

California State University, Fullerton
Student Success Initiative Student Fee Advisory Committee Meeting

Minutes

Friday, October 18, 2019

3:00 – 4:30 p.m.

Pine 140, Housing and Residential Engagement

Present: Aaron Aguilar (co-chair), Hallie Hunt (co-chair), Adriana Badillo, Dr. Elizabeth Boretz, Melanie Garcia, Marissa Kummerman, Frida Mendez-Arce, Lilian Nguyen, Isabel Pinedo, Dr. Sean Walker, Emil Zordilla

Guests: Alyssa Adamson, Kyle Bisson, Rosalind Blackstar (in for Lori Palmerton), Justine Budisantoso, Yessica De La Torre, Victor Delgado, Dr. Mark Filowitz, Alisa Flowers, Dr. Andrew Gonzales, Rommel Hidalgo, Dr. Sofie Leon, Dawn Macy, Jennifer Mojarro, Trista O'Connel (in for Dr. Rochelle Woods), Dr. Tony Pang, Sandra Perez, Summer Rivera, and Ann Roll (in for Dr. Emily Bonney)

I. Call to Order: 3:02 PM

- a. Welcome and Introductions
 - i. Co-chairs welcomed committee, thanked everyone for attending, and began with introductions of committee.

II. Overview

- a. Kyle Bisson provided background information on the SSI Fee as well as the purpose and structure of the committee. Kyle explained that the purpose of the committee was to ensure accountability and transparency in the use of SSI funds, and showed an example of how this is done through the SSI webpage. Kyle reminded committee of the SSI logo and how the logo represents that the service/experience is funded by SSI. Information was shared about the sections that are funded and map of the areas that are funded was reviewed. Also shared was information about the fee amount collected for the year and where CSUF ranks in regards to SSI fee at the CSU level (6th lowest).

Hallie Hunt recognizes Adrianna Badillo and Lilian Nguyen, who stepped in a few minutes after beginning the meeting.

III. Approval of Minutes

- a. No minutes were approved at this meeting.
- b. Hallie explained that the February 1, 2019 minutes had not yet been approved because they did not meet quorum in April and that the April 26, 2019 minutes were not yet approved because we wanted to allow this committee more time after the meeting to review them.
- c. Minutes for February 1, 2019, April 26, 2019, and October 18, 2019 will be approved at the next meeting.

IV. 2019-2020 SSI Funds collected

- a. Hallie introduced Raymond Juanico, Senior Budget Analyst, from the department of Resource Planning and Budget.

- b. Raymond shared this year there would be an estimated \$15 million in revenue from the SSI Fee. Raymond shared that student fees are collected based on enrollment and shared the percentages that each section receives. Raymond reported that an update of actual funds collected will be shared at next meeting.

V. Plan for 2019-2020 Academic Year

- a. Aaron began the presentations, and asked folks to introduce themselves when they come up to present.
- b. Presentations

- i. Center for Internships and Community Engagement**

- Dr. Andrew Gonzales shared that CICE is in charge of approving service learning and academic internship opportunities that are tied to academic credit. CICE manages all the logistics behind the planning and offering of those opportunities and shared that vetting of internships has to go through their office.

- This year they have hired one coordinator to assist with the academic internships and will bring another person to assist with the service learning. CICE plans on recruiting another staff member to assist with marketing. Dr. Gonzales also shared numbers from last year and reported that there are currently more opportunities through CICE than there are students seeking them.

- The department also supports faculty in understanding the pedagogical practice behind service learning. They provide academic training. ASIS program with community partner oversee afterschool tutoring and early childhood education. Although SSI funds don't directly support these two areas, they help the staff in supporting this. The plan for the year is to continue the work and to expand.

- ii. Supplemental Instruction**

- Dr. Trista O'Connel shared that due to the SSI fee, they have doubled the number of sections. Dr. O'Connel shared the list of courses that have been supported by SSI funds with the committee. She also shared that they were able to acquire a room in the library to support courses that are not currently supported. Technology has also increased so they are hoping to launch online SI sections in the next semesters.

