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DIVISION OF STUDENT AFFAIRS
ANNUAL
REPORT





CSUSB

DIVISION OF STUDENT AFFAIRS

ANNUAL REPORT

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Henry Hernandez

OUR DIVISION

The Division of Student Affairs is dedicated to enriching the student experience by providing programs, learning opportunities, and services that help students get the most out of their college experience. We are committed to creating an integrated learning experience that helps students reach their educational, personal, and professional aspirations.

Student-centeredness at CSUSB reflects the Division of Student Affairs's commitment to student success by engaging the whole student in a manner that integrates educational opportunities, experiences, and professional pathways. We commit to being compassionate, creative, and inclusive while celebrating the strengths, passions, and innovation of the CSUSB student community.

MISSION

Create a dynamic learning environment through premier programs and services that promote student success, enhance the learning experience, and engage students intentionally with communities.

VISION

Educate and inspire students to transform communities, advance the region, and change the world by holding fast to its core values: student success, integrity, and social justice.

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ASSOCIATED STUDENTS INCORPORATED (ASI)

The 2018 - 2019 academic year for the Associated Students, Inc. was filled with many milestones that were led by dedicated student leaders looking to leave behind their own legacy. As the official voice of the student body of CSUSB, ASI led a variety of initiatives that resulted in higher levels of funding for clubs and organizations, diversity among programs and events, and an expansion of services that became readily accessible for students. The following report showcases these milestones and although this serves as a brief snapshot of what was accomplished, the impact of these achievements will be everlasting.



BOARD OF DIRECTORS

- In an effort to represent the graduate student population, the Board of Directors appointed 8 members to the ASI Graduate Student Advisory Council.
- Created the first ever policy committee that has now become a standing committee in the bylaws.
- Increased Student Research and Travel funding for undergraduate students by 5%.
- ASI President Prince Ogidikpe successfully advocated for an amendment during a Faculty Senate meeting to add an emergency preparedness clause to the syllabi of professors of CSUSB.
- Held over 8 open forums to gather feedback from students at every college.
- Authorized \$20,000 as a class gift for an endowment to invest in the future of students.
- Approved \$1 million towards the Santos Manuel Student Union expansion.
- Adopted 4 resolutions that provided for \$2,000 in additional funding for students.
- Approved a mission statement reflecting the corporation's current status (see below)

“ The Associated Students, Incorporated serves, empowers, and advocates on behalf of the students at California State University, San Bernardino through the representation of student interests and needs, the inclusion of students in the decision making process, the execution of premier events and services, and the provision of opportunities for students to be productive leaders of the campus community and beyond. ”

-Approved by the ASI Board of Directors during the 2018-2019 academic term

PROGRAMS AND PRODUCTION

The Associated Students, Inc. hosted a total of 61 events on the San Bernardino campus and 12 on the Palm Desert campus for Fall, Winter and Spring of 2018-2019.

\$89K
DONATIONS

73
PROGRAMS

\$20K
SCHOLARSHIP
ENDOWMENT

125
GRAPHIC
REQUESTS

18.3%
ASI VOTER
TURNOUT

39
COMMITTEES
SERVED

4 of the most memorable events:

1st annual Friends-giving

A Conversation with Dr. Cornel West

ASI Elections – highest voter turnout at 18.3%

CoyoteFest partnership: \$100,000 for Musical Acts that included the first Banda to be featured at CSUSB: La Original Banda El Limon event & Jeremih.

ADVOCACY

During the 2018-2019 academic year, ASI representatives served on 39 committees from within and outside of the corporation. 31 students served for a total of 240 hours (Fall 2018: 73.9 hours; Winter 2019: 88.25 hours; Spring 2019: 78.8 hours)

ASI launched a voter engagement week in the month of October (2018) that resulted in CSUSB receiving the Gold Seal of Excellence in Student Voter Engagement. ASI also created a voter engagement website that allowed students to register to vote, a unique system within the CSU.

In an ongoing commitment to serving the students of the CSU system, ASI sent 10 student leaders to the California Higher Education Student Summit in Sacramento, CA to lobby 6 California State Legislators to increase funding in the CSU and address issues of food and housing insecurities.



SERVICES

The Box Office which serves students, faculty and staff saw a revenue of \$45,622.75 for the 2018-2019 academic year. Harkins Movie Theatre tickets were the number one sold item at the box office.

The ASI Graphics Design team was responsible for creating all of the graphic and marketing materials for the corporation. Additionally, this service provides graphic design work to student clubs and organizations at CSUSB. ASI Graphics received a total of 125 job requests and worked with over 25 clubs and organizations.

ATHLETICS

GENERAL HIGHLIGHTS

20 All-CCAA
3 CCAA Players of the Year
9 All-Americans
9 All-Regions

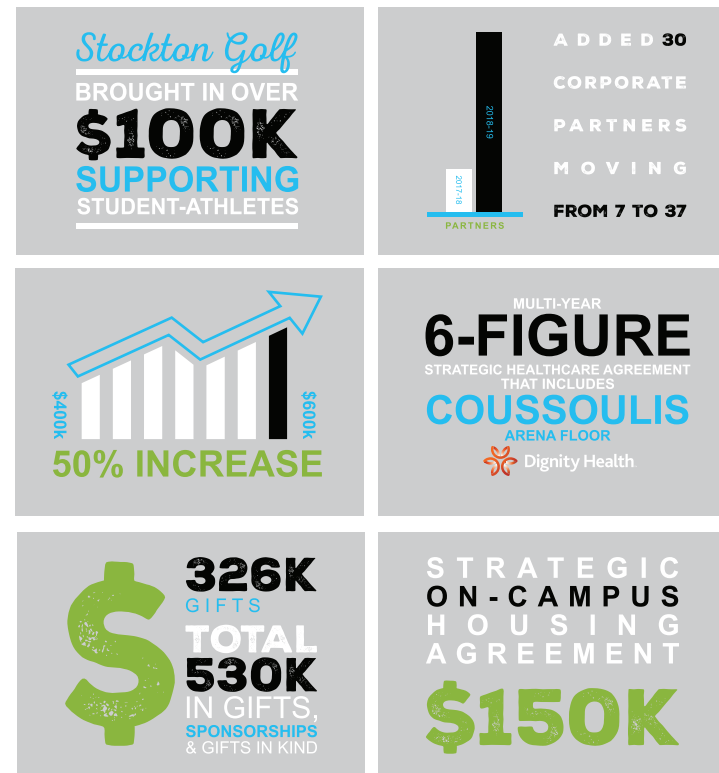
ACADEMICS

- 26 Graduates
- Athletics Department GPA: Cumulative 3.0 Average
- 35% of our Student-Athletes are 1st Generation Students
- 45 different majors; 12 minors among Student-Athletes
- First-Year Student-Athlete GPA was 3.18
- 92 Student-Athletes with a 3.25 to 3.49 GPA; 153 Student-Athletes with a 3.50 to 4.0 GPA; 24 Student-Athletes with a 4.0 GPA; 153 on Dean's List; 29% of those are 1st Generation Students
- 46 All-Academic Honorees
- Opened Student-Athlete Academic Success Center; Dedicated Academic Space that houses small group tutoring and study hall space. All technology funded by VETI Grant.

ENGAGEMENT AND LEADERSHIP

- 100+ partnerships; includes over 60 local schools and over 15 departments on campus including: President's Office, Provost's Office, ASI, Rec and Wellness, and University Police
- Food Drive - over 1,725 food and household items donated to Obershaw Den
- Hosted annual Student-Athlete Showcase
- 2,200 Hours of Community Service; Golf & Men's Soccer in NCAA Top 10
- 3rd Highest Instagram Engagement Rate among ALL Cal State Schools

ENDOWMENTS AND GIVING



VOLLEYBALL

- 5 Weeks Ranked No.1 in the Nation
- Third - Straight CCAA Championship
- Advanced to West Regional Final
- Alexis Cardoza was a First Team All-American, Region Player of the Year, CCAA Player of the Year, CCAA Tournament MVP, First Team All-Conference, Region All-Tournament, and Academic All-District
- 14th CCAA championship since 2001
- 5 All-Americans

MEN'S SOCCER

- Danny Ortiz was All-American, CCAA Player of the Year, First Team All-Region, First Team All-Conference, CCAA All-Tournament
- Darren Leslie was CCAA Coach of the Year
- Advanced to the CCAA Semifinals

MEN'S BASKETBALL

- Ranked Regionally and defeated No.16 UCSD on Buzzer Beater
- Advanced to CCAA Tournament
- Daytone Jennings All-CCAA

WOMEN'S BASKETBALL

- Jasmine Sauser All-CCAA

SOFTBALL

- Morgan Ratliff was CCAA Player of the Year, First Team All-Region, 4-Time All-CCAA, NCAA Woman of the Year Nominee
- Competed in second-straight CCAA Title Game

GOLF

- Cody Hall was All-CCAA and advanced to NCAA West Regional
- Yotes Finished Third at NDNU Argonaut Invitational

CROSS COUNTRY

- 4th at CCAA Championships
- Head coach Tom Burleson retires after 29 years, only head coach in program history
- Kaylie Balvaneda All-CCAA

TRACK & FIELD

- Program Record 25 points at CCAA Championships



- Jordan Munford and Maya Price All-CCAA
- School Records set in 6 events
- Arianna Fuentes was Academic All-American

BASEBALL

- Gabe Chavez First Team All-CCAA, CCAA Batting Champion, All-American and All-Region
- Took 5 OF 7 against Cal Poly Pomona and Cal State LA

WOMEN'S SOCCER

- Kelly Kevershan CCAA Newcomer of the Year
- Gabby Evaristo Academic All-American

BASIC NEEDS



On May 22, 2019, “The DEN” at Palm Desert Campus was opened to assist PDC students with food insecurity. Students can visit The DEN for non-perishable foods, fresh produce, hygiene items and CalFresh application assistance. In spring 2019, following The DEN’s grand opening **111** students visited the new food pantry, **71** of which were students seeking services for the first time.

