

# 2023

# 2024

## Division of Student Affairs Impact Report

## Our Vision

The Division of Student Affairs will give every student a transformational experience that is unsurpassed in preparing them to transition into global citizens. We'll make a big, public institution feel smaller and help students navigate through all aspects of the student experience. We will advocate for and with students as they transition into, navigate through, and connect beyond their UC Berkeley experience. Additionally, we aspire to create a culture of continual improvement and collaboration for our staff, pursue equity in compensation, and foster professional development and growth opportunities at all levels.

*We strive to be one of the best places to work in student affairs in the nation.*

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## Letter from the Vice Chancellor for Student Affairs

I am delighted to once again share the Division of Student Affairs Impact Report with you. Within these pages, you will find the stories of our hardworking and devoted staff, as represented by data and numbers quantified during the 2023-2024 academic year. You will also find the unique stories of the incredible impact our staff's efforts have on the student experience. These important reference points demonstrate how we continue to make progress toward achieving the five elements of our strategic plan, which include:

- Transforming the student experience
- Creating a culture of equity, inclusion, and belonging
- Achieving financial stability
- Pursuing health justice and holistic well-being
- Prioritizing organizational behavior and development

Like all college campuses, due to circumstances beyond our control, our community has struggled to maintain the pursuit of our primary objective, which is providing every student with a transformational experience that is unsurpassed in preparing them to transition into global citizens. Our nation has debated how, why, and when students should exercise their free speech rights; the benefits of diversity, equity, inclusion, belonging, and justice (DEIBJ) programming and services were questioned; and those critical student support services (e.g., financial aid functions) encountered significant hurdles. Yet, our division of resilient student affairs educators rose above these challenges time and time again to help our students navigate their college experience and made our large campus feel a little bit smaller, promoting a sense of mattering and belonging.

One significant event this year was our recognition as a 2024 Most Promising Places to Work in Student Affairs by ACPA-College Student Educators International and Diverse: Issues in Higher Education. Berkeley was selected as one of 26 institutions to receive this recognition after the completion of a fall 2023 survey that assessed the division's focus on workplace diversity, staffing practices, and work environment. This distinction is worth highlighting as it represents the collective work of so many staff within our division, people striving and executing to make our work culture the best it can be.

I hope you enjoy reading this report and join us in celebrating these accomplishments.

**Fiat Lux and Go Bears!**

Stephen C. Sutton, Ed.D. (he/him/his)  
Vice Chancellor for Student Affairs

 @DrSteveSutton



**Student  
Development  
Theory and  
Introduction**



## Student Development Theory

Using academic research to inform student affairs programs

**A** primary tool that guides the work of student affairs professionals is student development theory. Student development theory is a group of theories that help us design and implement programs that create conditions under which students can grow and mature. These theories give us insight into the complexity of students' lives, as they explore their identities and discover how they wish to fit into the world. This collection of constantly evolving theories helps explain how students think, the behaviors they display, the way they cognitively address the dissonance that arises in college, and the elements that influence their intersection of emerging identities. Student development theory also helps to explain how the person interacts with their environment, resulting in behaviors that enable them to navigate their world. As students become authors of their lives, student development theories help guide student affairs

staff to provide the necessary balance between challenge and support for successful navigation of the college experience. We draw on these theories to inform our work as we create conditions that promote student success.

College campuses are constantly changing, like the rest of our world. We can draw on student development theory to help us respond to these emerging changes. One such theory that informs this change management is Kurt Lewin's (1936) behavioral theory. This theory says that individual behavior is a function of both the person and the environment ( $B = f(P, E)$ ). As student affairs professionals, we need to consider the context and culture of our environment in order to create effective strategies and programs that facilitate the development of our students. Student development theory provides us with a range of diverse tools and perspectives to create the best communities that we can.

## Introduction: Flourishing Together

The Division of Student Affairs continues to flourish despite our complex challenges this academic year. From implementing the “Better FAFSA” process, to the Israel-Gaza conflict and protests, to preparing the People’s Park housing site, we have worked together to pursue our mission through our resilience while overcoming adversity.



## Being Strategic

As Student Affairs professionals, we have much to celebrate even though we have faced difficulties. The Division reached a significant milestone in 2024 - marking three years since the launch of the Student Affairs Strategic Plan. Since then, we have grounded our work in the Student Affairs Vision to make our big, public institution feel smaller for our students and cultivate a culture that inspires personal growth and a strong sense of community for our divisional staff and students. We have also completed the Student Life Master Plan, which complements the campus's broader development strategy by reimagining our physical spaces. We are rethinking not only the services we provide but how we support those we serve, including the support we offer each other.

## Finding Community

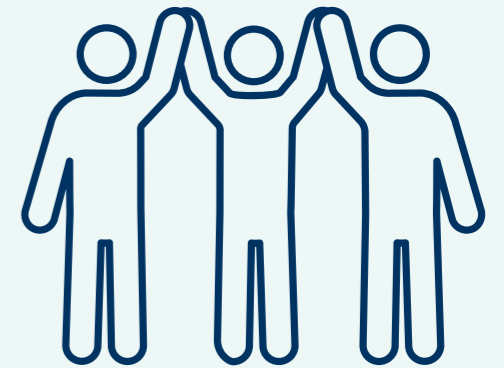
We frequently hear from students that UC Berkeley is a challenging place to navigate. To alter this perception, we are helping students find their community in their residence halls, student organizations, their college or school, or through a discovery experience. We also want to assist students in finding the person or office that can address their concerns and answer their questions. We have been promoting this as an integrated approach: "Every door is the right door." This means connecting students seamlessly with the right office - a handoff to an actual person and then a personal follow-up to make sure they got what they needed. We are still scaling this up since it is a new coordinated and intentional approach to the way we support our students, but we are making significant progress. For example, we are reviewing our communications (websites, newsletters, social media, email) to find opportunities where we can be more integrated, streamlined, and student-focused - rather than just organized by department.



## Supporting Staff

Due to the pandemic and its impacts on our people, we have been working diligently to ensure that our staff has the support and tools they need to do their best work. We are rolling out our "First Year Flourish" program for staff, which focuses on a full year of orientation into one's new job in Student Affairs, expanding the typical orientation program of a few weeks.

