

UC San Diego

STUDENT AFFAIRS

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UC San Diego

STUDENT AFFAIRS



IMPACT REPORT
2019-2020

STUDENT AFFAIRS



Message from the Vice Chancellor – Student Affairs

September 2020

Dear Students, Collaborative Partners, Colleagues and Friends,

As a community striving to be student centered, Student Affairs is proud to celebrate the accomplishments of our team members and students in this 2019-2020 Annual Impact Report. Through resilience, collaboration and talent, our committed student leaders and staff members demonstrated creativity and grit in equal measure during this challenging academic year.

On the following pages, I am proud to highlight our team's amazing dedication to a transformative student experience. We provide programs, spaces, and services that contribute to a student's sense of connection to UC San Diego, enriching their education beyond the classroom and informing their life in deep and meaningful ways.

Student Affairs works to make sure that all UC San Diego students benefit from high-impact practices, and we are delighted to partner with committed colleagues and stakeholders that include Associated Students, the Graduate Student Association, Undergraduate Colleges, Graduate Division, Alumni Affairs, Academic Affairs, Equity, Diversity, and Inclusion, Enrollment Management, and UC San Diego Health.

We hope you will enjoy learning about the collective accomplishments of the UC San Diego Student Affairs team. I welcome feedback about our work, and hope it inspires additional opportunities for student-centered collaborations.

Go Tritons!

Alysson M. Satterlund, Ph.D.
Vice Chancellor – Student Affairs

Today's Tritons

78%
undergraduates
from California

21%
graduate students

30+ languages
spoken by
students

24%
transfer students

38% first-
generation
undergraduate
students

35%
undergraduate
Pell Grant
recipients

Emerging Hispanic
Serving Institution
(HSI) with 21% full-time
Latinx undergraduates

2nd highest
undergraduate military-
affiliated population in
University of California
(UC) system

22% from an
underrepresented
minority (Black/African-
American, Latinx,
Native American)

**All data in this report is from
the 2019-2020 academic year*

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VISION To empower students to discover and achieve their dreams.

MISSION To create an inclusive and collaborative student-centered university that champions student success and well-being in our global society.

CORE VALUES As student affairs professionals, we strive to live by the same values that we promote to our students.

- **Inclusivity:** We value a university in which every individual is affirmed and where we seek to understand, respect and celebrate our diversity as reflected in the UC San Diego Principles of Community.
- **Personal Growth and Engagement:** We strive to create a student-centered community where co-curricular experiences strengthen and broaden student learning inside and outside the classroom.
- **Well-Being:** We value a community that encourages a balanced life, healthy choices and an environment that facilitates a sense of belonging for every student.
- **Accountability:** We value integrity, open communication, assessment and evaluation that demonstrates the impact of our work.
- **Excellence:** We strive to be a division recognized as leaders in the field of student affairs, engaged in scholarship and best practices.

OUR UNITS AND CAMPUS PARTNERS

We employ the Collective Impact framework in Student Affairs and partner with Associated Students, the Graduate Student Association, Graduate Division, Teaching + Learning Commons, Academic Departments, Equity, Diversity, and Inclusion, Housing, Dining, and Hospitality, Enrollment Management, and Alumni Affairs in the service of students and collaborate with our affiliated team members in Student Health and Well-Being, UC San Diego Athletics, Residential Life, and the Council of Deans of Student Affairs for the Undergraduate Colleges.

STUDENT AFFAIRS UNITS

Assessment, Evaluation, and Organizational Development (AEOD)

Provides support for division-wide assessment of student learning, decision-making, program evaluation, and continuous improvement.

Case Management

Provides non-clinical case management support to undergraduate and graduate students.

Finance, Facilities, and Operations

Provides oversight of financial, capital, and human resources for Student Affairs by coordinating with department business officers, HR contacts, and campus partners to establish standards for effective delivery of financial and human resource services.

Global Education

Provides transformative experiences by bridging educational opportunities with the vast global research network of our campus. Units: **Director's Office, International Faculty & Scholars Office (IFSO), International Students & Programs Office (ISPO), and Study Abroad.**

Recreation

Engages all undergraduate and graduate students and the campus community to pursue lifelong well-being, growth, and success.

Student Conduct

Provides leadership for the student conduct process through its central coordinating, training, and advising role.

Student Life

Fosters engagement opportunities that recognize the scope and quality of both undergraduate and graduate student cultural, social, and civic life. Units: **ArtPower, Associated Students (AS), Center for Student Involvement (CSI), Graduate Student Association (GSA), Student Legal Services (SLS), University Centers, and the University Events Office.**

Student Retention & Success (SRS)

Offers programs that foster student success by developing competencies that are critical for students to transition into diverse and global communities. Units: **Academic Enrichment Programs (AEP), Chancellor's Associates Scholars Program (CASP), Office of Academic Support and Instructional Services (OASIS), Student Success Coaching Program (SSC), Student Veterans Resource Center (SVRC), Triton Transfer Hub, and Undocumented Student Services (USS).**

BACKGROUND

Our new five-year strategic plan for 2019-2024 guides our division's efforts and ensures we focus on the most critical areas of success for current and future students. Using a Collective Impact framework, our plan supports the UC San Diego Strategic Plan and the Equity, Diversity, and Inclusion (EDI) Strategic Plan for Inclusive Excellence to ensure we are actively advancing our core values and are accountable for a student-centered Triton experience.