The Basic Needs Committee, in collaboration with the Web Services team, launched the CSUSB Basic Needs website in Winter 2019. Students can visit this site to learn about CSUSB Basic Needs Initiatives and receive

information on food, housing and financial resources.

Beginning in January 2019, the Obershaw DEN expanded the hours of operation to 5 days per week. The new hours of operation include 20 hours per week of walk in Food Pantry service, 6 hours per week of CalFresh Application Assistance and evening hours twice per week. Increasing the operating hours allows students greater access to the Obershaw DEN’s resources and visits to the pantry increased from **299** in the fall to **561** in spring.

In Fall 2019, CSUSB entered a three year CalFresh Outreach contract with the Office of Research and Sponsored Programs. CalFresh Foods is a nutrition assistance program that helps low-income individuals and families buy the food they need. CalFresh Food dollars help stretch a tight food budget and help many people afford to incorporate healthy foods like fruits and vegetables into their diets. Many students are eligible but do not take advantage of this program. The goal of this federal/ state share contract is to provide education, outreach and application assistance for CSUSB students that qualify for the CalFresh program. During the 2018-2019 academic year **265 CSUSB were pre-screened for CalFresh eligibility and 45 student received application assistance.**

Between Fall 2018 and Spring 2019 the Obershaw DEN served **1,309** CSUSB students at the food pantry, providing fresh dairy products, fruit, vegetables, non-perishable food and hygiene items. In addition, **1501** meal in bag and hygiene kits and were distributed throughout campus at various locations.

The DEN promoted and facilitated activities throughout the week of November 13th-November 17th for Hunger & Homelessness Awareness Week. Events included a ‘Healthy Cooking Class”, CalFresh Outreach day, a campus noodle drive and social media campaign. **227** students participated in the activities and social media contest throughout the week.



CAREER CENTER

Career Counselors and the Internship Specialist conducted 1,717 student appointments, facilitated 148 career and internship readiness workshops to 2,587 students and delivered 43 class presentations to 969 students. One hundred and thirty-three of the student appointments were on the Palm Desert campus. As part of the Student Success Teams, Career Counselors were deployed part-time in the academic Colleges and partnered with professional advisors, internship coordinators and faculty in order to increase student access to career services and career readiness and facilitate connections to employer and internship opportunities.

Four higher education and school counseling students from local universities served as graduate peer career educators who assisted 343 students for drop-in resume review and cover letter development.

SCHOLARSHIP AND INTERNSHIPS

The Career Center secured funding and facilitated 100 students in receiving \$1,000 scholarship awards to participate in 10-week academic internships through the Stand Up for San Bernardino Internship Award, which is a 25% increase over 17-18, and provided funding for an additional 165 students to receive \$1,000 through the Career Center Internship Award. The Internship Specialist and Career Counselors helped students connect their academic learning and develop their professional competencies during the internships. As a high impact practice, students gained valuable experience, learned about the industry and internship site cultures, established networks with local employers and practiced their verbal and written communication skills.

HACU

Forty-one students were selected from a competitive process to participate in the Hispanic Association of

Colleges and Universities 32nd annual conference funded by the academic colleges, the Associated Students Inc., and the Office of the President. The Career Center prepared students through a 2-day pre-conference a month prior to departure that included a resume review, developing an elevator pitch, mock interview, and networking luncheon among other elements. Seventeen percent of the students who participated received one or more internship or employment offers. HACU alumni and friends club was established on the San Bernardino campus to promote professional and career readiness and enhance the visibility of the conference to students.

EVENTS

The Career Center facilitated 43 events (including general and College/major-specific career fairs, on-campus employer panel discussions, and on-campus interview sessions with employers) with 1,461 students participating.

Through a variety of workshops at the full-day inaugural Career Symposium, the Career Center provided students with sessions on career and major exploration, securing an internship, carrying out a successful job search, preparing and applying for graduate school, mentoring, work study and on-campus employment, and meeting students' professional and personal goals in addition to an overview of the Center's variety of services. One hundred and seventeen students participated with 55 staff and faculty participating as co-presenters and/or mentors.

The Career Center provided students with access to free professional and business casual attire through the Coyote Closet that was visited by 1,766 students and partnered with JC Penny on two JC Penny Suit-Up events in which 301 students and 275 of their families/friends were able to purchase professional clothing at a deep discount.



CHILDREN'S CENTER

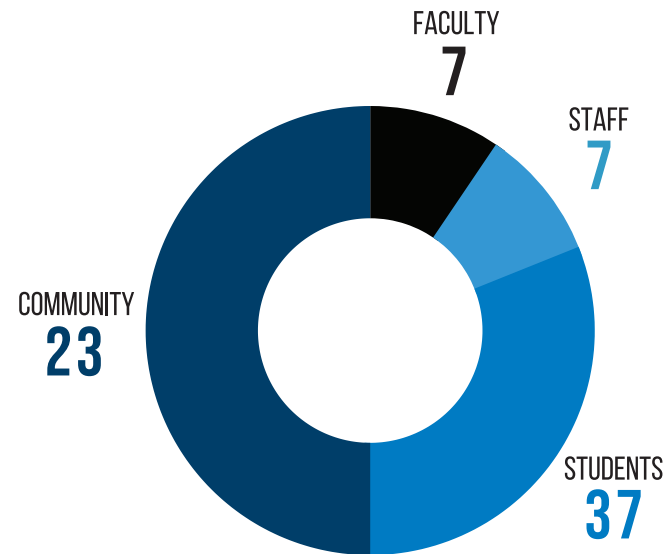
PROGRAM OVERVIEW

The Children's Center supports students and families within the university and community at large by providing high quality child care and hands-on learning experiences through developmentally appropriate practices, building relationships, and recognizing individual strengths and values.

The center served a total of 74 families. 7 of the parents were CSUSB staff, 7 of the parents were CSUSB faculty, 23 of the parents were from the community, and 37 of the parents were CSUSB students.



The student parents received high quality child care for their children while they attended classes and were afforded time to study (2 hours per unit).



“ The Children's Center has been accredited through the National Association for the Education of Young Children (NAEYC) since May 2009. NAEYC is the nation's largest organization of early childhood educators and ensures high quality programming for children. ”

PROGRAM ASSESSMENT

Both overall program quality and individual classrooms were assessed throughout the 2018-2019 academic year.

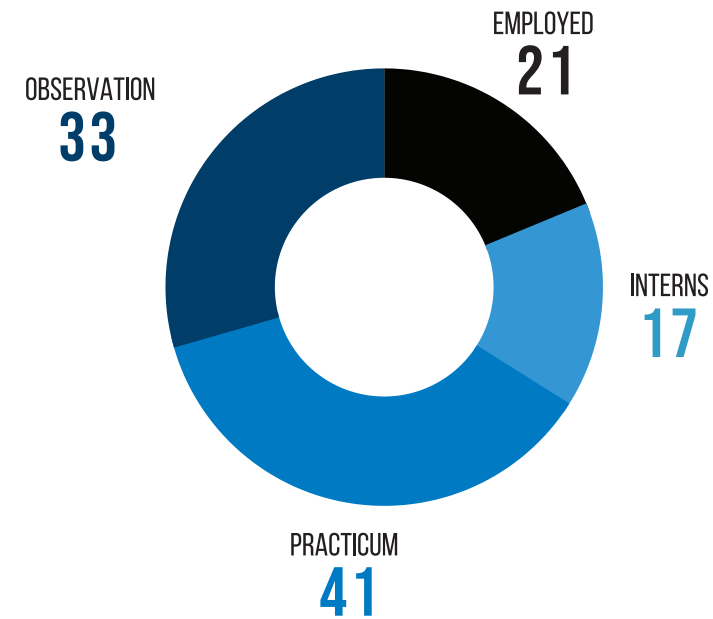
Quality Start San Bernardino (a quality rating and improvement system designed to help child care

programs and preschools provide the highest quality early learning experiences possible) assessed the center in January and rated the center with five out of five stars-“Highest Quality.” This was an improvement from the last time the Children's Center was rated and assessed by QSSB in 2017 (with a rating of four out of five stars-“Quality Plus”).