*To accomplish all this work, we must extend our sincere gratitude to our staff, who contribute their time, expertise, and resources to move the Division and University forward. Achieving our goals requires collective effort and collaboration, which speaks to how we are flourishing together.*



### Funding our Future

This year, Berkeley's historic Light the Way campaign closed at \$7,369,515,520. Thanks to our Student Experience and Diversity Fundraising Team, who are working hard to help us meet our fundraising goals that will continue to help us invest in our students.

**\$641M** **\$741M**

TOTAL CAMPAIGN FUNDS RAISED FOR STUDENT AFFAIRS (8.7% OF TOTAL CAMPAIGN)

TOTAL CAMPAIGN FUNDS RAISED FOR SCHOLARSHIPS (85% OVER OUR GOAL)

**\$253.7M**

TOTAL CAMPAIGN FUNDS RAISED FOR FASO-ADMINISTERED SCHOLARSHIPS



**\$42M**

TOTAL FUNDS RAISED FOR STUDENT AFFAIRS IN FISCAL YEAR 2024

### Major Gifts of Note:

- Fixott Family Scholarship, established by Jeffrey Heer (BS Engineering, 2001; MS Computer Science 2004; Ph.D Computer Science 2008) and Daniela Rosner (Ph.D Information Management 2012), supports Native American students. This scholarship is also part of the Native American Thriving Initiative - a campus-wide effort to create the conditions for all communities to thrive.
- Donors Missy and Karr Narula provided funding toward a new Care Navigation Manager position within Health and Wellbeing. This position is crucial to ensuring that students with complex needs have quick, seamless access to specialized care.
- The Center for Educational Partnerships (CEP) partnered with philanthropist MR Macgill to fund the Silicon Valley Dream Project, bringing college access work in a comprehensive framework to San Jose and beyond, and core infrastructure needs around data and communications.



## A Look Back: Strategic Plan Initiatives

This year, we continued work on our year's 3 through 5 initiatives for the Strategic Plan. Here is a look back at what we've accomplished, where we are going, and how we plan to move forward within each priority area:

### Transforming the Student Experience

Create a positive and equitable experience for students during their time on campus to ensure the Berkeley we promote reflects their lived experience.

#### Highlights:

- We created an inventory of Student Affairs business hours and modalities across our student service offices (i.e., including weekend/evening hours, hybrid delivery, chatbots, etc.). With this information, we plan to learn from our different operations and determine how we can better meet the diverse needs of our students.
- We have been evaluating ways to make the Sproul Hall lobby more student-friendly as it houses many Student Affairs services, such as Cal Student Central, Financial Aid & Scholarships, the Office of the Registrar, Dean of Students, and many more. The new space will be more welcoming and manageable for students to navigate, including more space for students to lounge and a better centralized front desk.



## Sproul Hall Lobby

WE HAVE BEEN EVALUATING WAYS TO MAKE THE SPROUL HALL LOBBY MORE STUDENT-FRIENDLY AS IT HOUSES MANY STUDENT AFFAIRS SERVICES

## Culture of Equity, Inclusion, and Belonging

Recognize diversity in staff needs and prioritize equitable practices to ensure all staff and community members feel they belong, are valued for their contributions, and can show up as their authentic selves.

#### Highlights:

- In 2022, the first Student Affairs DEIBJ inventory form was launched to begin our efforts to identify DEIBJ work across the division and those behind these initiatives. The intent of the inventory was two-fold: 1) coordinate efforts across the division and 2) fulfill a request from the Executive Vice Chancellor and Provost (EVCP) and Division of Equity and Inclusion (E&I), who partnered to gather information on DEIBJ work across campus.
- Since then, the form has been sent out to collect information, and members of the Student Affairs DEIBJ Staff Advisory Board have culled and labeled the information to better understand and track the work happening within our units and departments.



## Financial Stability

Promote an equitable division-wide culture that aligns our fiscal priorities with our values of fiscal accountability, transparency, and stability.

### Highlights:

- We recommended a toolkit to best support increasing fundraising and sponsorship efforts across departments to ensure greater financial sustainability. The toolkit will contain resources to support the division's efforts in these areas, such as helpful templates, best practices and tips from University Development and Alumni Relations (UDAR), a list of companies and guidelines for sponsorship, information on typical sponsorship packages, a list of professional development opportunities, and contacts to build fundraising capacity.
- We are developing a division-wide capital investment plan that includes identifying deferred maintenance at Student Affairs-owned facilities and understanding the division's short- and long-term capital needs. We have inventoried most Student Affairs facilities, which number over 100 and include nearly 3.3 million usable net square feet. We are leveraging existing and newly collected data to develop the estimated cost of addressing deferred maintenance within our facilities.
- We are working to identify all available external funding sources to address our maintenance needs. We recently received support from the Life Safety Fee Committee to commit \$25 million in fee dollars to seismically retrofit the Recreational Sports Facility (RSF). We are creating a prioritized list of facility needs by unit and developing a plan for addressing the necessary maintenance in a time of tight budgets within Student Affairs, the UC system, and the state.



## \$25 million

WE RECENTLY RECEIVED SUPPORT FROM THE LIFE SAFETY FEE COMMITTEE TO COMMIT \$25 MILLION IN FEE DOLLARS TO SEISMICALLY RETROFIT THE RECREATIONAL SPORTS FACILITY (RSF)

## Health Justice & Holistic Well-Being

Create a campus experience that supports individual fulfillment, inspires community engagement, and requires a collective commitment to advancing health justice and holistic well-being.

### Highlights:

- We are redesigning the campus's mental health response with the launch of the Campus Mobile Crisis Response (CMCR) team as first responders for mental health crisis support and related wellness checks. The CMCR provides culturally responsive trauma-informed care to students, faculty, and staff experiencing mental health crises. The team collaborates with campus partners and offers non-emergent crisis care and urgent postvention services. It connects students, faculty, and staff to resources to enhance their success and well-being at UC Berkeley.
- CMCR was soft-launched in April 2023 and has been in service Tuesday through Friday from 10 a.m. to 8 p.m. We hired an EMT/Peer Coordinator to support the development of CMCR and Outreach peer programming, allowing for more peer outreach and support services to be integrated into our program.





## Organizational Behavior & Development

Provide an inclusive culture that fosters trust, promotes transparent decision-making, recognizes value, and builds innovative processes and systems.