The new strategic plan reflects the mindset of collective impact through a co-creation process with the Chancellor's Cabinet, the Executive Vice Chancellor's Cabinet, Student Affairs Unit Heads, the Council of Deans of Student Affairs, the Council of Provosts, Directors of Residential Life, Housing, Dining, & Hospitality, the Teaching + Learning Commons, Associated Students, and the Graduate Student Association. This

process was informed by work with outside consultants from Keeling & Associates, as well as focus groups and listening sessions conducted by the Office of Operational and Strategic Initiatives (OSI) that involved more than 100 student, faculty, and staff constituents.

STRATEGIC PLAN GOALS

The five goals of the 2019-2024 Student Affairs Strategic Plan are:

GOAL 1: STUDENT EXPERIENCE

Generate a student-centered transformation to maximize our vibrant and engaging community through partnerships with the Undergraduate Colleges and Graduate Division.

GOAL 2: STUDENT SUCCESS

Inspire students to discover meaningful connections, explore their interests, and participate in co-curricular experiences while pursuing their degrees in a timely manner.

GOAL 3: WELL-BEING

Cultivate an environment of well-being that empowers our campus community to establish and sustain healthy practices.

GOAL 4: INCLUSION AND EQUITY

Advance an inclusive culture and equitable practices and outcomes.

GOAL 5: PARTNERSHIP AND COMMUNITY

Develop, engage, and sustain purposeful and meaningful partnerships that reimagine student centeredness.



As a university and as a nation, we are grappling with fundamental truths about our world marked by heinous acts of violence and inequitable policies inflicted upon and directed at Black, Brown, Indigenous, LGBTQIA+, and other marginalized groups.

ACTIONS, NOT FACTIONS

As part of our Collective Impact framework — wherein units come together in support of a shared agenda — the Division of Student Affairs was invited to make commitments to address anti-Blackness at UC San Diego. It is important to remember that this is, and will always be, an imperfect work in progress that we will advance collaboratively.

We are all responsible for creating a campus that actively counters anti-Blackness, develops allies and advocates who are anti-racist, seek justice and better supports the health and well-being of Black students, colleagues, and community members. We need to identify and address all forms of implicit and explicit racism and bias on our campus. We must, and we will, do more.

Our strategic set of community commitments to address anti-Blackness and short-term actions is a starting point and far from being final. Long-term actions will require more listening and learning, which are key to creating sustainable and measurable solutions.

All of us — students, staff, faculty, and alumni — have ideas about how to move forward. We will draw on that deep reservoir of knowledge and engage our entire community to inform, advance, and achieve transformative change. To this end, we welcome critique of our own curricular and professional practices, as well the submission of further ideas, commitments, and collaborative interests to VCSA@ucsd.edu. We will report out on our progress annually each August.

We will continue to educate ourselves and to sustain our commitments to addressing anti-Blackness beyond this galvanizing moment through continual reflection, conversation, action, and celebration.

Black Legacy Mural at UC San Diego Price Center



THANK YOU to the team members who have continued to work on campus during the transition to remote learning.



STUDENT AFFAIRS

Goal 1: Student Experience

A WARM WELCOME

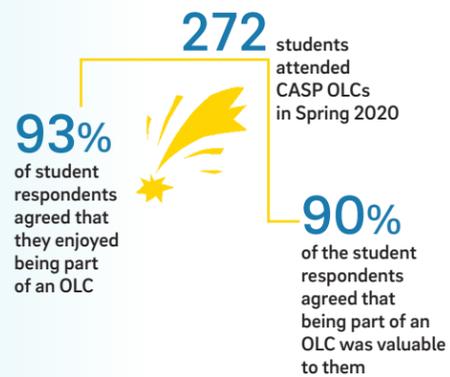
The 2019 Welcome Week Committee — in collaboration with the Center for Student Involvement (CSI) — introduced an exciting new campus initiative: **"Ask Me" Human Kiosks**. More than 35 volunteer staff and students were stationed on Library Walk, Ridge Walk, and Sun God Lawn or were roaming campus in bright yellow "Ask Me" shirts, ready to answer questions and assist new students.



Student Affairs staff members at Human Kiosks

The Triton Firsts Initiative hosted a **Campus Wide First-Generation Welcome Social** as an opportunity for incoming first-generation students to connect with other first-generation college students, faculty, staff, and supporters.

CASP hosts Once a Week Learning Communities (OLCs), 50-minute learning communities that focus on creating a sense of community and reflection for incoming first-year and transfer students. Each OLC is led by a student and staff co-facilitator, who also work together to plan each meeting. Topics covered by OLC include presentations from campus partners such as Study Abroad and the Office of Financial Aid and Scholarships, workshops on developing C.V.s and résumés, and time for students to talk with one another and reflect on their own journey.



A VIBRANT STUDENT LIFE

CENTER FOR STUDENT INVOLVEMENT

- Close to **600** student organizations on campus
- Over **60** undergraduate and graduate cultural organizations
- **17** multicultural sororities and fraternities

UNIVERSITY EVENTS OFFICE

- Fall: 14 events with over **20,000** attendees
- Winter: 12 events with over **8,000** attendees
- Spring: 11 events with over **1,000** remote attendees*
- Total: 37 events with over **29,000** attendees for the academic year

*Due to the COVID-19 pandemic, Spring Quarter 2020 events were held remotely in accordance with state and county public health orders.

