1. What did your team commit to completing during these months? (What did you promise?)

Cross-divisional commitments:
- The EAB Student Success Collaborative will continue to pull CSUEB student enrollment data and will produce the first analyses of student risk factors for faculty to verify in late spring.
- Consultants will be brought on campus to evaluate the business processes and tools involved with admitting, enrolling, evaluating transcripts, advising and graduating students from CSUEB with the goal of producing a report by June 1 summarizing alternatives for improvements that will increase student success.
- The A2E2 (student success fee) Advisory Committee (consisting of 5 faculty and 5 students) will evaluate proposals for Enhanced Instructionally Related Activities (EIRA) and for Enhanced Course Learning (ECL) for 2014-15 and will make recommendations for programs/activities to be funded with A2E2 student success fees.
- The UAP subcommittee of SSAC will evaluate proposals for University-Wide Activities and Programs and will make recommendations for permanent activities to be funded with A2E2 student success fees.
- Innovative new student success programs and projects such as GANAS and the Center for Student Research will be highlighted in the Week of Scholarship, April 22-24.
- CSUEB will hold Welcome Day on Saturday, April 26, for students (and their families) accepted for AY 2014-15 to provide information and assistance. GANAS, EOP, and other programs will assist students and families.

Student Affairs commitments:
- The GANAS (Gaining Access ‘N Academic Success) Program coordinator will host and present to the following groups visiting campus: West Valley Puente Program on April 11, Skyline College TRiO Program on April 11th, LA Trade Tech Puente Program on April 18, East LA Community College Puente Program on April 18, and Mt. San Jacinto College Puente Program on April 26.
- The GANAS Coordinator will attend the Puente Projects of Hayward “Grape Juice and Cheese” Event in April to network with community college and high school Puente students and promote the campus and GANAS program to community professionals and to potential CSUEB students.
- The EXCEL Program will continue providing counseling and tutoring for its students. It also plans to offer three workshops on writing a personal statement, scholarships and resume writing.
- Implementation of veteran counseling will be a focus of activities during April and May. The Program Director will apply for additional funding to add veterans peer-mentoring component and create a veteran students center in 2015-16.
- EXCEL End of the Year Graduation Ceremony is planned for June 13, 2014. The EXCEL staff will plan and coordinate all activities to make it a successful event.
- EOP Workshops for spring quarter will include: Community College: how to take classes over the summer; and summer and fall registration workshops.

Academic Affairs commitments:
- The Peer Mentor Services Program will begin to plan for their end-of-the-year banquet where this year’s peer mentors will share their successes and challenges of the year and peer mentors from other years will report on the long-term effects of the program on their academic careers.
Peer Mentor Services Program staff will make a determination of which 10 peer mentors from this year’s group will be invited to participate in the Academic and Cultural Exchange with students from Fukuoka Institute of Technology in August and September, 2014, in Hayward, CA and in Fukuoka, Japan.

Early Advising sessions for incoming freshmen will start Saturday, May 3 at the Hayward campus and continue each weekend (except for graduation weekend) before freshman orientation sessions begin at the end of June with the goal of reducing the number of students needing advising during orientation to allow them to focus on other orientation activities.

New and renewed proposals from faculty for freshman learning communities (with encouragement to design them around “wicked problems” and freshman research projects) will be submitted to the General Education Subcommittee of CSUEB’s Academic Senate for approval for 2014-2017.

AACE will begin holding our “Up to AACE” events for freshman students.

AACE will hold our Spring Career Fair outdoors for the first time in several years; we anticipate a larger number of interested employers than can be accommodated in indoor facilities on the Hayward campus. We are also planning a smaller end-of-year career fair on the Concord campus, to be primarily focused on health care careers.

AACE will hold “May is Advising Month,” during which they will encourage students to visit their faculty advisors. AACE will also organize a “Day of the Advisor” event to bring faculty advisors together to be congratulated for the work that they do with students.

AACE will begin planning for “Career University 2014,” a series of job skill workshops offered during the summer for new graduates who had not fully prepared themselves for a job search or graduate school.

