2016-2017 Annual Report
Division of Student Affairs

Connect ~ Engage ~ Transform

CAL STATE EAST BAY

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Message from the Interim Vice President

Dear Cal State East Bay colleagues,

I am delighted to become part of the Cal State East Bay community and learn more about the amazing work done in support of our students by staff in the Division of Student Affairs and many others across campus. Although I have been here for only a short time, I have been very impressed with the quality of our programs and services, as well as the tangible commitment of this campus to the goal of providing access to higher education for the East Bay community and beyond. Working together, we can achieve the access, retention and graduation goals that we all share.

The Student Affairs Annual Report (2nd Edition) is intended to paint a comprehensive portrait of the scope of the Division and the dedicated staff members who strive to achieve our Division's priorities and goals. Please take the time to look through this report. We have added infographics to provide quick snapshots of various data points and trends that illustrate our activities and achievements.

In the year ahead, the Division of Student Affairs will continue the pursuit of the priorities and goals that have been established, including:

- Reinforcing the "brand" of Student Affairs through multiple channels of communication
- Enhancing electronic and social media communications with students to improve engagement and retention
- Partnering broadly to make progress toward student success, retention and graduation goals
- Collaborating with colleagues across campus to achieve enrollment goals
- Reinforcing existing paths for students to engage with the campus community and developing new opportunities for involvement
- Completing the semester conversion project
- Improving opportunities for professional development
- Maximizing use of existing technology tools and exploring new ways to provide the campus with smooth access to the information needed to make timely, data-informed decisions

The challenges are many, but the spirit of the Division of Student Affairs is strong. Together we can achieve our goals and continue to serve the students of Cal State East Bay.

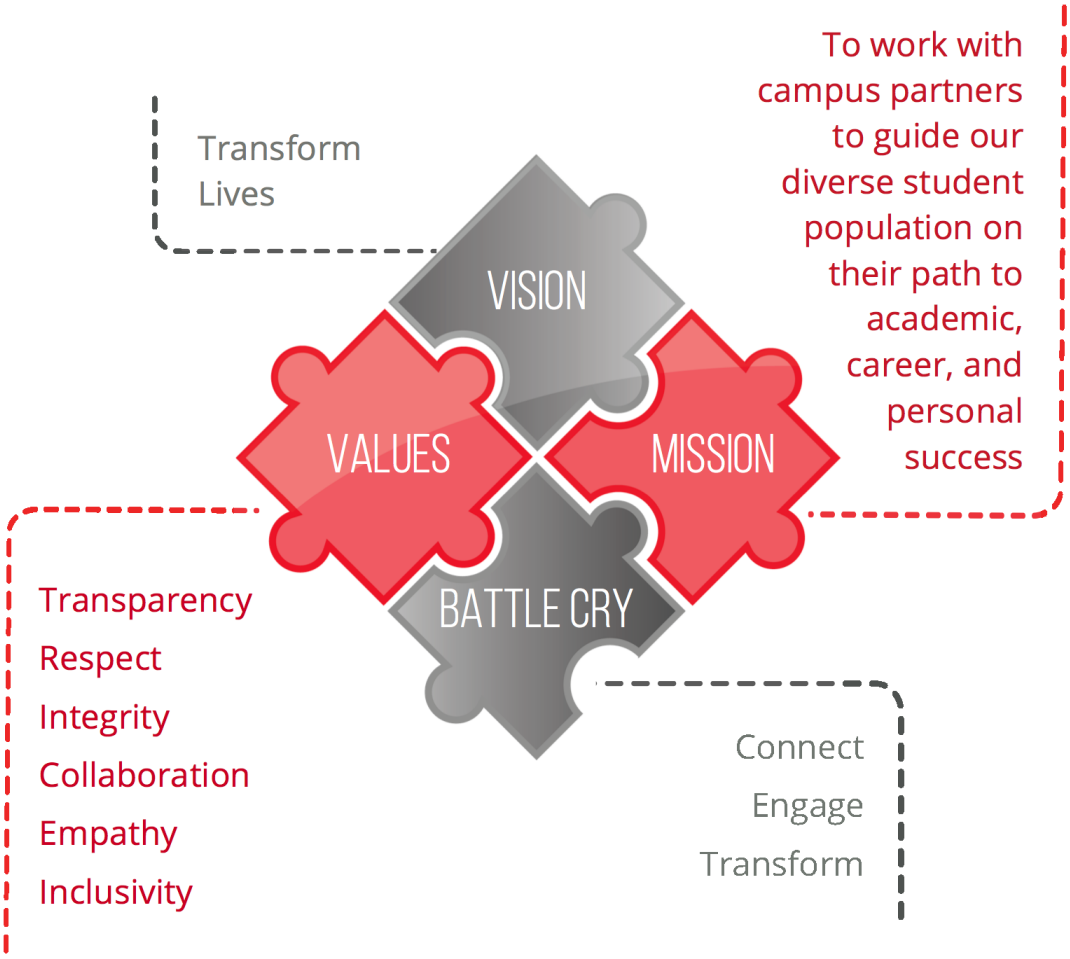
Best wishes for another outstanding year,

Jo Volkert

CAL STATE EAST BAY

Interim Vice President for Student Affairs

Mission, Vision and Values



Division of Student Affairs

The Division of Student Affairs mission is "To work with campus partners to guide our diverse student population on their path to academic, career, and personal success." Shaped by a set of six values and a clear vision to transform lives, the Student Affairs battle cry is to *Connect, Engage and Transform.*

Student Affairs Organization

Campus Life

Associated Students, Inc.
Commercial Services
Diversity and Inclusion Student Center
Parking and Transportation Services
Student Conduct, Rights & Responsibilities
Student Housing and Residence Life
Student Life and Leadership Programs
University Union

Enrollment Services

Admission and University Registrar
Financial Aid
Prospective Student Services

Parent and Community Relations

Parent and Family Programs
Transfer Student Programs

Student Equity and Success

Asian Pacific American Student Success (APASS)
Educational Opportunity Program (EOP)
EXCEL Program
GANAS Program
Renaissance Scholars Program
Sankofa Scholars
Veteran Student Services

Student Support Services

Accessibility Services
Advocacy Services
Recreation and Wellness Services
Student Health and Counseling Services

The Student Affairs Leadership Team:
Anyania Muse, Eric Pinlac, Lori Erdman, Jo Volkert, My-Lan Huynh, Kenrick Ali, Martin Castillo, Alex Baker, Mark Almeida, James Catiggay, Andrea Wilson, Jennifer Luna, Stan Hébert, Diana Balgas, Katie Brown, Karen Mucci, Manuel Saldanha, Nancy Martinsen, Amy Huie, Melissa Cervantes, Euphemia Aquino, Janice Bulayo, Flora Salas, Marguerite Hinrichs.

