Graduation Initiative
Reporting Form
June - July 2014

Campus: East Bay

Team Leader: Susan Opp

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

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 (Academic Advising and Career Education) 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:
  o 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.
  o partner with Housing and Student Life and Leadership to provide information sessions and activities to augment orientation.
  o 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.
• begin the Summer Bridge program on July 30th.
• 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.

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

New Initiatives:

Cross-divisional Accomplishments
• Plans were made for the two-day CSUEB Launch Analytics and Pilot Training Onsite with EAB-SSC, which included advanced training via e-learning modules provided by EAB-SSC for participants. A successful training and launch will prepare advisors (both faculty and staff) to understand the SSC platform and will improve their ability to advise students to degree completion.
• AVP Opp presented the results of the studies undertaken by IO Consulting and Hamrock Consulting to the President’s Cabinet. The recommendation that resulted from the consultants’ studies is to improve undergraduate student academic support in concert with the conversion from quarters to semesters that the campus will be implementing. This will improve student interactions with admissions and transfer evaluations, and assure that articulation information is electronically available in a consistent and timely manner during and after the conversion to semesters.

Improved Advising:

Cross-divisional Accomplishments
• During freshman orientation organized primarily by Student Life and Leadership, EOP Counselors advised incoming EOP first time freshman students and the Office of Undergraduate Studies provided information for parents and students on freshman learning communities and keys to academic success.
• EOP Transfer Welcome programs were facilitated in conjunction with Transfer Orientation. EOP Counselors served the 107 incoming EOP transfer students who learned about the program and services provided, met new transfers in their major and signed their EOP contracts.

Undergraduate Studies Accomplishments (Academic Affairs)
• The Peer Mentor Services Program:
  o Developed training materials for both the incoming peer mentors and for the incoming freshman seminar faculty who will work with the peer mentors in 2014-15.
  o Met with the Sr. Director of Undergraduate Studies and General Education at the end of spring term to discuss the relative importance of growing the program as fast as possible to cover all freshman seminar sections (~60 are expected for next year) or of picking only the best of the applicants. The decision was made to focus on the best of the applicants because in AY 2013-14, there were 42 peer mentors but four were lost to academic and/or family problems, and there were significant issues with a handful of other peer mentors who were not keeping their grades at the level expected. Those peer mentors were given a senior peer mentor to support them in improving their academic progress. Several ended the year with less than a 2.5 GPA (although none fell below a 2.0 GPA). In early July, 28 students were invited to become peer mentors in 2014-15.
  o A schedule of activities was created for the exchange program between Fukuoka Institute of Technology students and CSUEB peer mentors by a staff member who was herself a peer mentor.
in the first cohort that participated in the exchange program. This exchange program increases student intercultural competency leading to better student preparation for dealing with a multicultural world both within and outside the University.

- Paperwork required for the program was refined and organized to enable better tracking of student experiences and progress and materials were prepared for the new peer mentors starting in fall so that they have all that is needed to be successful in their first classroom assignments.
- Six transfer peer mentors took the leadership class in Spring 2014. Of those, two will be working with the GANAS program, three chose not to continue after the term ended, and one will be available in the fall to help new transfer students make a successful transition to the university. She will hold office time in the Peer Mentor office specifically for transfer student support.

- The Office of Undergraduate Studies:
  - Continued early advising sessions for incoming freshmen through the end of the main orientation sessions this summer. Approximately 50% of the incoming freshmen participated in early advising which provides them with time to consider choices of freshmen learning communities at a time separate from freshman orientation when they are often distracted by multiple activities.
  - Developed materials to support the faculty teaching in the upcoming freshman learning communities for 2014-15. Faculty teaching the subject area and skills courses will meet together from late July through September to collaborate 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. Past experience has indicated improvements in student satisfaction and retention occur when these integrating activities of faculty have occurred.

**AACE Accomplishments (Academic Affairs)**

- Held “Career University 2014” events for new graduates. The series of career-preparation workshops includes resume writing, networking, job search fundamentals, and other skills for those new to the job market. These workshops were advertised to students at graduation, and emphasize what-to-do-now for those who have just received their Bachelor’s Degree.
- Began reorganizing advising services to have two counselors concentrating on each of the four colleges. A separate task force focuses on raising awareness of career education programming. The teams will reach out to the four college student services centers and plan programming that will be available to students with majors in their specific colleges.
- Continued regular efforts working with the New Student Orientation programs, offering workshops and individual advising assistance to first-year students as well as transfer students at each of the twelve summer sessions.