### Highlights:

- We launched the First Year Flourish program pilot. The program is intended for Student Affairs staff who have joined in the last year (August 2022-present) and staff who missed a Student Affairs New Employee Orientation or believe that the program will help to inform their work and understanding of the Division of Student Affairs.
- Our objectives include wanting new employees to understand the context of Student Affairs at UC Berkeley, feel supported to be successful in their job, build a sense of community, feel connected to resources and Student Affairs staff, understand foundational expectations and Berkeley's Mission, Vision, Values, and have a designated space to troubleshoot, validate, normalize, find support, and process and navigate all that is UC Berkeley Student Affairs.
- The pilot program includes 9 modules as well as accompanying in-person and virtual sessions that dive deeper into each topic.



## First Year Flourish

*THE PILOT PROGRAM INCLUDES 9 MODULES AS WELL AS ACCOMPANYING IN-PERSON AND VIRTUAL SESSIONS THAT DIVE DEEPER INTO EACH TOPIC.*





## The Student Affairs Diversity, Equity, Inclusion, Belonging, and Justice (DEIBJ) Staff Advisory Board

### PURPOSE

The charge of the Student Affairs Diversity, Equity, Inclusion, Belonging, and Justice Staff Advisory Board is to serve as an advisory body to the Vice Chancellor for Student Affairs and their leadership team on the holistic staff experience from a diversity, equity, inclusion, belonging, and justice (DEIBJ) framework.

The advisory board utilizes a DEIBJ framework to examine the complete life cycle of divisional employees, as well as systems, processes, and structures that staff interact with directly and indirectly. Items that have been reviewed have been brought forth by the Vice Chancellor and their leadership team, as well as by advisory board members. The advisory board utilizes the Student Affairs Strategic Plan and campus priorities/initiatives as guides to identify themes, determine advisory board priorities, and draft recommendations with potential stakeholders. The advisory board also aligns with the campus DEIBJ-specific frameworks, priorities, and initiatives, and is in service to work that is already happening across the Division of Student Affairs.

### THE YEAR AT-A-GLANCE: 2023-2024

This was a year of transition for the advisory board as they welcomed a new chair mid-year. Thank you to Lien Truong for her leadership as outgoing chair. With Lien's leadership, highlights of advisory board work include leading two strategic plan initiatives, coordinating community belonging events, and advising on the Leading with Equity at All Levels one-day Student Affairs DEIBJ conference.

To keep up with ever-changing divisional needs and priorities, the advisory board went through a review process. They discussed the advisory board structure, scope, and strategy. The advisory board values the need to take action and align DEIBJ frameworks and initiatives with and across the division and campus.

Advisory board goals for next year are to continue to reinforce and strengthen the advisory board structure, be available for divisional and departmental consultation, and identify emerging issues across the division. Members of the advisory board will continue to play a key role in the Culture of Equity, Inclusion & Belonging priority area of the Student Affairs Strategic Plan.

### Advisory Board Members

Diversity, equity, inclusion, belonging, and justice work is deeply personal and rooted in historical and systemic impact on our social and salient identities. We thank our advisory board members for their time, energy, and contributions thus far.

#### FALL 2023

**Cassy Huang** (she/her), Associate Director, Public Service Center

**Cristal Carpinetyro** (she/her), Project Coordinator, Housing Facilities Manager: Anchor House

**Daisa Pimentel** (she/her), Interim Student Fee Analyst

**Jaime Santoyo** (he/him), Director of Student Union Facilities Maintenance and Operations

**Kiran Johl** (she/her), Employee Assistance Counselor, University Health Services

**Lien Truong** (she/her), Chair, Assistant Dean of Students, Multicultural Affairs

**Luis Rodriguez** (he/him), Associate Director, Financial Aid and Scholarships

**Marvin Floyd II** (he/him), Inclusive Recreation Coordinator, Recreational Sports

**Miguel Angel Avila Jr.** (he/him), Financial Aid Counselor, Financial Aid & Scholarships Office

**Revae Hitt** (she/her/they/them), Assistant Director for Engineering & Physical Sciences, Career Center

**Stacy Hunter** (they/them), Graduate Student Housing Coordinator, Residential Student Services

**Stefan Montouth** (he/him), Associate Director in Admissions, Enrollment Management

**Tiffany Melendez** (she/her), Director of Diversity, Equity, Inclusion, Belonging and Justice, University Health Services