ART POWER

- 18 Art Power events during the 2019-2020 season drew over **1,300** student attendees

STUDY ABROAD

- **374** students abroad
- **639** students who intended to study abroad in Spring Quarter and Summer Session but were unable to due to COVID-19 and cancellation of programs
- **34%** underrepresented minority (URM) students participated in study abroad compared to 16% of all undergraduates
 - **50%** of URM who participated in study abroad are Chicana/Latinx
- **Top 5 countries:** United Kingdom, Italy, Japan, South Korea, and Spain
- **Top 5 majors:** International Studies-International Business, Economics, Communication, Speculative Design and Interaction, and General Biology

The **Student Organized Voter Access Committee (SOVAC)** launched the Tritons Vote campaign to encourage students to register to vote and participate in the March Primary elections. SOVAC, in collaboration with the College Councils and the Civic Engagement Alternative Breaks team, sponsored Election Day programming in each residential area that featured polling locations, giveaways, and entertainment to create a celebratory atmosphere and to remind people to vote.



voting precincts (most in the UC system)



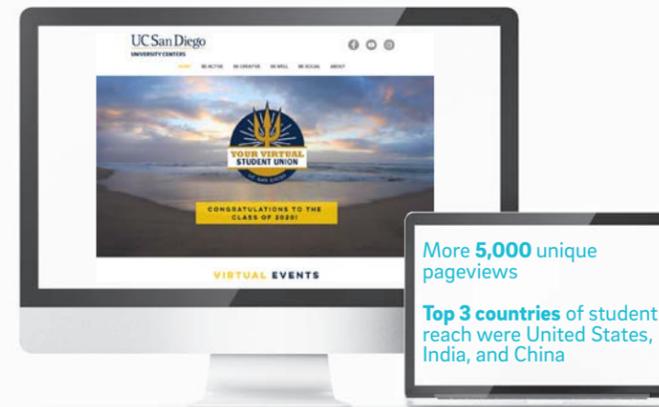
Total voter turnout: 3,691 voters, for an overall UC San Diego voting rate of 100% (up from 27% in the Fall 2018 midterm elections) precincts servicing at least as many voters as were registered to vote at on-campus polling locations

TAKING IT VIRTUAL

Transitioning to a remote environment posed both new challenges and opportunities to keep students connected and engaged with the university and each other. Staff members in University Centers and Global Education responded to this unprecedented need, creating the innovative Virtual Student Union and Global Hub, respectively.

The **Virtual Student Union** allows students to feel connected even though they are temporarily apart, serving as a collective portal for all of the amazing activities that students can participate in virtually (ex. virtual cooking demos and live dance classes), along with valuable resources that are still available. The **Global Hub** fosters this feeling of connection — across time zones — by serving as a one-stop shop for virtual global engagement (e.g., opportunities to participate in Intercultural Social Hour; Lunch & Learns with Faculty and Scholars; and Virtual Study Abroad programs).

The **International Students & Programs Office (ISPO)** offered a series of webinars to both welcome newly admitted international students to the university and address concerns of current international students amidst the uncertainty of the COVID-19 pandemic.



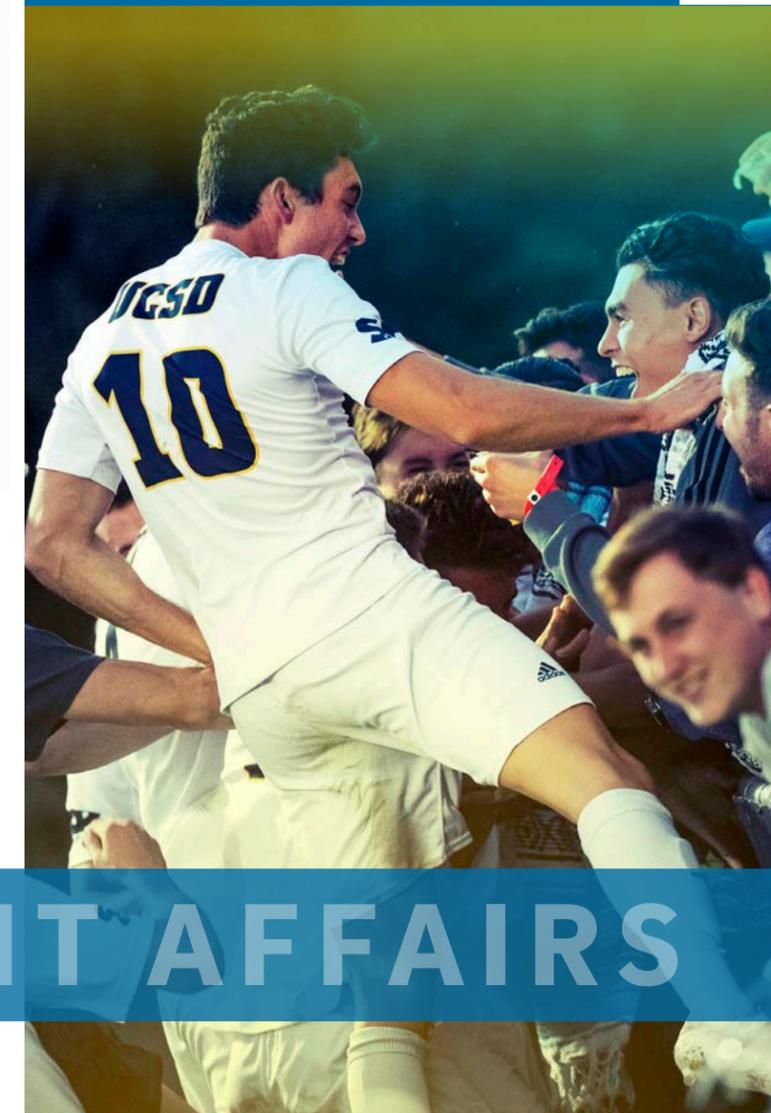
"I really love it! Being at home this quarter has made me really miss being involved on campus and all the fun events that happen during the spring. The Virtual Student Union helps me feel connected to all the happenings at UC San Diego"

—UC San Diego Student

WE ARE DIVISION I

In summer 2020, UC San Diego Athletics officially began its affiliation as a member of the Big West Conference and now begins NCAA Division I competition. The Big West Conference includes four other UC institutions: UC Davis, UC Irvine, UC Riverside and UC Santa Barbara. As a member of the conference, UC San Diego will also compete against Cal Poly, Long Beach State, California State University (CSU) Fullerton, CSU Northridge, CSU Bakersfield and Hawai'i.