Not pictured: James Carroll, Linda Clauss, Derrick Lobo, Shelley Marshall, Mike McKeon, Jessika Murphy, Alison Richardson, Ilana Samuels, Angela Schneider

2016 - 2017 Key Highlights and Accomplishments

The Division of Student Affairs at Cal State East Bay focused on three primary initiatives in 2016 - 2017:

- Branding
- External Review
- Technology

Within those initiatives, dedicated staff from throughout Student Affairs joined together to serve on eight Task Forces that examined and implemented actions to address emerging issues, including:

- Assessment
- Awards & Recognition
- Crisis Management
- Department Road Shows
- On-boarding new employees
- Professional Development
- Team Building
- Technology

As a result of numerous individual and collaborative efforts, Student Affairs staff was honored to be selected to receive external funding for specific targeted projects, including:

- **Pioneers for HOPE**
  1. Lytton Rancheria
  2. CalFresh SNAP-Ed
  3. John Muir/Mt. Diablo Community Fund (Concord Campus Food Pantry)
  4. Stupski Foundation (jointly with Academic Affairs)
- **Parking & Alternative Transportation Services**

  Bay Area Air Quality Management District
- **Accessibility Services**

  Workability IV
- **Recreation & Wellness**

  CalFresh SNAP-Ed (jointly with Pioneers for HOPE)
- **Scholarships for Undocumented Students**

  TheDream.US
- **Housing**

  Department of Water Resources via CSU Chancellor's Office
- **CSU Presidents Council for Underserved Communities**
  1. Transfer Student Academy
  2. Kaleidoscope Mentoring Program
  3. Train the Trainer
  4. Sankofa Scholars Maafa Ancestral Mapping
  5. Undocumented Student Resource Summit
  6. Pioneers with Promise

Congratulations to all the Student Affairs staff members who contributed to these Task Forces, grant proposal efforts and every day accomplishments that help Cal State East Bay students persist, succeed and graduate!

Diversity Training

In April all members of the Student Affairs Division were invited to participate in diversity training, coordinated by the University Diversity Office. Employees were invited to select one of the five sessions offered that day.

Campus Life

Associated Students, Inc.

Bay Sync

Dining Services

Diversity and Inclusion Student Center (DISC)

Parking and Transportation

Student Conduct, Rights and Responsibilities

Student Housing and Residence Life

Student Life and Leadership Programs

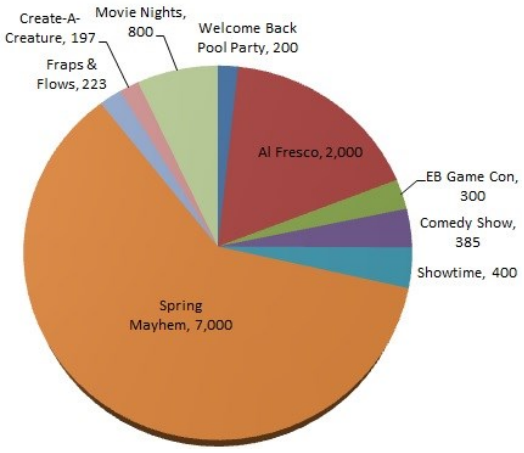
Associated Students, Inc. (ASI) - Student Government

In 2016-17 The ASI Board of Directors made a donation to the Cal State East Bay Hayward Campus in the form of the East Bay monument.

2016-17 Board of Directors Notable Resolutions

- BOD 2016-17 - 2R Resolution on Establishment of California State University, East Bay University Union Recreation and Wellness (Union-Well) Board of Directors
- BOD 2016-17 – 4R Resolution on a fitness trail at California State University East Bay Concord campus *(Expected to be completed in 2017-18)*
- BOD 2016-17 – 5R Resolution on the Extension of Library hours at the Concord Campus
- BOD 2016-17 – 7R Resolution on Establishment of a Policy on Gender Inclusivity Across all Departments
- BOD 2016 Resolution 8R - Resolution on DACA support

ASI Special Events Attendance



11,505 Event Attendees

New Marquee is set to be installed in the 2017-18 Year

The Giant Adirondack chair was purchased for students by students and can be found between the trees near Robinson Hall

ASI Business Services Fast Facts: *(Between July 2016-June 2017)*

- 1,121 Tickets were sold at the ASI Office
- 500 Fax and Copies were requested by the student body
- 45,027 Testing materials were distributed
- 26,177 Students and CSUEB Community served

Bay Sync

BaySync is a student engagement software tool that provides ways for student clubs and organizations to manage activities and communicate with members.

Total Users—18,972

- Faculty: 1481
- Staff: 1627
- Student: 15,864

Organizations-256

- Other: 3
- Disabled: 39
- Academic: 110
- Club Sport: 7
- Profes-sional: 1
- Dept. 40
- Religious: 6
- Political 1
- Greek 30
- Student Govt: 5
- Honor: 1
- Special Inter: 29
- Faculty/ Staff: 5
- Service: 1
- Cultural: 28
- Residence Halls: 4
- Alumni: 1
- University: 9
- Non-Profit: 3
- Com-mittee: 1
- Recreational: 7
- Event Prog.: 2
- Develop-ment. 1

Events: 8925

- Jul: 9
- Jan: 839
- Aug: 23
- Feb: 1553
- Sept: 371
- Mar: 1197
- Oct: 504
- Apr: 1317
- Nov: 674
- May: 1521
- Dec: 327
- Jun: 590

Active User Logins

- 1 Day: 80
- 3 Days: 248
- 7 Days: 419
- 14 Days: 668
- 30 Days: 1122
- 60 Days: 2575

Involvement Hours: 28,904

Top Learning Outcomes

- Helping Skills: 11%
- Communication: 10%
- Goal Setting: 9%
- Social Responsibility: 9%
- Teambuilding: 7%
- Citizenship/Civic Engagement: 7%
- Networking: 7%
- Appreciation of Differences: 6%

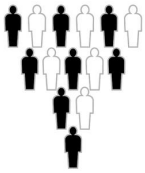
California State University East Bay BaySync

2016/2017 Highlights

Pioneer Dining is proud to deliver experiences that enrich and nourish the lives of our CSUEB community.