**Warren Whitfield** (he/him), Student Insurance Office Manager, University Health Services

#### SPRING 2024

**Cassy Huang** (she/her), Associate Director, Public Service Center

**Cristal Carpinetyro** (she/her), Project Coordinator, Housing Facilities Manager: Anchor House

**Daisa Pimentel** (she/her), Interim Student Fee Analyst

**Donna Vivar** (she/her), Chair, Senior Advisor on Equity and Belonging, People and Administrative Services

**Jaime Santoyo** (he/him), Director of Student Union Facilities Maintenance and Operations

**Kiran Johl** (she/her), Employee Assistance Counselor, University Health Services

**Luis Rodriguez** (he/him), Associate Director, Financial Aid and Scholarships

**Marvin Floyd II** (he/him), Inclusive Recreation Coordinator, Recreational Sports

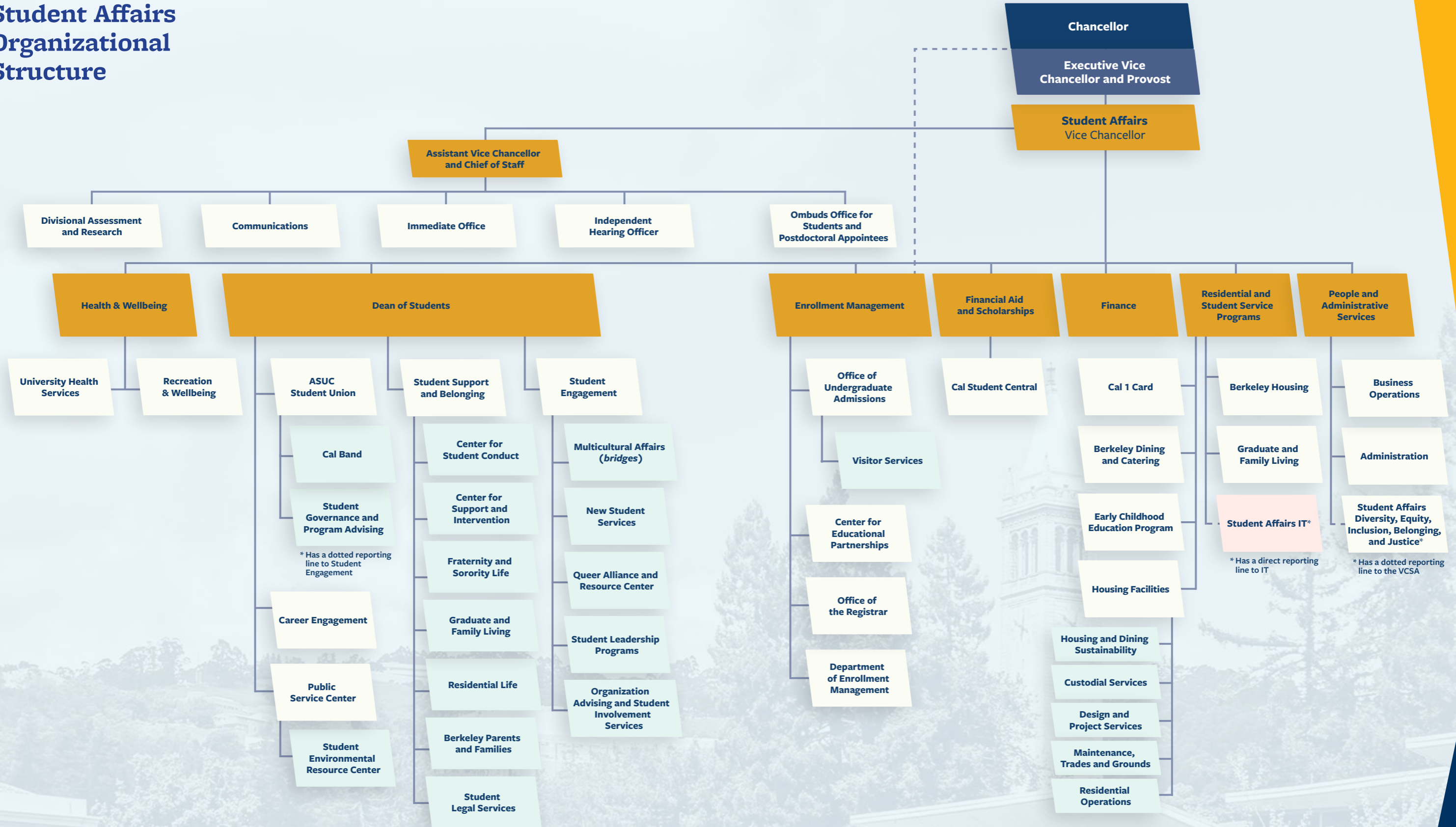
**Stacy Hunter** (they/them), Graduate Student Housing Coordinator, Residential Student Services

**Stefan Montouth** (he/him), Associate Director, Office of Undergraduate Admissions

**Tiffany Melendez** (she/her), Director of Diversity, Equity, Inclusion, Belonging and Justice, University Health Services

**Warren Whitfield** (he/him), Student Health Insurance Office Manager, University Health Services

# Student Affairs Organizational Structure





**Student Affairs  
Departments**

# Berkeley Career Engagement

## PROGRAM DESCRIPTION

Berkeley Career Engagement focuses on three critical aspects of the career journey of undergraduate and graduate students. We engage students on their journey to reflect, discover, and design a personally meaningful career. We connect students with alumni, employers, and their larger professional community to forge meaningful relationships that will guide them into their early careers. We empower students to develop the professional confidence and experience necessary to secure the career opportunities they seek.



## GOALS

- Implement new program strategy focused on campus partner collaboration
- Bring back more in-person career fairs to connect employers and students
- Career Education Team maintains a Net Promoter Score of 95% annually for individual appointments.

## DATA COLLECTION METHODS

Data is collected by updating career fair KPIs, program management and data tracking for specific program relationships, and survey collection via post-appointment surveys.

## WHAT WE DO

**W**e prepare undergraduates, graduate students, and recent alumni to make informed decisions about their futures by providing comprehensive resources and programs. We facilitate and develop connections between students, alumni, and employers. We provide coaching on career development, internships, employment, and graduate school, all with the goal of becoming career-ready through the three Cs: Clarity, Connections, and Competitiveness.

Our goal is to cultivate a university-wide culture of career readiness, where every student engages in

 [career.berkeley.edu](https://career.berkeley.edu)  
510.642.1716

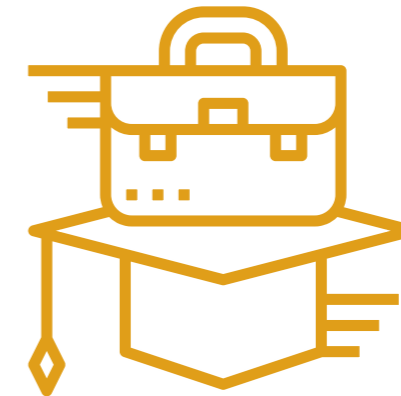


meaningful experiences, has a supportive professional community, and is empowered to achieve lifelong career success.



**96%**

NET PROMOTER SCORE WOULD RECOMMEND A BCE TO A FRIEND POST-APPOINTMENT



**33%**

OF OUR PROGRAMS REACHED DIVERSITY POPULATIONS THROUGH PARTNER COLLABORATIONS

**81%**

OF OUR CAREER FAIRS WERE HELD IN PERSON VS. 47% THE PREVIOUS YEAR

## WHAT OUR WORK MEANS TO THE CAMPUS

We create a culture of collaboration across campus to support the university's mission by creating opportunities for students to be career-ready. We stay current with market trends to provide insights about relevant opportunities for students to reach their full potential. We provide comprehensive programs to support students' personal and professional development.

# Berkeley Parents and Families

### PROGRAM DESCRIPTION

Berkeley Parents & Families organizes three parent and supporter orientations during new student move-in each year. In addition, we table during move-in to support new student parents and supporters. Throughout the year, we work with parents to table during Parent Weekend at Homecoming, Cal Day, Admissions receptions, and Admissions outreach. We send 50 emails to parents and families a year, updating them on key dates and information that can help them better support their students.