ACADEMIC SUCCESS: Most recent NCAA reports indicate scholar-athletes at UC San Diego own a four-year average graduation rate of 91%, the highest among Division II institutions and sixth among all institutions in Divisions I and II combined. An impressive 82 Triton scholar-athletes have earned Academic All-American honors, and 37 have been awarded prestigious NCAA Post-Graduate Scholarships.



STUDENT AFFAIRS

Goal 2: Student Success

AN UNDERGRADUATE RESEARCH COMMUNITY

Academic Enrichment Programs (AEP) empowers undergraduates seeking hands-on learning opportunities in the UC San Diego research community to develop the skills needed to be successful in a post-baccalaureate career.

In collaboration with the AEP Summer Research Program, the **Undergraduate Research Scholarships (URS) NEW Scholars Program** is a summer research opportunity for undocumented undergraduate students who are eligible for AB540/California Dream Act financial aid. Students in this program participate in 10-12 weeks of full-time faculty-mentored research; are offered training in how to write and present a scholarly paper; and participate in Summer Research Program (SRP) activities. NEW Scholars have the opportunity to present their research at the Summer Research Conference in mid-August of each year.

Highlights from AEP are included in the infographic below.



\$20,750 in aid for AEP Summer Research Scholarships from the Office of the Chancellor and Vice Chancellor — Student Affairs (10 students funded)

A recipient of the Office for Equity, Diversity, and Inclusion's (EDI) Innovation Grant, the **Research Methodology Training Lab (RMTL)** is a two-quarter fellowship program jointly offered by **OASIS** and the **Skaggs School of Pharmacy** that provides students with hands-on lab training, graduate-level health seminars, faculty mentorship, and a community of like-minded individuals passionate about biomedical and health sciences. Upon completion of the program, students receive a certificate demonstrating their mastery of cross-functional lab skills and techniques.

HIGHLIGHTS:

- Students were more likely to recognize themselves as a "science person" after participating in the RMTL fellowship.
- Students were more than twice as likely to spend their time trying to find out more about science topics after participating.



TRITON TOOLS & TIDBITS

Triton Tools & Tidbits is a weekly student success podcast series that was created in response to the sudden shift to a remote learning environment.

9 podcast episodes since April 2020

Over 1,000 views/listens throughout the spring

Collaborations with OASIS, Counseling and Psychological Services (CAPS), International Peer Coaching, Alternative Breaks, Recreation, Summer Session, Career Services, Alumni Engagement, Cognitive Science.

A COMMITMENT TO TRANSFER SUCCESS

To better serve our transfer students, an inaugural full-time position dedicated to their success was created, along with the launch of UC San Diego's new **Triton Transfer Hub**. The Hub serves transfer students by providing specialized support, streamlined access to campus resources, professional development, and peer coaching. Though still brand new, the Hub team has already created a transfer student landing page (transferstudents.ucsd.edu), moved into a centrally physical space for transfer student community building, and developed a Transfer Ally Training for faculty and staff.



UC San Diego celebrated the launch of the new Hub with the campus' inaugural National Transfer Student Week in Fall 2019.

Launched a listening campaign to understand the unique needs of transfer students



Personal, Professional and Academic Development



SUCCESS COACHING FOR A COHORT OF FIRST-GENERATION COLLEGE STUDENTS

In 2019-2020, the **Student Success Coaching Program** celebrated the addition of their fourth cohort by welcoming the Class of 2023. Since its inception, the Student Success Coaching Program has:

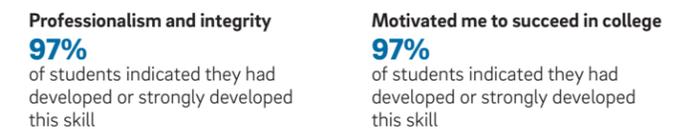
- Conducted over **14,000** individualized and strengths-based success coaching sessions for **1,659** first-generation college students
- Supported **1,405** first-generation college students in setting **3,886** SMART goals
- Cultivated community building through first-generation focused events for **1,247** students for a culmination of **4,291** unique event attendances



The **Student Success Coaching Program** scaled its nationally and internationally certified peer leader training to expand peer to peer support in the **Student Veteran's Resource Center, International Peer Coaching Pilot Program**, and the newly formed **Transfer Student Success unit**. **38 students** served as peer coaches or peer navigators for student populations such as first-generation college students, military connected students, international students and transfer students. The program received Level 3 certification by CRLA's International Peer Educator Training Program Certification (IPTPC).