405,839 meals served in Dining Commons

621,524 customers served in retail



271 CSUEB students hired

1582 catered events with 85,696 guests served

Food truck schedule increased to three days with larger variety

Delicious Destinations station at Dining Commons implemented

Working towards making Dining Commons a zero waste facility

Daily interaction with students regarding dietary restrictions, food allergies or concerns

Giving Back

Hosted “Take A Faculty To Lunch” program

Donated 1822 meals to Hope Program to match student donations

$20,000 donation given to “Rising in the East” campaign

Flex card donations to campus groups

Diversity and Inclusion Student Center (DISC)

the DISC DIVERSITY & INCLUSION STUDENT CENTER **2016-2017**

Our mission:

The Diversity & Inclusion Student Center is dedicated to creating & maintaining an inclusive campus environment that challenges oppression & provides space for dialogue & engagement. The DISC seeks to better the campus & greater community by advocating for equity & social justice.

84 Programs focused on *diversity* & *social justice* representing the API, African American, Chicanx/Latinx, Native American, Women, LGBTQ+ , Title IX, & Accessibility communities.

73.4% Of program participants left feeling *empowered* with *knowledge.*

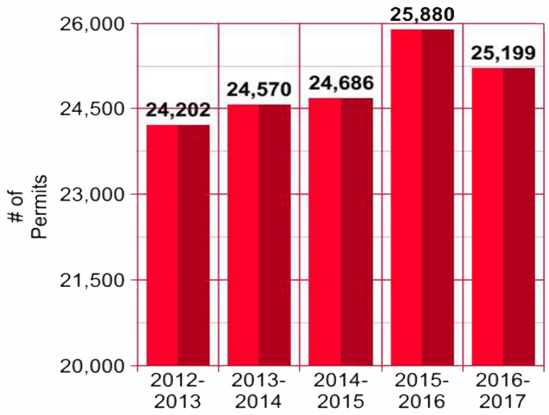
94% Felt that the DISC created a *safe space* .

88% Found events to be *meaningful* & *stimulated* further interest in multiculturalism, diversity & social justice issues.

Parking & Transportation *Services*

A 4th shuttle was added to the Hayward BART route & the Campus loop shuttle was added. Over 377,000 riders used our shuttles over the 2016-2017 Fiscal Year!

Of Permits Sold Over Last 5 Years



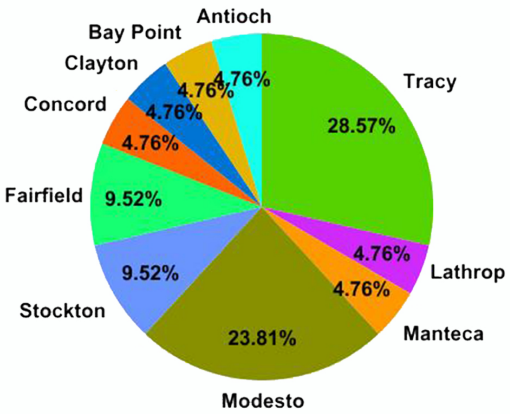
We currently have 6 Zipcars on campus. 57 members signed up during the 2016-2017 fiscal year which is a 16.67% increase from the 2015-2016 fiscal year.

Over 100 people joined our on campus car sharing program during the 2016-2017 fiscal year. Zimride now has 546 users!

There are now 177 members in our bike sharing program. During the 2016-2017 fiscal year, users reserved 3,213 trips!

4 Electric Vehicle spots were added during the 2016-2017 fiscal year, bringing our total to 32. 6 more spots will be coming in Fall 2017.

22 Vanpool Riders from these Locations



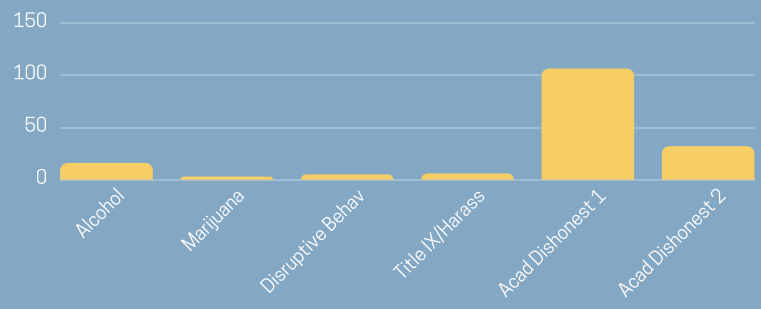
HIGHLIGHTS & ACCOMPLISHMENTS

- Trained 3 Student Affairs staff to serve as conduct officers to support office during staff transition
- Hired new Director in January 2017
- Continued work to digitize former paper files into conduct database
- Collaborated with Title IX, Confidential Advocate for Sexual Assault Awareness education
- Executed 19 presentations to campus community (faculty development, staff departments, and orientation)
- Developed co-advising partnership with Student Life & Leadership for the ASI Elections Committee