- iii. Learning Communities (Honors)**

- Dr. Sandra Perez, Director of the University Honors Program and shared that they serve the GE courses. Her goal since her directorship is to open up the program to all students on campus, because when she began, she noticed that the program did not accurately represent our campus population. This year, they will be hosting the National Society for Minorities in Honors 2019 Conference. Topics at the conference will include how to recruit and retain Black students and underrepresented

students, conversations around Native students, DACA students, etc. Dr. Perez shared that two years ago they started a study abroad program for that will be in Latin America this year. She also shared that alumni programs are undergoing. Both of these are helping with their goal of building community and growing successful leaders.

Aaron asked what kind of events alumni were involved with and Dr. Perez shared that hosting workshops and networking with current students is of key importance for the plan they hope to incorporate.

iv. Career Center

Jennifer Mojarro, Associate Director of the Career Center, introduced herself and shared that SSI funding supports the funding of staff in the center. Jennifer passed around a calendar for the Fall 2019 semester to highlight the various events staff put on in the center. One college counselor is currently vacant for the college of ECS and that is because that individual was promoted. Jennifer shared that the position will be posted soon. The center is currently working on resume building workshops, and creating a top 20 employers list.

Marissa asked how many career specialists the career center had, and Jennifer answered that they have 10 (one for each college, and two additional specialists) when fully staffed, but they currently have 8.

v. Expand Academic Advising

Dr. Boretz shared that Dr. Mark Filowitz usually presents in her place since she is a committee member, but today he was unable to make it. Dr. Boretz shared that the Student Success model has really matured these past years. At the beginning there was high turn around but now it seems that specialist are staying in their positions and when they leave, they are leaving for higher level positions which is a good sign.

Part of the SSI goal was to do outreach to and engage students so they know how to graduate. Shae shared that online interactions have been providing them with the same outcomes as in person sessions, so they are looking at shifting towards an online push notification type system. This system will work through an app that will notify students about deadline and personalized needs. Dr. Boretz shared that they have to be strategic about when to launch new initiatives like this.

Dr. Boretz reported that the efforts from this office have rescued more than 4,000 graduations and recaptured over 2000 students who would have otherwise left the university, which amounts to over 29 million dollars of tuition revenue. Dr. Boretz also shared that Grad programs are going well, and that they are currently searching for a director for that area. Dr. Boretz

thanked ASI and the group for the fee money, saying it has made a huge difference.

Marissa Kummerman asked when the app would be ready to launch, and Dr. Boretz said that they were aiming it launch by January, but it may not be fully complete with an integrated degree planner. When it lunches, it will use push notifications to communicate dates and deadlines to students, and as more colleges upload their information into the system, it will be able to get smarter, sending tailored notifications to individual students.

vi. Expand Library Hours

Ann Roll, Associate Dean of the Library for scholarly and collections, started by thanking the committee for the support. She shared that the library has kept expanded hours and the 24/7 hours during finals week and the last week of classes due to the SSI Fee. Fees are used to keep the library open and to support library staff, security, and custodial staff during the extended hours, and the plan is to continue doing that.

Dr. Sean Walker asked if the extended hours applied at the Irvine Center Campus as well. Ann replied that there are also extended hours in Irvine, but they are different than the hours on the main campus.

vii. Improve Course Availability

Alyssa Adamson, Executive Director of Academic Finances and Space Management, shared that it's really nice for her to be here and hear about the work that everyone does. She shared that fees her office receives go to support additional course sections. The courses that are funded are high demand courses that usually have waitlists and are required for graduation, etc. She shared that there is an entire process for selecting these courses that involves every college and the deans inputting a list of their high demand courses and requests. Their goal for 2019 is to fund up to 100 courses but it depends on the money received. Last year, for example, they were only able to fund 96 due to lower enrollment numbers that predicted.

viii. Alumni Student Services

Justine Budisantoso shared that her position is funded through the SSI fee. Her role is ensure that students are connected to alumni, and that the InterClub Councils and Titan experience are being enhanced. Funding for a graduate student assistant is also supported though SSI; they outreach to ICCs on campus to engage student with the Alumni programs. Justine then discussed the Titan Pro-Network which currently has 1992 people on the network – 1100 of which are alumni. The goal is to increase the number of alumni on the network by targeting alumni that have graduated within the last 10 years that are currently employed. Through the network, students can make calls with alumni without their personal numbers being shared.