Students who served in these roles reported the following personal, professional, and academic impact on their own development

Career Readiness Competencies

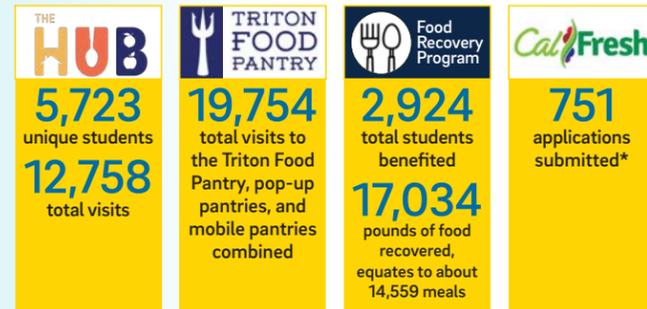


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Goal 3: Well-Being

BASIC NEEDS INITIATIVE

Basic Needs refers to the most essential resources required to thrive as a student, which includes access to nutritious food, stable housing, and financial wellness resources.



*3 different ways to submit applications, total potential benefit if all applications were approved for 1-year period = \$1,748,328 in financial assistance for students

The Hub provides resource referrals for registered UC San Diego students from a collective of on campus program collaborations and off campus program partnerships in the greater San Diego area.

“Financial aid approved me for a \$1,500 fund. It’ll cover me for the entire summer. I have to thank you for the help you provided me when my options were running out. I honestly have no idea what I would have done without all of you.”



Triton Food Pantry 5th Birthday Celebration

SUPPORTING STUDENTS DURING THE COVID-19 PANDEMIC

The Basic Needs and Case Management Services teams have been an integral part of supporting students during the COVID-19 pandemic and the transition to a remote student experience.

In collaboration with AS and GSA, Basic Needs created brand new initiatives to serve students facing food insecurity, including a window pick-up service for the Triton Food Pantry, a Mobile Pantry, virtual assistance for the CalFresh program, and food distribution at graduate and family housing twice each week.

The Case Management team facilitated completion of Basic Needs assistance forms and consultations, serving more than 1,000 students during spring quarter with referrals for financial support due to COVID-19 impacts.



Basic Needs website amassed more than 7,600 users during spring quarter



Procured 600 emergency grocery gift cards for students



Prior to COVID-19: increased staff capacity of Basic Needs team and received funds from the state and UC system in the fall quarter



Associated Students contributed 250k to COVID-19 Emergency Relief



Graduate Student Association funding provided two food security relief efforts to graduate students in need



1,748 meals distributed from Belinda’s food truck at Grad & Family Housing



300 Grocery Gift Cards were distributed to graduate students facing food resource needs

Basic Needs Student Assistants



A VIRTUAL PLAYGROUND

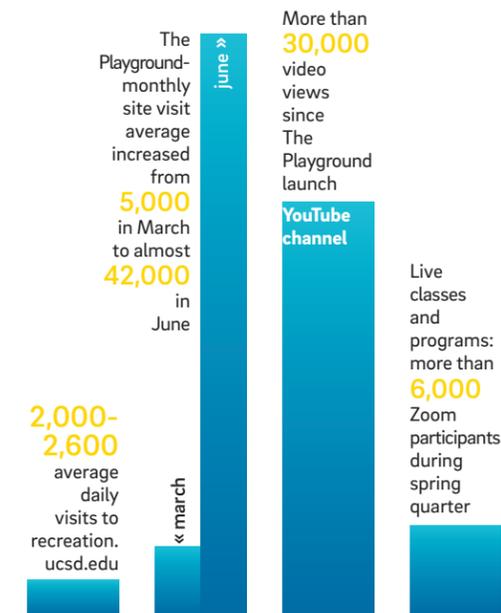
While gyms and other on-campus recreation facilities were closed due to COVID-19, the Recreation team launched The Playground, a virtual space through which students, alumni, and community members continue to stay active with recreational and competitive programming opportunities including live classes, eSports, and more.



More than 400 eSports participants during spring quarter

160,000+

visits to The Playground during spring quarter



CREATING A CULTURE OF CARE

Counseling and Psychological Services (CAPS) — as part of the Tritons Flourish initiative — continues to offer virtual preventative programming designed to help students learn skills for stress management and emotional coping, promoting a lifetime of well-being. Virtual campus collaborations to support student well-being include: Recreation, VCSA Student Leader Luncheon, ISPO, The Zone, Athletics, Case Management, Triton Tools & Tidbits podcast, Faculty, Student Life, iLead, Sorority and Fraternity Life, The Undergraduate Colleges, Campus Community Centers.

The Office of Student Conduct practices Restorative Justice (RJ), an approach that identifies harms and works to address and to repair them, with a focus on making the community and harmed parties whole again. Student Conduct, along with the campus-wide Restorative Justice committee, conducted more than 10 sessions on RJ throughout the campus, including presentations on the foundations of RJ and facilitation of community circles focused on COVID-19 and racial injustices/xenophobia. These community circles serve to bring together community members to address harmful behavior, in a manner consistent with RJ practices.

Collaborations around Restorative Justice include the Undergraduate Colleges, UC San Diego Health, Athletics, International Center, and the Office for Equity, Diversity, and Inclusion. A collaboration with Admissions is in the works to facilitate a community circle to build community amongst the student employees and staff.

Case Management Services leads training sessions across campus on identifying and assisting students who show signs of emotional, physical, or psychological distress. The training program “Creating a Culture of Care: Supporting Students in Distress” has reached 1,381 faculty, staff, and students.