### GOALS

- Serve as the central resource for connecting undergraduate parents and families to UC Berkeley.
- Empower family members to help their students successfully navigate their Berkeley experience by linking them to campus resources.
- Offer volunteer opportunities to connect with the Cal community at campus-sponsored events as parent ambassadors.
- Invite parents to support the university through philanthropic donations and fundraising campaigns.

### DATA COLLECTION METHODS

Data regarding email recipients was collected from Salesforce. Data regarding parent volunteers was collected from WeJoin and from in-person sign-up sheets.

 [parents.berkeley.edu](https://parents.berkeley.edu)  
[parents@berkeley.edu](mailto:parents@berkeley.edu)  
 510-642-7147

### WHAT WE DO

**B**erkeley Parents & Families program helps parents, guardians, and supporters of undergraduate students engage with the campus and support the university. Our Parents & Families Program website is an informational gateway to learn about the resources available to parents, families, and supporters.



96

PARENTS VOLUNTEERED FOR 316 HOURS



54,678

PARENT EMAIL ADDRESSES RECEIVED 48 EMAIL COMMUNICATIONS

### WHAT OUR WORK MEANS TO THE CAMPUS

Berkeley Parents & Families helps improve the student experience by ensuring our students' parents and families stay engaged, are provided with up-to-date information, and have the tools they need to support their students.

# bridges Multicultural Resource Center and 7-Recruitment and Retention Centers

## PROGRAM DESCRIPTION

Outreach programming to prospective high school and community college students includes: BRRC's Bay Area College Tour (BACT), Raíces Transfer Student Program (RTSP) and REACH! Bay Area OutREACH!, and INC's Native Jumpstart.

On-campus retention programming includes: INC Sunrise Ceremony at Alcatraz, bridges Boost Week, and bridges RRR Week Study Jams.

Yield programs include: Senior Weekend and Transfer Weekend, where first-generation and/or low-income students are invited to learn more about what the UC Berkeley student experience has to offer.

## GOALS

- Recruit and outreach to underrepresented students of color into higher education and provide resources to retain these students.
- Empower underrepresented students of color to pursue opportunities for postsecondary education through workshops, campus tours, and access to academic resources and support.
- Increase cross-cultural dialogue and solidarity, cultural awareness, and political mobilization through community programming and advocacy.
- Acquire financial, institutional, and physical resources to facilitate the work of the bridges coalition.

## DATA COLLECTION METHODS

bridges collected our data through the following methods: RSVP digital forms provided during our programs, collection of SAPEP digital forms, and data reporting provided by the Office of Undergraduate Admissions.

2023-24 Impact Report



## WHAT WE DO

**b**ridges Multicultural Resource Center is composed of seven identity-based Recruitment and Retention centers (RRC) that are student-run, student-led, and student-initiated:

- bridges Multicultural Resource Center (bridges MRC) founded in 1996
- Black Recruitment and Retention Center (BRRC) founded in 1983
- Indigenous Native Coalition (INC) Recruitment and Retention Center founded in 1996
- Middle Eastern North African Recruitment and Retention Center (MENARRC) founded in 2012
- Mixed @ Berkeley Recruitment and Retention Center (MRRC) founded in 2005



- Pilipinx Academic Student Services (PASS) founded in 1985
- Raíces Recruitment and Retention Center (Raíces) founded in 1970s
- REACH! Asian Pacific American Recruitment and Retention Center (REACH!) founded in 1994

There are three dedicated professional staff who support bridges leaders by centering student empowerment, transformation, and leadership development to aid students in creating and developing their own programs and respective centers. The bridges advisors serve and support the coalition of student leaders, and provide transformational advising, leadership and identity development, programmatic guidance, and socio-emotional support.

## WHAT OUR WORK MEANS TO THE CAMPUS

bridges is a student-run organization that was established in response to California's Prop. 209 to ensure efforts for demystifying higher education to historically marginalized students of color would prevail. bridges' mission ensures UC Berkeley has a diverse student body population, provides students with a sense of belonging, and helps create an inclusive campus where students can be their authentic self.

4,328 397

STUDENTS SERVED OVER FALL AND SPRING SEMESTERS WITH FOOD DISTRIBUTION, WELLNESS SUPPLIES, AND STUDY SPACE DURING BRIDGES RRR WEEK STUDY JAMS

STUDENTS PARTICIPATED IN SENIOR WEEKEND AND 81% OF ATTENDEES COMMITTED TO ATTENDING UC BERKELEY



224 6,331

STUDENTS PARTICIPATED IN TRANSFER WEEKEND AND 72% OF ATTENDEES COMMITTED TO ATTENDING UC BERKELEY

STUDENTS SERVED THROUGH RECRUITMENT AND RETENTION PROGRAMS ACROSS CALIFORNIA



[lead.berkeley.edu/student-engagement-units/bridges-mrc/](https://lead.berkeley.edu/student-engagement-units/bridges-mrc/)

# Center for Student Conduct

## PROGRAM DESCRIPTION

The Center for Student Conduct strives to challenge students to think critically about their decision-making and encourage an environment of personal and intellectual growth. Therefore, the Center for Student Conduct finds success in having low recidivism rates and mutually resolving conduct cases with students to achieve positive learning outcomes.

## GOALS

- Articulate the impact their decisions and actions have on themselves and others.
- Develop methods to repair harm to those they may have impacted.
- Self-reflect on personal values and resolutions, and learn tools and methods to use in future situations.

## DATA COLLECTION METHODS

Data was collected by running reports within our Advocate database.



## WHAT WE DO

**T**he Center for Student Conduct envisions a campus environment where students recognize the power and impact of their actions and embody UC Berkeley's Principles of Community.

It contributes to the holistic development of students by administering the Code of Student Conduct through equitable practices that promote education, foster a sense of accountability, and encourage community responsibility and mutual respect.