There are resources for alumni to learn how they can help. Sometimes that's just sharing their story. Alumni Student Services is using various marketing strategies to share this such as a podcast, road trip nation, and very student centered marketing to promote. Justine also shared plans for this year's grad barbeque. Plans include inviting more departments and alumni as well as considering opening the event to students the year before they plan on graduating to make sure they get the information to students, especially those who graduate in fall, the information they need on time. The Gear Up for Success program is evolving to include resume review, preparation, how to find a job as international student, and more. Last year they noticed a gap on how they helped international students find careers, so they're working on providing more resources for this. Over 100 people signed up this past semester, through collaboration with the career center, etc. Various events have occurred and many more to come. Dinner with 12 Titans occurred last weekend with over 100 students. Slice of Advice continues with Career Center. "I love CSUF" week is being planned to help student understand the importance of giving and class gifts. Homecoming celebration, Night of the Pachyderm, etc. Aaron thanked Justine for all the work they do.

ix. Athletics Facilities and Support

Summer Rivera started by wishing everyone a happy game day and sharing that three programs were competing that night:

- Women Tennis at San Diego
- Women's Volley Ball (9-7) at Long Beach
- Women's Soccer (10-2-1) vs. UCI

Summer then shared some of Athletics 2018 accomplishments:

- Runner up for commissioners cup
- Big West championship
- Baseball winning record
- Men's & Women's track and field sent to the NCAA championships
- Director received an awarded
- BW scholars
- NCAA women of the year

Summer added that out of the 9 schools in the Big West division, CSUF ranks 8th in terms of overall athletics budget.

Summer then shared information about a few Athletics renovation projects including the creation of a Hall of Fame at the entrance of the Titan Gym and the baseball/softball project that will begin in Spring. Summer shared that the locker room is in dire need of an upgrade, due to current conditions being unideal for the team. The locker room currently has two shower heads and one toilet for a team of 38 people. There is not enough locker space, so the team has to rent lockers in different areas of the facility, with pitchers being moved to the second floor, away from their

team. Space is also an issue, with only one couch in the “lounge area” that is so close to the showers that it gets wet when people shower. There is also no space for staff and to change into their uniforms, or a bathroom for them to use.

In terms of supporting Athletics (besides facilities), SSI funds support athlete scholarships and wellness of them. These scholarships help recruit top athletes which leads to the success on the field. They also help to pay academic tutors to help athletes succeed. There is also a life skills assistant and athletics trainers are supported through the fee as well. Health and wellness is also supported through strength and conditioning specialists, a sports psychologist.

Marissa asked if the renovations include softball as well, and Summer answered that it would also support softball, including both of the softball fields.

Lillian asked what renovations were being done at the gym entrance and Summer answered that it was necessary to create a physical “Hall of Fame” because individuals are inducted every year, but there is no physical place to show this currently.

x. Veteran Resource Center

Cameron Cook, Director of the Veteran Resource Center (VRC), shared that their office is charged with serving active duty, retired, and military connected students. The department is very engaged and committed to building the community. The center performs assessment after every event to measure ways in which they can better serve their students. Their assessment is overall very positive however many students reported that they didn't know about the center's events so they are looking for new outreach strategies. The center is working on their signature events, Vet Month, Women Veterans in Higher Education conference in February, Appreciation Night in May, their Vet Net Ally program, which trains faculty and staff, and also working with Alumni to build a veteran alumni network. The center is currently looking to fill a few positions including their wellness coordinator which will work with CAPS, DSS, to help students plan the TWW program, etc. and a Career Coordinator which will work with CICE and other campus partners. The center is also looking to plan trips to Silicon Valley and Washington DC to help students connect their skills to potential future careers. Cameron then reported that since 2002, there have consistently been 400-500 veterans served by the center. Since 2009, we have not seen much growth in our center, but others have, and Cameron would like to see our center grow through the recruitment of new veterans to CSUF. In terms of diversity, Cameron shared that our veteran population at CSUF has a 3.1 cumulative GPA on average, ½ are Pell Grant eligible, 1/3 are racially or ethnically diverse, etc. Cameron

