



Division of Student Affairs

Annual Report 2019-2020 Portraits of Impact

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PORTTRAITS OF IMPACT



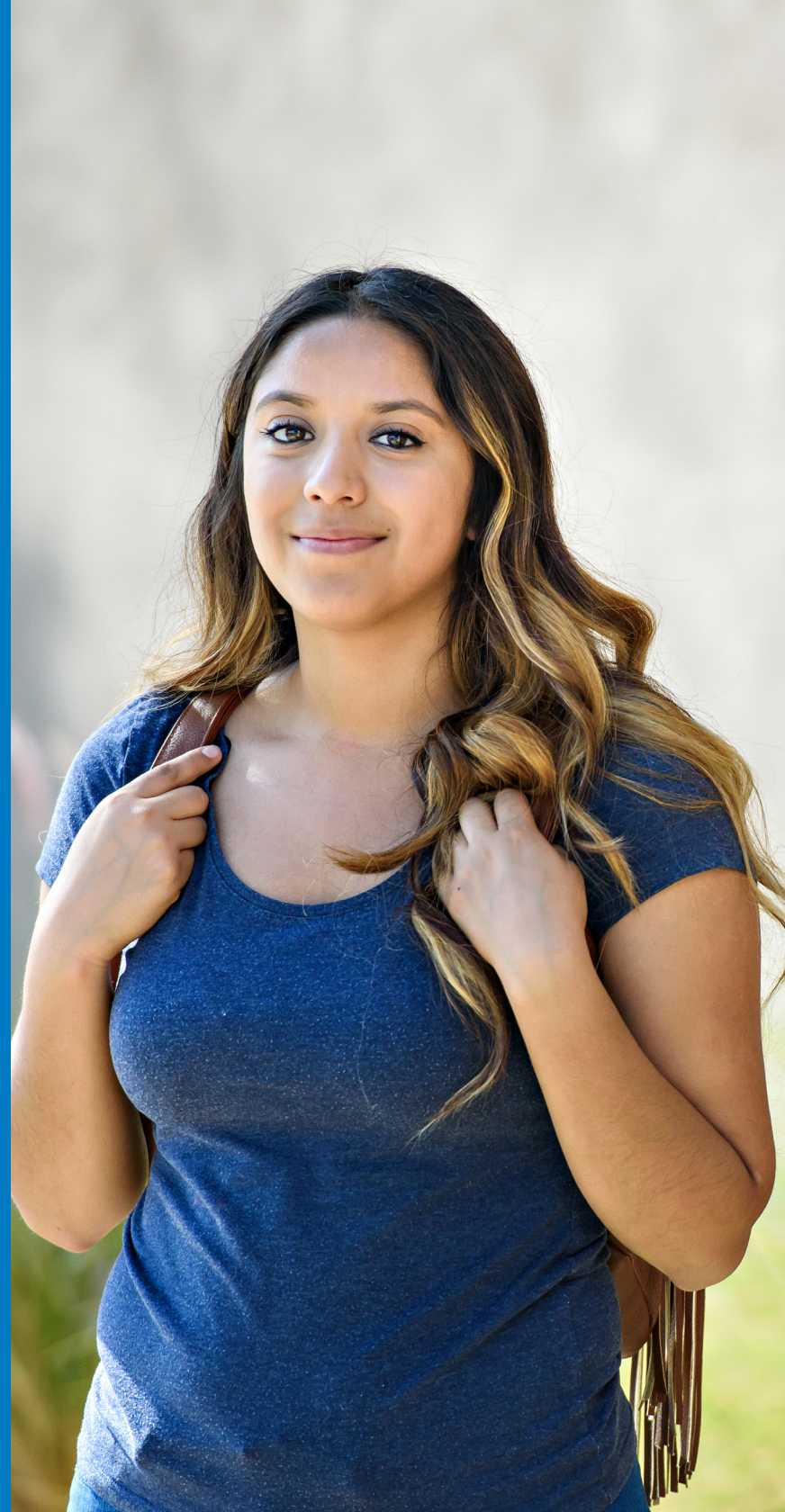
The Division of Student Affairs provides many opportunities that strengthen and enrich the student experience at CSUSB. Our departments, programs, and services contribute to student engagement & development, student health & wellness, and student success & educational equity in myriad ways. To tell the story of our impact, this report is organized according to the key service and program areas of the division. Our commitment to serving students is supported through partnerships across the campus, and beyond; therefore, the process of this collective impact is shared with many.

Midway into this academic year, the world was turned upside down as a result of a global pandemic. Our response to this novel occurrence was, and remains, to be student focused. I am deeply grateful for, and extremely proud of, the people with whom I serve as we retained our core values throughout a period of constant change and uncertainty. This year was truly impactful for us all, as it sharpened and stretched our capabilities to do what we are driven to do: serve students in their pursuit of their own success while taking a holistic approach to ensuring their well-being and connection to each other and the university.

Paz Olivérez

STUDENT DEVELOPMENT

Helping students achieve through the development of transferable skills, and career and college readiness.



Student Training for Skill Development

Employment with the Division of Student Affairs provides opportunities for students to apply gained knowledge as well as acquire new information, skills, and competencies that build solid foundations for their futures. During the 2019-2020 academic year numerous offices and departments provided student training for skill development.

The SMSU employed 225 students throughout this academic year. Annual paraprofessional training focused on career readiness, conflict resolution, programming, Title IX training, team building, report writing, documentation, and department-specific training. Students increased their knowledge of transferable skills and gained leadership development from these trainings as well as from attending a variety of conferences and workshops.

225

SMSU AND RECWELL STUDENT EMPLOYEES

57

SMSU AND RECWELL STUDENT EMPLOYEE GRADUATES

183

NEW STUDENT EMPLOYEES HIRED THIS YEAR

HOURS INVESTED IN PROFESSIONAL DEVELOPMENT OPPORTUNITIES BY DEPARTMENT



RECWELL STUDENTS: 1,452
RECWELL STAFF: 217
SMSU STUDENTS: 221
SMSU STAFF: 301

Student employees reported that their experience as an SMSU/RecWell paraprofessional had a positive impact on their ability to think critically, problem solve, effectively manage their time, communicate effectively,

manage conflict, successfully establish professional relationships, and value and respect the diverse opinions of others.

STUDENT EMPLOYEE ASSESSMENT

SELF KNOWLEDGE AND SKILL

STUDENT EMPLOYEES REPORTED THAT THEIR EXPERIENCE AS AN SMSU/RECWELL EMPLOYEE HAD A POSITIVE IMPACT ON THEIR ABILITY:



95.5% TO THINK CRITICALLY



93.1% TO PROBLEM SOLVE



88.4% TO EFFECTIVELY MANAGE THEIR TIME



93.1% TO COMMUNICATE EFFECTIVELY

"The fact that I get to interact with so many people from different backgrounds and make friends with fellow student employees, work collaboratively with them and understand their needs has been an incredible experience for me. It allows for personal growth alongside learning about the technicalities of a particular career path."

EMPATHY AND DIVERSE INTERACTIONS



88.6% TO MANAGE CONFLICT



93.2% TO SUCCESSFULLY ESTABLISH PROFESSIONAL RELATIONSHIPS



93.2% TO CONSIDER ALTERNATE POINT OF VIEW TIME



97.7% TO WORK COLLABORATIVELY WITH OTHERS



97.7% TO VALUE AND RESPECT PEOPLE WHO ARE DIFFERENT THAN THEM

OVERALL

“I will always remember the great connections I built throughout the years and the ability to try something to continue to grow personally and professionally through this experience.”

95%

REPORTED THAT THEIR EXPERIENCE AS AN SMSU/RECWELL STUDENT EMPLOYEE IMPROVED THE VALUE OF THEIR EDUCATION

Children’s Center & Infant Toddler Lab School trained on topics from promoting inclusion and appreciation of diversity in the early childhood classroom to Strengths Based training. Student parents were also provided training in parent education.

19 student assistant teachers were employed during the summer, fall, and winter quarters.

12 students majoring in Child Development completed 120 internship hours each during the fall and winter quarters.

38 lab students completed 50 hours each during the winter quarter and gained hands-on experience in how to effectively guide the children’s behavior and learning.

32 students majoring in Child Development conducted 15 observation hours each for a course assignment.



The Veterans Success Center (VSC) was able to support student development workshops, services, and programs with the aid of two grants –one from the Alaska USA Foundation and the other from Wells Fargo Bank.

- The S.T.A.R.S. Program is training for student veterans in social skills, time management, academic success, responsibility, and self-discovery. Five seminars were offered across these skill areas that reached a total of 95 participants.
- Four-part Series on financial literacy, creditworthiness, and the homebuying process with VA and conventional tools, facilitated by USA Homeownership Foundation and their veteran outreach program, VAREP.
- Homebuyer Workshop: 17 Homebuyer Certificates were awarded.
- The VSC Financial Literacy Tutor/Case Manager: completed 300 hours of financial literacy training and individual tutoring.

Career and College Readiness

In alignment with GI2025, CSUSB endeavors to position every student for a successful and meaningful life after graduation. The Division of Student Affairs provides services to support students with the resources to achieve the needed skills, experiences, and co-curricular knowledge necessary for post-graduation success.

The Career Center engaged in numerous outreach events and programs to market, educate, and increase access to services. Highlights include the February 2019 STEM and Social & Behavioral Sciences Career Fair and Panel. This panel is unique as it is the first collaboration between the Career Center and the College of Social Behavioral Sciences.

In addition, the Career Center hosted seven employers for Table Tuesdays February. *In comparison to February 2018, the number of employer interactions showed nearly a 62% increase.* Career Center also launched a new program targeting incoming freshmen called 4 Year Career Pathway, which provides new CSUSB students a guide to recommended tasks to better prepare them for career success upon graduation. This pathway is similar to the academic road map they follow with their academic advisers.

The Career Center also hosts several career fairs throughout the year. Some highlights from these events include the Teacher Fair hosted in partnership with the College of Education in March 2019. 379 students attended, which represents a 20% increase from the previous year (303). Additionally, 20% of students reported that they learned about the event through a faculty member, which supports the success of the closer collaboration between the Career Center and the Colleges in increasing student engagement in career services activities.