BY THE NUMBERS

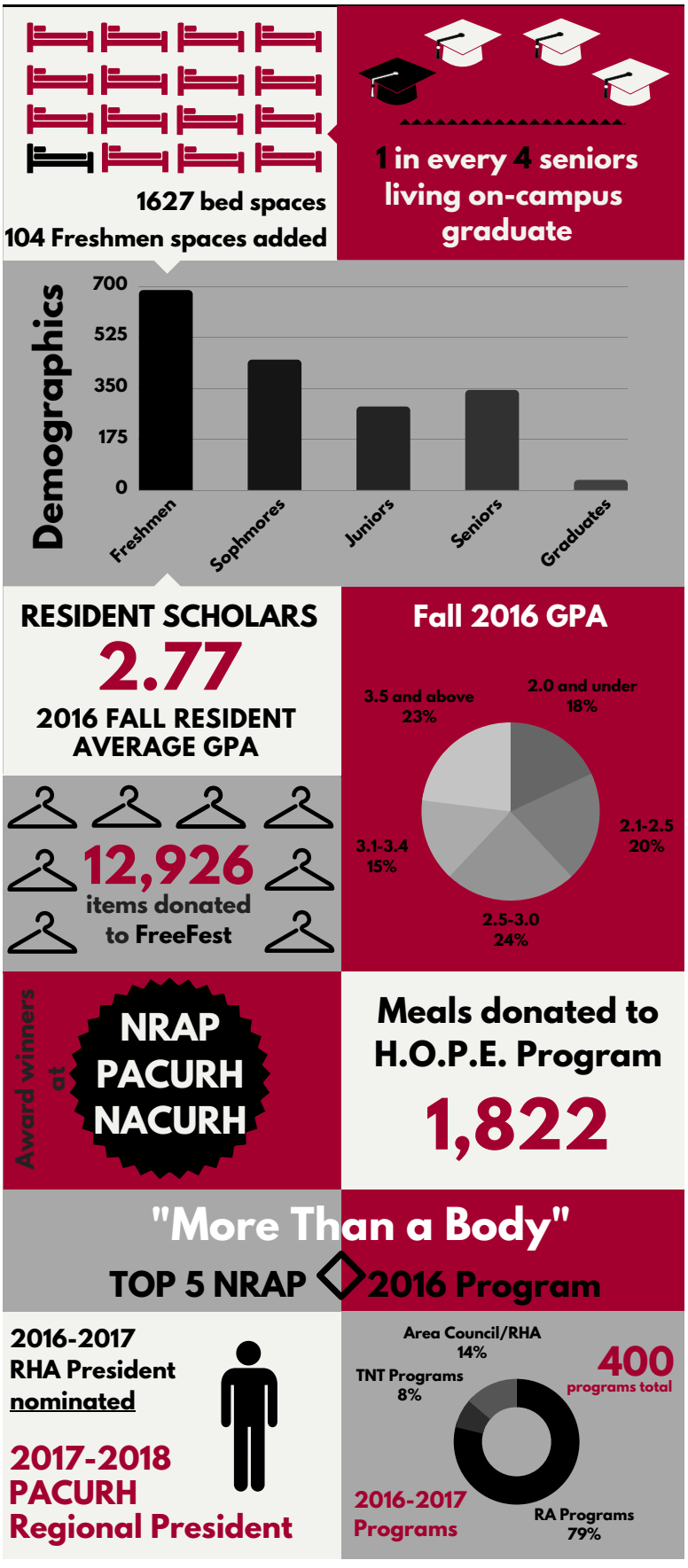
114 Student Visits	**70 Settlement Agreements**	**83 New Cases**
41 Back-ground Checks	**343 Student Eligibility Checks**	**153 Meetings**

CASES BY CATEGORY



* Academic Dishonesty cases 1st offense kept on file (no conduct action)
* Cases from September 2016 - July 2017

Student Housing and Residence Life



Student Life & Leadership Programs

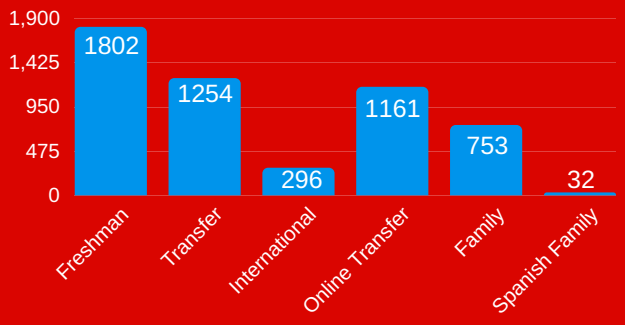
Student Clubs & Organizations

56 Academic
23 Cultural
30 Greek
5 Recreation
5 Religious
19 Special Interest

5,803
Total Number of Student Members in Recognized Clubs/Organizations

975
Total Number of Student Club/Organization Hosted Events

New Student & Family Orientation



Total Number Attendees: 5,298

Pioneer Pride Highlight

Giving Black: Inaugural Black Family Day

The inaugural Black Family Day event provided a space for CSUEB's Black community and families of current students to engage with one another and celebrate Black culture.

Hosted By: Black Student Union and the National Pan-Hellenic Council, California State University East Bay Chapter

Campus Life & Leadership Events

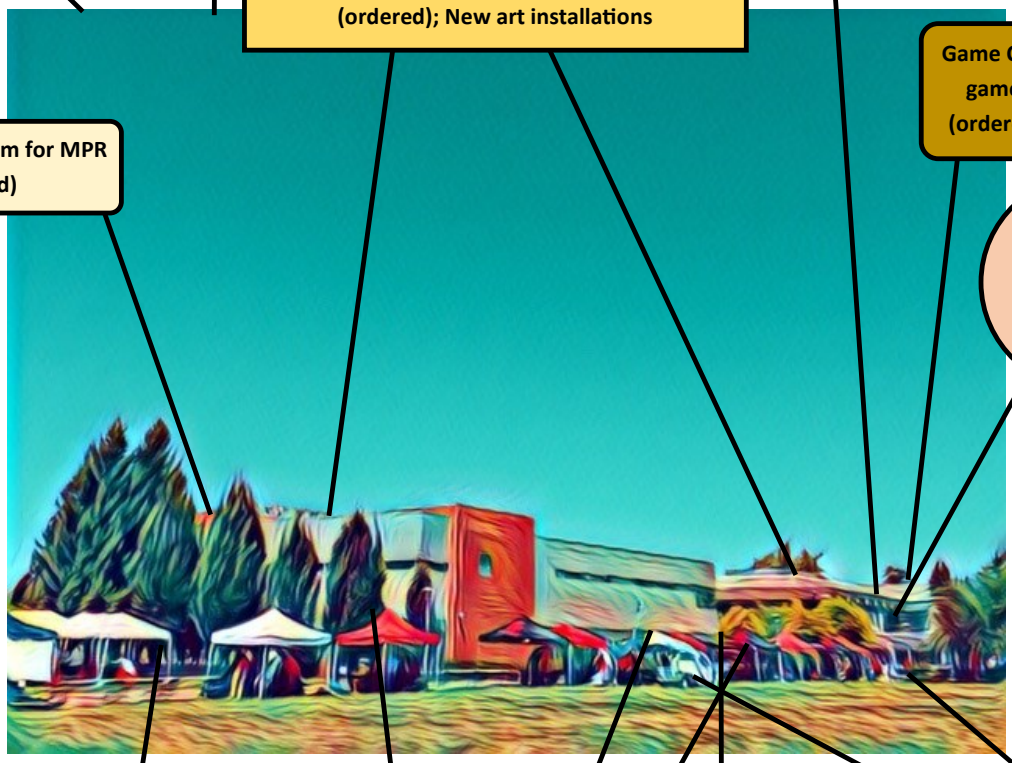
Fall Leadership Conference

18 Workshops
264 Attendees
2 Days

Annual Homecoming Parade

15
Parade Entries
Campus Departments, Clubs & Organizations, and Community

University Unions



Enrollment Services

Admission

Financial Aid and Scholarships

Prospective Student Services

Registrar

Office of Admission

Accomplishments

The 2016-2017 academic year had many achievements. An increased number of applications was received by the November 30 Fall application priority deadline. Admission improved workflow and coordinated with the transfer credit evaluation team to enable a more timely review and issuance of degree audit reports (DAR). The Graduate team continued to consult with Graduate Studies and the Graduate Admission Advisory Group enabling collaboration with academic departments and to plan for future processing enhancements.

