health programs and added liaisons to ASI, Student Life & Leadership, and Housing & Residential Engagement.
- TitanWell launched the FOODucation series for students – which offered four free virtual cooking classes per month for students – to promote healthy eating on a budget.

Counseling & Psychological Services

Hours spent with students



The background of the slide is a blue-tinted photograph. It shows a large building with a grid of windows, a flag flying from a pole in the foreground, and palm trees. The overall tone is professional and institutional.

Student Affairs Practices

Goal 2

Ensure just, equitable, and inclusive practices across the Division of Student Affairs

GOAL 2 STRATEGY

1. Trainings for Student Affairs staff, student employees and student leaders.

- The Division of Student Affairs offered Introduction to Racial Equity Model training to staff in November 2020 and March 2021.
 - » 120 of 120 training slots available to Student Affairs staff were filled.
- The Center for Scholars, Disability Support Services, Diversity Initiatives & Resource Centers, and the Veterans Resource Center provided ally training programs to the campus community.
 - » Ally training programs serve the campus community by increasing awareness and understanding of community issues and train participants to stand with, support, and advocate for that community.
- The Career Center also launched the inaugural CSUF Diversity Campus Recruiter Ally Training and saw outstanding outcomes
 - » The ally training program was honored with the National Association of Colleges and Employers Member's Choice Award

2. Hispanic Serving Institution (HSI) Designation

- Student Affairs leadership continued to focus on ways to advance community awareness around the important role HSI and CSUF play in improving access to education, advancing equity practices and contributing through community.
- The Division also worked to translate key content into Spanish across multiple fullerton.edu websites, including the Office of Admissions,



Financial Aid, Outreach & Recruitment, Titan Orientation Programs and Center for Educational Partnerships.

- » The websites were completed by the start of the Fall 2021 recruitment cycle.
- Multiple Student Affairs departments were highlighted for their practices supporting Latinx college students, earning recognition in a university-wide application that aims to receive the Seal of Excelencia national recognition from Excelencia in Education.
 - » Departments recognized for their work included: Career Center, Center for Scholars, Diversity Initiatives & Resource Centers, Male Success Initiative-Fullerton, Outreach & Recruitment, Tuffy's Graduation Scholars, Tuffy's Basic Needs Services Center.
 - » The Excelencia Application process led to review of practices that show promise in supporting Latinx students.

3. Review practices and policies that may be contributing to systematic barriers for underrepresented populations

- The Behavioral Intervention Team, Title IX, and the Dean of Students – Office of Student Conduct advanced conversations around how to review case numbers to incorporate gender and race into final assessments and reporting.
- The Excelencia Working Group was established to complete the Seal of Excelencia Application.
- College Access and Career Pathways developed an interdepartmental communications plan to provide key information from Outreach, Admissions, Financial Aid and Orientation for students from pre-admissions to enrollment.
 - » The efforts are intended to provide students with intentional content to guide and support them through the enrollment process.

HEAT Diversity, Equity, and Inclusion Award



Marco Mendoza
Office of Financial Aid



Kerri Boyd Crooks
Health Services



Shireen Ady
TitanWell



Jenna Ainis
Counseling and
Psychological Services



James Alvarado
TitanWell



Olivia Benson
Health Services



Lynette De Los Angeles
TitanWell



Jennie Ho
Health Services



Suzanne Knutzen
Health Services



Phi Loan Le
Counseling and
Psychological Services



Anne Luecha
Health Services



Stephanie Toledo
TitanWell

Not Pictured: MiaSabrina Marucut & Raymond Nguyen
TitanWell

University Awards Program

- » The Office of Financial Aid also saw a special recognition given to its own, with Marco Mendoza receiving the prestigious honor of Titan of the Year at the CSUF University Awards Program.

4. Health Equity and Advocacy Task Force

- The Health Equity and Advocacy Task Force (HEAT), a committee within Student Wellness, won an award at the Cal State Fullerton University Awards Program for its advancement of diversity, equity and inclusion (DEI) matters on campus.

- » The committee produced a monthly newsletter to address inequalities and disproportioned health care support for underrepresented communities along with other inclusive health and wellness strategies.

5. Associated Students, Inc. Comprehensive DEI Plan by Spring 2021

- In May 2021, the Associated Students, Inc. Board of Directors passed an Antiracism, Diversity, Equity, and Inclusion Plan.

- » The new plan provided resources and trainings for staff and student leaders around antiracism and DEI issues.

6. Support Titan Athletics in the roll out of their DEI work

- The Titan Athletics Department expanded it's work around DEI work on campus, with support from Student Affairs leadership.



Strategic Enrollment Management

Goal 3

Collaborate with partners to implement Strategic Enrollment Management model to meet University goals and best serve student needs.