The Career Center received 615 of applications and 129 were completed for the 2019 Hispanic Association of Colleges and Universities (HACU) Conference Student Track Scholarship Program which is a 62% increase from 81 applicants of the 2018 applicant pool. Students selected to attend HACU engage in pre-conference professional development activities and trainings.

Designed to enhance their overall career readiness, students attending HACU were able to increase their knowledge of potential career options in federal and private sector opportunities and grad school programs. Based on their participation in both preconference sessions and HACU, students were able to expand their professional network and became more confident and prepared to engage with others in a professional setting.

1,206 

Front Desk Inquiries, Coyote Closet, and Drop-Ins

1,044 

Student Appointments by Career Counselors

120 

Presentations & Workshops with over 2500 attendees

11 

Career Fairs with 2,248 student attendees

\$265,000 

given in Career Center Internship awards

In October 2019 WorkAbility IV (WA-IV) partnered with the Jack H. Brown College Student Success Center to “Get LinkedIn”: 42 students participated in a hands-on workshop to learn about all facets of the platform and leverage it for employment opportunities.

WA-IV hosted Job Placement Circles (JPC) at both the Palm Desert and

San Bernardino campuses. The JPC provided students with disabilities enrolled in WA-IV an opportunity to practice their interviewing skills with professional human resource recruiters. The San Bernardino Campus JPC was held on February 6, 2020. Students interviewed with 19 HR recruiters from the Inland Empire. Forty-one students attended and over 142 interviews were conducted. This event assists students with honing their interview skills to obtain jobs and internships. The HR recruiters were impressed with the event and students they interviewed. Stanton Weeks, Employment Coordinator for the United Ways Serving San Bernardino County, remarked,

“I had an awesome time. Workability IV was well organized, structured, and managed ...as well as, a great group of diverse candidates with impressive strengths, accomplishments and skillsets. Thank you for the opportunity!”



STUDENT SUCCESS & EDUCATIONAL EQUITY

Providing students with resources to succeed and removing obstacles to achievement.



In the 2019-2020 academic year, many programs, services, and donations within the Division of Student Affairs have contributed to student success and educational equity. Several programs provided students with basic needs to assist them in their academic journey and offer training to staff and faculty to ensure connection with vulnerable populations.

Basic Needs: Ensuring Students are Set up for Success

In January 2020, CSUSB was awarded \$559,000 in one-time funding from Assembly Bill 74 to support student basic needs, health education, and wellness from the California State University Chancellor's Office. Funding was used between January 2020 and June 2021 to enhance and create new programs and services to support student success through basic needs programs, health education, and health services.

CSUSB Basic Needs, in partnership with Swipe Out Hunger, UEC and Sodexo, launched a hunger program to help students that are experiencing food insecurity access to healthy and well-balanced meals at the Coyote Commons. *Students who qualified were awarded a minimum of 5 meals. Between February 10, 2020 and June 30, 2020, 400 meals were allocated to 68 students.*

One-time micro grants to assist students through a financial crisis were available to all CSUSB students by application (Basic Needs Emergency Grant, COVID-19 Impact Grant, and COVID-19 Technology Grant). Grant awards ranged from \$300 to \$1000, and each grant had a review committee to review applications and documentation. Between the three grant programs from April 1-June 30 2020, *\$63,330 was awarded to 154 students.* The impact was significant for students struggling with past due utility bills, housing costs, food insecurity, and unexpected medical bills. CSUSB Magazine highlighted these stories of impact in the [November 17, 2020 edition](#).

During 2019-2020, the Obershaw DEN and PDC DEN served a record number of CSUSB students. The Obershaw DEN had 2,746 visits and the PDC DEN 1,340. This is a significant increase that can be attributed to the increased awareness of services and the increase in service hours and days. Students using the DEN report that the service allows them to focus less on their financial situation and how they will be getting food, and more on their academics. Some visitors to the DEN report that they rely on the DEN as their sole source of food. Many students report that the food that they receive at the DEN is assisting to feed their families—many feeding households ranging from 2-6 people.



Additional Funding Secured to Support for Student Success

The ASI Board of directors have donated over \$250,000 to student success and educational equity initiatives. Here's how the funds were allocated:

\$10,000

to support US census outreach

\$16,000

for CSUSB class gift – graduating class pins

\$30,000

COVID 19 Grants to Students

\$50,000

Career Internship Scholarships

\$40,000

ASI Scholarships

\$55,000

President's Academic Scholars Fund

\$42,000

Student Research and Travel

\$5,000

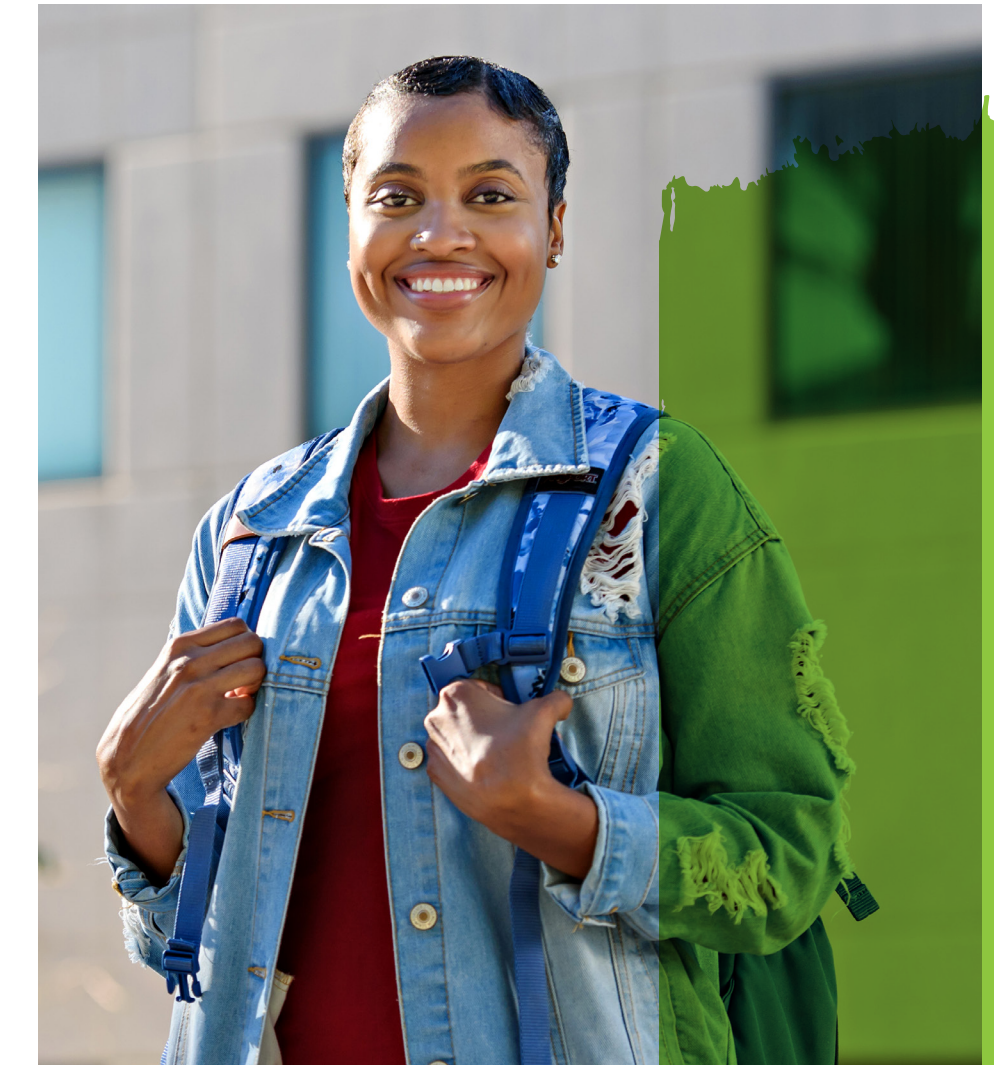
EOP Renaissance Scholars

\$5,000

Horatio Elders Foundation Scholarships

In collaboration with CSUSB's Gear Up Program, the USSC received a \$150,000 Innovation award that consists of creating a fellowship program for undocumented students as well as OPCP class of 2020 alumni. A total of 34 fellows received training to prepare them for their special projects.

Basic Needs and CARE Team partnered to launch three grant programs for students in Spring 2020. Funding for the grants included AB 74 funds, private donations, and an Associates Students Inc. gift. *In total approximately \$78,000 was secured to establish these new emergency grant programs.*



Staff Development

In December 2019, The Undocumented Student Success Center (USSC) hosted UndocuAlly Trainings both at the San Bernardino and Palm Desert campuses. The UndocuAlly Training highlighted services and resources for undocumented students on campus. The goal is to provide staff and faculty with specific information and training to best serve and provide support to our undocumented student population at CSUSB. These efforts will continue annually to support faculty and staff in acquiring skills, knowledge, and tools to bridge equity gaps and provide relevant and supportive services to undocumented, DACAmented and multi status students.

Counseling and Psychological Services (CAPS) has established relationships with several units to ensure that we are connecting with underserved communities or communities with unique needs. Our CAPS counselors serve as liaisons to the following campus partners: Black Faculty, Staff, and Student Association (BFSSA), Undocumented Student Success Center (USSC), Veterans Success Center (VSC), Services for Students with Disabilities Workability IV (SSD), and Athletics. *These relationships have led to stigma reduction within these groups, earlier identification of these issues, and increased student and staff/coach referrals.*

The Veterans Success Center launched its VET NET Ally Program, a campus safe-zone program for student veterans and military affiliated students. Facilitated by VET NET Ally founder, Dr. Marshall Thomas, the program trained 35 staff members to become veteran allies by reviewing the adjustment to civilian life experienced by members of the US Armed Forces.

Student Resources: Mentoring

In the Children's Center & Infant Toddler Lab School, student assistant teachers were provided mentoring by the master's teachers and student interns were provided mentoring from the assistant director. Throughout the quarter, students obtained advice, learned new skills, and engaged in reflection prompts which encouraged self-awareness of both their limitations and successes.