Technology advancements included improvement in processing incoming transcripts. Admission was able to request transcripts on behalf of applicants, and received more than 12,000 electronic records directly from community colleges which agreed to trading partnerships. Functionality was enhanced, allowing pre-screening of academic history before "auto evaluation", ensuring greater accuracy in granting conditional admission.

Admission began its transition to semester calendar processing by adjusting various internal deadlines and student deadlines for documentation. Planning for the semester conversion communication updates and data processing are on schedule for the Fall 2018 application cycle.

Continued focus on customer service to assure student applicants timely answers resulted in students having more direct access to dedicated staff and Admission Counselors by telephone and having Admission staff available in the Enrollment Information Center (EIC) during deadline periods and on call at other times. The Admission Leadership Team updated campus departments by offering informational presentations designed to enable staff working with incoming students to answer applicant questions and employ PeopleSoft admission page views.

Key performance indicators

1. 84% Fall undergraduate applicants were admitted before February.
2. Transcript processing improvements enabled the collection of 21,500 electronic transcripts resulting in faster processing of final transcripts and admission status.
3. The number of admission exceptions continued to be minimal: 24% of the number allocated to the campus.
4. Admission continued to reduce the manual sorting and processing of applicant records through increased utilization of technology to update student records.

Domestic State-Support and Self-Support Applications Processed 2016-2017*

	Freshmen	Transfers	Graduates
Applications Processed	15,175	11,896	3,918
Students Admitted	10,824	10,226	2,051
Students Enrolled	1,527	3,476	1,437
Percent of Applicants Admitted	71.3%	85.9%	52.3%
Percent of Admits Enrolled	14.1%	34.0%	70.0%

**Terms: SU 16, FA 16, WI 17, SP 17*

Office of Financial Aid and Scholarships

The Office of Financial Aid and Scholarships, along with the Enrollment Information Center, continues to provide best-of-class customer service to students and their families needing help with financial aid questions. Throughout the year, staff participated in numerous events aimed at building partnerships, sharing knowledge and providing assistance.

During the 2016-17 award year, the Office of Financial Aid and Scholarships disbursed over $137 million to more than 11,700 students to help meet their educational expenses. The office is also involved in providing eligible students with fee deferments until their aid is available, and book vouchers to help secure their books and laptops from the University's lending pool.

SOURCES OF AID

Federal	$88,173,281.00
State	$19,482,568.00
Institutional	$26,348,471.00
Other	$3,302,655.00

APPLICATION PROCESSING

Applications Loaded	$29,962.00
Awarded	$12,248.00
Disbursed	$11,724.00

RECIPIENT BREAKDOWN

Independent	6,082
Dependent	5,506
Undetermined	15
Undergraduate	10,178
Post-Baccalaureate	1,552

Office of Prospective Student Services

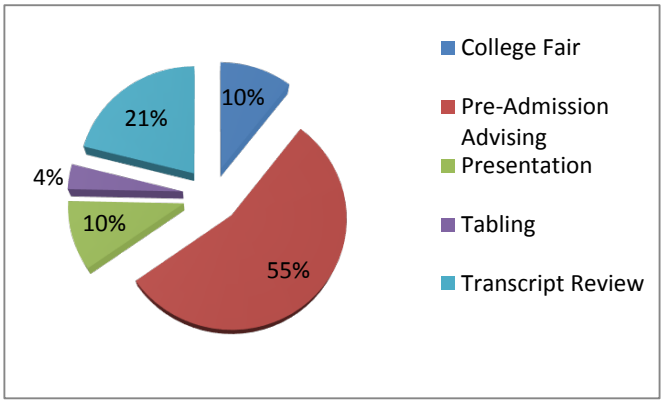
OPSS Team

Associate Director	Ilana Israel Samuels
Office Manger	Roz Maestri
Fulfillment Center Coordinator	Maria Elena Dominguez
Assistant/University Operator	LD Larkins
Recruitment Events Coordinator	Leticia Pagán
Events Assistant	Kianna Lamont
Welcome Center Advisor	Lena Korn-Clark
Pre-Admission Specialist	Louise Martinez
Counselor and Veterans Specialist	Marc Strong
Counselor	Traves Butterworth
Counselor	Cindy Salinas
Counselor	Kumar Krishan
Counselor	Samantha Brown
Counselor (Southern CA)	Cynthia Maravilla

Number of Student Assistants Employed.....11
Number of Federal Work-Study Students Employed.....54

2016 – 2017 Recruitment Activities

Total services offered	**1,979**



Service Type	Total	%
College Fair	209	11%
Pre-Admission Advising (# of students)	1081	55%
Presentation	201	10%
Tabling	72	4%
Transcripts Review/On-the-Spot Admission (# of students)	416	21%

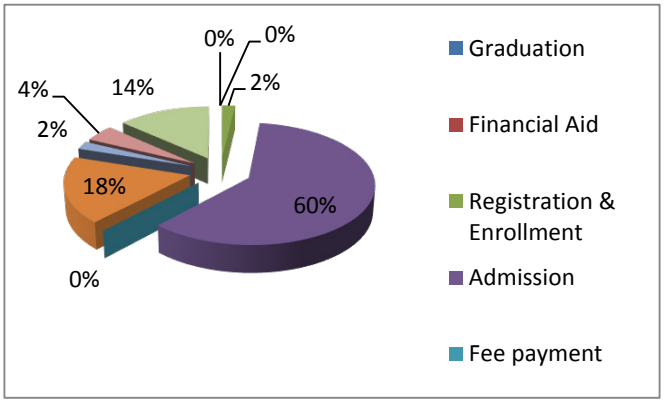
Admission & Recruitment Events

Total number of events coordinated	**12**
Total number of attendees	**9,269**

Communications

Type of Communication	Total	%
E-mails sent	94,918	45%
Letters mailed	110,392	53%
Tele-Counseling calls	3,272	2%
Total Communications – 208,582		