Assessors evaluated both classrooms using the “CLASS” (Classroom Assessment Scoring System) measure for Teacher-Child Interactions and the ECERS (Early Childhood Environmental Rating Scale) for environment. The CLASS scores were significantly higher than the national average in the areas of “emotional support,” “classroom organization,” and “instructional support.” The scores from both the CLASS and the ECERS have improved from the previous year.

CSUSB STUDENTS SERVED ACADEMICALLY

The center employed 21 student assistant teachers. 17 student interns completed 120 hours each working with the children for course credit, 41 students completed practicum hours for course credit, and 33 students completed hours observing the children for course



credit. These students received training and hands-on experience that supplemented their coursework in Child Development and Early Childhood Education.

CENTER MENTORING IMPLEMENTED

A professional mentorship program was established this year in which the Master Teachers mentored newly hired student assistant teachers during their first two quarters of employment. The student assistant teachers were able to discuss issues and obtain advice from their mentees, learn new skills relevant to working with the children, and establish professional goals.

COUNSELING & PSYCHOLOGICAL SERVICES

TESTIMONIALS

“ I have learned about myself and have learned how to cope and address issues I have and to be more productive in my everyday life. ”

“ Since participating in counseling, I’m more forgiving with myself. ”

“ Since participating in counseling, [I] take my time with school and learn to keep stress lower than before. ”

“ Since participating in counseling, I try to make positive changes as an act of compassion for myself instead of as a punishment. ”



HIGHLIGHTS

Counselors supported students' mental health and promoted their academic success through 5,646 individual and group therapy appointments on the San Bernardino campus and 161 appointments on the Palm Desert Campus, which represents nearly a 10% increase over 17-18. For 167 appointments, students were seen on a walk-in crisis basis.

Thirty-six therapy groups were conducted, focusing on topics such as overcoming anxiety and mood management to empowerment and groups focused on at-risk populations.

Four counselors served as liaisons to Athletics, Services to Students with Disabilities/WorkAbility IV, the Undocumented Student Success Center, and the Veterans Success Center. These roles have led to earlier identification of issues, increased student and staff/coach referrals, and reduced stigma.

Counselors conducted 46 outreach activities from wellness workshops to campus-wide events and information fairs to critical incident response and consultations to the campus community and other interested parties.

The CAPS Director delivered a nationally recognized suicide prevention program to non-clinical staff and student staff in three departments that increases their ability to recognize and refer students in crisis to appropriate supports.

CAPS served as a training site for 4 doctoral students from local universities. Trainees served 286 students through 1,135 individual and group therapy sessions and conducted 10 outreach activities.

CAPS was awarded approval to be an American Psychological Association sponsored provider of continuing education for mental health professionals, which will enable counselors to enhance their professional development and network with other professionals in addition to bringing expert training to other mental health professionals on the campus and in the community.

The campus Survivor Advocate and the VOICE peer educators delivered 29 workshops and other prevention programs to reduce the incidence of interpersonal violence and increase awareness and referrals for services.

DEPT. OF HOUSING & RESIDENTIAL EDUCATION

Housing and Residential Education provides an inclusive, safe, and convenient living environment to students that live on-campus. Students are provided an experience that allows them to connect with faculty, staff, and fellow students, contributing to their sense of belonging at CSUSB. In 2018-2019, DHRE opened its newest first-year residence hall, Coyote Village and a dining facility, Coyote Commons. These facilities helped to expand residential life at CSUSB!

HOUSING'S IMPACT

The DHRE engagement model integrates High Impact Practices and CSUSB impact themes, providing direction to all housing-related programs and events. Programs residents attend are ways they build community while growing personally, educationally, and professionally. Other unique experiences students participate in such as Living Learning Communities and engaging with peer Academic Mentors and Faculty In Residence also incorporate best practices.

“Living on-campus has allowed me to connect with others. The programs ran by my RA have created nice memories for me. More importantly, it has allowed me to not just attend CSUSB but to belong. Belonging to CSUSB has allowed me to attend many activities and take advantage of opportunities I probably would have missed out on.” - CSUSB On-Campus Resident

KEY HIGHLIGHTS

Interacting with a Faculty In Residence (FIR) helped residents approach other faculty members at CSUSB. Residents were asked if interacting with a FIR improved their confidence to approach other faculty at CSUSB; 88% of respondents stated their confidence improved.

92.9% of the residents who met with their peer Academic Mentor (AM) stated they felt their AM understood their challenges, 96% felt their Academic Mentor was able to

connect them to the resources they needed, and 91% were satisfied with their AM's ability to provide them with academic guidance.

“ I like that living on-campus I can access different opportunities- academically, socially, health-wise and more. Living on-campus has been a beneficial experience that has allowed me to work through problems on my own, meet other students, and get to know staff ”

- CSUSB On-Campus Resident

StarRez was implemented and replaced the previous housing management and facility management systems. StarRez is a web-based housing management system for students to submit online housing applications, and provides students with the opportunity to choose roommates and specific-rooms. Administrative staff functions include bulk room assignments/auto-allocation and roommate matching, billing, reporting, forms, email, mail merge and maintenance requests, tracking and history. The system also supports integration with other campus systems primarily PeopleSoft/MyCoyote.

5,340

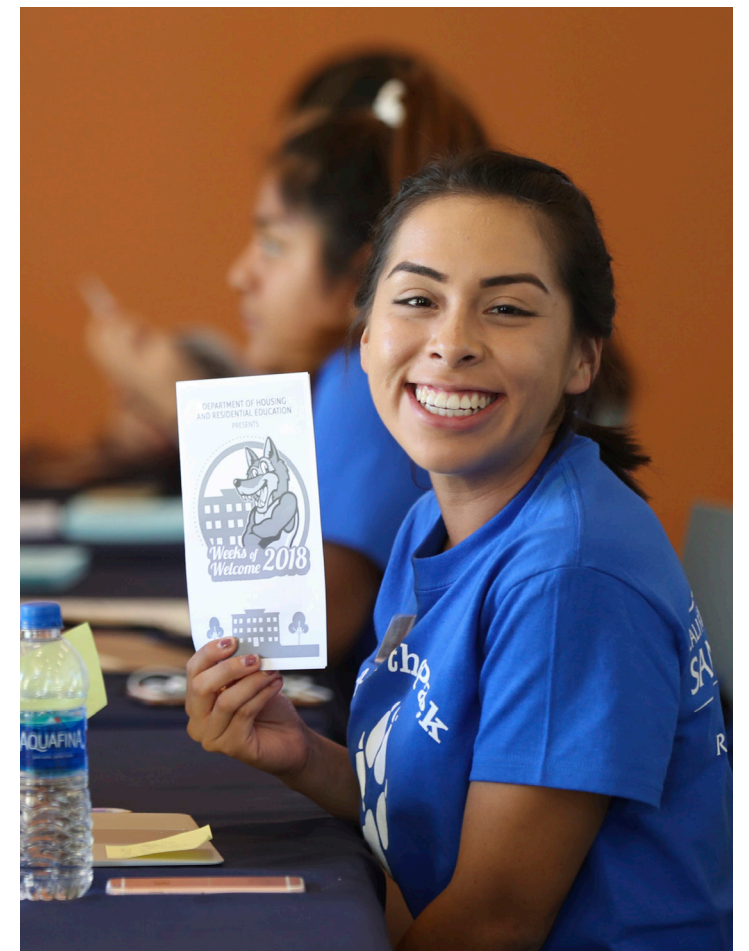
WORK ORDERS COMPLETED BY MAINTENANCE STAFF OF FIVE

87%

STUDENTS AGREE REQUESTS WERE TIMELY RESPONDED TO

2,000+

POUNDS OF SCRAP MATERIAL RECYCLED



EDUCATIONAL TALENT SEARCH



RESOURCES

- ETS completed the third of the five-year 2016-2021 grant cycle
- All 3 ETS grants CJUSD, RUSD, and SBCUSD are funded annually to serve 1,500 students
- We are able to successfully serve students on a very limited budget

EVENTS

50 WORKSHOPS

121

STUDENTS AT UCLA, USC, UCR & BLACK COLLEGE EXPO

57

STUDENTS SENIOR RECOGNITION CEREMONY

36

STUDENTS FRESHMAN FOCUS

21

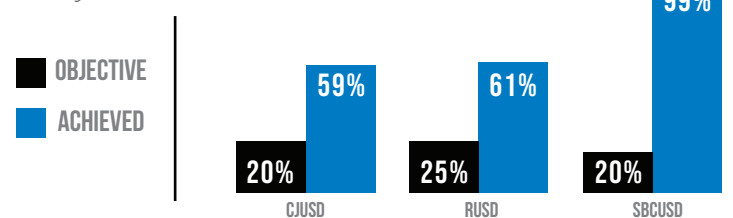
STUDENTS NORTHERN CALIFORNIA COLLEGE TOUR

FRESHMAN FOCUS

- Freshman Focus equips rising freshmen to successfully transition into high school by providing mentoring and math & English enrichment
- The percentage of students whose grades improved as a result of Freshman Focus' impact was: RUSD 42.85%, SBCUSD 45.4% and CJUSD 28.5%.