### 2. What did you do and how will it help?

#### New Initiatives:

**Cross-divisional Accomplishments**

- The EAB Student Success Collaborative continued to evaluate data on student risk factors and worked with faculty to verify data. We are confident in the results and are moving forward with the collaboration with a roll-out of pilot programs planned for Fall 2014.
- Two consulting firms provided evaluations of our business processes and tools related to admissions, enrollment, transcript evaluation, advising and graduating students were conducted.
- The A2E2 Advisory Committee evaluated reports from Enhanced Instructionally Related Activities and Enhanced Course Learning 2013-14 projects funded and proposals for expenditures for 2014-15. The committee recommendation for 2014-15 funding will be presented to the Provost.
- The A2E2 University-wide Activities and Programs (UAP) subcommittee of the Student Success and Assessment Committee (SSAC) reviewed reports from currently funded programs and evaluated proposals for new funding. The committee recommendation for 2014-15 funding will be presented to the Provost.

#### Improved Advising:

**Undergraduate Studies Accomplishments (Academic Affairs)**

- The Peer Mentor Services Program held an end-of-the-year celebration where this year’s peer mentors shared their successes and challenges of the year and peer mentors from other years reported on the long-term effects of the program on their academic careers.
- Peer Mentor Services Program staff determined which 10 peer mentors from this year’s group were invited to participate in the Academic and Cultural Exchange with students from Fukuoka Institute of Technology in August and September, 2014, in Hayward, CA and in Fukuoka, Japan.
- Early Advising sessions for incoming freshmen were held starting Saturday, May 3 at the Hayward campus and continued each weekend (except for graduation weekend) before freshman orientation
sessions begin at the end of June with the goal of reducing the number of students needing advising during orientation to allow them to focus on other orientation activities. The early advising sessions were so effective that we will continue to offer them before each of the freshman orientations this summer. Early advising improves student and family understanding of the academic requirements and the value of freshman learning communities. Students and parents rate the early advising sessions very positively.

- New and renewed proposals from faculty for freshman learning communities (with encouragement to design them around “wicked problems” and freshman research projects) were submitted to the General Education Subcommittee for approval for 2014-2017. From the record number of new proposals submitted, 22 were recommended to and approved by the Academic Senate.

**AACE (Academic Advising and Career Education) Accomplishments (Academic Affairs)**

- AACE held a series of “Up to AACE” events for current first-year students, to acculturate them to academic advising in our center. Over 500 first-year students (about 1/3 of the total class) attended one of the events, either individually or with their General Studies class. This softens the “handoff” of first-year students from GE advising to AACE advising (but in the future, all advising, even for first-year students, will be in AACE).
- AACE held a successful “May is Advising Month” month-long event. Various departments around the Hayward campus distributed our fortune cookies, beginning May 1. Seven different fortunes encourage students to visit their faculty advisors, their College Service Center, and AACE. This gentle reminder definitely increased student visits to faculty advisors and College Service Centers.
- AACE held the Spring Career Fair outdoors for the first time in several years. The fair was fully subscribed with 80 employers attending. We also produced a smaller end-of-year career fair on the Concord campus, with ten employers attending, focused on health care careers.
- Plans have been finalized to move freshman and international student advising services from the General Education Office to AACE following feedback from students that having separate areas for advising were confusing.

**Athletics Program Accomplishments (Student Affairs)**

- Athletics hired a dedicated Academic Advisor in May 2014 to provide enhanced advising services for athletes.
- Athletics submitted the 2014 NCAA Graduation Rates report (67% academic success rate).