GOAL 3 STRATEGY

1. Re-engineer operations, services, organizational structure of Admissions.

- A comprehensive review was completed in Fall 2020 and recommendations are being implemented in various phases.
 - » Phase One: Focused on compliance and best practices.
 - » Phase Two: Focused on staffing and resource allocation while transitioning to offer admissions decisions by major by Fall 2023.

2. Continue developing partnerships, both on campus and external, to develop Strategic Enrollment Management (SEM) strategies.

- Titan Orientation Programs (TOPs) facilitated a phone-a-thon utilizing Titan Ambassadors as student callers to 1200+ students (Black and African-American + Indigenous and Native-American).

- » The efforts were to encourage prospective Titans to accept their admissions offer, invite to a special reception, and to answer questions about the university.

- Outreach & Recruitment (OR) offered bilingual services at both Experience CSUF: Become A Titan and Outreach and Recruitment spring webinars, covering topics such as financial aid, next steps, CSUF campus highlights, and orientation information sessions.

3. Admitted Student Questionnaire (ASQ) Survey

- The area of College Access and Career Pathways led a survey that gathered information on admitted students' perceptions of CSUF and its:
 - » Academic programs
 - » Recruitment areas
 - » Financial aid packages
 - » Cost of attendance
 - » Campus facilities

- Many of the suggestions were incorporated in the outreach efforts during Experience CSUF: Become a Titan – the university's largest yield event – and throughout the pandemic.

4. Refocus marketing for Outreach and Recruitment to meet new student markets.

- Titan Orientation Programs partnered with Diversity Initiatives and Resource Centers as well as faculty and staff across campus for the inaugural Black Excellence, Indigenous, and Native American student receptions for Experience CSUF: Become A Titan.
- Outreach and Recruitment continued to leverage its partnerships with Super Sunday churches, scaling engagement throughout the academic year with additional programming (i.e. student panels and specialty tours).

A person with a backpack is walking from left to right across the frame. The image is semi-transparent and overlaid on a solid blue background. The person is wearing a light-colored top, dark pants, and sneakers. The text is positioned on the left side of the image.

Campus Climate

Goal 4

Partner to create a campus climate that promotes identity exploration, belonging and cultural competencies.

GOAL 4 STRATEGY

1. Conduct a comprehensive re-visioning process of Diversity Initiatives & Resource Centers to increase programming and engagement in the cultural centers.

- Student Affairs leadership re-examined and updated the Diversity Initiatives and Resource Centers (DIRC) mission statement. The new statement reads as follows:
 - » DIRC supports students by building communities that foster a sense of belonging, creating opportunities to engage in self-discovery and critical inquiry, and serving as a hub for resources in inclusive and affirming spaces. The department creates engagement opportunities that empower, educate, and activate students in areas of social justice, equity, and anti-racism.

- » DIRC also delineated its learning outcomes for future work, which are as follows:
 - Students will engage in a community which fosters a sense of belonging.
 - Students will engage in critical inquiry.
 - Students will engage in educational opportunities that contribute to the development of lifelong learning.

Areas of Growth

- As a collective, DIRC established the Inclusive Leadership Certificate Program, which focuses on diversity, equity, and inclusion as foundations for leadership.
 - » In this program, students learn new leadership competencies that will enhance their understanding and working with diverse communities, advocating for others, leading with care, and understanding of self.

- The African American Resource Center (AARC) created its mentor liaison program, which is formally set to begin in Fall 2021.
 - » The program will include paid student liaisons and robust mentor-mentee development opportunities.
- The Asian Pacific American Resource Center enhanced programming and support for South West Asian/ North African (SWANA students) and received an increase in donor funding.
- The Latinx Resource Center established new ways to engage students through podcasts and Discord, which will continue in Fall 2021.
- The LGBT Queer Resource Center expanded its Queer Peers Mentorship program to include paid peer mentors and robust mentor-mentee development opportunities.
- The Titan Dreamers Resource Center developed its vision and goals for program expansion and off-campus partnerships with legal service offices and the California State University Office of the Chancellor.





2. Prepare for 2020 elections: Civic Engagement Working Group

- The Civic Engagement Working Group (CEWG)– comprised of colleagues across the Division of Student Affairs and other campus Divisions – did an exceptional job in a virtual environment, creating unique and engagement opportunities for students, staff and faculty during local and national elections in 2020.
- Through partnership with Associated Students, Inc., CSUF participated in the California Secretary of State’s Ballot Bowl.
 - » CEWG and ASI went on to win the Ballot Bowl, seeing the most new student voter registrations among institutions of higher education in the State of California.
 - » Programming offered by CEWG has extended the conversation beyond the 2020 elections, emphasizing civic engagement as a critical element of an educated and engaged citizenry and campus community.

» As part of its work, CEWG was nominated for the American Association of State Colleges and Universities (AASCU) Excellence and Innovation award under the Civic Learning and Community Engagement Award category.