STUDENT LEGAL SERVICES

- 167 students completed the Winter Quarter “Discover the Law” program
- 650 cases handled by Student Legal Services in 2019-2020, including cases involving leases and other concerns related to COVID-19

Goal 4: Inclusion and Equity

FIRST-GENERATION TRITONS

The Triton Firsts Initiative celebrated the inaugural Career Readiness Conference in partnership with Student Retention & Success; the Career Center; and the Teaching + Learning Commons. The conference provided an opportunity for UC San Diego's first-generation students to gather in community along with supporting alumni and staff, and to gain inspiration, knowledge of resources, and practice with necessary skills to prepare them for their career journey.

After attending the conference

- » **100%** of attendees agreed that they felt connected to UC San Diego's first-generation community, compared to 59% in the pre-conference survey
- » **96%** of attendees agreed that they felt confident communicating professionally with a networking contact, compared to 70% in the pre-conference survey
- » **89%** of attendees agreed that they felt prepared to navigate career readiness as it relates to jobs, grad school, or other pathways, compared to 48% in the pre-conference survey

The Triton Community Leadership Institute (TCLI) is a year-long program open to new first-year undergraduate students, primarily those who are first-generation. This four-day residential experience launches the summer before matriculation and provides students with an opportunity to build connections and relationships with one another; to learn about campus resources and involvement opportunities; and to learn about social justice theory and practice. Following the institute, workshops, peer mentoring, and resource seminars are offered to keep students connected as a cohort and to extend learning.

INTERNATIONAL STUDENT EXPERIENCE SYMPOSIUM

The Office of the Vice Chancellor – Student Affairs, Global Education and the International Students & Programs Office held a one-day symposium for the campus community to learn, share, and discuss successful institutional strategies, and examine effective approaches to enhancing the international student experience at UC San Diego. Opportunities included:

- Hearing from campus leaders, faculty, and staff supporting international students
- Exploring results from the UC Undergraduate Experience Survey (UCUES) and the Graduate & Professional School Experience Survey (GPSES)
- Learning from international students about their academic, social, and cultural experiences at UC San Diego
- Identifying promising practices about how to ensure a positive experience for international students

BRIDGING THE TECHNOLOGY GAP

As UC San Diego shifted to remote learning, the Vice Chancellor – Student Affairs Office – in partnership with Financial Aid and Information Technology Services (ITS) – was able to provide more than **200 devices**, such as laptops and hotspots, to students with financial need to support their remote student experience.

Though some of the Chancellor's Associates Scholars Program (CASP) team is abroad, with student staff in China, Mexico, and Brazil, they have continued to work together to support their students. Learn with CASP!, a tutorial video series on the CASP YouTube channel, was created to increase student familiarity with tools such as: Handshake, Ecotime, and Zoom. The series also included a number of informational panels and videos on graduate school, as well as the Intertribal Resource Center.

HISPANIC SERVING INSTITUTION (HSI)

UC San Diego has made great strides toward becoming a Hispanic-Serving Institution (HSI). With nearly **22% full-time Latinx undergraduate student** enrollment as of Fall Quarter 2020, the university is considered an Emerging HSI. With 25% full-time Latinx undergraduate enrollment, the university would become eligible for HSI designation. HSI status will help us create a more welcoming and inclusive campus culture, making our institution more attractive to high-achieving Latinx students.

Programs like CASP increase access for local students to higher education—55% of these scholars identify as Latinx/Chicanx. **In 2019-2020, SRS units served over 2,000 unique Latinx students through the various programs.**



SUPPORT FOR UNDOCUMENTED STUDENTS

This year, **Undocumented Student Services (USS)** will launch the Domestic Exchange Program, a unique opportunity for undocumented/DACAmented students to gain exposure to academic life at different institutions around the country and a positive impact on their personal development and career outlook. The program is set to launch post-COVID with our pilot partner institution, the University of Rochester in New York.



In addition, the Office of the Chancellor and the Vice Chancellor – Student Affairs have allocated funds to support undocumented students with DACA renewals and on-campus internship opportunities:

\$58,500 in aid for Dream (Inclusive) Fellowships
(13 students funded)
\$23,255 in aid for DACA renewals
(153 students funded @ \$495 per student)

EXPANDED SUMMER BRIDGE PROGRAM

For the first time, **OASIS** and the **Teaching + Learning Commons** are jointly offering a remote Summer Bridge student success program during summer 2020. The merger of two existing programs, Summer Bridge is designed to extend access to **almost 500 incoming students**. The unification of these programs also solidifies the academic and socio-emotional support received by admitted students (predominantly first-generation and/or underrepresented) as they prepare to enter their first year at UC San Diego.

PROVIDING INCLUSIVE SUPPORT

In an effort to support international students who are currently in their home countries, graduate students, and students with dependents, **Case Management Services** ensures that a case manager is available after hours to connect with students during a time that may be more convenient for them. In addition, the team will partner with the Office for Students with Disabilities (OSD) to offer Zoom and chats for incoming first-year and transfer students registering with OSD to help them navigate their transition to UC San Diego.

In order to increase accessibility in academic programs abroad and advising services, the **Study Abroad** team developed a Zoom protocol for working with students who identify as deaf or hard of hearing. The team is working with OSD to provide interpreters (as needed) and to provide advisors with a set of guidelines to follow, ensuring that proper accommodations are available.

