



## ANNUAL REPORT 2018-2019

### I. Department Mission Statement

The Student Transition and Retention (STAR) Center exists to provide a place for academic preparation and support for historically underserved students at CSU, Chico. We strive to provide an atmosphere for educational collaboration and innovative approaches to enhance student achievement.

#### *Department Goals*

April-July 2019:

- Be prepared for grand opening by fall 2019
- Create programmatic themes and areas
- Develop pool of campus and community stakeholders
- Create physical and philosophical infrastructure
- Hire all staff

Annual

- Increase institutional outreach and support for historically underserved students, prioritizing populations not engaged by formal support programs (*University strategic priorities 1, 4, 8*)
- Provide intentional engagement opportunities to encourage academic success for historically underserved students (*University strategic priorities 1, 2, 7, 8*)
- Foster validation as a means of inspiring agency to improve student persistence and retention amongst historically underserved students (*University strategic priorities 1, 4, 5, 6, 8*)

Historically underserved students (Underserved racial minorities, first-generation, low income) encounter campus climates that reinforce social inequities, impeding their ability to successfully navigate a collegiate landscape. The goals of the STAR Center provide us with direction to target students most in need, expand access points to campus resources, promote interdivisional collaboration, and increase the scope of best practices already in place to ensure recruitment, persistence, retention, satisfaction, and graduation.

*(Last Reviewed: July, 2019)*

## II. Department Accomplishments

- Created mission and direction for the STAR Center
- Developed programmatic areas for the STAR Center
- Developed partners and stakeholders from Academic Affairs
- Hired student staff and in the process of hiring professional staff before beginning of fall
- Transitioned academic advisor from AAP to the STAR Center (Physical location)
- Hosted a women of color roundtable
- Established advisory board and programming calendar for *Women of Excellence* (Academic retention program)
- Initiated post-bachelor exploration program
- Initiated course collaboration with MCGS
- Doubled the Men of CHICO cohort from Spring '18 (15) to Spring '19 (32)
- Received approved department logos
- Bringing the NASPA Undergraduate Fellowship Program (NUFP) under our umbrella

### *Highlights*

*Starting the STAR Center-* The STAR Center opened its doors mid-April of 2019. As a blank slate, one of the biggest tasks and accomplishments was getting furniture and setting up network lines. The physical layout of the STAR Center is inspired by student input, center designs from other campuses, research on innovative academic spaces, and staff suggestions. The mission statement and goals help to shape and focus the philosophical direction of this academic atmosphere. They were designed with input from students, faculty, staff, and trending research.

*Building Faculty Partners-* As a department designed to be a collaborative space between Academic and Student Affairs, it was important to introduce faculty to, and find common opportunities for them in, the STAR Center. We met with five Associate Deans, two Deans, and a number of faculty to discuss challenges in serving historically underserved students. These discussions spawned two major programs scheduled to start in the fall: “FaculTea” and “Nerdy Under 30”.

*Establishing Academic Retention Programs-* Growing Men of Chico and establishing a blueprint for Women of Excellence has been key to galvanizing our historically underserved students as primary users and promoters of the STAR Center. Our women of color roundtable boasted over 90 diverse female students. This growth represents a need that these students are yearning for in connecting with the campus and each other.

### *Diversity Efforts*

- Hired a diverse student staff representative of our student population
- Staff went through anti-bias training
- Hosted first-gen summer orientation workshops, a collaboration with AAP
- Men of Chico hosted a men of color conference, bringing approximately 100 high school, community college, and community members to campus.
- Collaborated with the CCLC, DREAM Center, MCGS, GSEC, Path Scholars, and Tribal Relations for a Preview Day welcome video to market towards diverse students.

### III. Changes in Policies and Procedures

Because the STAR Center is a new space on campus, all policies and procedures, outside of general University policies, are new:

- Mission Statement
- Goals
- Operating Hours
- Usage Policies
- Participation Philosophy
- Staff Responsibilities

### IV. Resources Summary:

#### *Resource Allocation*

G.I. 2025 (Men of CHICO)	\$20,000
G.I. 2025 One Time Rollover	\$20,000
Work Study	\$5,458.90
STAR Center OE	\$20,000
Total Allocation	\$65,458.90
Expenditures	(\$66,641.95)
Unused Work Study	(\$0)
Net Balance	-\$1,183.05

#### *Human Resources*

- Appointment of Interim Associate Director for the STAR Center
- Emergency hire of SSP 1B
- Initiated hiring process for SSP 1B and ASA II
- Student staff hired
- Academic advisor from AAP transitioned to be housed in STAR Center

#### *Facilities/Equipment*

Because this is a new space, new furniture, technology, aesthetic materials, and programming materials needed to be purchased.