Academic mentors from the Department of Housing and Residential Education (DHRE) adjusted their 1:1 meetings to be virtual and initiated new tactics of motivational interviewing in those meetings. Academic Mentors also changed their outreach tactics to be more successful in the virtual environment, such as individual invitations to meet placed on student doors. Spring 2020, after many residents moved out due to the COVID-19 pandemic, the Academic Mentors formally met with 20 residents and followed up with over 100 residents. Survey results show that students valued the academic success programs that the Academic Mentors (AM) hosted, and that students who met with an AM were able to get connected with campus



resources, get their questions answered, and get help with studying. 93% of respondents felt that meeting with an AM was productive, and 97% felt the AM was able to understand their challenges. Further, *100% felt they could apply the concepts learned in the programs, were satisfied with the programs, and felt that the environment embraced people's personal differences.*

Student Resources: Promoting Access & Opportunity

Services to Students with Disabilities (SSD) and WorkAbility IV (WA-IV) created the [Scholarship Opportunities for Students with Disabilities Guide](#), which features information on 22 scholarships specifically for students with disabilities. The guide provides general information about the scholarship, criteria, application requirements, website and application links, application deadlines for 2020 and contact information. SSD disability counselors provided follow-up with students assigned to their caseload to encourage them to apply.

The Undocumented Student Success Center (USSC) hosted its second annual Dreamers and Parents Welcome Day at both the San Bernardino (SBC) and Palm Desert Campuses (PDC). This event was initially created for students to network with peers, develop an understanding that they are not alone and provide them with the tools for success. However, this year, students and their families were invited with the goal to give parents a better understanding of higher education and the reasons why the campus requests certain forms and information from the student. *This helped parents and students better understand the process of navigating CSUSB as an undocumented student.* At SBC More than 60 families participated. We had a total of 53 students attend, 48 parents, and close to 10 volunteers. PDC hosted 40 students and their families.

Student Achievement

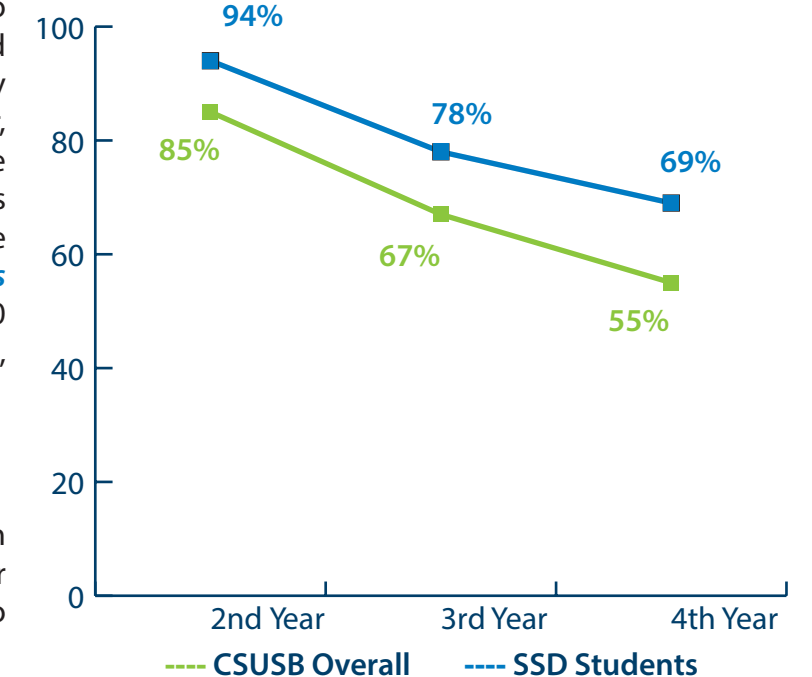
Several departments within the Division of Student Affairs partner with CSUSB's Office of Institutional Research to use institutional data to better understand our student populations and better design programming to meet their needs.

The Department of Housing and Residential Education examined retention rates for CSUSB students living on- and off-campus. Of the students that lived on-campus for all AY 2018-2019, 89% were retained for AY 2019-2020. The retention rate for students that did not live on campus was 86%, showing a 3% increase for students that lived on campus.

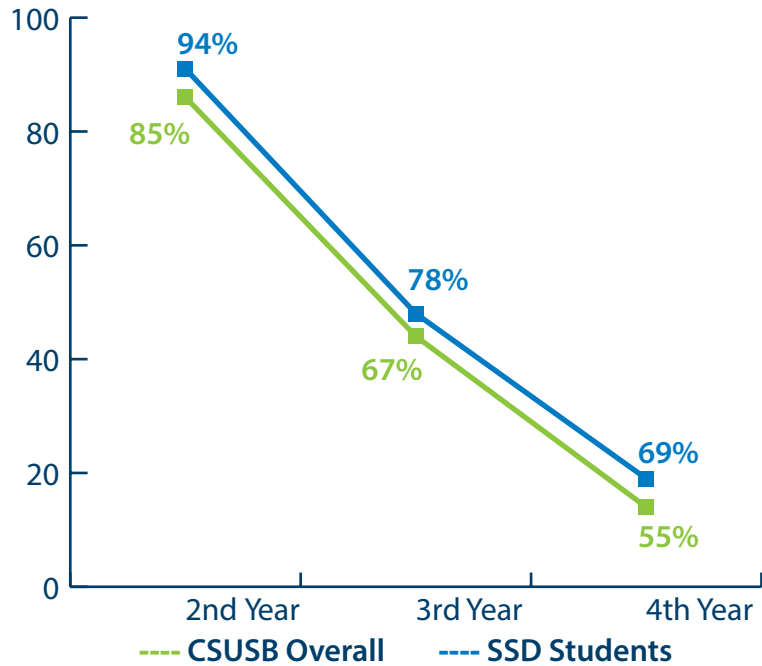
Additionally, 94% of students that lived on-campus for two full academic years (2018-2018 and 2018-2019) were retained for 2019-2020. The retention rate for students that did not live on-campus for this time period was 85%.

Services to Students with Disabilities examined retention data for 2019-2020 and *found retention for first time freshmen, new transfers, and post bac and graduate students to be higher for students active with SSD than CSUSB overall.*

First-time freshmen retention of SSD students and CSUSB overall



New transfers retention of SSD students and CSUSB overall



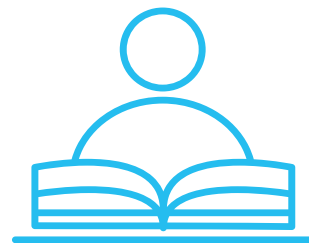
The Veteran's Success Center (VSC) examined retention data in 2019-20.

54%
Graduation rate for all students

62%
Graduation rate for ALL Veteran and Military Students

61%
Graduation rate for ALL Military Dependent Students

In 2019-2020 the Santos Manuel Student Union, recreations & Wellness, Rancho Mirage Student Success Center, and Palm Desert Campus Student Fitness Center (SMSU) hosted 9 events focused specifically on promoting academic success with 394 students, 26 staff, and 12 faculty members in attendance. Notable sessions were Accountability Study Hour, CBEST Review Session, and Tips for Virtual Students.



4,804
STUDENTS
USED SMSU CENTERS TO STUDY

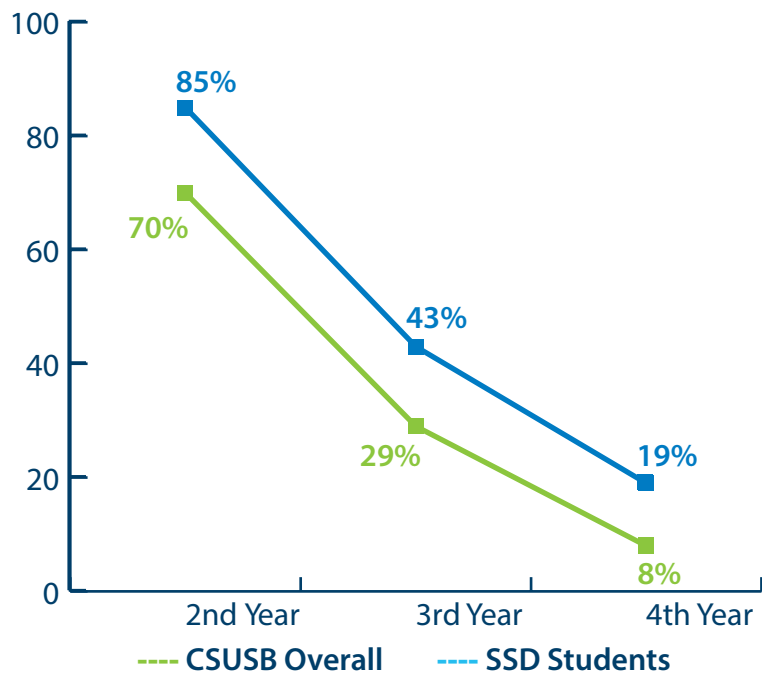
27
ATTENDEES TO
C-BEST REVIEW
SESSIONS

25
NEW MEMBERS
TO THE ADULT
STUDENT
RE-ENTRY
ASSOCIATION

57
SMSU AND
RECWELL
STUDENT
EMPLOYEE GRADS

31%
SMSU & RECWELL
STUDENT
EMPLOYEES
REPORTED THEIR
EMPLOYMENT
HAD A POSITIVE
IMPACT GPA

Post-bac/graduate retention of SSD students and CSUSB overall



Student Athlete Achievement

Despite a shortened season for many of our teams due to the COVID-19 pandemic, it was an outstanding year for our student athletes with multiple accomplishments on the field. Some of CSUSB Athletic Competition Highlights include:

Women's Volleyball

- NCAA National Champions (1st ever) First CSUSB Team National Champions Perfect Season: 33 wins, no losses.
- NCAA West Region Champion CCAA Conference Champion
- Ranked #1 team in the nation for 11 straight weeks.

Men's Soccer

- Ranked #5 in Nation.
- Won first NCAA playoff victories (2).
- 10 straight weeks ranked in NCAA top 25 poll.

Men's Basketball

- Ranked #16 in Nation.
- Returned to NCAA playoffs for first time in six years. Ranked in top eight in every West Region poll Three straight weeks ranked in NCAA Top 25.
- Led Nation in rebounding margin (10.6 RPG).

Softball

- Opened shortened CCAA season with six wins and two losses. Ranked 3rd in CCAA on-base percentage.
- Women's Track and Field
- Broke nine school records in shorten season.
- 37 all-time top-10 performances in shorten season. 23 CCAA Championship qualifiers.
- Women's Soccer
- Won four straight matches in November.