SORORITY & FRATERNITY LIFE

As part of the Center for Student Involvement, Sorority and Fraternity Life has continued to work on building an inclusive community within their programs. This year, the Equity, Diversity, and Inclusion Peer Ambassadors **facilitated 86 workshops for 7,475 attendees**. In addition, the team has developed the **National Pan-Hellenic Council (NPHC) expansion and development plan** in consultation with NPHC organizations, Multicultural Greek Council, Interfraternity Council, Panhellenic Council, Vice Chancellor of Equity, Diversity, and Inclusion Office, Black Resource Center, and the Office of Student Conduct. The primary purpose of NPHC organizations is Black community awareness and action through educational, economic, service, and cultural activities.



Goal 5: Partnerships and Community

DEFINING STUDENT-CENTEREDNESS AT UC SAN DIEGO

As part of the university's mission to be student-centered, the Office of the Vice Chancellor – Student Affairs launched a crowdsourced idea campaign in collaboration with grAdvantage (a UC San Diego Extension program) and the Office for Operational Strategic Initiatives (OSI). This campaign to define "student-centered" at UC San Diego drew the participation of 120 students, 52 staff, and 16 faculty. Data collected from this initiative is being used to form the creation of a forthcoming statement on student-centeredness.

COMMUNITY OUTREACH

On February 22, 2020, Undocumented Student Services (USS) held its **first High School Dream Conference, "Soaring Beyond Limits."** Developed by USS Early Outreach Interns Marco-Landon Siu and Daniella Hernandez-Oaxaca, the conference sought to engage the undocumented student population within San Diego County – particularly high school and prospective transfer students – with the goal of increasing representation of undocumented students from San Diego County at UC San Diego. The conference featured workshops, keynote speakers, and a resource fair.

Overall, the conference was a success, with over 70 participants.



Each year, **SPACES** hosts the SPICEE Overnight Program for prospective high school students, which offers participants experiences rooted in social justice, student empowerment, and multiculturalism. The SPICEE Overnight Program partners with the Black Resource Center, Black Student Union (BSU), Jacobs School of Engineering, LGBT Resource Center, and Raza Resource Centro to offer activities and workshops that are culturally relevant and academically based.

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

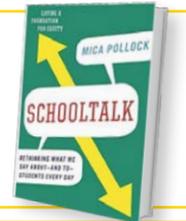
The Office of the Vice Chancellor – Student Affairs provided 354 student affairs staff members with various opportunities for professional development throughout the year, including innovative remote offerings due to COVID-19. Highlights include:

The monthly Assessment & Evaluation Learning Community, with more than 200 attendees at 8 events this year

The VCSA Professional Development Day – "Feedback: The Art of Communication," in partnership with the Center for Creative Leadership—drew more than 200 attendees



The quarterly Book Club, which hosted author Mica Pollock for a discussion on her book, *Schooltalk*, with more than 50 RSVPs to the speaker series



Triton Time, a weekly opportunity for staff to engage in learning and collaboration amid a remote work experience, has drawn more than 498 RSVPs (repeat attendees) over the span of 12 sessions, with an average of 41 people per session

The NASPA Knowledge Community Drive-In Conference on "Straddling Class: Social Class & Intersectionality of Identities in Higher Ed" drew nearly 100 attendees. The conference was organized in partnership with UC San Diego, San Diego State University, and CSU San Marcos

VCSA Professional Development Committee Members



CAMPUS-WIDE COLLABORATIONS

Student Affairs was excited to collaborate with campus partners to bring the **inaugural Winter Wellness Symposium** to UC San Diego. This year's theme was "Exploring Happiness" and featured a keynote address from Dr. Laurie Santos, Professor of Psychology at Yale University, as well as interactive sessions focused on the eight dimensions of wellness. The event was free and open to all students, faculty, and staff and drew more than 500 attendees.

The Student Veterans Resource Center (SVRC) coordinated its largest UC San Diego Veterans Week to date with expanded partnerships, new events, and first awarding of the newly endowed Military Veterans Scholarship. UC San Diego Veterans Week is a campus-wide annual awareness and appreciation campaign held the week leading up to Veterans Day. This year's collaborations included: Veteran Staff Association, Student Veteran Organization, CASP, Rady School of Management, Office for Students with Disabilities, Jacobs School of Engineering, UC San Diego Athletics, Teaching + Learning Commons, OASIS, Graduate Division, the Undergraduate Colleges, and academic departments.

Staff members in Student Affairs are also participating in various campus-wide efforts to enhance the remote student experience and problem-solve a safe return to campus for our students, faculty, and staff. Efforts include:

- Educational Continuity Taskforce
- Remote Student Experience Taskforce
- Return to: Learn, Research, Site, and Sports
- University-wide Events Taskforce
- Virtual Campus Collaborative
- Virtual Triton Day

AMERICAN COUNCIL OF EDUCATION INTERNATIONALIZATION LAB

In September 2019, UC San Diego began work towards developing a comprehensive internationalization strategy as part of the **American Council on Education (ACE) Internationalization Lab**. The goal of the ACE lab is to create a series of data-driven recommendations to support strategic internationalization across six distinct pillars: Collaborative Research; Administrative Structure and Staffing; Curriculum, Co-Curriculum, and Learning Outcomes; Faculty Policies and Practices; Student Engagement; and Institutional Collaborations and Partnerships. The goal is to have a final comprehensive Internationalization Report complete by the end of Fall Quarter 2020 and submitted to the Academic Senate for review and comment by the winter break.



STUDENT AFFAIRS

CONGRATULATIONS FIRST-GEN TRITONS, CLASS OF 2020

To complement the university's virtual commencement experience, Student Affairs created a recognition website for graduating first-generation Tritons. The website highlights their accomplishments, providing a space to share their experience as a first-generation student, and a unique opportunity to express gratitude to those who supported them along the way.