SECONDARY SCHOOL

- Secondary School Graduation with Rigorous Course of Study:

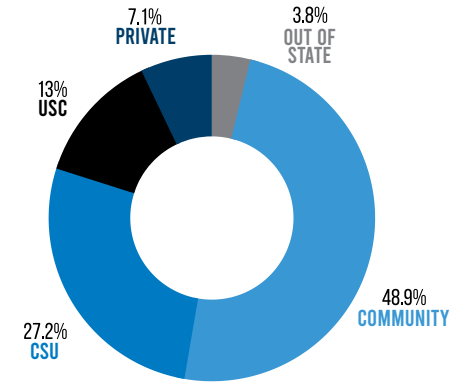


- ETS rigor matches or exceeds A-G requirements in all three districts

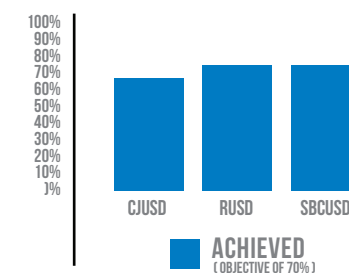
Educational Talent Search (ETS) is committed “to create a pathway for underrepresented students to pursue higher education by encouraging academic excellence, providing support and resources, and promoting college readiness in our schools and communities.” Educational Talent Search at California State University, San Bernardino received awards to serve 1500 qualifying students comprised of grades 6 - 12, who attend our target schools in San Bernardino City Unified School District, Colton Joint Unified School District, and Rialto Unified School District.

POST SECONDARY EDUCATION

2019 POST SECONDARY EDUCATION BY INSTITUTION



Class of 2019 Postsecondary Enrollment -ETS strives to ensure that students get the information and assistance needed to select the postsecondary institution that best suits their needs and wants



- 15 students were awarded scholarships
- 89 seniors applied for more than 100 scholarships totaling over \$100,000 in available scholarship funds
- More than 95% of our population received Pell Grant funding

“ ETS really helped me to push myself to actually meet new people and to stay involved with different activities...This really made my high school experience a lot better and smoother. ”

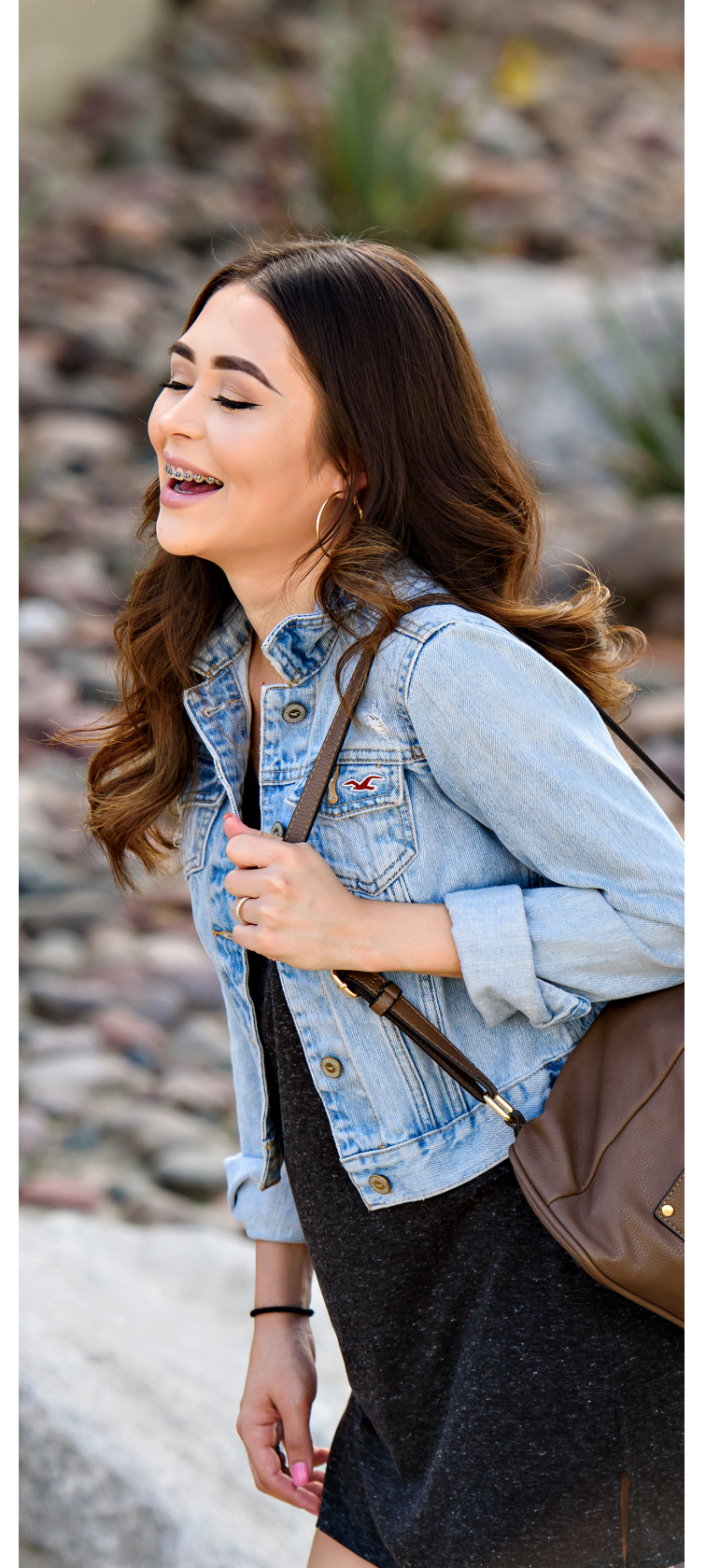
- Emily Juarez

“ They help you succeed to go to the best college you want to go to! ”

- Ethan Uriostegui

“ It's a really good program because it helps you so much with college prep and you realize how college is super important! ”

-Alejandra Gonzales



FIRST STAR ACADEMY



First Star partners with universities and child welfare agencies throughout the country to make a long-term investment in foster youth and change the course of their lives, from abuse and neglect to academic achievement and self-sufficiency. First Star is a long-term college readiness program for high school foster youth that includes an immersive residential summer program and monthly sessions during each school year. During the residential sessions, the youth are not only supported by highly qualified professionals, but also by peer mentors who are attending the host university. Throughout all four years, Academy staff provides holistic, long-term case management to the youth and their families to sustain the progress youth make during the university-immersion sessions.

2018-19 HIGHLIGHTS

BUILDING PARTNERSHIPS

- In September 2018, SB County Superintendent of Schools agreed to provide another year of funding: [\\$140,975](#).
- On August 22, 2018, the MOU between the Give Something Back foundation and SB County Department of Children and Family Services was approved by SB County Board of Supervisors.

- In February 2019, First Star held its National Conference in Washington D.C.

RECRUITMENT

- Collaborated with the following school districts for recruitment efforts: Redlands, Mentone, San Bernardino, Victorville, Hesperia, Adelanto, Apple Valley, Rancho Cucamonga, Fontana, Alta Loma, Riverside, and Perris.
- Caregiver/Student orientation was held in September 2018.
- From October 2018 to June 2019, a cohort of 28 students were recruited to First Star CSUSB Academy.

PROGRAMMING

- Saturday Academy took place from October 2018 to May 2019.
- Curriculum included academic support for reading comprehension, writing, and math, as well as workshops for social emotional learning, such as self-awareness, self-esteem, communication, and goal-setting.
- In February 2019, the inaugural Student Leadership Conference was held in collaboration with Educational Talent Search, Upward Bound and Gear Up. Students participated in workshops for skill building and leadership development.

GEAR UP

Gaining Early Awareness and Readiness for Undergraduate Program (GEAR UP) is a discretionary grant program funded through the Department of Education. GEAR UP Programs are designed to: (1) increase the academic performance and preparation for postsecondary education, (2) increase the rate of high school graduation and college enrollment and (3) increase the knowledge of postsecondary options and financing. GEAR UP at CSUSB is a partnership project that was established in 2014 to serve the San Bernardino City Unified School District, Class of 2020 cohort.



HIGHLIGHTS

The CSUSB GEAR UP Program supported 3702, 11th grade students during the 18-19 academic year. Arroyo Valley, Cajon, Indian Springs, Middle College, Pacific, San Bernardino, San Geronio, San Andreas, and Sierra High Schools participated. Partnerships with EduGuide, Elevated Achievement Group, The College Board, Elevate Consulting, The Princeton Review, Kaplan, PIQE, SBCSS, the Inland Empire 66ers, and Thinkwise Credit Union supported the implementation of multiple services including: online and in person tutoring, advising, mentoring, parent programs, summer residential programs, SAT Prep, SAT School Day, college and career trips, and dual enrollment opportunities.