Baseball

- Won two games with walk-off fashion on Opening Weekend.



Despite a shortened season due to COVID-19, CSUSB student-athletes had the following academic accomplishments for 2019-20.

Highlights include:

- Highest Department GPA in school history: **3.24** All 10 teams earned a **GPA of 3.00 or higher**
- **74%** of all student-athletes achieved a GPA of 3.00 or higher
- **23** graduates in 2019-20
- **65** student-athletes were CCAA All-Academic nominees (Department Record)
- **41** student-athletes were National DII Athletic Director Association (ADA) (GPA above 3.5+) Awardees.
- AVCA Team Academic Award 3.506 GPA - Women's Volleyball
- Women's Volleyball were honored by the San Bernardino City Council
- Women's Volleyball were invited to the State Capital for Women's History Month.
- Alexis Cardoza (WVB) - NCAA National Player of the Year, CCAA Player of the Year, First Team All-American and Academic All-American.
- Leila To'omatalai (WVB) - CCAA Libero of the Year.
- Frank Daroma (MSC) - CCAA Freshmen of the Year and First Team All-American.



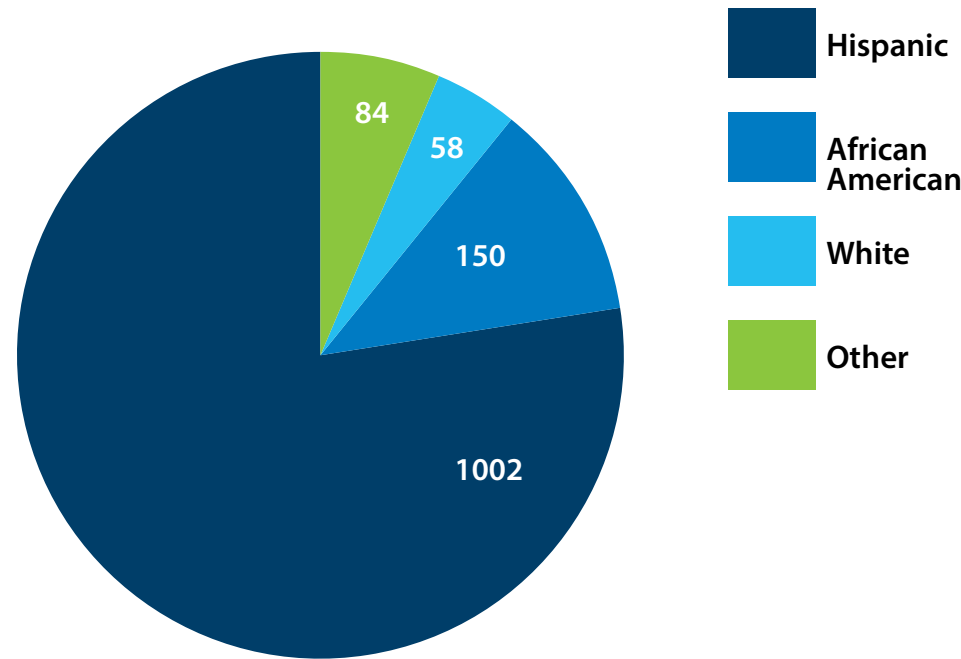
BUILDING THE PIPELINE TO HIGHER EDUCATION

Student success at CSUSB goes beyond the borders of the university to reach students, parents, and communities across the Inland Empire and Coachella Valley. These efforts help to strengthen the pipeline to higher education for local students and families, while building relationships between the university and local high school, community colleges, and community organizations.

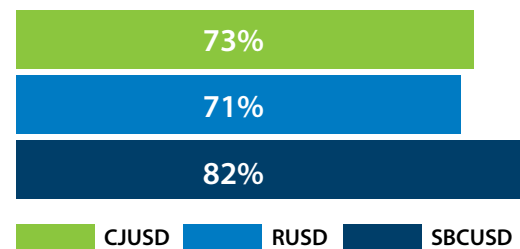


Academic Support

Educational Talent Search (ETS) is funded through the Federal Department of Education Trio Grant. The program's goals are to academically prepare and motivate low-income, first-generation youth for success in postsecondary education. For the 2019-2020 academic year, 1,244 students were served by three ETS grants.

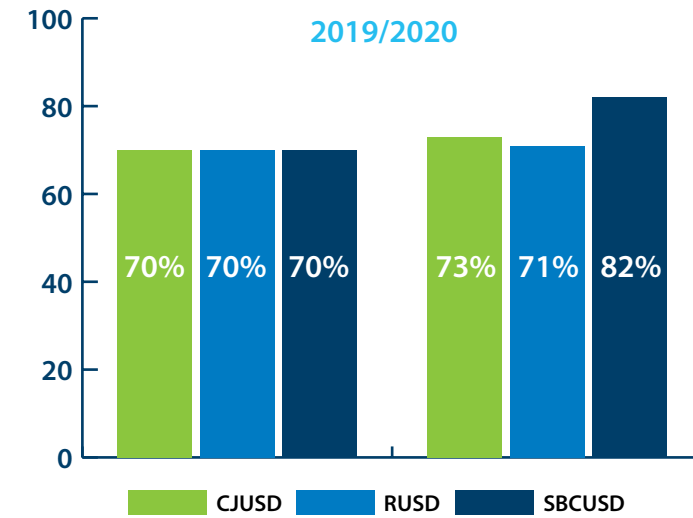


ETS strives to ensure that students get the information and assistance needed to select the postsecondary institution that best suits their needs and wants.



Key: Colton Joint Unified School District (CJUSD), Riverside Unified School District (RUSD), San Bernardino City Unified School District (SBCUSD)

ETS exceeded targets for the percentage of participants who have graduated with a regular secondary school diploma and enroll in an institution of higher education by fall term.



First Star CSUSB Academy is a free, comprehensive four-year college access program for youth in foster care. First Star CSUSB hosts Saturday Academy once a month during the academic year with curriculum designed around life skills, college prep, and social and emotional learning. Summer academy 2019 is a residential program in which First Star scholars reside on campus to receive academic support, as well as participate in activities/workshops for college and career exploration. Summer academy 2019 took place on July 7-25.

Additional highlights from First Star Academy:

- In August 2019, eight First Star scholars were awarded scholarships from the Give Something Back (GSB) Foundation. These scholarships will allow them to attend a GSB partner college without having to pay tuition, student fees, or room and board.
- In August 2019, the memorandum of understanding between UEC and CSUSB, on behalf of First Star CSUSB Academy, and San Bernardino County Superintendent of Schools (SBCSS) was signed. The agreement awarded the program \$140,975 for the 19/20 academic year. It further solidified our partnership with SBCSS.

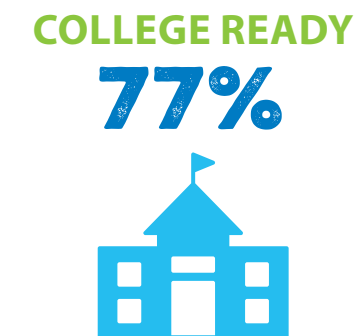
Funded in 2007 by a grant from the U.S. Department of Education, **Upward Bound** is a TRIO Program designed to help provide high school students with educational and personal support services that will increase high school graduation and college enrollment and persistent rates. CSUSB's Upward Bound Program serves more than 150 high school students from San Bernardino and Rialto. **CSUSB's Upward Bound program is leading the Inland Empire**, as evidenced by these 2019-20 results:



of participants graduated high school, compared to an average of 83% in San Bernardino County and 90.1% in SBCUSD and RUSD.



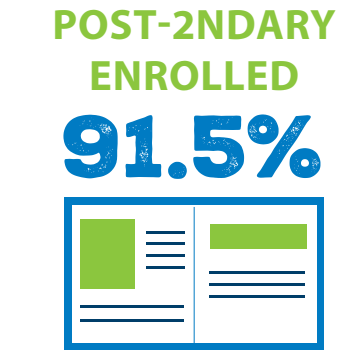
of Upward Bound Seniors met both English and Math standards compared to a respective 43% and 35% across the Inland Empire



of Upward BOUND Seniors graduated with a rigorous academic program compared to 47% of the Inland Empire.



of Upward BOUND Seniors completed and submitted FAFSA compared to 61% of the Inland Empire.



of Upward BOUND Seniors enrolled in post-secondary education compared to 42% across the Inland Empire.

As part of CSUSB's Office of Pre-College Programs Strategic **Goal 1: Student Centeredness**, Upward Bound fulfilled the following benchmarks:

Civic engagement programs & activities: 107 participants

Community service: 1,550 hours by participants

Leadership programs & activities: 121 participants

GEARUP (Gaining Early Awareness and Readiness for Undergraduate Programs) at CSUSB prepares students for life after high school. Class of 2020 GEAR UP graduates of San Bernardino City Unified School District showed an overall 1.6% increase of graduates who completed A-G requirements. Significant growth was shown with African American students (9.1%). English language learners (4.1%) and Homeless students (3.65%).

In February 2020, CSUSB received notification of a successful \$2,308,551 grant through the California Student Aid Commission (CSAC). Funds are for the development of a San Bernardino County California Student Opportunity and Access Program (Cal-SOAP). Cal-SOAP is designed to create intersegmental partnerships between elementary and secondary schools with institutions of higher education, and other partners to provide services to increase the academic and college preparation skills of eligible disadvantaged elementary, secondary, and community college students.

Cal-SOAP San Bernardino County includes the participation of numerous local education agencies, institutions of higher education, and business and community partners.

During this reporting period, individual orientation meetings were held with project partners to discuss program requirements, partnership commitments, goals and expected outcomes. Additionally, baseline data was established by district, school, and overall consortium:



DIVERSITY & INCLUSION

Fostering exploration of diversity, self-acceptance, sense of belonging, and social justice.