**Enhanced Access and Success:**

**Academic Affairs Accomplishments**

- With A2E2 funding, the library offered extended study hours until midnight during the last two weeks of the quarter. 1,327 students took advantage of this service.
- The library purchased several high cost textbooks to put on reserve for students to check out rather than having to pay to purchase their own textbooks or going without a book. In Spring quarter, 11,133 check-outs of reserve textbooks occurred.
- The library laptop loaner program ([http://library.csueastbay.edu/using-the-libraries/technology/loaner-laptop-program/](http://library.csueastbay.edu/using-the-libraries/technology/loaner-laptop-program/)), which provides laptops to students who have financial need, checked out 104 laptops for the Spring Quarter.
- SCAA (Student Center for Academic Achievement, the CSUEB tutoring center) provided 2,141 tutoring sessions to 680 students in the Spring Quarter, primarily in math and writing.
- The SCAA Peer Led Undergraduate Study (PLUS) program expanded during the Spring Quarter and provided PLUS group leaders for 26 course sections including courses in the sciences.
- SCAA hosted a webinar for SCAA staff and other peer tutoring supervisors on campus about "Tutor Training: Best Practices & Strategies to Cultivate a Community of Learners."
- SCAA recruited and hired a new Director who will start before Fall 2014 quarter.
- A SCAA employee and a librarian received a Diversity Grant to develop plagiarism workshops for international students and for instructors who teach international students.
Cross-divisional Accomplishments

- On Saturday, April 26, 2014, Welcome Day for admitted students was held. GANAS staff and students presented and tabled, welcoming incoming GANAS students and prospective applicants and providing them with information on the program and application process. Over 250 attendees attended the Open House for admitted EOP students on Welcome Day to assist students and families.
- Pre-advising sessions were held in Hayward and in two sites in Southern California for incoming freshmen with the goal of reducing the number of students needing advising during orientation to allow them to focus on other orientation activities. EOP Counselors participated in the university pre-advising sessions on campus and in Los Angeles.
- The GANAS Program Coordinator hosted and presented to the following groups visiting campus: West Valley Puente Program on April 11; Skyline College TRiO Program on April 11th; LA Trade Tech Puente Program on April 18; East LA Community College Puente Program on April 18; and Mt. San Jacinto College Puente Program on April 26. GANAS students participated by sharing their transition to CSUEB and experience in the GANAS program.
- The GANAS Program Coordinator attended the Puente Projects of Hayward “Grape Juice and Cheese” Event (hosted at Hayward City Hall) in April to network with community college and high school Puente students, and promoted CSUEB and the GANAS program to community professionals and to potential CSUEB students.
- GANAS PEIL (Programmatic Excellence and Innovation in Learning, a Provost-funded program) Project Team Presentations, led by Dr. Lettie Ramirez (Co-PI), Dr. Luz Calvo (Co-PI), Diana Balgas (Ex. Dir. Ret. Svcs.), and Melissa Cervantes (GANAS Prgm. Coord.), were made during the Week of Scholarship, April 22-24, 2014. Findings from literature reviews, focus groups, student surveys, and student retention and persistence outcomes were shared.
- Two GANAS students participated in the spring term peer mentor leadership training. They will serve as Hermano/Hermana mentors to the incoming 2014-15 cohort of GANAS students.
- Several scholarships and donations (Eriberto Gallardo Scholarship, Chicano/Latino Staff and Faculty Association Scholarship, and NVM Gonzalez Scholarship) were received and designated for GANAS students. Seven scholarships were awarded to five GANAS students. Three of the students are "Dream Act" students.
- GANAS Core Team began planning the year-end ceremony that will be held on June 10, 2014.
- GANAS Biweekly Study Hours continued into the Spring quarter. The Chicano/Latino Staff and Faculty Association sponsored the purchase of healthy snacks for students to eat during designated hours.
- GANAS students were invited to participate in the Spring WST (Writing Skills Test) Program (WST prep workshops and exam fee waived). Nine out of 14 GANAS students who took the WST in May passed, and five need to take one more writing course.
- Of the 32 GANAS students for 2013-14, 31 are registered for major and minor courses in Fall 2014; one student has not yet enrolled; and one student is studying abroad. Only one student has a lower division GE course left to finish this Summer Quarter. All 32 students are in good academic standing.