Letters Sent by Service Type

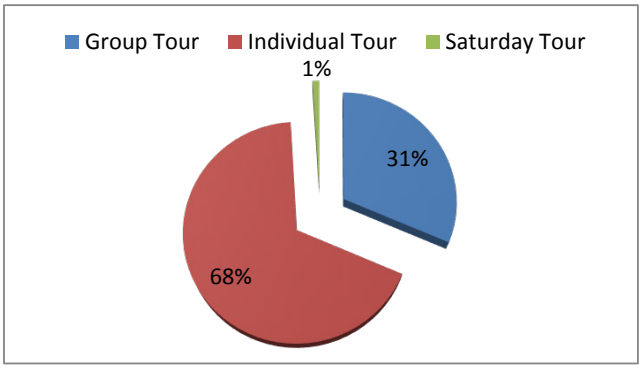


Office of Prospective Student Services

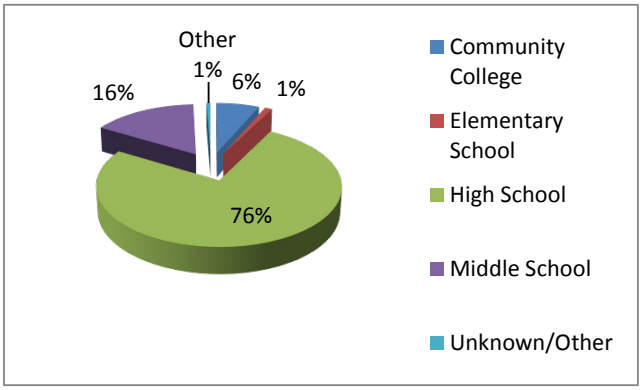
Welcome Center Campus Tours

Total tours provided	**404**
Total tour guests	**7,566**
Total students advised	**203**

Tours by Type



Grade Level of Tour Guests



FOR MORE INFORMATION

Call:
Welcome Center for Tours and Preadmission Advising:
510.885.2556

Campus Events
510.885.2612

E-mail:
admissioncounseling@csueastbay.edu
campusevents@csueastbay.edu

Follow:
CSUEB Admissions on Facebook, Instagram & Twitter

Visit:
www.csueastbay.edu/prospective

Other OPSS Functions

New prospects	23,505
University Operator calls received	11,860
Average calls answered	63%
Social Media Followers (Facebook, Instagram and Twitter)	1,848

Office of the Registrar

Goals

The Office of the Registrar works closely with all divisions and units across the University to enroll, retain, and graduate students. These efforts are accomplished by:

- Providing timely transfer credit and graduation evaluations to students
- Maintaining the online registration and degree audit infrastructure
- Policy interpretation
- Maintaining student academic records
- Transcript processing
- Protecting access to academic record information
- Upholding articulation agreements

The Office also strives to meet the following goals:

1. Support and maintain integral modules within the student information system, providing students and academic advisors with information to inform progress to degree, class scheduling, and access.
2. Support the University's strategic mission and goals by the use of new technologies, service to others, and maintaining a welcoming environment.
3. Align with goals of the Division of Student Affairs by providing student support through use of technology and access to staff who provide guidance in navigating policies, procedures, and degree requirements in order to attain a degree.

Accomplishments

- Degree Audit Programming: Expanded degree audit to include all majors and graduation requirements so students and advisors can easily track degree progress, with the goal of building all majors for semesters by November 2017.
- Communication: Created a new "Office of the Registrar" web page to consolidate information in one easily accessible place. Implemented a modification to send messages to students within their MyCSUEB portal to improve communication and read rates.
- Semester Conversion: Reviewed and revised academic and registration policies to improve student success and graduation rates.
- Edited the University catalog to include new policies for semesters, using clear language.
- Developed a crosswalk table so students and advisors can easily view course equivalencies between quarter and semester courses.
- Completed initial testing of the semester conversion modifications.
- Transfer Credit Articulation: Built and updated transfer credit articulation rules for 13 of the top 20 feeder schools.
- Graduation: The number of graduation candidates increased by 30% (undergraduate) and 20% (graduate). Despite the significant increase, degree posting deadlines were met for the year.
- For the second year in a row, the majority of new transfer students received their general education transfer evaluation within their first term of attendance, with the goal of reaching 100% next year.

Withdrawals	3,312
Grade Changes	4,598
Change of Major/Minor/Option	4,573
Personal Data Changes	710
Paper and e-transcripts produced	23,678
Deans List for the term recipients (Summer 2016 - Spring 2017)	4,035
Honors List for the term recipients (Summer 2016 - Spring 2017)	2,951
E-mails sent from the Office of the Registrar	22,190
Undergraduate Degrees Awarded (Summer 2016 - Spring 2017)	3,411
Transfer Credit Evaluations (Degree Audit Evaluations)	3,405