3. Refocus Center for Scholars Expand Program Offerings

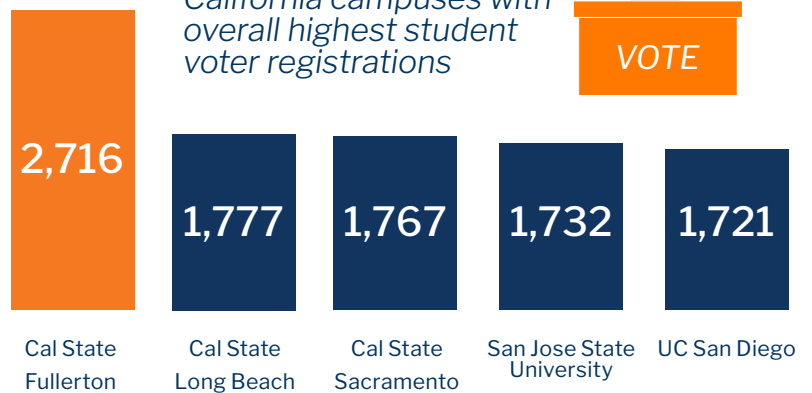
- The Center for Scholars (CFS) expanded the “I Am First...” program partnership with the Career Center.
 - » The program was originally for first or second year first generation student scholars, but was expanded to include third and fourth year students who met eligibility criteria.

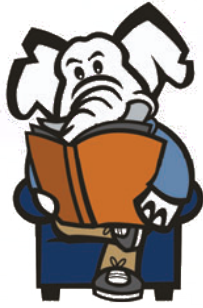
2020 Ballot Bowl

California campuses with overall highest student voter registrations



VOTE

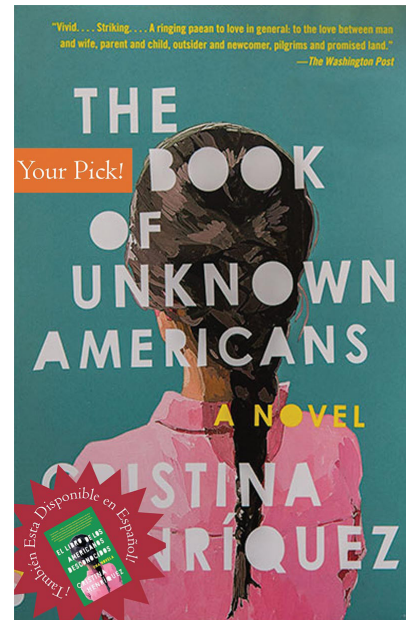




One Book, One CSUF

4. One Book, One CSUF: The Book of Unknown Americans

- The Division of Student Affairs came together to discuss Cal State Fullerton's common read titled *The Book of Unknown Americans*. The discussion was facilitated by VP Oseguera.
- Assistant Deans for Student Affairs, Diversity Initiatives and Resource Centers, Male Success Initiative-Fullerton, University Learning Center, and Associated Students, Inc. also hosted special sessions discussing the book, its significance, and key insights.



Titans Return: COVID-19 Response

Goal 5

Provide programming and virtual engagement opportunities while maintaining the health and safety of the campus population.

VPSA Communications

Goal 6

Develop communications resources, protocols, and feedback channels to meet priorities of the campus community.



GOAL 5 STRATEGY

1. Virtual Engagement and Programming

- Throughout the 2020-21 Academic Year, each Student Affairs department provided high-quality virtual student services and events
 - » Every department within the Division of Student Affairs offered virtual services and programming.
 - » Platforms utilized for student services and events included: Zoom, Discord, Slack, Microsoft Teams, Instagram, Facebook, Twitch, and countless other online mediums.

2. COVID-19 and Re-entry Communications

- The Office of the Dean of Students played a central role throughout the COVID-19 pandemic on campus, serving as lead in the following areas:
 - » Helped to create President's Directive No. 21 to mitigate COVID-19 and promoted to students.
 - » Drafted all mass messages/ emails to students related to COVID-19 and re-entry.
 - » Responded to individual emails from the campus community related to COVID-19 and re-entry.
 - » Maintained consistent communication to students regarding COVID-19 and re-entry updates via social media posts, emails, and videos.

GOAL 6 STRATEGY

1. Revised Student Affairs website design to reflect work, story and organizational structure.

- Throughout the year, the Division of Student Affairs website (fullerton.edu/students) was revised and updated to include the most accurate and up to date information around student services and COVID-19.
- A new resource page for faculty, staff and students was developed, focusing on diversity, equity and inclusion work and statistics.
- A faculty resource page was created to share information, collaborative efforts, and resources to faculty members.

2. Initiatives

- The Office of the Vice President for Student Affairs hosted four Student Roundtables, with a total of 36 student participants.
 - » The roundtable sessions, advertised on social media, provided an opportunity for students to attend virtual brain-storming and feedback sessions with the VP for Student Affairs.