## Program Launch

*THE CSC'S RESTORATIVE JUSTICE PATHWAY FOR RESOLUTION WAS SUCCESSFULLY LAUNCHED THIS YEAR, EMPOWERING PARTIES TO COME TOGETHER AND MUTUALLY AGREE ON HOW TO ADDRESS AND REPAIR HARM*



# 1,850

*REPORTS OF MISCONDUCT WERE RECEIVED BY CSC OVER THE LAST ACADEMIC YEAR WHICH WAS AN INCREASE FROM LAST YEAR BY ABOUT 69%*



# 91%

*OF ADJUDICATED ACADEMIC MISCONDUCT CASES WERE RESOLVED AS FIRST-TIME, LOW-LEVEL CASES WITH AN EMPHASIS ON REFLECTION AND SKILL-BUILDING*

## WHAT OUR WORK MEANS TO THE CAMPUS

Our work positively contributes to the student experience as we challenge students to consider how their decisions and actions impact others in our community. We strive to help create community and foster mutual respect and equity of experience, while providing opportunities for students to learn about resources and tools to assist in their personal development at UC Berkeley.

 [sa.berkeley.edu/conduct](https://sa.berkeley.edu/conduct)  
[studentconduct@berkeley.edu](mailto:studentconduct@berkeley.edu)  
510-643-9069



# Center for Support and Intervention

## PROGRAM DESCRIPTION

Our Case Management work provides limited threat assessment, consultation, collaboration, and intervention for students, faculty, staff, and the community to prevent harm and violence in our campus and community. Our Violence Prevention and Harm Reduction work provides direct training to students and staff on bystander intervention and hazing prevention strategies, supports students in recovery, and advances campus harm reduction efforts.

## GOALS

- Continue to intake and manage high-level cases of student distress to provide support for some of our most vulnerable student populations.
- Increase Collegiate Recovery Program visibility and expand harm reduction education and Naloxone access for the campus, particularly in residential facilities.
- Increase campus community members trained to recognize and intervene when harm is occurring, particularly with the new Bears That CARE Hazing Prevention workshop.

## DATA COLLECTION METHODS

Data is gathered continuously through reports of concern, analysis of usage and referral metrics, attendance counts, and post-service surveys for students who access case management services, educational workshops, Narcan distribution tracking, events, and support groups through CSI.

 [csi.berkeley.edu](https://csi.berkeley.edu)  
[csi@berkeley.edu](mailto:csi@berkeley.edu)  
 510-664-4218



## WHAT WE DO

The Center for Support and Intervention (CSI) addresses prevention and intervention for harm and violence on campus and provides support to students experiencing or causing distress in the campus community. CSI provides training to students, staff, and faculty to increase their knowledge and confidence in supporting students in crisis, and Case Managers provide one-on-one support for students and coordinate with campus partners to provide students with assistance during times of hardship. CSI also oversees the Bears That CARE bystander intervention program, coordinates the university's interdisciplinary Students of Concern Committee,



founded and co-chairs the university's Hazing Prevention Collaborative, and hosts the Collegiate Recovery Program.

# 1,961

CARE REPORTS RECEIVED AND MANAGED FOR STUDENTS IN DISTRESS



# 262

BOXES OF NALOXONE WITH TWO DOSES EACH DISTRIBUTED ON CAMPUS, INCLUDING 144 IN RESIDENTIAL FACILITIES FOR THE FIRST TIME, THROUGH EDUCATIONAL WORKSHOPS, TABLING, AND CAMPUS PARTNERSHIPS

# 1,611

UC BERKELEY COMMUNITY MEMBERS TRAINED THROUGH 48 PEER-LED BEARS THAT CARE WORKSHOPS



## WHAT OUR WORK MEANS TO THE CAMPUS

We work to enhance the undergraduate experience by supporting students experiencing significant challenges at the University, coordinating early warning, prevention, and intervention for students in distress, and providing consultation and tools to the campus community to better prevent harm and violence.

# Fraternity and Sorority Life

## PROGRAM DESCRIPTION

The Fraternity & Sorority Life team supports the entire fraternity and sorority experience and the overall development of the CalGreeks Community. We advise and support students throughout the entire CalGreeks Community. We also work with chapter advisors and international organizations, alumni, on-campus partners, and off-campus entities. We strive to develop a safe and healthy CalGreeks Community, founded on the four pillars of Leadership, Scholarship, Service, and Community.

## GOALS

- To support students in finding community through their fraternity and sorority experience.
- To continue to assist chapters with their responses to any crises or incidents.

## DATA COLLECTION METHODS

Fraternity and Sorority Life collects data from event participation and attendance forms. Fraternity and Sorority Life uses google forms to solicit self-reported data from fraternities and sororities.



## WHAT WE DO

**F**raternity & Sorority Life helps students create and develop their fraternities, sororities, and communities through student-centered advising and support. We directly advise and coach individual members, officers, chapters, and councils of the CalGreeks Community. We provide educational training for the officers and information to the members of the community about the critical aspects of the fraternity and sorority experience. Additionally, we provide resources, assistance, and programming to students on a variety of topics related to the fraternity and sorority experience.

[lead.berkeley.edu/cal-greeks](https://lead.berkeley.edu/cal-greeks)  
[fandslife@berkeley.edu](mailto:fandslife@berkeley.edu)  
510-289-0306



# 55+

FRATERNITIES AND SORORITIES AND 4 GOVERNING COUNCILS SUPPORTED

# 2,500

TOTAL CALGREEKS MEMBERS AND 861 NEW MEMBERS IN FALL 2023



# \$43,470

TOTAL FUNDS RAISED BY THE CALGREEKS COMMUNITY THROUGH THEIR PHILANTHROPY EFFORTS

# 3,196

TOTAL CALGREEKS MEMBERS AND 443 NEW MEMBERS IN SPRING 2024

## WHAT OUR WORK MEANS TO THE CAMPUS

The CalGreeks community provides a sense of belonging to 3,000+ undergraduate students who are members of over 55+ local, national, and international fraternities and sororities. In addition to their involvement in their chapters, members can participate and take leadership roles in CalGreeks affinity groups and the four governing councils.



## New Student Services


### PROGRAM DESCRIPTION

The Golden Bear Experience consists of four components:

- Golden Bear Advising (online, completed prior to arrival): Covers the academic environment, resources, an introduction to the college and advising, and enrollment instructions
- Golden Bear Prep (online, completed prior to arrival): Provides a comprehensive view of life outside the classroom
- Golden Bear Orientation (GBO): Mandatory, hybrid orientation the week prior to the start of classes
- Getting Your Bearings: Continued programming throughout the first three weeks of the semester

### GOALS

- New students are welcomed into Berkeley's scholarly community.
- Participants gain an understanding of academic requirements and connect with university and college resources, services, and support structures.
- Participants engage with campus traditions and the range of Berkeley's unique cultural communities.
- Participants engage with their peers and the broader campus community.
- The path is set for a lifelong relationship with the campus.