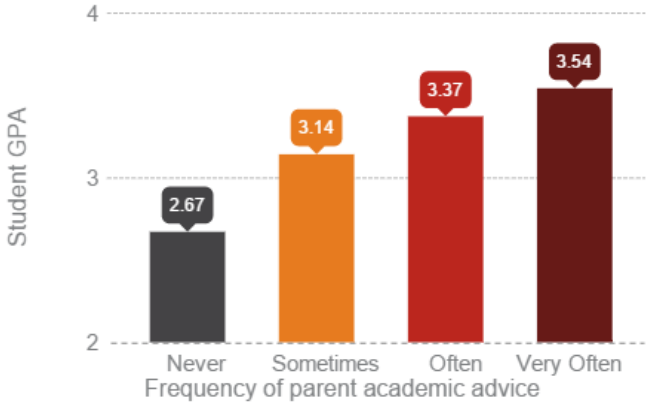
Parent and Community Relations

Parent and Family Programs

Transfer Student Programs

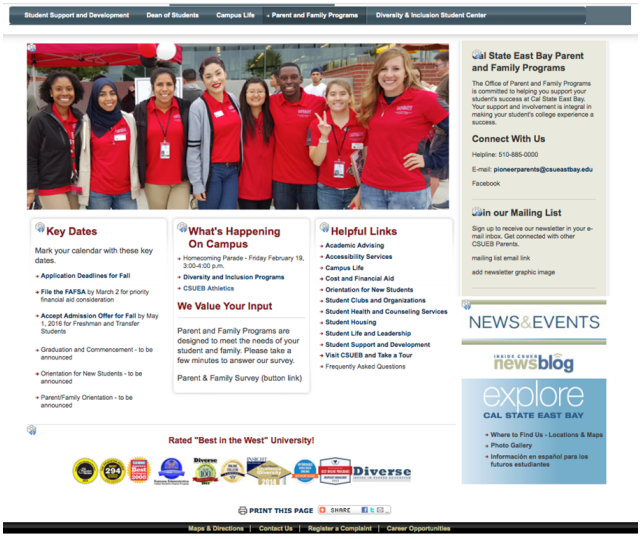
PARENT AND FAMILY PROGRAMS 2016-2017

Parent Involvement Helps Student Performance



19.3% increase in Parent Attendance at Family Orientation

50% increase in page followers on parent digital media

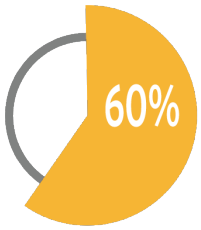


CAL STATE EAST BAY
PARENT AND FAMILY PROGRAMS

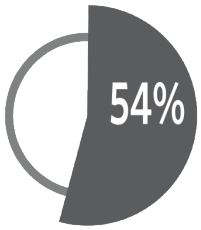
Transfer Student Programs

TRANSFER STUDENT PROGRAMS

QUICK FACTS ABOUT TRANSFER STUDENTS AT CAL STATE EAST BAY



60% of Fall 2016 new undergraduate enrollment were transfers



Transfer students comprised 54% of Fall 2016 undergraduate enrollment

72% of the undergraduate graduating Class of 2017 were transfer students

NEW TRANSFER STUDENT INITIATIVES LAUNCHED

2016 — October — January — February — May — June — 2017

October

384 transfer students inducted during inaugural ceremony

1st NorCal 4-year university to establish a chapter

January

Inaugural cohort of Transfer Ambassadors selected

February

Transfer Connections launched with top four feeder community colleges

May

Senior Cording and Induction Ceremony held

209 additional transfer students inducted

June

From 200+ on interest list, 51 incoming transfer students were selected to participate in 4-day Transfer Academy

I ♥ TRANSFERS CAMPAIGN

Soft launch of campaign began on Welcome Day

Campaign will continue through the 2017-18 academic year

RECOGNITION AND AWARDS

3 SOLAR (Student Organization Leadership and Recognition) Awards received for:

- ★ Outstanding Contribution from a Campus Department
- ★ Outstanding New Student Organization
- ★ Outstanding Collaborative Program

Student Equity and Success

Educational Opportunity Program (EOP)

Asian Pacific American Student Success (APASS)

EXCEL Program

First Generation Programs

GANAS Program

Renaissance Scholars Program

Sankofa Scholars Program

Veteran Student Services

Student Equity and Success programs aim to enhance students' overall Cal State East Bay experience and retain and graduate low income, first-generation, historically underrepresented and underserved student populations. Here are a few notable program highlights with outcomes that exceed Cal State East Bay averages.

82%
of foster youth in the Renaissance Scholars Program were retained after the first year

80%
of transfer students in the GANAS program graduated within three years

73%
of EOP transfer students who started in Fall 2010 graduated within three years

64%
of Sankofa scholars (transfer students) are expected to graduate within two years

Student Support Services

Accessibility Services

Advocacy Services

Recreation and Wellness Services

Student Health and Counseling Services

Accessibility Services (AS)

Accessibility Services 2016-2017

CLP **40%** of **College Link Program** students graduated in 6 years

PI **66%** of **Project IMPACT** students graduated in 6 years

941 **Accessible Furniture** requests were completed

3483 **Accessible Testing** requests were completed

EPUB **2325** Course texts were converted into **Accessible Media**

1506 **Assistive Technology** requests were completed

3711 Hours of **Sign-Language Interpreting** were requested for students, faculty, and staff

RTC **1210** Hours of **Real-Time Captioning** were requested for students, faculty, and staff

WA-IV **11** **Work-Ability IV** graduates were placed in full-time employment

AS **55%** **AS Transfer Students:** graduated in 2 years
24% graduated in 4 years
8% graduated in 6 years

AS **1409** Students received services from **Accessibility Services**

AS **25%** **AS First-Time Freshman Students:** graduated in 6 years
27% graduated in 4 years

Advocacy Services

CAL STATE EAST BAY
PIONEERS FOR H.O.P.E.

During the year, Case Management Services and Pioneers of HOPE were able to make a great impact with the basic needs initiative. Advocacy Services has developed partnerships throughout the university in efforts to support our students. There have been various successful events that were geared toward addressing the basic needs of our students. Numbers continued to increase with student of concern reports. As the need continues, the demand for tangible resources also grows. This department continues to work hard at making sure there are available resources on hand to address the needs of the student community.

The Pioneers for HOPE program – with the collective efforts of the university – have raised over $150,000. These charitable donations have allowed the opening of two food pantries, a library after-hours food and resource kiosk, the establishment of an economic crisis fund, and much more.

HOPE services through this academic year are reflected in the following data:

- 37 students accessed the meal swipes and we gave out 710 meals
- 164 students accessed the HOPE food pantry for a total of 315 appointments
- The number of individuals in families served per student encounter was 855
- 45 HOPE referrals through Advocate and 15 direct HOPE related e-mails totalled 60 students served
- 142 care reports were submitted during the 2016-17 year

Membership Access

492,687 Front Desk Card Swipes

09.19.16 - 06.09.17

Students	Faculty/Staff	Community Affiliates	Non-Matriculated Students
429,632	54,749	4,483	3,823

Fall, Winter, & Spring Quarters

Open 7 days per Week

12-18 Hours per Day

Included with Tuition

Intramural Sport Programs

Leagues	Tournaments
Basketball	Badminton
Flag Football	Bubbleball Soccer
Soccer (In/Outdoor)	Dodgeball
Volleyball	Capture-the-Flag

886 Players

348 Games

149 Teams

65% Off-Campus Resident Players

Fitness Programs

Fitness experiences for all interests, fitness levels, & abilities.

Personal Training Packages

Delivering over 400 sessions to 30 clients!

Fitness Center Orientations

Reaching 65 new members!

Group Fitness Classes		
Dance	**Mind Body**	**Strength**
MiXXed Fit	Foundational Yoga	Body Sculpt
U-Jam	Restorative Yoga	Insanity
Zumba	Vinyasa Yoga	H.I.I.T.
And Many More!		