then passed out the vet month events flyer and reviewed some of the activities. The largest event they want to promote is the Vets vs Cadets game on November 13th and the flag raising.

Dr. Sean Walker asked what the record was for the Vets vs. Cadets game. Cameron said the Cadets were up 3-2, but said that it was important to note that they also had a team that practiced and played all year long while the Vets only played the one game. Rommel shared that it would be good to see the advertisement for Vet Month on the new digital signage, and Cameron said he would reach out.

Aaron asked when the wellness coordinator position would post and Cameron stated that there were currently a lot of staff moving around, but the hope was to be fully staffed in spring.

xi. Disability Support Services

Lori Palmerton, Director of Disability Support Services (DSS), introduced herself and wished everyone a happy Friday. She explained that they provide accommodations and aid for students who self-identify with DSS. The office considers themselves a civil rights office because they ensure that student's rights are protected. It has been a busy semester with a steady flow of 1,500 students, and 20 welcome meetings a week, which has slowed down slightly from 35 a week at the beginning of the semester. Lori shared that SSI funds support 1 DSS specialist position, which currently remains filled. The office is working on a DSS ally program that probably won't be called that but will be offered to campus community, and will hopefully begin in the spring. Next week is Disability Awareness Week, also DSS day on Oct 23.

xii. Diversity Education Initiatives

Dr. Sofie Leon for Diversity Initiatives and Resource Centers (DIRC), shared that DIRC is home to five resources centers that all moved into a single space in the library a little over a year ago which has allowed for greater collaboration and programming. Some highlights are that all centers do at least 1 collaboration with another center, such as Undocu-Black. SSI funding has allowed DIRC to extend hours until 7pm, which is an additional 8 hours a week. Signature events are being established. Formal welcome back events were done for the first time in all centers. Centers are also collaborating with faculty, and example being Platicas in the CRC. This past week was the national coming out week, where the LBGBTQ flag was raised and received a lot of support on campus. One new change is that the Brave space is going to be restructured to provide more space and serve more students. They do have student staffing in that space which is also new this year.

xiii. Student Life and Leadership (SLL)

Tony Pang shared the different programs that are supported in Student Life and Leadership (SLL) such as and a number of programs such as Lead Con and Discoverfest, and SSI also funds 5 Graduate Student Assistants. Lead con works with student organizations to help develop their leadership skills. Fall and spring sessions are provided. The Titan resource Fair is focused on campus department resources. Discoverfest is focused on highlighting student organizations and is the number one place where student orgs are able to recruit. Sports club concussion training is required by all sports club members to ensure safety when they go out and compete. Fraternity & Sorority Life new member training provides all new members information on FSL life and expectations. Community Service projects has a lot of partnerships such as with the Orange children's center, redcross, etc. Tony then discussed EventPass which is a QR code that is unique to each student and allows clubs and orgs to more easily track attendance at events, which provides analytics to support student success. Currently SLL is paying for this service but they would like to move the cost to SSI funding.