**Student Life and Leadership Accomplishments (Student Affairs)**

- Approximately 100 incoming freshmen students and their families participated in an inaugural Spanish-language orientation session which has become increasingly important as the proportion of our student population coming from a family in which English is not spoken at home increases.

**Enhanced Access and Success:**

**EOP, Renaissance Scholars, and Summer Bridge Accomplishments (Student Affairs)**

- Summer Bridge Preview was held for 25 potential students to make them aware of the program, and its policies and requirements, and Summer Bridge Peer Leader Training began the third week in July to prepare for the arrival of the program participants.
- The 5 week Summer Bridge program began on July 30th for 45 students. The program structure includes a math, writing, reading comprehension, tutoring and skill development and resource class.
- Renaissance Scholar recruitment took place throughout summer and the program will welcome 9 new students into the program.
- 265 First Time Freshman were sent the Noel Levitz College Student Inventory to assess areas of concern and indicators for persistence.
Associated Students Accomplishments (Student Affairs)

• ASI Executive Committee used the summer to finalize annual goals/programs for incoming students and provided welcoming remarks at each of the summer new student orientation sessions in order to connect new students with their student government leaders.

Housing and Residence Life Accomplishments (Student Affairs)

• Approximately 700 incoming freshmen students received assistance in completing their Housing contract, a service of great importance in serving our predominantly first-generation freshman class.
• Over 600 students participated in the Late Night Breakfast program the evening prior to spring quarter final exams. President Morishita and several of his Cabinet members were “Celebrity Servers” in this program which seeks to maintain student focus on the importance of studying during the crucial and stressful exam period.

EXCEL Program Accomplishments (Student Affairs)

• As of July 31, 2014, 412 active students were enrolled in EXCEL: 174 new participants and 238 continuing participants. Seventy-eight percent of the students were first generation and low income. The program provides student support services including tutoring as well as counseling on academic, scholarship and financial literacy, career, graduate school, and personal topics in one-on-one sessions, via email and over the phone.
• One hundred thirteen students and family members attended EXCEL End of the Year Graduation Ceremony on June 13, 2014. Participants celebrated their success and shared academic experience.

Veteran Student Services (VSS) Program Accomplishments (Student Affairs)

• A VSS functional team was established to plan and provide comprehensive services for CSUEB veteran students. The team meets regularly to integrate services for veterans, develop new procedures and policies, and produce informative/promotional materials.
• An inventory of current services for veteran students was undertaken and mapping begun of new processes and procedures to organize comprehensive service delivery for all veteran students at CSUEB.

Cross-divisional Accomplishments

• GANAS:
  o Students successfully completed their final upper division GE B6 requirement with Biology 3065, Humans and Sex, and their success seminar in spring quarter. Moving into their second year with all GE requirements fulfilled by participating in the GANAS year-long cohorted program allowed students to focus on completing major requirements. Staying on track with GE and major courses has resulted in some GANAS students looking to graduate in Winter or Spring of 2015.
  o Tabling at the various Transfer Orientations that took place this summer increased program was visibility not only with the incoming GANAS students, but with potential students who could benefit from GANAS services. Additionally, presenting a workshop on the program during the optional sessions had great results and allowed for the program to fill the few remaining spots in the 2014 cohort.
  o GANAS’ collaborations with University Recruitment proved very valuable, with many students approaching staff indicating they had received an email inviting them to apply to the program.
  o Quarterly review of grades by the GANAS counselor helped keep students accountable and encouraged them to reach out for assistance when they struggled. After review of Spring grades, all GANAS students were in good academic standing with the university.
  o A year end ceremony was held so that students could be recognized for the incredible efforts and accomplishments of their first year as transfer students. It was equally important to acknowledge the staff, faculty and supporters who gave time and effort to the program. Witnessing well-laid plans come to fruition and recognition of these successes is the ultimate motivation to continue efforts into the future.
  o With lessons learned from our first year, GANAS has planned a more focused and purposeful welcome orientation for the 2014 cohort
Collaborations with Ethnic Studies and General Studies continue to be positive. 2014 cohort students have been enrolled in both Fall GANAS classes: ES 3010 and GS 3011. Transfer students continued to have difficulties enrolling due to full classes and long wait-lists for their major courses. Communication with the GANAS counselor has proven beneficial as students were able to explore alternative options and receive advising.