 [orientation.berkeley.edu](https://orientation.berkeley.edu)  
[nss@berkeley.edu](mailto:nss@berkeley.edu)  
 510-642-7733



### WHAT WE DO

**N**ew Student Services (NSS) supports the holistic transition of incoming undergraduate students. The mission is to give each student the support and resources needed for a successful transition to the Berkeley campus: academically, socially, emotionally, and culturally. New Student Services continues to welcome and support the transition through the Golden Bear Experience. This orientation model has proven to provide a smooth transition for both first-year and transfers, introduce students to the complexity of UC Berkeley experiences, and allow peer-to-peer connections which foster pride, confidence, and resilience.



The Golden Bear Experience culminates with Golden Bear Orientation (GBO), the largest and most complex welcome week orientation model in the world. GBO allows students to experience Berkeley and engage in challenging conversations led by peers.

### DATA COLLECTION METHODS

The Golden Bear Experience included multiple data collection methods:

- Golden Bear Experience Survey: Extensive survey distributed after GBO completion
- Golden Bear Advising Survey: Survey embedded within Golden Bear Prep to assess virtual advising experience
- Orientation Leader Survey
- Campus Partner Meetings and Focus Groups: Extensive follow-up meetings across campus with contributors
- Communications metrics including website visits, email open rates, and more.

### WHAT OUR WORK MEANS TO THE CAMPUS

New Student Services (NSS) facilitates the transition of all incoming undergraduates with the goal that they will succeed in the years leading up to graduation. We bring together multiple campus divisions to create a cohesive and welcoming student experience. Our work ensures that students feel a sense of belonging and understand the resources available throughout their undergraduate career and beyond.



# Organization Advising & Student Involvement Services (OASIS)

## PROGRAM DESCRIPTION

In the first year after re-branding from the LEAD Center’s Student Organization Advising, OASIS registered over 1,200 student organizations and trained over 5,000 student leaders. This year in particular, OASIS has spent over 148 hours supporting major student events, and over 177 hours observing our students practice their First Amendment rights due to high student activism. OASIS’s support reaches a majority of students on this campus!

## GOALS

- Goal #1: Increase overall advising appointments by 100 for the 24-25 academic year.
- Goal #2: Start collecting data on hours spent supporting major campus events.
- Goal #3: Increase overall participation at our fall student involvement fair by 20%.

## DATA COLLECTION METHODS

We will employ multiple methods to gather our data, including utilizing our scheduling software for information, Qualtrics survey data, monitoring appointments on our calendars, and reviewing submission and attendance records.



## WHAT WE DO

OASIS provides advising and leadership development opportunities to student groups, including 1,100+ registered student organizations (RSOs) and campus-wide student leadership development and training initiatives and programs. OASIS supports student-led organizations by providing guidance, resources, and support to help students lead their groups effectively.



THE NUMBER OF APPOINTMENTS WILL BE TRACKED USING OUR INTERNAL SIGN-UP FORMS.

HOURS UTILIZED WILL BE DOCUMENTED ON CALENDARS TO MAINTAIN AN ACCURATE RECORD.

SUBMISSION FORMS AND ATTENDANCE RECORDS WILL BE REVIEWED TO GATHER RELEVANT DATA.

## WHAT OUR WORK MEANS TO THE CAMPUS

OASIS provides support to over 1,200 student organizations and trains over 6,000 student leaders to enhance their student experience. OASIS strives to provide a sense of belonging and create a culture of leadership development.



[lead.berkeley.edu/student-orgs](https://lead.berkeley.edu/student-orgs)  
[oasis.center@berkeley.edu](mailto:oasis.center@berkeley.edu)  
510-703-4115

# Public Service Center

### PROGRAM DESCRIPTION

The Public Service Center (PSC) supports students in developing the skills and partnerships needed to bring about collaborative community change for social justice. Through the PSC, student leaders manage partnerships with K-12 schools, nonprofit organizations, and government agencies. They engage thousands of students across campus in community service and social justice advocacy. The PSC also works with faculty and graduate students to integrate community engagement into teaching and research.

### GOALS

- To support students in using their community service as a springboard to explore their interests, agency, and future paths as engaged community members
- To help students develop skills in collaboration, as community-based change can only come through collective, coordinated engagement
- To create space for students to learn about community social justice issues and connect with local community change efforts

### DATA COLLECTION METHODS

PSC uses multiple methods to collect, evaluate, and analyze the outcomes of our programs. Students complete evaluations after each event and training session to share their feedback and reflections. We track student demographic information and applications through Salesforce. Work Study pay and scholarships earned are tracked using our General Ledger.



### WHAT WE DO

**T**hrough the Public Service Center, students, faculty, and communities work together to co-create a more just and equitable world.



274

PSC STUDENT LEADERS ENGAGING THOUSANDS OF STUDENTS

106

COMMUNITY PARTNERS



\$1.191 M

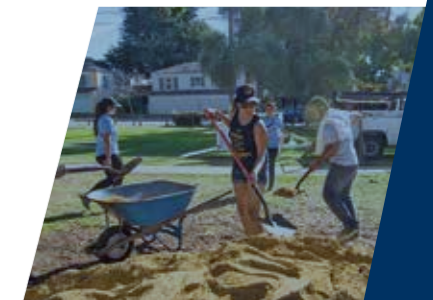
FINANCIAL SUPPORT OFFERED TO STUDENTS

600,000+

HOURS OF SERVICE IN LOCAL COMMUNITIES AND BEYOND

### WHAT OUR WORK MEANS TO THE CAMPUS

Through our co-curricular and curricular service programs, PSC is a critical partner in enhancing the undergraduate experience, creating community and a sense of belonging, and supporting faculty and graduate students in meeting the university's public service mission. PSC also serves as a key connection point between the university and external partners in our local community and beyond.