“ I know what GEAR UP is doing, you’re changing lives ever so slightly. I’m sure there are people who, like me actually, didn’t think of going to UC Berkeley or any other prestigious place of higher education but with this trip were exposed to something they’ll never forget. My Father dropped out in the 9th grade, he tells me sometimes that maybe if he saw a university campus he would have stayed, if that is true or not for him personally I can’t say, however, I’m sure that GEAR UP has developed some true leaders of the Inland Empire region. ”

“ Agradezco la invitación y la oportunidad que se nos da a los padres para el involucramiento de la educación y el futuro escolar de nuestros estudiantes , gracias por el apoyo. ”

- Participation: 3702 students eligible for services
- 1649 participated in tutoring or academic support services
- 1415 participated in workshops
- 127 completed a CSUSB Dual Enrollment Course, Summer 2019
- 143 participated in a residential summer program, Summer 2019
- 192 participated in supplemental curriculum
- 2513 students engaged with the EduGuide Platform
- Utilization: 3306 students actively participated in at least one GEAR UP activity.

OUTCOMES

- 2% decrease in overall course failures when compared to the cohort above (Class of 2021)
- 75% of the junior class completed the SAT
- 71% of active student have had a family member that has interacted with the program at least two times.

IMPACT

- SAT school Day adopted by SBCUSD, after successful GU implementation.
- 8th period and weekend credit recovery courses were created to support the timely correction of credit deficits.
- 8 GEAR UP students were selected to participate in the National Council for Opportunity in Education (NCCEP) student leadership conference in San Francisco, CA.
- Roderick Figgs, Assistant Director of GEAR UP, was recognized at Professional of the Year for NCCEP.
- GEAR UP staff presented at local, regional and national conferences.
- 102 students spent two weeks visiting all 9 UC campuses and creating a look book and video, highlighting each of the institutions through the eyes of a pre-college student.



OFFICE OF STUDENT ENGAGEMENT

The Office of Student Engagement fosters a holistic collegiate experience by providing innovative and intentional co-curricular engagement opportunities that transform students and support their sense of belonging through inclusive involvement and leadership in diverse organizations and programs.

STUDENT ENGAGEMENT'S IMPACT

The Office of Student Engagement integrates High Impact Practices and the Social Change Model to develop programs and services that support students at CSUSB. Student organization leaders are able to build professional skill-sets through leading their executive boards and managing organization business. Students who choose to join a student organization create a deeper sense of belonging at CSUSB. OSE's signature programs offer members of the CSUSB community at large to explore their leadership potential and create positive change in their world.

“Being a member of a club and fraternity on campus, OSE was always my biggest resource. Aside from the many resources at OSE, the club and Greek advisors went above and beyond during my time at CSUSB. Not only did they help me be a leader on campus but were always there when I needed advice on a more personal level. I highly recommend joining an organization and using OSE's events, resources, and advisors while at the University, it helped me become the leader I am today!”

- Ryan DeKorne, Sigma Phi Epsilon President

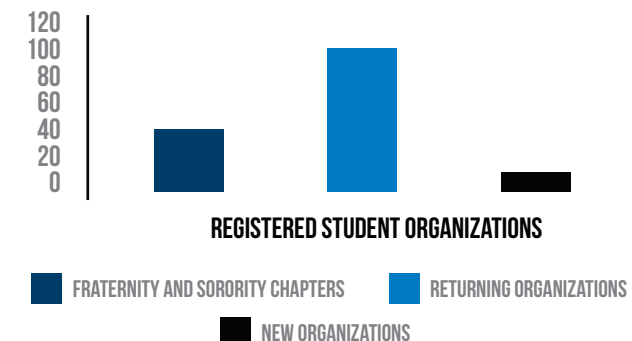


“ I loved my experience [at Queens College]! Aside from classes, I was able to volunteer around the city, network with people working in theatre, get a backstage tour of a Broadway show and so much more!... I'm able to take what I learned in New York and put it to work in school and extracurricular activities.”

- Monica Gutierrez, NSE President

KEY HIGHLIGHTS FOR 2018-19

- Launched Coyote Connection, a valuable collaboration tool in which student organizations and departments can create individual pages to market events, gather and store data and connect virtually with their members.
- Developed the Special Events Committee with SEGS and multiple campus partners after launching the Events Process in Coyote Connection to help manage risk and better understand student-led events.
- Hosted the first Engagement Expo which showcased leadership opportunities for students in 65 clubs and organizations as well as 15 campus departments, with 307 participants in attendance



- 90% of 114 participants had a better understanding of social justice issues from attending the 2nd Annual Social Justice Summit
- 392 commuter students served through Commuter-Transfer Programming
- 16% of the student population at CSUSB is involved in a student organization

SAN MANUEL STUDENT UNION / REC & WELLNESS

SMSU AND RECWELL MISSION

We, the SMSU and RecWell, as auxiliaries of CSUSB through our programs, services, facilities, and employment opportunities, provide safe and inclusive spaces for CSUSB students, the greater campus, and surrounding areas to foster community, promote wellness, develop leaders, and offer enriching co-curricular experiences.

ENGAGEMENT OPPORTUNITY & TIES

The Santos Manuel Student Union and Recreation & Wellness hosted 415 events in the 2018-2019 academic year, introducing 32 new programs with 42,229 total



participants in attendance. The SMSU facility was home to 3,250 campus events, welcoming 968,190 visitors over the span of a year. Recreation & Wellness provided diverse and innovative programs and services to the campus community throughout the 2018-19 academic year with 192,280 visits to the Recreation & Wellness Center during the academic year.

SMSU EXPANSION

This year the Santos Manuel Student Union secured funding for a \$90.2 million expansion project which will construct a new three-story 120,000 GSF Student Union Expansion building on a vacant site adjacent to, and immediately north of, the existing student union. This new building will be comprised of a 12,000 assignable square foot (ASF) multi-purpose ballroom (twice the size of the existing Events Center), an eight-lane bowling alley and game room, a pub, food service and retail space, collaboration spaces for student organizations and student support centers, and a bookstore.

- 548 climbers at the SRWC climbing wall
- 2,251 participants for the aquatics center open swim with over 7,489 attendees
- 98 events celebrating diversity and inclusion
- 107 adventure program trips with over 1,200 students
- 62 team building and experimental learning trainings held by the leadership challenge course
- 951 personal training sessions held throughout the year

STUDENT EMPLOYMENT

The Santos Manuel Student Union and Recreation and Wellness' notably robust student employee program generated employment for over 200 student employees, investing over \$1.3 million in student salaries, \$558,432.67 for the Santos Manuel Student Union and \$745,367.65 in Recreation and Wellness student salaries,



hiring 45 new employees in 2018-2019. While 154 paraprofessionals attended a two-day intensive training focused on emergency preparedness, Title IX education, time management, resume building, and work-life balance, ongoing professional development remains at the heart of the SMSU and RecWell's mission.

Employee Statistics:

- 94.6% to think critically
- 94.7% to establish professional relationships
- 95.7% to problem solve
- 89.4% to manage conflict
- 94.4% to effectively manage their time
- 95.7% to consider alternative points of view
- 95.7% to communicate effectively
- 98.9% to work collaboratively with others

STUDENT TESTIMONIALS

What do you like the most about your student employee experience?

“Being a member of the community I serve, I was able to gain a deeper understanding and learn many of the issues that are prevalent in the community. Prior to high school I never had a lot of exposure to different social issues or knew about certain marginalized groups and the best way to address these in a safe space without coming off as condescending or confrontational. I love my experience as a student employee and all the insight I have gained from working and interacting with everyone here.”

“I'm able to build my strengths within this position and expand my knowledge of fitness. I love being in the atmosphere where I am most comfortable and familiar with (gym). My interpersonal skills are improving greatly and I love seeing other student work hard to reach their goals.”

“The atmosphere. Just being around people who are going through school too has allowed me to get more motivated with my schooling because everybody is on the same boat. Everybody encourages each other to do well on finals which helps me build confidence.”

“The fact that I was introduced to many students from different areas of the CSUSB social circle. I met, and made friends with, student athletes, Greek affiliated students, international students, and also students who represent the general body. On campus employment had also opened the door for me to take part in committee meetings, and being able to interact with big name professionals on our CSUSB campus. My job at the SRWC has opened every door I would've wanted to be open my freshman year, when all I wanted to do was be a part of something.”