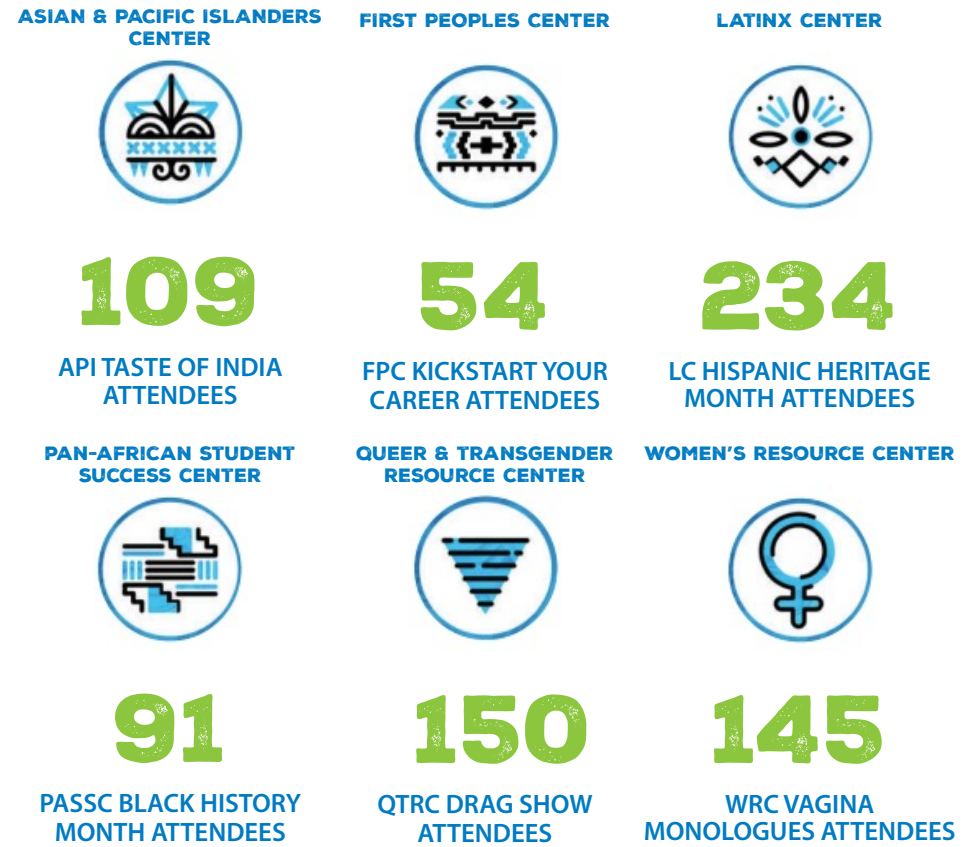
Baseline	2017-2018 College Going Rate	2018-2019 A-G Completion
Consortium	57.64%	36.10%
SB County	58.40%	44.10%
State	64.40%	55.50%

Services to Students with Disabilities (SSD) reviewed their 2018 departmental data and discovered that 13% of students registered with SSD were between the ages of 17-19 despite this demographic representing 25% of the total campus population. In response, SSD designed a more robust and comprehensive outreach campaign to feeder high schools and community colleges to encourage early self-identification of students with disabilities to seek SSD services.



In the 2019-20 academic year, the SMSU engaged in 108 events with an emphasis on Diversity and Global Learning with 1,650 students, 153 staff, and 169 faculty in attendance.

In a time where the fight for equity and social justice is playing out on the global stage, the SMSU remains committed to celebrating diversity in all its forms while encouraging a deeper understanding and appreciation of cultural pluralism, gender equity, and ethnic diversity. These events support the SMSU's goals to maintain spaces that foster a sense of belonging, foster exploration of diversity and self-acceptance, and educate the campus community, and enhance their experiences through diverse and inclusive programming.



Alongside hosting various events that promote social justice, inclusion, and intersectional education, the SMSU is a proud partner of our cultural student, staff, and faculty associations which seek to eliminate
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discrimination based on gender, class, economic status, ethnicity, sexual orientation, age, physical ability, and cultural and religious background. The SMSU was proud to collaborate with the campus to explore issues of identity, ethic, and cultural diversity and address sexism, racism, and discrimination in all its forms. Noteworthy events included El Grito, the Pioneer Breakfast, the Lunar New Year Celebration, PowWow, Palentine's Day, the Women's Leadership Conference, Lavender Graduation, First People's Coyote Rising, and Fall Latino Graduation.

Many other departments and offices contributed to a climate of inclusion through events that enhanced education and awareness.

- Annual Social Justice Summit (February 2020). This event was a collaborative effort of cross-campus partnerships with the following learning outcomes:
 - » gain a foundational understanding of social justice issues, identities, privilege & oppression
 - » identify inequities in our local community and how they can be addressed
 - » understand the relevance of social justice in relation to civic engagement
 - » attain the confidence to continue these conversations around social justice issues & civic engagement outside of the CSUSB community.
- Basic Needs educational, service, fundraising and advocacy events for Hunger & Homeless Awareness Week 2019
- The Children's Center & Infant Toddler Lab School: Workability IV engagement with center as well as families sharing their cultures in the classroom
- DHRE development of programs and events for identity-based living learning communities such as Black residential scholars, LatinX residential scholars, and Women in Science and Engineering (WISE).
- SSD ability awareness fair with social justice activist Leroy F. Moore as keynote speaker. 131 students participated in empathy sessions to learn about various disability types and assistive technology.
- SSD Employee Development Days workshop on creating a climate of inclusion.

HEALTH & WELLNESS

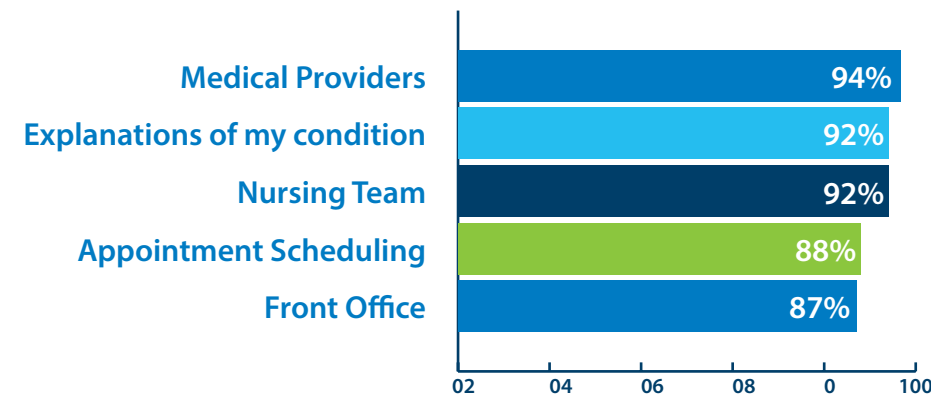
Equipping students with the resources and skills to learn at the level of their potential, adopt healthy lifestyles, and enhance wellbeing in their personal, work, academic, and community environments.



Commitment to Health and Wellness

The Student Health Center (SHC) served students through 4,974 medical appointments (general medicine and psychiatry). **85% of students somewhat or strongly agreed that the services had a positive impact on their academic success. Care services were also rated highly.**

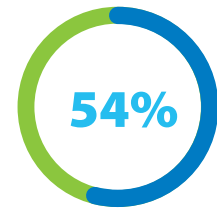
Percentage of Students Rating Care Services as Very Good or Excellent



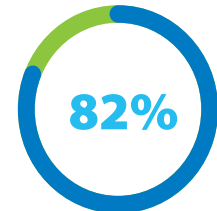
The SHC Health Promotion Team (professional staff and/or peer health educators) met individually with students for CalFresh enrollments, delivered in-person and Instagram live workshops, carried out Fitbit challenges, designed and posted health promotion videos online, produced and distributed an informational newsletter, facilitated a 12 step-recovery group, provided SHC orientation sessions to various student groups and at campus cultural and other events, and helped facilitate on-campus optometry clinics. In total, over 160 activities were carried out with participation of 3,459 students.

In 2019-2020 Counseling and Psychological Services (CAPS) counselors provided direct clinical services to 984 unique students. These students were served through 3,929 individual counseling appointments and 818 group counseling appointments for a total of 4,747 appointments. For 154 appointments, students were seen on a same day, crisis basis.

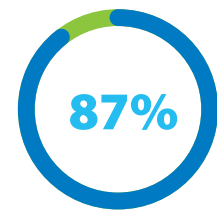
Thirty-two therapy groups were conducted, focusing on topics such as overcoming anxiety and mood management to groups focused on providing support and empowerment to marginalized student populations. In the spring quarter, a new group, "Virtually Together," was developed to provide support specific to the isolation created by the Coronavirus pandemic. Two sections of this group were offered. Of the 397 respondents to our Client Satisfaction Survey:



responded that they believed their **academic performance improved** due to participation in counseling.



reported having **learned strategies** for coping or problem solving.



reported that participating in counseling **led to positive changes** in their lives.

Outreach: Education, Training, and Workshops

CSUSB desires to have a positive impact among students by providing education, training, and workshops that promote health and well-being. In the 2019/20 school year, The Division of Student Affairs offered over 400 health and wellness education, training, and workshop outreaches that has provided over 9000 students with valuable tools to be well.

Several DSA departments including the Counseling & Psychological Services, Children's Center & Infant Toddler Lab School, Office of Student Engagement, Fitness and Wellness Programming, and Services to Students with Disabilities have engaged in outreach activities in efforts to make health access and equity a reality for all students.

CAPS counselors participated in over 155 outreach activities reaching over 7,700 students through those activities. These ranged from tabling events to informational presentations to primary prevention workshops and presentations. Of note, in spring 2020, CAPS participated in 48 virtual outreach activities reaching 2,136 students. **Through the virtual platform, CAPS reached approximately 50% more students than they had in Spring 2019.**

Social Risk Management Training was provided for leaders in the Fraternity and Sorority community in September 2019. 31 students participated, and 95% of respondents felt more prepared for risk related situations after role playing various scenarios and more confident in their ability to address risk issues in their chapters after attending this event.

To build awareness for Parkinson's Awareness Month 62 faculty, staff, students, and guests



attended an interview with Dr. Winifred Scott, Associate Professor, Department of Accounting and Finance, to discuss her experience living with Parkinson's Disease and how this disability does not define the quality of life a person can have.

In celebration of Women's Health Week in May 2020, SSD held the Women's Health Panel, geared towards women enrolled in services (which number nearly 70% of those served) to provide important information about maintaining their wellbeing during the pandemic.