### V. Program Assessment of Past Year

#### *Program Objectives*

Because the STAR Center was not established until spring 2019, there were no goals set for the department during the previous academic year. Men of CHICO has come under the umbrella of the Center and the objectives set for last year are provided below:

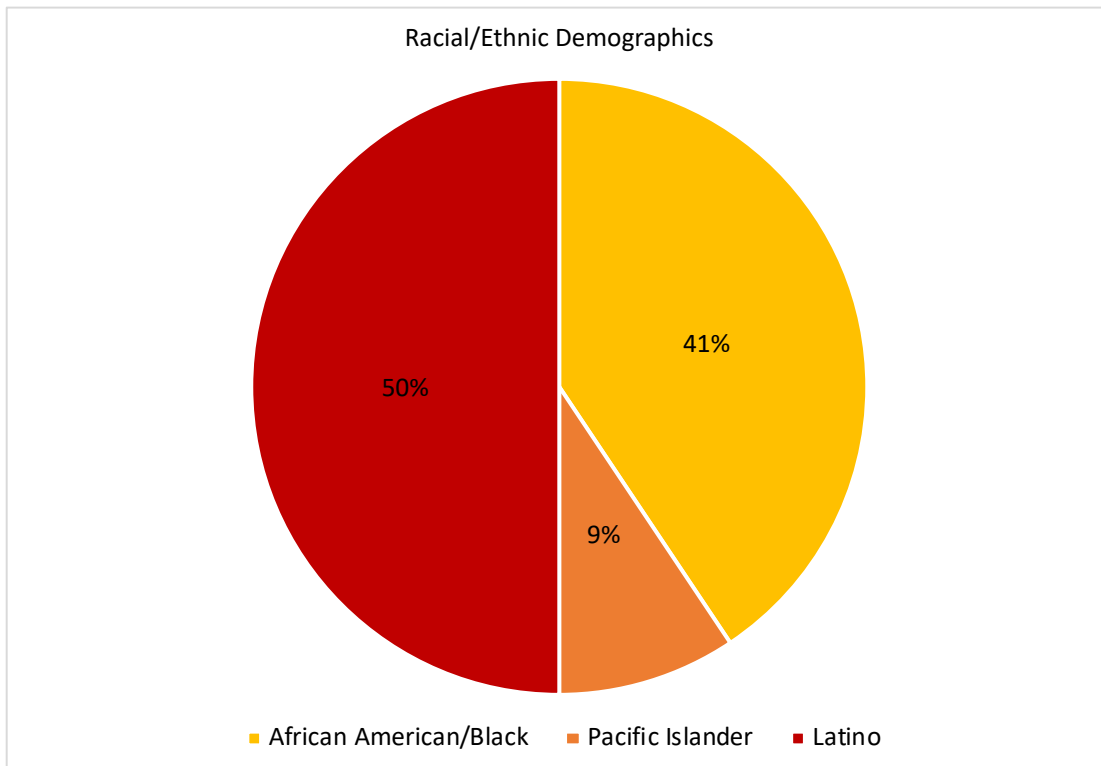
- Establish a physical space for the program

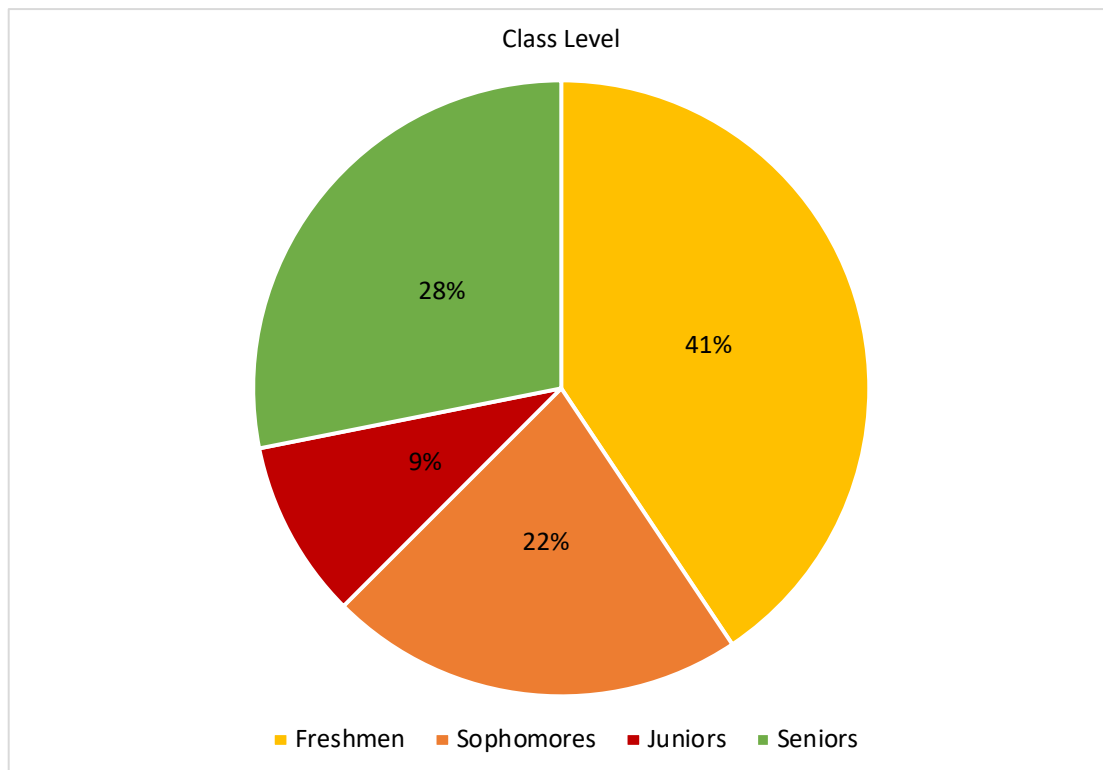
**Status: Met**-Men of Chico will run alongside WOE and the (Life After College Exploration) LACE Program as academic retention programs.