SERVICES TO STUDENTS WITH DISABILITIES

“ The Workability IV program got my foot into the door for an opportunity to intern with the Navy. Before my interview, the folks at Workability IV assisted me with my interview preparation and gave me the confidence needed to face a tough interview board. I can’t say enough good things about this program. ”

– Jonathan Burnett

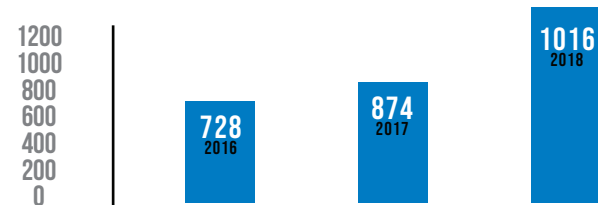
SERVICES TO STUDENTS WITH DISABILITIES & WORKABILITY IV

Services to Students with Disabilities (SSD) provides specialized academic support services for over 1,000 students annually through the provision of reasonable accommodations that recognize diverse needs and enhance learning for students with disabilities. WorkAbility IV is a vocational program that assists CSUSB students with disabilities who are also California Department of Rehabilitation clients meet their academic goals and achieve gainful employment.

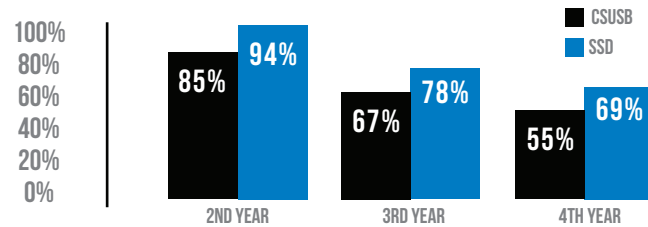
First-time freshmen (FTF) and transfer students (2nd year, 3rd year, and 4th year) enrolled in SSD are retained at a higher rate compared to the university at-large. Annually, SSD conducts a department-level analysis of active students, service provision, customer satisfaction, adequacy of staff, and resource needs. Through this process, SSD determined that 13% of registered SSD students were between the ages of 17-19 (based on fall 2018), although they represent 26% of the total (both undergrad & grad) campus population. In response, SSD designed more robust and comprehensive outreach strategies to secondary school-aged youth, community colleges, and campus programs servicing academically disadvantaged students to systematically improve students’ connections to SSD.

KEY HIGHLIGHTS FOR 2018-19

- More than 1,718 individuals were exposed to the #AbilitiesDefineYou which is a campaign to raise awareness of noteworthy individuals in diverse fields who also have disabilities.
- Collaborated with the Financial Aid Office to create the Scholarships for Students with Disabilities Guide that features 22 scholarship opportunities.
- 22 students and 24 faculty, staff and alumni mentors participated in the inaugural Coyote Career Network cohort; this pilot mentoring program facilitated 5 group events and mentees/mentors met monthly.
- 40 students interviewed for summer and permanent jobs as part of the federal Workforce Recruitment Program for College Students with Disabilities; 13 students were offered positions.



SSD ACTIVE STUDENTS BY YEAR



FIRST TIME FRESHMAN RETENTION OF SSD STUDENTS & CSUSB OVERALL

2,978
EXAMS/QUIZ
REQUESTS

2,121
NOTE TAKING
REQUESTS

43
STUDENTS
PLACED IN
EMPLOYMENT



STUDENT CONDUCT & ETHICAL DEVELOPMENT / CARE TEAM

SCED

SCED expanded its cohort of Hearing Officers. A total of ten campus administrators from Student Affairs, Academic Affairs, and Information Technology Services, were appointed by CSUSB President Tomás Morales. Once aboard, the Associate Dean/Director for SCED led a comprehensive training for the cohort in December, 2018, in conjunction with SCED and Title IX colleagues.

Partnering with a number of academic affairs departments/programs, SCED promoted academic integrity and supported faculty in their efforts to discourage and report academic dishonesty. These included sessions for New Faculty Orientation, the Faculty Mentor Network, the Faculty Center for Excellence, JHBC College of Business and College of Education.

SCED promoted the importance of academic integrity to all incoming students, presenting sessions for every First-Year and Transfer SOAR and PDC SOAR session in Summer, 2018, as well as every International Student Orientation Session at the beginning of each quarter of 2018-2019. SCED staff also presented information to graduate students during a session for Graduate Student Orientation in September, 2018.

After the departure of the Associate Vice President/Dean of Students in October, 2018, the Associate Dean/Director, Lisa Root, was appointed to serve as the ASI Advisor for the remainder of 2018-2019. In this role, she served as a member of the ASI Board of Directors and ASI Personnel Committee, and provided ongoing support to the ASI Executive Director. During her tenure, the organization hired two professional auxiliary staff positions (Policy and Legislative Analyst, Senior Program Associate).

CARE TEAM

The CARE Case Management Specialist, Jesse Juarez, was appointed to serve as the campus Homeless Student and Foster Youth/Former Foster Youth Liaison under Assembly Bill 801.

The CARE team partners with the County of San Bernardino's Department of Behavioral Health (DBH) to facilitate psychiatric crisis care and promote community stabilization. A county social worker from the DBH Triage, Engagement and Support Team is embedded at CSUSB and serves as a liaison to DBH services, including the Crisis Response Team, Walk-in Clinics, and Crisis Stabilization Units. This partnership, which had been at no cost to the campus, became part of DBH's baseline budget in 2019 after 4 years of grant funding. [The social worker provided services to 113 students.](#)

The CARE Team and DHRE collaborated to provide no-cost, short-term [emergency housing for 25 CSUSB students for a combined total of 464 days](#). During their stay, students were assisted with financial and other issues that assisted them in securing stable housing and continue their academic pursuits.

A CARE Team work group developed the Student Affairs policy for an annual event to recognize and celebrate the lives of students who have passed during the year and a procedure for individuals/departments seeking to sponsor individual events.

Members of the CARE team promoted its resources and services to all incoming students during resource fairs held during every First-Year and Transfer Orientation session, and during combined CARE/SCED sessions held at PDC. Members also disseminated information about the team through presentations to faculty, staff and leadership.

The CARE Team responded to [231 individual referrals](#) of students who were experiencing academic, social, emotional/psychological, family, health, financial, and other concerns and crises. The majority of referrals were for mental and general health and wellness concerns. CARE Team members responded by providing advice, support and resources to students 24/7 and 365 days/year. These interventions assisted both individual students while also promoting a safe campus environment.



STUDENT HEALTH CENTER



The CSUSB Student Health Center supports students' academic success by providing high quality accessible health and psychiatric care as well as health education and wellness services in a safe, confidential and compassionate environment.

The Student Health Center hosted a surveyor team from the Accreditation Association of Ambulatory Health Care for the two-day re-accreditation visit. The team was highly complimentary of the SHC, which had devoted 8 months to preparing for the visit. The Student Health Center received a full 3-year re-accreditation that includes both the San Bernardino and Palm Desert campuses. Accreditation represents quality of patient care in 11 different standard areas. In addition to staff, students who are members of the Student Health Advisory Council participated in the visit, answering questions and providing feedback to the surveyor team.

The Student Health Center provided a range of primary care services including 12,771 clinical appointments, psychiatry, laboratory, triage, and family planning services for a total of 4,456 distinct students. Nearly 600 visits were psychiatry appointments. Five hundred and thirty-six of these appointments for 160 distinct students were on the Palm Desert campus.

In partnership with the San Bernardino County Department of Public Health, the Student Health Center hosted 4 free flu vaccination clinics for students. The Student Health Center, Nursing Department students, DHRE, and the San Bernardino County Department of Public Health also partnered on a point-of-dispensing exercise drill providing additional flu vaccinations. In total, over 700 students were vaccinated.

The Student Health Center was awarded a \$10,000 grant by The California Youth Advocacy Network (CYAN) to implement a Smoke and Tobacco Free policy compliance intervention. The Student Health Center carried out a

Prevention Student Ambassador program on both the San Bernardino and the Palm Desert campuses.

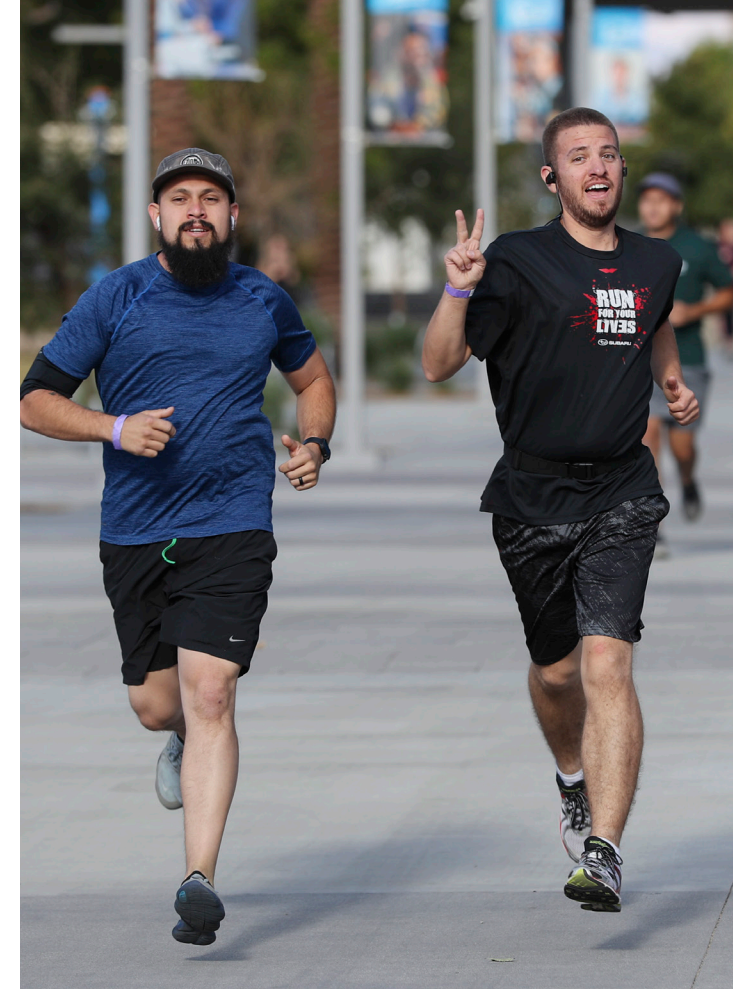
The Health Education and Promotion (HPE) staff and peer health educators on the San Bernardino and Palm Desert campuses conducted 50 presentations and workshops on 15 distinct topics such as safer sex and reproductive health, self-care, nutrition to culture shock to stress management and others to increase awareness, promote healthy practices, and reduce negative health outcomes. HPE collaborated with other departments throughout the year and most notably Counseling & Psychological Services (programming focused on mental health stigma, anxiety, and depression) and Recreation & Wellness (served as a key member of Be Well Yoties that developed and delivered programming that takes a holistic approach to wellness).