Student Academic Services (Student Affairs)

- EOP Admission letters for 29 freshman and 39 transfer students were sent out from over 3000 completed online EOP applicants, and over 40 invitations were sent for Summer Bridge students. A Summer Bridge preview was held for 21 potential students and their families.
- Six EOP Outreach Presentations to high school students and 2 for transfer students were conducted to provide information about the program and how to apply.
- EOP workshops were held on: how to register for classes; resume writing for professional development; and community college courses that can be articulated with CSUEB courses.
- Renaissance Scholars were provided with book vouchers for spring quarter. In addition, Spring Basic Necessity Shopping provide students with basic necessities for start of quarter: school supplies, detergent, toiletries
• Renaissance Scholars were invited to meet with the new Renaissance Scholars Coordinator over coffee or lunch to build relationship and talk about their experience in the program.
• A ropes course for 28 STAR Program (summer bridge stretch program) students to build community and assist them in overcoming fear and identifying themselves as leaders.
• Weekly seminars on navigating college culture, conflict resolution, and retention were held for STAR Program students.
• Tutoring in math and reading were provided for STAR Program students.

Veterans Support Accomplishments (Student Affairs)
• Veteran Students Counselor was hired in May, 2014 and completed training necessary for providing academic counseling to student (CSU policies, GE advising for Freshmen and Transfer; PeopleSoft; EXCEL intake process and eligibility requirements.) and developed student intake process including forms, assessment and follow-up procedures.
• A survey was sent to all veteran students; 31 students (15.5% of total population) responded and provided valuable comments in addition to question responses. Most of the students expressed the need for wrap-around services and veteran student lounge on the campus.
• The Veteran Student Counselor is now serving as an advisor for the Veteran Student Club. The Counselor helped the students with registration process and the club is fully operational. The students are interested in playing an active role in shaping services for the veteran student population.
• Two proposals for A2E2 funding were submitted to add peer-mentoring to existing services and create a veteran student center in the next year. Additionally, one proposal for private funding was submitted to support goals for veteran student services.

Excel Program Accomplishments (Student Affairs)
• Students received counseling (academic, scholarships and financial literacy, career, applying to graduation school, personal, referrals) during over 588 one-on-one contacts, via email and the phone. In addition, EXCEL provided 320 tutoring sessions and 145 duplicate participants visited the EXCEL student lab.
• Twenty-eight EXCEL students attended three workshops on career exploration and resume writing in April 2014.
• One hundred twenty three EXCEL students graduated this academic year.

Associated Students Accomplishments (Student Affairs)
• ASI held focus groups (Dinner with the Directors) for each of the four colleges. The ASI board met with students to survey their opinions on how their education was going, the climate at CSUEB, and advising services available to them. The results have been made available to help inform decision-making.

Housing Accomplishments (Student Affairs)
• Housing assisted current residents to secure on-campus housing for summer term and for next academic year in an effort to increase retention.

Residence Life Accomplishments (Student Affairs)
• Residence Life collaborated with Renaissance Scholars to provide tutoring services for foster youth who live on campus. A Community Room was reserved on Sunday and Monday evenings to provide convenient access for these foster youth students.
• Residence Life provided educational programs addressing study skills and stress management to help students prepare for final exams. A total of 83 residents attended and participated in the programs.

3. What will you accomplish in the next two months? (June - July 2014)

Academic Affairs Plans
• The EAB Student Success Collaborative data for the 3 pilot programs will be verified for CSUEB students, and a plan for communicating with advisors will be developed.
• Recommendations for improving student academic support systems, including admissions, transfer evaluations, degree audits, advising and graduation check-out processes and tools, will be presented by Academic Programs and Graduate Studies to the Cabinet as part of the campus student success and CSU e-Advising initiatives.

• The Peer Mentor Services Program will:
  o prepare for training of next fall’s peer mentors in freshmen seminar classes and pair students with faculty for the upcoming year.
  o plan activities for the Academic and Cultural Exchange with students from Fukuoka Institute of Technology during August, 2014, in Hayward, CA.

• The Office of Undergraduate Studies will:
  o continue early advising sessions for incoming freshmen through the end of orientation sessions this summer.
  o support the faculty teaching in the upcoming freshman learning communities for 2014-15 to work in collaborative groups to integrate learning across all courses in the learning community. Faculty will receive stipends for their summer work when syllabi are submitted noting specific activities and topics that join the learning in all classes together.