Recreation and Wellness offered subsidized personal training sessions for over 190 sessions to clients as well as free group exercise classes for all members of the Student Recreation and Wellness Center and PDC Student Fitness Center.

Highlights for providing wellness and basic needs outreach:

- Basic Needs services were made available to student athletes at CSUSB and healthy snacks for those facing food insecurity. 1,500 snack items were made available to student athletes.
- CalFresh Outreach program was revamped. The program provided pre-screen service for 998 students and assisted 97 with the applications to receive benefits.
- CalFresh outreach day. During this one-day event over 200 students had the opportunity to receive information about CalFresh along with fresh produce to address food insecurity.
- There were 363 days of emergency housing provided to 14 CSUSB students. On average students stayed in emergency housing for 26 days. Students in emergency housing worked with CARE to receive the resources they needed.
- Southern California Edison implemented several public safety power shutoff events during high wind and fire weather conditions in the 2019/20 Academic year. DHRE staff devised communication plans and messaging to inform residents of what to do during these events. Further, education on emergency kits and potential evacuation of on-campus housing was needed to ensure resident preparedness and safety.

SMSU is committed to the health and wellness of students as demonstrated by the variety of options provided, and the number of students engaging in these activities.

62

Adventure trips, including Yosemite, Black Canyon, and the Grand Canyon

842

Leadership Challenge Center Participants

41

participants in the American Red Cross/AED First Aid Training

45

Group-X participants

45

students received their personal training certification

630

Personal Training Sessions

2,464

total Aquatics Center Visits

STUDENT LIFE, ENGAGEMENT, & LEADERSHIP

Leading opportunities for meaningful connection and involvement and supporting leadership development.



Student Life Programming

Faculty in Residence (FIR) are CSUSB faculty that enhance the on-campus environment and support students by building connections through hosting events and engaging with students in informal settings. The seven FIRs hosted 13 programs that were attended by 150 students in the Fall and Winter quarters.

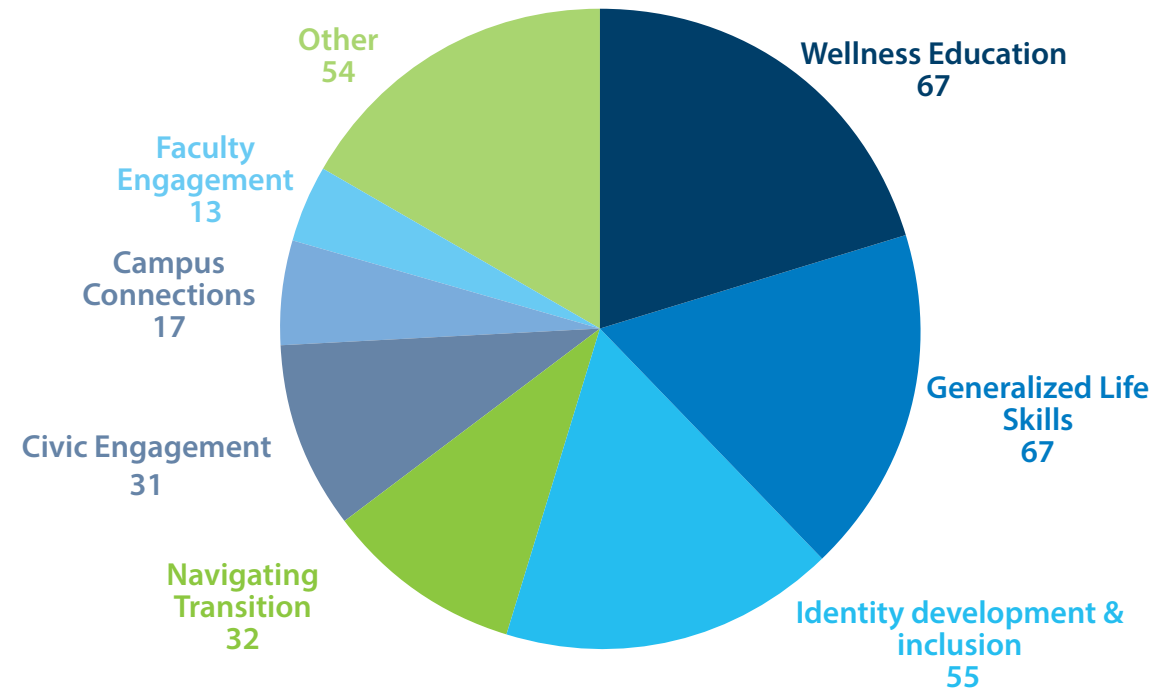
89% of residents that interacted with an FIR *felt like their interactions were beneficial.*

“My FIR has helped me set reasonable goals for what I can get out of college.”

“It was nice to talk Spanish with someone, I like having someone to talk to in Spanish every so often. They understand where you come from.”

Residential Programs are aimed at community building and fostering a sense of connection. In 2019-2020 programs were offered in a variety of categories.

326 Residential Programs Offered in The Following Educational Areas:



Almost ALL respondents reported:

- ✓ they are likely to apply the concepts they learned from programs they attended.
- ✓ they were satisfied with the program they attended.
- ✓ the programs atmosphere/environment embraced people's personal differences.

“As a result of participating in this program, I am able to identify the differences between a healthy relationship and a toxic one.”

-Nothing But Love program attendee

Study to the AM Program:

60 students participated in this event where they accessed academic support resources, studied with peers taking similar classes, learned study tips, and were provided blue books. Outcomes reported by participants included:

- Studying for finals and feeling prepared for finals
- Furthering understanding in academic success and wellness

SMSU: Social Support and Making Connections

SMSU nurtured an enriching college experience by offering 63 events focused on Social Support and Making Connections, with 11,316 students, 187 staff, 28 faculty, and 50 community members in attendance. These events included Roller Disco, our Student Union Block Party, Speed Friending, Fall Fest, Snow Day, and Late Night. Alongside social connections that students make because of having attended programs by SMSU, student employees are developing their overall understanding of event management as it pertains to budgets, marketing, negotiating, creativity, statistical reports, and research.

Recreation and Wellness: The Adventure Programs

The Adventure Programs in Recreation & Wellness offered subsidized trips for over 300 participants to support student success, health, well-being, and development. The student trip leaders also learned transferable skills and worked in off-campus leadership roles. Additional outcomes reported by attendees were centered on building relationships with peers and enjoying a greater sense of belonging to the campus.



Student Engagement Programming

Student engagement events are intended to increase awareness and exposure to opportunities where students can expand and/or explore their connections, network, apply learning to real-life environments, and receive support on a personal level in safe spaces outside of the classroom.



The Office of Student Engagement (OSE) in partnership with the Office of Community Engagement hosted the 2020 Engagement Expo on Coyote Walk on January 15, 2020, for students to get engaged at CSUSB. Over 40 community partner non-profit organizations, student organizations, department resources, and leadership programs tabled to connect students with various leadership opportunities including volunteer service, student organization membership, and campus student leadership experiences such as Associated Student Inc., peer mentorship, and student research. Participants were surveyed on how likely they were to engage with events and organizations as a result of participating in the EXPO. Out of 266 respondents:

92%

WERE LIKELY TO ATTEND OTHER CAMPUS EVENTS

80%

WERE LIKELY TO VOLUNTEER WITH ONE OF THE NON-PROFITS THEY ENGAGED WITH AT THE EVENT

73%

WERE LIKELY TO JOIN A CLUB OR ORGANIZATION AFTER THE EXPO.

“It was really nice to see people/students come together. It really made it feel like a community.”

“The best part about the expo was being able to connect with people from different fields and perspectives and getting awareness to things going on.”

Other staff-led engagement events to highlight included:

- The Children’s Center Harvest Walk
- The Children’s Center Art Show
- The Resident’s Halls Association 2nd Annual BreakFEAST Pancake Party
- OSE’s Welcome Back Club Fair
- SSD and WA-IV’s 4th Annual Graduation Celebration
- SSD Movie Nights
- VSC 9-11 Day of Service volunteering for Brush of Kindness (a subsidiary for Habitat for Humanity)
- VSC National Alliance on Mental Illness Walk

Student life is vibrant at CSUSB with many student-led engagement events. ASI hosted a total of 84 events for the 2019-2020 academic year. Marketing also published a total of 1,603 social media posts on Facebook, Twitter, Instagram, and YouTube. The ASI Graphics Design & Video team was responsible for creating all graphic, marketing, and video materials for the corporation. Additionally, this service provides graphic design work to student clubs and organizations at CSUSB. ASI received a total of 151 job requests and created 78 videos.

CSUSB Athletics

Student-athletes and staff were engaged in many activities and events in 2019-2020.

- Partners in Education with Thinkwise Credit Union recognizing 64 middle school students and their families.
- Military appreciation with our own VSC. US army held a swearing in ceremony for their recent recruits.
- Homecoming 2019 with Alumni Relations, College of Strategic Communications, Admissions and Student Recruitment and ASI. More than 1,200 fans attended Women’s Volleyball match.
- Welcomed and recognized six Wounded Warriors and their families to campus.
- More than 1.5 impressions on Twitter.



Student Governance

CSUSB's Division of Student Affairs supports the self-organizing of the student body to be able to participate in the co-governance of the institution. This serves the critical function of student engagement in modern democracies and social change.

ASI Board of Directors' Summary		
Participated in shared governance discussions that led to the completion of a CSUSB statement on shared governance.		
Created the first ASI Sustainability Committee and ASI Resources Committee and created 2 new board positions.		
Supported SHC Alternative Consultation Process for 2021		
Approved the first ASI Continuity Policy & Operations and Health Emergency plans in response to the COVID-19 pandemic.		
Adopted a statement acknowledging the social justice crisis and called for nationwide police reform.		
Adopted 3 historical resolutions:		
Resolution in support of Proposition 13; Public Preschool, K-12, and College Health and Safety Bond Act of 2020.	Resolution in support of an accurate 2020 Census.	Resolution on the Cal State San Bernardino Grade Policy Considerations in Response to COVID-19.