The Student Health Center partnered with Recreation and Wellness and the Kinesiology Department to deliver the program to students in the pilot Exercise is Medicine© program, which is an evidence-based global health initiative. The campus was honored by the American College of Sports Medicine with gold status for the program.

The Student Health Center partnered with Western University School of Dental School and Health Sciences to provide dental screenings and optometry services to students for free (exams were free) or at greatly reduced costs on the San Bernardino campus.

Approximately 2,600 students participated in the Pet Away Stress (PAWS) events in which students have the opportunity to interact with therapy dogs and engage in other wellness and stress reduction activities leading up to finals each quarter.

The Palm Desert Campus Health Education and Promotion staff and peer health educators promoted food security by hosting 2 hot oatmeal breakfasts that served over 150 students, and monthly partnered with the Find Food Bank to distribute food to PDC students.



“ The campus health center is a caring, compassionate, and professional resource for students, I know this from experience. Health issues and illness are part of life, I consider myself fortunate that the campus health center was available to me and grateful for the excellent care I received when I became ill. In closing, when you reflect upon all of the good things and positive aspects at CSUSB, know that the campus health center is a valuable resource and key component in helping students achieve their educational goals. ”

- CSUSB Student

UNDOCUMENTED STUDENT SUCCESS CENTER



Dream Loan, and Scholarships).

- 51% of students served were assisted with two-year and four-year academic planning.
- Through the Tutoring Program, the USSC served over 120 students with math and biology subjects.

FINANCIAL RESOURCES

- 49% of students served were assisted with CA Dream Act application, AB540 Affidavit Form, Selective Service, Dream Verification, and Dream Loan.
- The USSC created a scholarship resource guide with over 130 scholarships available to undocumented students.
- The USSC assisted over 40 students with scholarship applications; resulting in 5 students attending the annual HACU Conference, 5 Palm Desert Campus students receiving the COFEM and One Future Coachella Valley scholarship, and 4 students receiving the Miguel Contreras Foundation scholarship, among others, totaling an amount of \$17,500 in scholarships.

EVENTS/COLLABORATIONS

- The USSC served over 150 undocumented students and their families through the Immigrant Parent Rising Institute as well as the Dreamers and Families Welcome Day at both San Bernardino and Palm Desert Campus.
- In collaboration with the Office of Graduate Studies, the USSC hosted the Dreaming of Graduate School Conference and served 112 prospective graduate students.
- In collaboration with the Office of Orientation and First-Year Experience, the USSC served over 230 incoming freshman and transfer students through SOAR.
- The USSC hosted over 40 workshops in collaboration with various on-campus departments and off-campus organizations.
- 35 students participated in the 4th annual UndocuGrad Recognition Ceremony. In collaboration with sociology professor, Dr. Villegas, the USSC hosted over 5 Migrant Writing Circles.

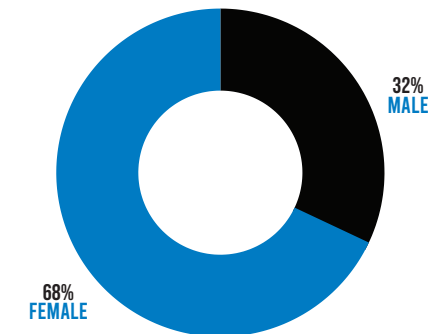
FUNDRAISING/GRANTS

- The USSC was awarded the Catalyst Fund Grant through the Immigrants Rising organization in the amount of \$125,000 renewable for up to three years.
- In collaboration with the Coyote Dreamers Ally Network (CDAN), the USSC raised over \$5,000 and awarded over 15 emergency grants.

USSC STUDENTS

We serve an estimate of 800 self-identified undocumented students and their families. The USSC also provides services to mixed-status students and prospective

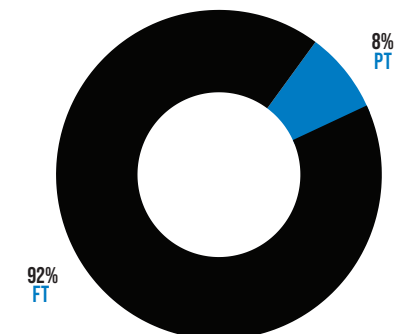
GENDER



BASIS OF ADMISSIONS



ENROLLMENT STATUS

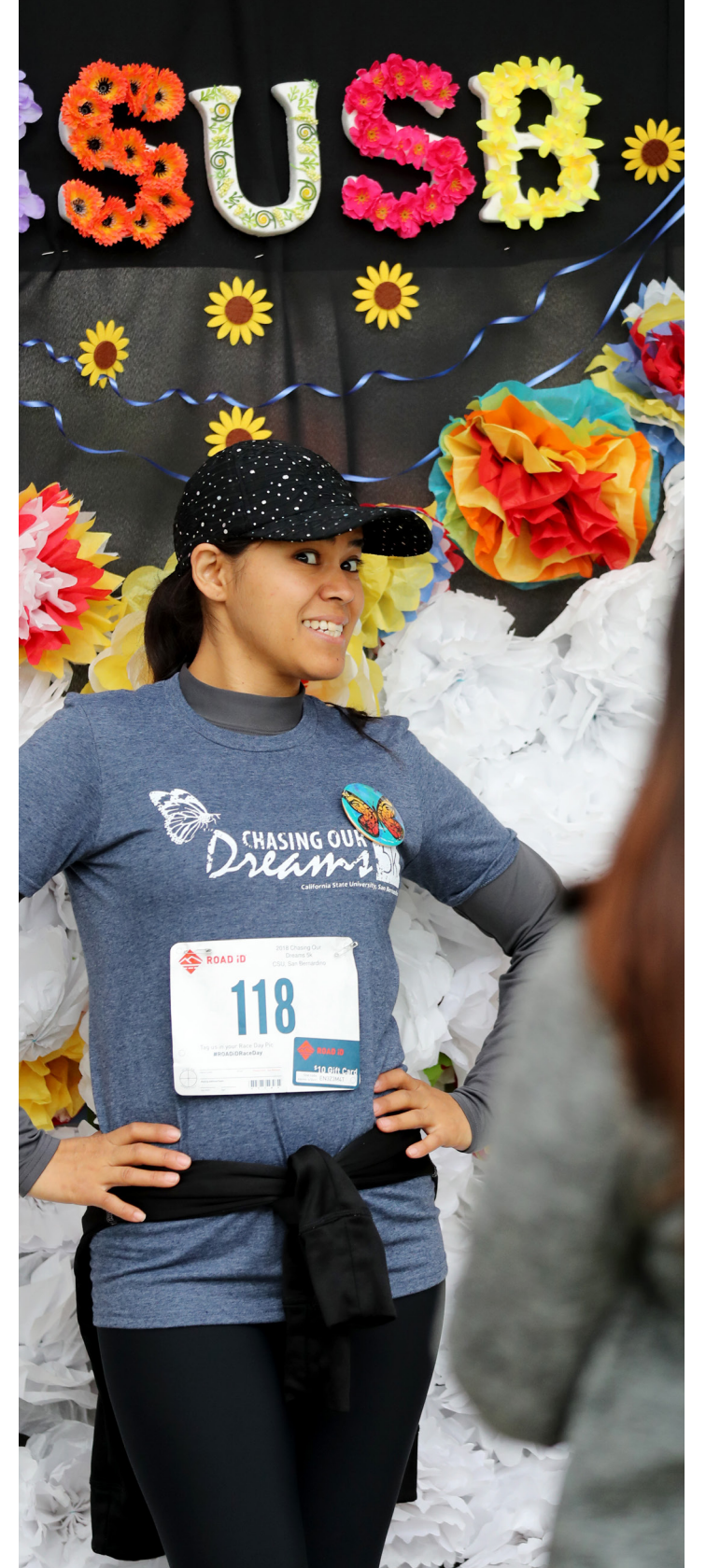


ABOUT

The Undocumented Student Success Center (USSC) at California State University, San Bernardino empowers prospective and current students as well as their families to navigate the college process and their academic aspirations by providing a safe space, mentorship and support through educational workshops, engagement opportunities and community service.