Aaron asked Tony to pick his personal favorite of all student orgs, and Tony said he couldn't pick an organization, but stated that his favorite event was Tuffy Awards.

xiv. WoMen's and Adult Re-Entry Center

Alisa Flowers, Director of the WoMen's and Adult Re-Entry Center (WARC), covers three programmatic areas including adult reentry. These students may also be parents. The center provides services for CalWORKs which includes assistance with books and childcare for example. The center also advises a student organization called aware for returning students. Non-traditional scholarships are also offered through the office. October is domestic violence awareness month. Next week is survivors speak and the Violence Prevention conference. Coordinator position for Adult Re-Entry is currently open and they hope to have it filled in the spring as well as a confidential advocate. The center is looking at new laws that impact Title IX and how we support students. These changes to require additional support for students to address problems lie the fact that we only have one confidential advocate for our 40,000+ students. Despite the lack of a coordinator, the center has still been hosting events for these students and providing services. Alisa then passed out flyer for the conference and encouraged committee to register, it is free and they don't have to attend the whole time.

xv. Improve Your Instructional Experience and Access Upgraded Technology

Rommel Hidalgo AVP for IT shared that they plan to continue offering the existing software. Pichvantage is fairly new, which allows you to practice

public speaking. It record how many times you say “um” and your level of engagement, so it shows virtual people dozing off. This is a good resource for students to practice their public speaking. Renovation of classrooms were completed during the first three years, finishing almost two years ahead of schedule, but they are going through classrooms to ensure upgrades and any missed rooms as well. Confidence monitors are being added, which allows faculty to see what the students see on the screen, while also being able to look at the students rather than away from them. Rommel then moved on to Wi-Fi, where he shared that coverage was added to the light poles in the promenade to improve signal strength. Wi-Fi controllers were also updated to an up-to-date version. He also discussed the ‘eduroam’ network and how it is available to us worldwide and different colleges and universities. Rommel then discussed the Innovation Center and college collaboration spaces we have in the library. He said that these spaces have allowed students to see the hardware and software that other majors require, and this will hopefully spark collaboration between individuals from different majors. Our Makerspace has 3D printers, virtual reality machines, etc., but it needs to be upgraded already as it is currently much smaller than others. CSULB library has so much more space and equipment; they have industrial grade 3D printers. Texting support has been added to allow students who are locked out of their account to text an IT service to get it unlocked which is an example of self-support. 24/7 IT support is still provided.

Sean Walker asked if IT knows where we are because of being connected to ‘eduroam’ networks, and Rommel shared that yes, campuses can see where their users accessed the network at other schools.

Motion by Sean Walker to extend the meeting by 10 minutes.
Seconded by Marissa Kummerman.

xvi. Learning Communities (EOP)

Victor Delgado shared that there has been 3 years for funding for EOP program which has allowed the reengineering of the summer bridge program serving 65 new summer bridge students. The reengineered program includes 3 phases, with the first being in the summer, where incoming students took 4-5 units specific for their majors and a reading class to help with time to degree which data showed was an area that needed to be supported for these students. Math was the #1 reason why students were not graduating, therefore these students received GE math which increased the pass rate. Phases 2 and 3 are the fall and spring courses that they take together as a cohort. University 100 and a Chicano studies course. Victor shared that these phases should help students graduate on time and with the needed units, whereas previous data showed they were actually ending with less units than expected. This new structure also implemented mid-semester grade sheets through an assignment to

make sure students are on track. EOP has also began getting their peer mentors certified, so that they are better able to help students. EOP has begun implementing Co-curricular programming for their students. This year, EOP plans to repurpose spaces to create a student center and a larger space for peer mentors. This will be done by removing filing cabinets that are no longer needed, and moving the staff from that space to another. This will probably be completed in the summer. New computers are also in the plan to be purchased.

Lilian asked what EOP stands for, and Victor replied that the Educational Opportunity Program is a program aimed at about providing access and equity for students. The program has existed in the CSU for 50 years, as a result of the civil rights movement.

Aaron asked where the EOP space was located and Victor replied that they were on the first floor of the library next to the student success center. He also shared that they have offices and spaces on other floors but they are trying to bring them to the same space.

VI. For the Good of the Order

Aaron shared the following updates:

- Orientation for students on both committees was held on Friday October 11, 2019
- Students attended orientation or follow-up up with a 1:1 meeting
- Office Hours are available to student prior to meetings
- Encouraged students to attend the office hours.
- Environmentally friendly: We will no longer print reports, presentations, or agendas unless requested.
- Please complete the doodle form to help schedule the next meeting

Meeting adjourned at 4:46pm