Residence Hall Association

RHA successfully had 5 active executive members for the entire year, including the Director, National Communications Coordinator, Program Coordinator, Business Administration Coordinator, and Marketing Coordinator. The executive board completed many important tasks such as large-scale programs, facilitation of village council elections, participating in NACURH and PACURH conferences and regional business meetings. The RHA executive board built leadership skills through facilitating meetings, participating in campus committees, giving presentations, implementing programming, and facilitating OCM fundraising.

SSD Advisory Board

SSD has a dynamic student advisory board comprised of 9 members with SSD and/or WorkAbility-IV that have a passion for improving disability issues at CSUSB. Some issues the board worked on during the 2019-20 academic year included 1) helping the campus make CSUSB computer platforms accessible, 2) improving existing services, 3) creating awareness for student scholarships, and 4) promoting student disability issues through a campus wide awareness campaign. For example, five student members attended, and staff provided a PowerPoint presentation and facilitated a discussion about SSD's and WorkAbility IV's plan to assemble a registered team to participate in the Office of Community Engagement's Coyote CARES Day on 4/25/20.

SMSU Board

The SMSU promotes leadership and shared governance through the student, faculty, and staff positions on the SMSU Board of Directors (BOD) which manages a multimillion-dollar budget. Highlighted accomplishments for the BOD in 2019-2020:

- Reimagined SMSU BOD subcommittee structure
- Approved \$4.6 million for student union expansion add alternates
- Released the SMSU statement of solidarity with national social justice movement
- Approved \$54,825 for fitness equipment replacement
- Approved \$26,887 in technological improvements

“This organization is one of the few on campus that cares a great deal about the student experience and shows it by ensuring the student voice is part of all decision-making processes. As a result, all the actions taken by the Board of Directors this year were made with the help of students in order to provide for the best on campus experience. Such decisions included policy review and adoption, the reutilization of space in the current building, and of course decisions about space usage and design in the expansion.”

-Yusra Serhan, Chair SMSU Board of Directors

Leadership Development

By offering a range of enriching leadership opportunities, students will be able to develop their leadership capability, reflect upon who they are as leaders, and become proactive agents of social change. At CSUSB, the Division of Student Affairs believes every student should be given the opportunity to access various resources and experiences that will help them develop and apply these self-tailored skills.



During the 2019-2020 academic year, Associated Students Incorporated (ASI) representatives served on 40 committees from within and outside of the corporation. In total, 27 students served for a total of 198 hours. ASI also focused voter engagement efforts during the Let Your Howl Be Heard (Fall 2020) and Beyond 2020 (Winter 2020).

In September 2019 and January 2020, the Department of Housing and Residential Education (DHRE) provided Student Leader Trainings for all live-in Student Leaders (Resident Assistants, Academic Mentors, Student Coordinators, Residence Hall Association). Student Leaders built skills in areas such as community building, programming, crisis management and emergency response, ethical leadership, time management, intercultural competency, and conflict management and mediation. Student leaders also developed their staff team which included articulating goals and expectations. Post training assessment showed a significant increase in student leader confidence in their skills and knowledge. During November 2019, residents were asked to provide feedback on the interactions they've had with their RA.

During the 2019/2020 academic year, 35 DHRE students participated in Village Council leadership opportunities via elected positions for the 4 residential villages. These students had the opportunity to build leadership skills through development opportunities, leading meetings, creating programs, and advocating for community needs with the Residential Halls Association.

Fraternities and Sororities at CSUSB are values-based student organizations founded on principles of friendship, service, scholarship, and leadership. Students that make the decision to join a fraternity or sorority develop life-long bonds and commitment to their organizations. One aspect that all the councils share is a values system known as the Standards of Excellence, which places emphasis on academic achievement, personal development, leadership, campus involvement, community service and civic responsibility.

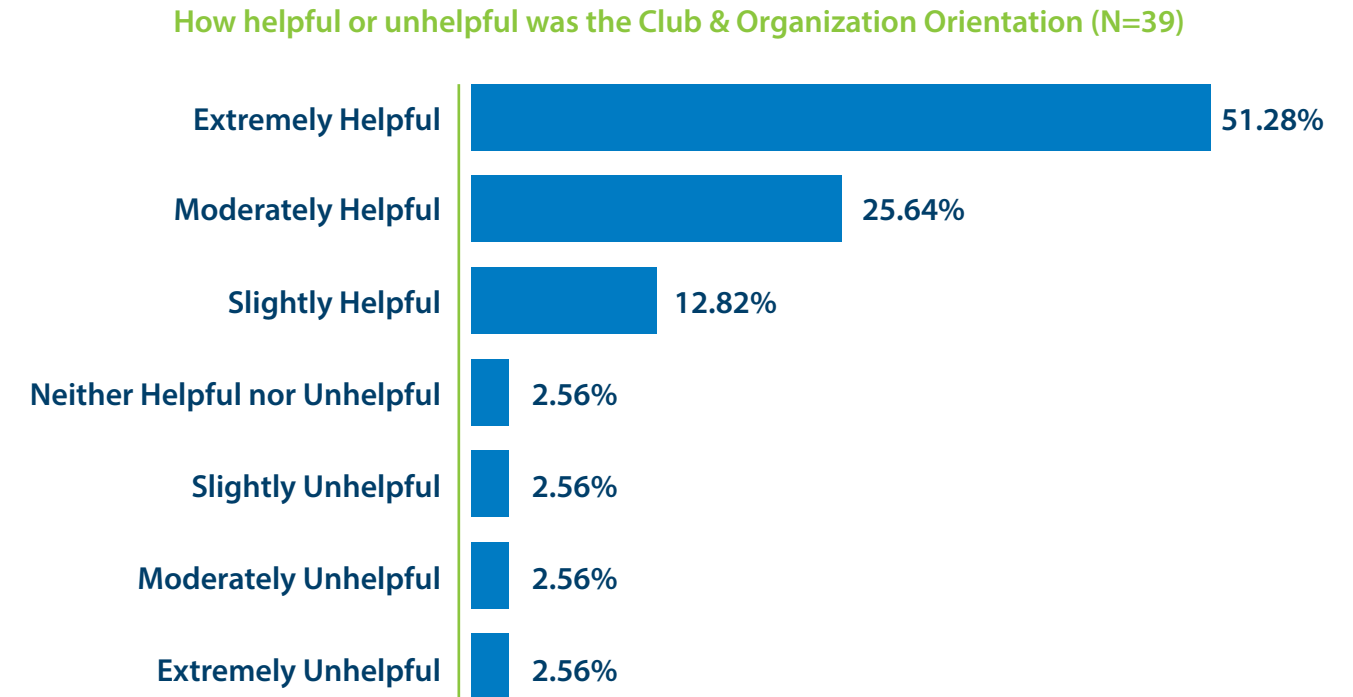
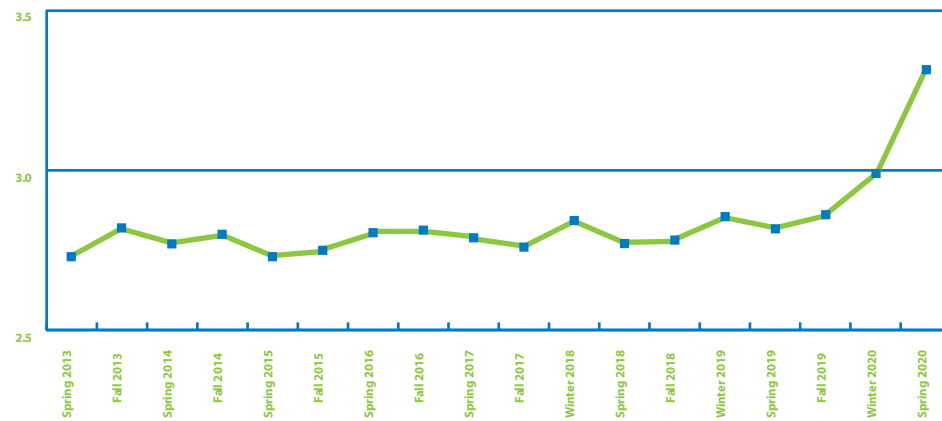
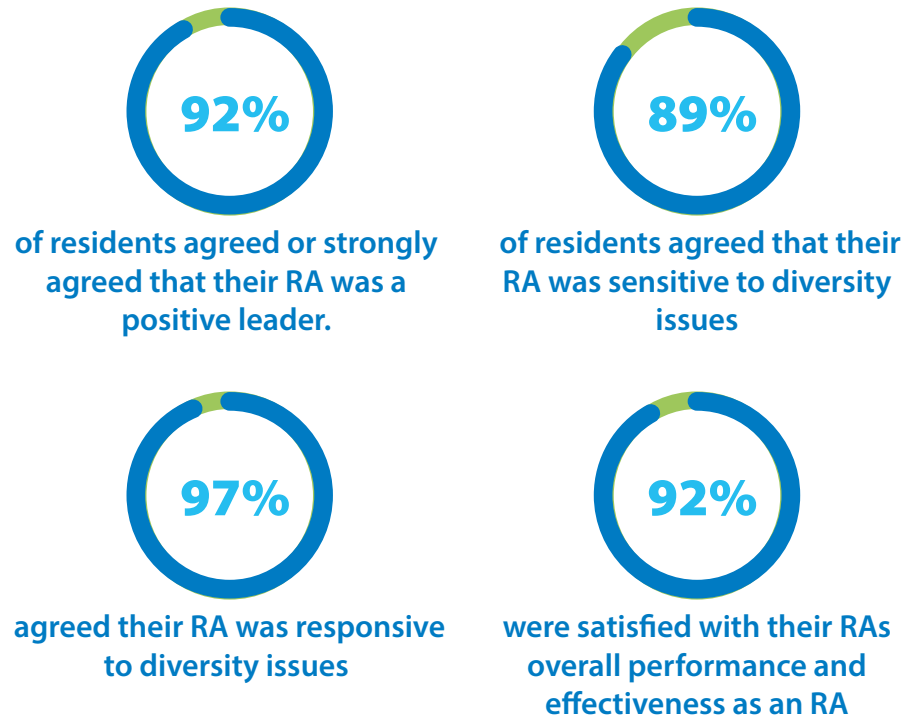
- 109 Chartered Student Organizations with 2,363 students involved
- 22 Fraternity and Sorority Chapters with 480 students involved

The Office of Student Engagement (OSE) hosted a Fraternity and Sorority Leadership Retreat to bring chapter and council presidents and representatives together to engage in critical conversations about current issues in the FSL community, collaborative planning, and community building. 31 participants attended and reported positive outcomes:

- 90% of students *felt more prepared* in their role as a council or chapter officer by attending this retreat.
- 91% of students felt they had a *stronger relationship with their OSE advisor* by attending this retreat.
- 93% of students felt they had *stronger relationships with their fellow fraternity and sorority leaders* by attending this retreat.