ACADEMIC SERVICES

- The USSC served 121 students with questions related to academic advising and financial aid (CA Dream Act,



UPWARD BOUND

OVERVIEW

The TRIO Upward Bound Program at California State University, San Bernardino is a federally funded program through the U.S. Department of Education, Grant Award Numbers (GANs) P047A170630 (Upward Bound Regular Grant), P047A170631 (Upward Bound Regular Grant) and P047M170043 (Upward Bound Math Science Grant) with an annual budget of \$891,363. TRIO Upward Bound serves high school students from low-income families and high school students from families in which neither parent holds a bachelor's degree. The goal of Upward Bound is to increase the rate at which participants complete secondary education, enroll in and graduate from institutions of postsecondary education. The TRIO Upward Bound Program at CSUSB annually empowers and prepares 200 students to advance through the academic pipeline by providing comprehensive academic support and guidance necessary to graduate from high school, be prepared and equipped to pursue, and complete postsecondary education. This is accomplished by: providing participants one-on-one academic guidance and support, individual and group tutoring, access to college campus visits throughout the state, providing real-life college experiences through the Summer University held at California State University San Bernardino, and providing guidance and instruction on successfully navigating all aspects of the complex college going process. The TRIO Upward Bound Program serves 9th-12th graders from six target high schools within the Rialto Unified and San Bernardino City Unified School Districts.

PROGRAM PROFILE

- Office Oversight: Division of Student Affairs, Student Success and Educational Equity Cluster, Office of Pre-College Programs
- Name: TRIO Upward Bound Program
- Grant Award Number: P047A170630
- Grant Award Amount: \$301,913



“Upward Bound is a family, not only do they provide much needed support and resources to our students and us as parents but also a safe place and a sense of belonging to our children. Upward Bound is that opportunity our children need at a chance of success.”

- Amparo Ortega (Parent)

PROGRAM OUTCOMES 2018-2019

- 73% of all participants are first generation, low income students.
 - 94% of participants in 12th grade standing achieved a proficient level on state assessments in reading/language arts and mathematics.
 - 80% of participants completed a rigorous secondary school program of study (i.e. A-G Requirements), compared to an average of 33.8% at local area high schools and 19% in San Bernardino County high school.
 - 92% of participants enrolled in postsecondary education, compared to 57.7% of San Bernardino County high school seniors.
 - 56% of the class of 2013 participants graduated with their bachelor's or associate degrees within six years of enrollment in postsecondary education, compared to 64% of all college graduates and 20% of their first generation, low income counterparts
 - 100% of participants graduated from high school, compared to an average of 80.6% in San Bernardino County and 90.1% in SBCUSD and RUSD.
 - 100% of participants in senior standing completed the Free Application for Federal Student Aid (FAFSA) compared to 53% of California high school seniors.
 - 100% of participants were promoted to the next academic year at the next grade level.
 - 100% of participants were provided the opportunity to engage in program designed pre-collegiate high impact practices.
- Grant Award Number: P047A170631
 - Grant Award Amount: \$301,913
 - Grant Award Number: P047M170043
 - Grant Award Amount: \$287,537
 - Total Annual Budget: \$891,363
 - Grant Cycle: 2017-2022
 - Grant Renewal Competition: 2022
 - Funding Agency: U.S. Department of Education, Federal TRIO Programs
 - Grant Program Type: Discretionary/Competitive Grants
 - Funding Agency Program Officers: Ashley Jackson and Ken Waters
 - Partner School Districts: Rialto Unified School District and San Bernardino City Unified School District
 - Target Schools: Carter High School, Eisenhower High School, Rialto High School, Arroyo Valley High School, Pacific High School, San Bernardino High School
 - Grade Levels Served: 9th through 12th Grade
 - Number of Staff: 6 FT Staff, 7 PT Staff, 7 Students
 - Paraprofessional Staff, 20 Temporary Summer Staff
 - Program Office Location: Pfau Library, PL 247
 - Program Website: www.csusb.edu/upward-bound

VETERANS SUCCESS CENTER

WHO ARE WE?

The Veterans Success Center supports former, current, and future service members of the United States Armed Forces and their dependents with the transition from higher education to career, navigation through their academic experience, and celebration of their service and achievements by offering high-quality support services, resources, and events.

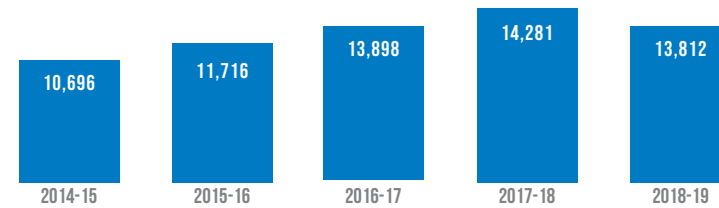
WHO WE SERVE

Our service population consists of veterans, active duty, reserve, and National Guard service members, dependents (i.e., children or spouse), and ROTC cadets who are attending or wish to attend CSUSB.



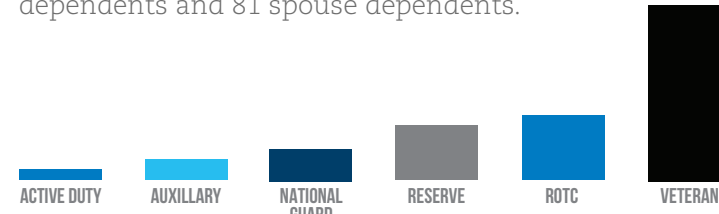
WHAT DO WE DO

This year, an estimated 1,213 people visited the main campus and Palm Desert Campus VSCs over 10,603 times. VSC has hosted 24 events with an estimated 3,209 guests. Altogether, the VSC hosted 13,812 guests, a near record number of attendees since opening in 2012.



VETERANS SUCCESS CENTER COUNT TOTAL VISITORS

We have provided services to an estimated 577 current and former military service members, 81 ROTC cadets, 23 Auxiliary members, and 380 dependents – 299 child dependents and 81 spouse dependents.



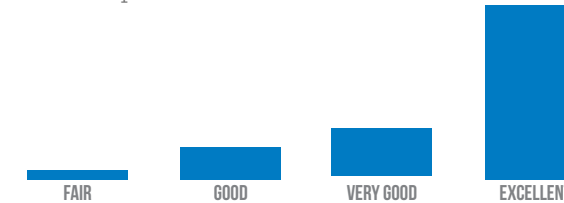
VSC VISITOR MILITARY STATUS

The VSC also provides services to an estimated 288 community members. Computer lab access and printing was the most utilized service offered at the VSC, followed by information/appointments with the SCO/Advisor, and use of the classroom.

- Tour of VSC: 43
- Restroom: 224
- Tutoring: 346
- Other: 1053
- Information/Appointment: 1939
- Test Taking Material: 972
- Refrigerator/Lunch: 1736
- Study/Classroom: 1795
- Computer Lab/ Printer: 6254

WHAT OUR STUDENTS SAY

Every year we conduct an annual VSC Customer Satisfaction survey to identify whether the VSC rendered quality services for the year. For the 2018-2019 academic year, the majority of respondents found their experience with the VSC pleasant.



HOW WOULD YOU DESCRIBE YOUR EXPERIENCES AT THE VSC?

FUNDING

Our baseline funding from SSI for Academic Year 2018-2019 was \$254,900. This allocation supports two full-time staff members, including the School Certifying Official/Veterans Success Advisor and our Events Coordinator. Our SSI allocation also supports programs, operational expenses, and professional development. In addition, the Veterans Success Center procures supplemental funding to support our mission and programs.

ACADEMIC YEAR 2018-19

- VETI (Co-Sponsored) Pitch Vantage \$27,050

This project will provide a personal public speaking virtual studio that allows students to practice their public speaking from anywhere, anytime.

- One time Student Success Initiative \$2,250

To support the S.T.A.R.S. Seminar series.

- VETI Operation UP-GRADE \$43,834.25

This grant will upgrade information technology (IT) equipment, increase academic productivity, and hire an IT student assistant.



- Scholarships \$10,000

20 military-affiliated students will each be awarded a \$500 scholarship.

- AlaskaUSA Credit Union Foundation \$5,000

Will be used to promote events that encourage Veteran and family involvement, such as Military Appreciation Night, Memorial Day Ceremony, and Family Thanksgiving Celebration.

- CSUSB President's Office \$5,000

These funds will be used to host the fall 2018 and spring 2019 Graduation Stole Ceremonies.