NASPA FIRST-GEN FORWARD ADVISORY INSTITUTION DESIGNATION

We are proud to announce that UC San Diego has been designated as a First-Gen Forward Advisory Institution by NASPA, a national student affairs organization. First-Gen Forward is a recognition program for higher education institutions committed to first-generation student success. We give a special shoutout to our colleagues in SRS who work tirelessly to support the success of our first-generation students.



"The First-Gen Forward Advisory designation is an exciting opportunity for UC San Diego, and their leadership support within the Regional Community will be a great benefit to other First-Gen Forward Institutions."
 — Dr. Kevin Kruger, President and CEO of NASPA

NASPA EXCELLENCE AWARD

This year, NASPA recognized the Student Success Coaching Program (SSCP) as the Gold Award Winner for the First-Generation Student Success and related programs category, and as the overall Grand Bronze Award Winner for the 2020 NASPA Excellence Award.



OASIS 2ND YEAR EXPERIENCE RECOGNIZED AS A CASE STUDY OF HIGH IMPACT PRACTICES

The 2nd Year Experience program was nationally recognized in the publication "Aligning Institutional Support for Student Success: Case Studies of Sophomore-Year Initiatives" by the National Resource Center for the First-Year Experience and Students in Transition. Haydee Cervantes Salazar and Michelle Lara from OASIS wrote the case study, which included high-impact practices that they created and lead.

THANK YOU!

A huge thank you to our Finance, Facilities, and Operations team and Business Offices for their work with the campus Enterprise Systems Renewal (ESR) projects! Much of the implementation work for our new timekeeping and HR/payroll systems took place after going remote; this did not stop the excellent, often behind-the-scenes work done by these teams.

TRITON SOFTBALL FIELD AWARDED 2019 TURFACE ATHLETICS / NFCA DII FIELD OF THE YEAR

The UC San Diego Triton Softball Field received the 2019 Division II Turface Athletics / NFCA Field of the Year award. The accolade acknowledges the best stadiums in the country with respect to maintenance and quality of playing surface. The UC San Diego softball coaching staff tends to the perfection of the dirt playing surface, while UC San Diego Recreation Field Operations ensures the grass remains in excellent condition year-round.

FINALIST FOR GO ABROAD 2020 INNOVATION WIN DIVERSITY ABROAD

Global Seminars Professor Peggy Lott's "Sign Language in Paris" was a finalist for the Go Abroad 2020 Innovation in Diversity Award. The program is one of many 5-week Global Seminars that offer summer course credit and one-on-one interactions with UC San Diego faculty.

COLLEGE READING LEARNING ASSOCIATION (CRLA) CERTIFICATION

UC San Diego's Summer Bridge and Student Success Coaching Programs received national Level 2 and Level 3 certification, respectively, through CRLA's International Peer Educator Training Program Certification (IPTPC).

STUDENT RETENTION AND SUCCESS GRANTS

- » **\$1.7M** for the continuation of TRIO Student Support Services Program
- » **\$120,000** UC Basic Needs Innovation Grant for the Hope Scholars Lunch Program
- » **\$50,000** for the expansion of programs and services for Hope Scholars Program
- » **\$20,000** Chicanx/Latinx Academic Excellence Initiative for Transfer to Career Fellowship
- » **\$15,000** Office for Equity, Diversity, and Inclusion for Research Methodology Training Lab

25TH ANNUAL INCLUSIVE EXCELLENCE AWARDS

Congratulations to our very own Dulce Amor L. Dorado, Director of the International Students & Programs Office, for being recognized with the award for Inclusive Excellence at UC San Diego. Thank you for all you do for our students, Dulce!



BLACK HISTORY MONTH SCHOLARSHIP BRUNCH

Congratulations to our VCSA office student worker, David Anyakora, for his receipt of the Black History Month Scholarship. David is a first-generation student in Revelle College, majoring in Global Health. Congratulations, David!



STUDENT VETERAN OF THE YEAR AWARD



Graduate Student Emerald Liu, Lead Peer Navigator and Navy Veteran, was recognized by the **Veteran Staff Association (VSA)** as the 2019 Student Veteran of the Year.

STUDENT RESEARCH AWARDS AND ACCOMPLISHMENTS

- 10 NSF Graduate Research Fellows
- Paul & Daisy Soros Fellowship for New Americans — **Maribel Patiño**
- Barry A. Goldwater Scholarship — **Dora Ogbonna**
- Winston Churchill Scholarship — **Wei Harrison Li**
- 3 New McNair Scholars — **Dr. Ying Sun**, Biological Science, Stanford University
Dr. Norell Martinez, Literature, UC San Diego
Dr. Ruth Hernandez, Sociology, University of Connecticut

STAFF PUBLICATIONS AND PRESENTATIONS

- **11 scholarly publications** from Student Retention and Success
- **5 presentations** at regional and national conferences including the Association for the Study of Higher Education (ASHE) and NASPA, Student Affairs Administrators in Higher Education and a local San Diego conference, NASPA Knowledge Community Drive-In, NAFSA International Education Region XII Conference
- **2 presentations** at virtual conferences including the Diversity Abroad virtual conference and the Association for the Assessment of Learning in Higher Education

INAUGURAL CO-EDITOR FOR JOURNAL OF FIRST-GENERATION STUDENT SUCCESS

Dr. Lindsay Romasanta, Director of Student Success Programs, was just named co-editor of the inaugural *Journal of First-Generation Student Success*, which joins other publications of NASPA and is the first of its kind in the nation.