2044 Class Participants

Outreach Programs and Workshops

5,996

Student Contacts

Term	Summer	Fall	Winter	Spring
Contacts	1284	1666	1453	1593
Events	21	31	57	66

175

Campus Events

SHCS
Student Health and Counseling Services

IMPACT STATEMENT 2016 - 2017

Our mission is to assist CSUEB students in achieving their academic and career goals by maintaining optimal health.

14,092
Total Patient Visits

- **19,015** Medical Care
- **10,624** Pharmacy
- **9,867** Laboratory
- **6,711** Counseling
- **1,492** Physical Therapy
- **913** Radiology
- **139** Immunizations

Services Provided

- Urgent Care
- Counseling
- Health Education
- HIV Testing
- Laboratory
- Massage Therapy
- Men's Health
- Orthopedics
- Pharmacy
- Physical Therapy
- Radiology
- Women's Health

Passed Accreditation

AAAHC
ACCREDITATION ASSOCIATION for AMBULATORY HEALTH CARE, INC.

PAW Approved For Healthier Choices

Pick me! PAW APPROVED!

Peer Advocates for Wellness has developed a way to help EB campus community find healthy food and drink options on campus

Reasons For Visits to the Health Center

- Respiratory Issues
- Sexual Health Resources
- Pain / Injury Management
- Abdominal / Digestive Issues
- Dermatology Services
- Counseling Services

Top 5 Reasons For Counseling Visits

1. Anxiety
2. Stress
3. Depression
4. Relationships
5. Personal Growth

Our Health Facility

23,900 Square Feet

- 16 Examination Room
- 10 Counseling Room
- 3 Health & Wellness Offices
- Confidential Advocate Office
- HOPE Food Pantry

Laboratory, Pharmacy, Radiology & Physical Therapy Services are also located at SHCS

Patient Satisfaction Survey

- **96%** Felt respected on personal privacy and dignity
- **90%** Great clinical and nursing Staff
- **90%** Information provided to patient
- **88%** Timely of service: Check-in to seeing clinical or license staff

Student Health and Counseling Services

OUR TEAM

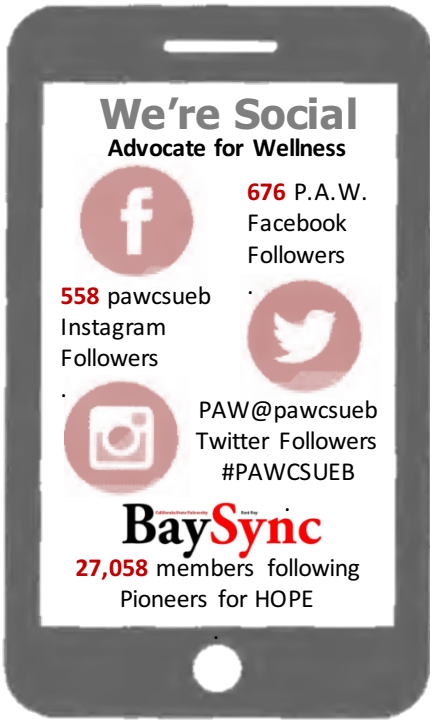
- 8 Registered Nurses/Medical Assistants
- 6 Licensed Counselors
- 5 Physician / Nurse Practitioners
- 5 Clinical Records Staff
- 4 Administrative / Support Staff
- 3 Massage Therapists
- 3 Health Educators
- 3 Post-Masters Counselor Interns
- 2 Pharmacists
- 1 Case Manager
- 1 Confidential Advocate
- 1 Health Education Assistant
- 1 Physical Therapist
- 1 IT Consultant

Peer Advocates for Wellness PAW

26 Student Peer Health Educators
5,667 Student Hours Promoting Health

Counseling Groups

- **RIO Seminars**
  (Recognition, Insight and Openness)
- **Anxiety Tool Box Seminar**
- **"Calm and Clear" Mindfulness Workshops**
- **Women of Worth**
- **It's a Family Affair**
- **Immigration Support Group**
- **Self-Care Workshops**



"Health Services on campus are fast and instantly available."

- CSUEB Student

"Knowing there's people who care and want to help me has given me hope to work through these hardships.''

- B.B. (Senior)

Pioneers for HOPE

"Friendly staff. The doctors are very helpful throughout my visit."

- CSUEB Student

COUNSELING SERVICES
HELPS OUR PIONEERS STAY IN SCHOOL

Top 5 reasons students come to counseling

Counseling supported 38 couples in their relationships this year

93%
Students would recommend counseling to their friends.

And they do! The majority of students who come to counseling have been referred by their peers.

70%
of clients say that coming to counseling has helped them stay in school.

50%
of counseling clients access mental health support here for the first time.

What clients say about our services

"My counselor made it easy and comfortable for me to open up."

"Counseling saved my life!"

"I feel calmer, happier and more equipped to handle challenging situations."

"I don't have to be stuck on the "bad days" all the time and I can see a brighter future."

"It helped me in ways I couldn't imagine."

SHCS
Student Health and Counseling Services

Priorities and Goals for 2017 - 2018

In the 2017-18 academic year, the staff and administrators from the Division of Student Affairs at Cal State East Bay will join together to address new challenges that lay before us in the ever-changing landscape of higher education. The identified Strategic Initiatives that we will focus on for 2017-18 are:

- Communication and Branding
- Completion of Semester Conversion Project
- Implementation of the California Promise
- Focus on Strategic Enrollment Management
- Graduation Initiative 2025

The California State University launched the Graduation Initiative 2025 in September 2016 establishing a series of ambitious goals for all 23 campuses and the system. The CSU and Cal State East Bay in particular are committed to facilitating our students' paths to the timely completion of a high quality degree that prepares them for a lifetime of achievement. This accomplishment will confer a host of benefits to our students:

- Freshmen will earn their degree an average of one term earlier resulting in an immediate gain of $13,264 and a long term gain of $31,370.
- Transfer students will earn their degree an average of two months earlier resulting in an immediate gain of $5,823 and a long term gain of $13,772.

The 2025 graduation goals for Cal State East Bay are:

- 62% of Freshmen will graduate within six years (current rate is 45%).
- 83% of Transfers will graduate within four years (current rate is 73%).
- The difference between graduation rates for students from underrepresented groups and the rest of student population will be reduced from 14 percentage points to zero.
- The difference between graduation rates for low income students receiving Pell Grants and those not receiving Pell funding will be reduced from two percentage points to zero.

These ambitious goals are achievable only with the concerted efforts of staff, faculty and administrators from all sectors of the campus. Please join us in our efforts to achieve these important objectives.

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CAL STATE
EAST BAY