• AACE will:
  o begin holding “Career University 2014” events for new graduates. The series of career-preparation workshops will include resume writing, networking, job search fundamentals, and other skills for those new to the job market.
  o reorganize into smaller task forces, with each advising task force concentrating on events focused on a specific college, and a separate task force focused on raising awareness of career education programming. The work on this effort will begin at our summer retreat in July.
  o continue our regular efforts working with the New Student Orientation programs, offering workshops and individual advising assistance to first-year students and transfer students at each of the twelve summer sessions.
  o incorporate freshman and international advising into their services with training and coordination provided by the General Education Office.

Cross-Divisional Plans
• GANAS will:
  o close its third quarter of the program with students completing their final upper division GE B6 requirement with Biology 3065, Humans and Sex, and their success seminar.
  o have program staff attend all orientations sessions for transfer students to welcome their newly admitted students, answer questions, and recruit prospective students. GANAS staff will continue to be proactive in following-up with applicants who have incomplete files; collaborate with University Recruitment to send email blasts to new transfer students that submitted their SIR; make phone calls; and work closely w/Puente counselors, etc.
  o review Spring Quarter grades and follow-up with any student having academic or personal difficulty.
  o hold a year-end ceremony to recognize GANAS students for successfully completing their first year at CSUEB and to celebrate the inaugural year of the program.
  o plan the GANAS Orientation for the 2014-15 cohort.
  o work with Ethnic Studies and General Studies to enroll students in ES 3010 (Decolonize Your Diet) and GS 3011 (Transfer Success Seminar).
  o have students meet with the GANAS Counselor for course selection, major exploration, and other non-academic matters.
  o [Contingent on 2014-15 A2E2 funding request] recruit and train GANAS students from Cohort 2013-14 to serve as Hermanos/Hermanas to the incoming cohort.

Student Affairs Plans
• Associated Students will:
• plan co-curricular activities that will help freshman and transfer students make early connections and develop support networks to improve retention and graduation, including participation from Student Government through presentations, tabling activities and attendance at networking events.

• partner with Housing and Student Life and Leadership to provide information sessions and activities to augment orientation.

• ASI Special Events will plan an “Edu-tainment” series for Fall Quarter.

• Athletics will:
  o formalize department-wide study hall.
  o proactively review Summer ’14 and Fall ’14 courses for incoming and continuing students to ensure that courses fulfill graduation requirements in collaboration with the Registrar's Office and major departments.
  o certify continuing student eligibility for Fall ’14 ensuring that Spring '14 courses fulfilled graduation requirements.

• EXCEL will:
  o provide counseling and tutoring during summer quarter. However, seasonal decrease in demand for direct student services will allow the program team to review accomplishments and shortcoming during this academic year and make improvements for the next year.
  o EXCEL End of the Year Ceremony will take place on June 13, 2014.

• Housing will:
  o work with incoming students on contract completion, particularly the out-of-area students, to ensure that they are in compliance and are eligible to register.
  o provide on-campus housing to the Summer Bridge Program summer conference group.
  o provide on-campus housing to Project Lead the Way (PLTW) participants. (PLTW is a non-profit organization that develops hands-on, project-based science, technology, engineering and math (STEM) curricula for use by elementary, middle and high schools, and provides professional development training for its instructors.)

• Residence Life will
  o host the Late Night Breakfast event to provide support and stress relief for on-campus residents before final exams.
  o prepare training schedules for live-on staff members to create additional education surrounding diversity, conflict resolution, and exposure to campus resources.

• Student Life and Leadership will:
  o hold a Family Orientation for Spanish-language speakers, Ven Conoce Nuestra Universidad, on July 25, 2014.

• Student Academic Services will:
  o hold end of the year ceremonies to celebrate graduation of EOP and Renaissance Scholars.
  o provide EOP transfer welcome sessions and EOP advising in partnership with orientations.
  o begin the Summer Bridge program on July 30th.
  o begin Summer Bridge Peer Leader Training in July.

• Veterans Services will:
  o create Veteran Student Services Functional Team to streamline student intake, counseling and veteran benefits.
  o be transferred to the Student Affairs Division to work with the Veteran Students Counselor on holistic and case management approach to counseling.
  o develop the web site, find space for veteran student lounge, start student-mentoring (pending funding) and explore models for solicitation of faculty support for veteran students.