- Establish digital presence on University website.  
**Status: Ongoing**-Student staff have been trained through Cascade and are currently building out the website.
- Establish institutional direction and support (Not one-time GI2015 funds).  
**Status: Met**
- Improve collaboration with AAP and incorporate mid-semester progress report system.  
**Status: Met/Ongoing**-We required two visits per semester to AAP, with the first needing to happen before spring break. We are in the process of getting setup with TargetX to be able to better serve our students.
- Add a recruitment arm to the program outside of the men of color conference.  
**Status: Ongoing**-Connections and collaborations have been established, but incorporating recruitment has not been discussed yet.

### *Ongoing Assessment Efforts*

*Demographic Reporting-Men of CHICO 2019 Cohort:*





Fall '18 Average Term GPA	Fall '18 Average CUM GPA	Spring '19 Average Term GPA	Spring '19 Average CUM GPA
2.39	2.71	2.50	2.72

Retention rate of cohort from 2018-2019 to 2019-2020 academic year=100%

### ***Service Usage Summary***

The mechanisms to record usage data have not been installed or made available yet for the STAR Center. In the final weeks of the spring semester, the STAR Center was open to the Men of CHICO cohort and their peers. Anecdotally, we averaged 20-40 students a day until the end of the semester.

### **Student Assessment of Satisfaction, Quality and Student Learning Outcomes**

We are in the process of developing SLOs for the STAR Center and its programs. This past year has been focused on getting student input to help guide its development. The following themes were pulled from discussions and projects focused on developing the STAR Center and its programs:

- Need of a low-pressure study space
- Being with men/women from different backgrounds
- Keeping us dedicated to the choices we have made
- Give advice without being condescending
- Help us see all the faculty of color
- Combination of social and academic atmosphere
- Help us see more staff of color
- Tutors of color (Upper Class Students)
- Spanish music

- Cultural music
- Keynote speakers (successful people in the major)
- Find ways to connect to faculty
- Improvement opportunities for Writing Skills
- Quotes/Inspiring messages
- People to hold student accountable during study hours
- Mentoring programs
- Career exploration opportunities
- Grade Checks/Wake Up Calls
- An academic advisor in the Star Center

## **VI. Analysis**

After considering assessment opportunities and data, as well as demographic trends, the following is offered as discussion and analysis of issues and services that require strategic and intentional consideration in the next academic year:

Getting access to TargetX and being trained is a priority for the STAR Center. Without access, targeting, tracking, and assessing student engagement is almost impossible to do effectively. We are working with AAP to move the process forward and will hopefully be set by the start of the semester. Access will be key to fulfilling the directive of the STAR Center, which is to prioritize students who are not already affiliated with support programs.

Additionally, this first year is going to be spent defining the service space of the Center. Making sure that we are extending touch points and not just replacing current services already established. We have spent months developing programs and services for our students. This year will begin to test, tweak, and assess those programs to best help the STAR Center become a benefit to the campus. A huge part of that will be focused through our academic retention programs. We already have access to a great number of students that use the STAR Center for academic support. These will be the students who promote the Center when and where we cannot.

With a growing knowledge of the Center, we are becoming increasingly cognizant of the possibility this place holds and will be delaying a few programs to make sure that we have a good handle on what is already in the works. The partnerships we have already built will be key to our work over this year as the premise of the STAR Center is to be the bridge between Academic and Student Affairs.

## **VII: Program Objectives for Next Academic Year**

- Develop programmatic assessment mechanisms for the STAR Center
- Get fully staffed and have staff fully trained
- Integrate TargetX into STAR Center marketing and programming assessments
- Get faculty involved in Center programming
- Establish Women of Excellence and the Life After College Exploration (LACE) Program
- Standardize courses for Men of Chico, Women of Excellence, and the LACE Program