Students participating in clubs and organizations are given leadership development on a variety of levels and given the opportunity to build a community at CSUSB. Multiple Student Club and Organization Orientations were held throughout the 2019 Fall quarter resulting in a total of 219 participants. Out of the participants that completed the assessment 90% of students found these orientations helpful for their role as a student leader.

“ I had a lot of preconceived ideas about the leaders in our community. The Privilege Walk and Significant Moments activity opened my eyes to my fellow leaders. It helped me break down barriers and made me realize I judged my fellow leaders too quickly. ”





INVESTING IN US

Empowering our people and processes for impact

Strategic Planning

In 2015, CSUSB's Division of Student Affairs (DSA) adopted a 4-year Strategic Plan for 2016-2020.

During the Fall of 2019 in preparation for the transition of this plan, the Vice President of Student Affairs contracted the Student Affairs Administrators in Higher Education (NASPA) [Advisory Services](#) to conduct a comprehensive review of the DSA, with the aim of informing a reorganization of the division and creation of the next 3-year Strategic for the division.

The purpose of NASPA Advisory Services is to provide guidance on strengthening essential practices, offer an external examination of the division as a whole with an emphasis on foundational elements of review, and to deliver informed recommendations to enhance functionality, productivity, and effectiveness relative to the university mission and culture.

The external review team was composed of five senior-level student affairs officers from the NASPA Advisory Services (launched November 2019). The review process consisted of self-assessment survey instrument ([P.R.A.C.T.I.C.E.S](#)) a review of relevant documents, and a campus site visit involving meetings with community members from various stakeholder groups. This process culminated in a report of findings, analysis, and recommendations. These findings were shared with the division in a Town Hall event in June 2020 where DSA staff collectively identified priority areas. These areas, along with DSA council review of evidence on previous strategic plan, were synthesized by NASPA into preliminary themes to guide three strategic planning sessions with DSA council.

The affirmation of these evidence-based goal areas by council set the stage for subsequent strategic planning meetings in AY 2020-21 to [articulate assessable outcomes](#) for each strategic plan objective.

CAMPUS AWARENESS & BRANDING



With new leadership in the Division of Student Affairs during the 2019-2020 school year came a new vision for building a cohesive professional community and identity for the division while simultaneously enhancing campus awareness about the many programs, services, and resources we have to offer. This vision resulted in new branding for the division that included a Coyote-inspired logo emblazoned on DSA t-shirts with a listing of all division units and their contact information to proudly highlight the 20+ departments in the Division of Student Affairs.

Each unit also received a branded banner for their respective department that included the new logo, their unit name, and identified them as a member of the Division of Student Affairs. These t-shirts and banners were featured prominently during our DSA Road Shows launched in Spring 2020 at both the San Bernardino and Palm Desert Campuses, where every department in the division tabled to increase student awareness and share information about each one of our programs and services. Each Road Show included a Passport that students could take to each table and have stamped for opportunities to win CSUSB swag and other prizes.



ADAPTATIONS DUE TO COVID

Adapting to the COVID-19 pandemic by assessing the needs of the community, administrative action, converting in-person services to virtual services, and offering opportunities for students to virtually engage with the community.



COVID-19 presented CSUSB, the Division of Student Affairs, and the world with numerous challenges. In addition to the many global health, economic, and social issues we all faced, we also encountered the dilemma of how to continue to engage, serve, and ensure the health and well-being of students once the campus moved nearly all operations to a virtual modality. The Division of Student Affairs did not miss a beat and continued to focus squarely on providing the highest level of customer service to our students. Discussions by division leaders in March of 2020 made it clear that the virtual doors to every unit would remain open and we continued to make all DSA programs and services available to our students.

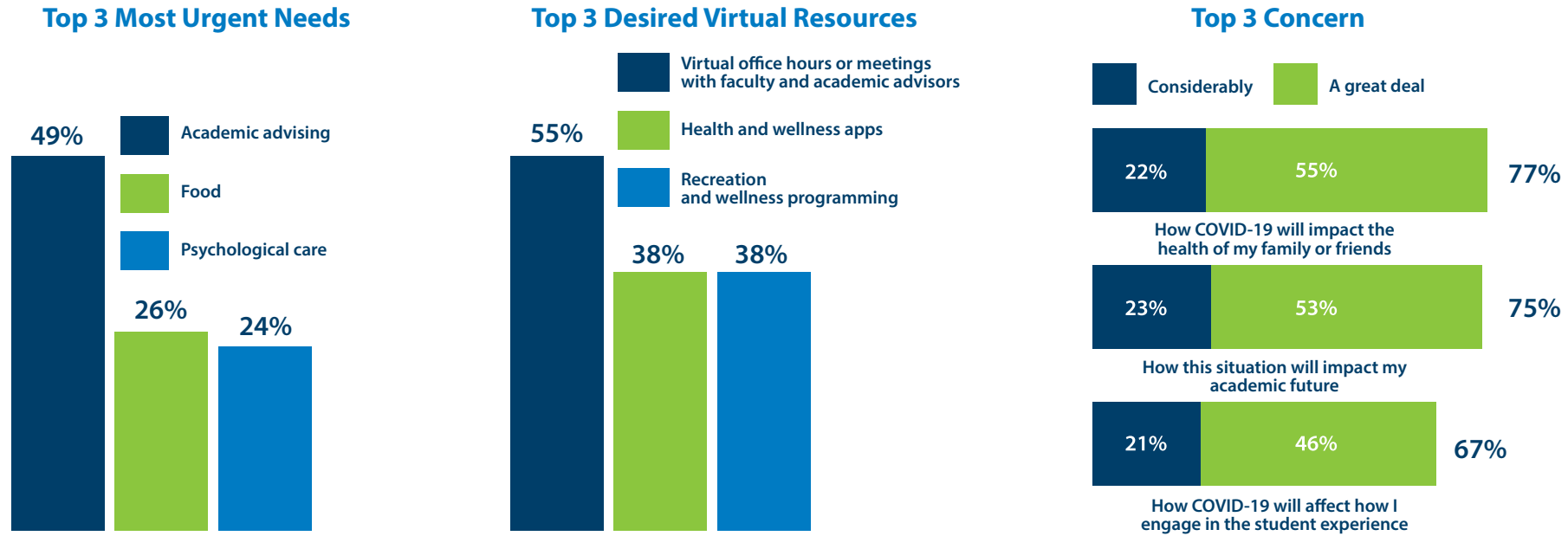
This was accomplished through our “DSA Services Just a Click Away” social media and email campaign which aimed to inform students that all division units remained open and available to provide programs and services. Graphics included information about where to follow each respective unit on social media and many social media pages included additional graphics and videos promoting virtual workshops, events, services, and more. Even units that normally rely heavily on their physical space to deliver programs and services like the Santos Manuel Student Union and the Recreation & Wellness Center developed and implemented innovative online programs including a virtual Drag Show, virtual Paint n’ Sips, and virtual Group X classes, just to name a few. The Obershaw DEN at the San Bernardino Campus and The Den Food Pantry at the Palm Desert Campus also continued to provide both virtual and in-person services, offering weekly grocery bags and other services to address students’ basic needs throughout the pandemic.

DIVISION OF STUDENT AFFAIRS



Needs Assessment

The Division of Student Affairs in partnership with Institutional Research and ITS launched a survey to gauge student needs. The purpose of this survey was to gather evidence to inform programming, and quickly assess overall access, well-being, and service needs for CSUSB. This survey was administered in early April 2020 to a random sample of students enrolled in Spring 2020.



Key themes:

Academic Advising: it's the top urgent need (49%), top intent to use for virtual programming (55%), and the second top concern (75%).

Health and Wellness: psychological care is the second most urgent need (24%), the second top intent to use for virtual programming is health and wellness apps (38%), and the top concern is the impact of COVID-19 on health of family or friends (77%).

Student Experience: There is also much concern over how COVID-19 will affect the student experience (67%), which is also evidenced by the intent to use virtual programming related to recreation and wellness (38%) as well as health and wellness apps (38%).



ADDITIONAL HIGHLIGHTS AND ACCOMPLISHMENTS

Athletics had another record year in revenue generation, totaling more than \$700,000. A 25% increase from the previous year.

Highlights include:

- 25 Strategic Partnerships
- Largest Corporate Partnership in Athletics history executed with Dignity Health.
- Mrs. Billie Colley made a \$25,000 gift to William Colley Golf Scholarship Endowment.
- Bracken Family donated \$5,000 in support of student-athlete welfare.
- Women's Cross-Country raised \$11,283 (most in program history).
- Department was recipient of three grants (Tara VanDerveer for the Advancement of Women in Coaching, NCAA Strategic Alliance Matching Grant, and NACDA Fall Forum) totaling over \$50,000.
- 50% increase in games ticket revenue from the previous year.

In 2019/2020, the SMSU celebrated the 120,000 additional square feet to be added to the student union portfolio, the 10 additional meeting rooms, the 400 seats, in the new outdoor amphitheater, and the 134 additional student staff that are estimated to be hired as a result the expanded building.

In spring 2019, CAPS was approved to be an American Psychological Association sponsored provider of continuing education for mental health professionals, and in Fall 2019, CAPS was awarded a Chancellor's Office grant to provide continuing education offerings.

In January, 2020, Congressman, Mark Takano (CA-41) conducted a visit of the Veterans Success Center, During the Hon. Takano's visit, the VSC hosted Dr. Marshall Thoman (Director of Veteran and Millitary Affairs CSUCO), Dr. Christina Hassiia (CSUSB Psychology), Mr. Andreas Kossak (Written By Veterans), and students, faculty, and staff to discuss new legislation enacting campus veteran/military student policies.

Roderick Figgs, Assistant Director of GEAR UP, was selected as the NCCEP professional of the Year and was recognized at the annual conference in July, 2019.