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

Cross-Divisional Plans
- GANAS will:
  - follow-up with 2013 GANAS cohort to ensure all students are enrolled full-time in Fall quarter courses, keeping them on track to graduation.
  - collaborate with EOP program to develop and deliver training to student staff for positions held during the 2014-2015 academic year.
  - conduct a welcome orientation for incoming 2014 cohort of students in September with GANAS courses beginning on Thursday, September 25th.
  - begin promotion of the program and recruitment for Fall 2015 by attending events such as the Puente Motivational Conference on September 20th, by partnering with University Recruitment to attend the CSU Community College Counselor Conference on September 16th, as well as attending other college fairs.
  - continue to support recruitment efforts for CSUEB students to attend the Forum for Diversity in Graduate Education event that will take place in Spring of 2015. The first planning meeting is September 9th.

Academic Affairs Plans
- The EAB Student Success Collaborative will hold a two-day training for pilot program advisors (pilot programs include Business, Theatre and Dance, and Physics), who will begin to use the interface with students during the Fall Quarter (which begins on September 24, 2014).
- The Office of Academic Programs and Graduate Studies will lead a task group working with the U.S. Educational Delivery Institute to develop plans, outcomes and metrics for various student success initiatives, including those reported on through the Graduation Initiative.
- Peer Mentor Services will:
  - facilitate student participation in the exchange between CSUEB and Fukuoka Institute of Technology, during August 16 - September 7, 2014 (half the time at East Bay, and half in Japan). The focus of the exchange is on developing cross-cultural/global leadership skills.
  - conduct intensive training with the new 2014-15 peer mentors in the three days that precede the start of the term. Students will meet their freshman seminar instructors on Monday, September 22, 2014, to begin working together.
  - coach the transfer peer mentor to monitor the number and kinds of issues transfer students bring to the office.
- The Office of Undergraduate Studies will:
  - complete block scheduling of first-time freshmen in August. Priority will be given to students who SIR’d on time, submitted all documents on time, and had all required placement tests completed on time.
  - block register all incoming freshmen students who are currently eligible to enroll by the first week of September.
  - track the retention rates of the first-time freshmen who were advised in the more informal and relaxed setting of early advising and compare the rates to students who were advised at orientation.
- AACE (Academic Advising and Career Education) will:
complete the “Career University 2014” series of workshops created for recent graduates, assisting them in transitioning to the workplace.

assist with the on-campus marketing of the EAB Student Success Collaborative project, which begins its rollout as a pilot program for the fall quarter. Two staff members will work with faculty from academic departments as they use the new analytics to reach out to students in their majors.

work with the college-based student services centers to present “Open House” events to draw student attention to these sites. These centers will be the best place for students to get “roadmaps” for their major requirements leading to graduation.

complete the hiring process for three new part-time staff members, charged with working specifically with first-year students. These new one-year hires will assist the efforts of the existing staff, and talk with first-year students and undeclared majors.

maintain a presence in the lobby of the SA building as the new quarter begins, to provide direction and answers to quick questions for new students. The effort will be to eliminate lines of students needing to add courses, and to refer students to specific “help” locations.

Student Affairs Plans

Student Life and Leadership will:
- collaborate with Associated Students, Inc. and other groups on campus to implement the University’s Welcome Week activities.
- collaborate with AACE to provide services to transfer students via the Smooth Transitions program.

Housing and Residence Life will:
- facilitate move-in for over 1500 campus resident students.
- facilitate Jump Start which is an orientation program for new residents that includes teaching students how to use public transportation to navigate the Bay Area.
- sponsor welcome programs for new residents promoting engagement and networking activities.
- continue working with over 200 students on the waiting list to find accommodations as quickly as possible.
- sponsor a new web service to assist students on the waiting list with finding off-campus lodging.

Student Academic Services (including EOP, Renaissance Scholars and Summer Bridge) will:
- have freshman counselors review the Noel Levitz College Student Inventory and contact those students who are most at risk to develop an early success plan.
- provide book vouchers and access to the lending library to Renaissance Scholars.
- start workshop series and tutoring during the second week of classes.
- provide EOP and Renaissance Scholars Welcomes for new students.

Veteran Student Services Program will:
- initiate veteran benefits counseling by appointment to replace the current drop-in system to give students an opportunity to discuss their needs in a more private and confidential setting.
- fully implement academic counseling as demonstrated by an increased number of one-on-one counseling sessions provided by Veteran Academic Counseling.
- have a Veteran Welcome Ceremony in August.
- expand the VSS functional team to include representatives from Financial Aid, Registrar, AACE, and Admissions.