[publicservice.berkeley.edu](https://publicservice.berkeley.edu)  
[publicservice@berkeley.edu](mailto:publicservice@berkeley.edu)  
510-642-3916

# Queer Alliance Resource Center (QARC)

## PROGRAM DESCRIPTION

QARC hosts a variety of programs that support LGBTQ+ students' well-being holistically and advocates for the QT+ community through various efforts and with an intersectional lens. QARC hosts an annual QT+ Homecoming and QT+ Prom, and partners with other organizations and campus departments to host additional programs and events.

QARC has a semesterly meeting with the Chancellor to share community trends and needs, and advocates for resources and support for the QT+ community.

This year, along with the Trans Student Wellness Initiative and the Gender Equity Resource Center, QARC launched the Transition Care Intake form which provides information on how to access gender-affirming resources.

## GOALS

- The QARC Board of Directors will revive two campus traditions for the LGBTQ+ community
- The QARC Board of Directors will increase accessibility to QARC's physical space in the Hearst Field Annex during the 2023-2024 academic year.
- QARC will recruit, elect, and onboard the 2024-2025 Board of Directors by April 30, 2024.

## DATA COLLECTION METHODS

The ticket reservation system and check-in allowed us to track attendance to QT+ Homecoming and QT+ Prom.



## WHAT WE DO

The Queer Alliance and Resource Center (QARC) is a student-run organization in charge of providing social, educational, and safe sex programming for the queer and trans community on campus, and also acts as an umbrella organization for all active queer/trans communities on campus. QARC empowers and enriches the experiences of QT+ students, faculty, and staff at UC Berkeley through advocacy, service, and engagement.



The Queer Alliance and Resource Center also maintains 2 lounges in the Hearst Field Annex; they are safe spaces and open to all students and QT student groups, with wellness and academic resources.

## Enhanced Space & Access

QARC SPENT SIGNIFICANT EFFORT, TIME, AND FUNDING TO REVAMP THE QARC LOUNGES AND OFFER STUDENTS MORE ACCESS TO GENDER-AFFIRMING MATERIALS, ACADEMIC AND WELLNESS SUPPLIES, AND SNACKS AND FROZEN MEALS. WE HAVE SEEN A SIGNIFICANT INCREASE IN SPACE USAGE AND RESERVATIONS BY STUDENTS AND STUDENT ORGANIZATIONS



500

COMBINED ATTENDEES AT QT+ HOMECOMING AND QT+ PROM HOSTED BY QARC

10

NEW DIRECTORS ELECTED AND ONBOARDED BEFORE THE ACADEMIC YEAR ENDED AND A 2-DAY RETREAT HOSTED TO EASE THE TRANSITION BETWEEN BOARDS

## WHAT OUR WORK MEANS TO THE CAMPUS

QARC's work as a student-led space supports Student Affairs and the larger campus goals by providing opportunities for LGBTQ+ students to lead and advocate for the community's needs, and by facilitating programs that educate students and foster community.



[lead.berkeley.edu/student-engagement-units/qarc/directors@qarc.berkeley.edu](https://lead.berkeley.edu/student-engagement-units/qarc/directors@qarc.berkeley.edu)

# Residential Life

## PROGRAM DESCRIPTION

Residential Life provides an inclusive living environment by promoting learning and personal development in support of UC Berkeley's academic mission.

## GOALS

Residential Life aims to help residents:

- Goal 1: At least 75% of residents will report they are aware that there is an RA on Duty available to support them after business hours.
- Goal 2: Redevelop and implement tutor training for the Residential Tutoring Program so it is in compliance with the College Reading and Learning Association's (CRLA) standards.
- Goal 3: At least 75% of residents will report their residential experience allowed them to find a supportive community at UC Berkeley.

## DATA COLLECTION METHODS

Residential Life collects data using various methods to ensure we can provide and continuously improve a safe, supportive, and engaging living environment. Methods we used to provide the data above include:

- Surveys to gather information on residents' and staff's experiences, values, and opinions.
- Metrics and reports to track progress on initiatives, event attendance, student conduct cases, crisis incidents, lockouts, and behavior-related matters.



## WHAT WE DO

**R**esidential Life is a complex, multi-faceted operation that facilitates residents' transitions into UC Berkeley's academic and social communities. Programs and initiatives are implemented to promote safety, to teach residents how to contribute to and thrive in a diverse community, as well as to provide valuable leadership experiences to student staff and volunteers. Events and other outreach initiatives are used to cultivate the living-learning experience in a way that strengthens residents' personal development, intellectual growth, and ability to develop lifelong relationships.

 [reslife.berkeley.edu](mailto:reslife.berkeley.edu)  
[rlife@berkeley.edu](mailto:rlife@berkeley.edu)  
510-642-3280



83%

OF UNDERGRADUATE RESIDENTS REPORTED THAT THEIR RESIDENTIAL EXPERIENCE ALLOWED THEM TO FIND A SUPPORTIVE COMMUNITY AT UC BERKELEY



93%

OF RESIDENTS REPORTED BEING AWARE THE RA ON DUTY IS AVAILABLE TO THEM. THIS IS IMPORTANT BECAUSE RAS ON DUTY ARE AVAILABLE AFTER BUSINESS HOURS TO PROMOTE SAFETY IN THE RESIDENCE HALLS AND APARTMENTS

## CRLA Certification

AWARDED COLLEGE READING AND LEARNING ASSOCIATION'S (CRLA) CERTIFICATION ON MARCH 27, 2024



## WHAT OUR WORK MEANS TO THE CAMPUS

Residential Life provides a living/learning environment that maximizes new and returning residents' transitional and transformational experiences (Redefining the Student Experience). This environment is designed to facilitate residents' engagement in a diverse community (Culture of EIB). Our highly trained staff helps residents acclimate to campus, connects them to academic resources, and responds to crises 24/7 (Holistic Well-Being & Organizational Behavior).

# Student Environmental Resource Center

### PROGRAM DESCRIPTION

SERC enhances the student experience through environmental programs, services, funding, and leadership opportunities. Through SERC's 30+ student staff and three professional career staff, SERC co-creates programs, events, and services that support the needs of the environmental community, while also expanding its reach to non-traditional environmental students and academic backgrounds.

### GOALS

- Goal #1: Increase participation in programs, scholarships, and funding opportunities among non-environmental student majors and groups by 20% within the next academic year.
- Goal #2: By the end of the next academic year, partner with 1 - 3 additional local community colleges, CSUs, and graduate schools to expand SERC's partnerships.

### DATA COLLECTION METHODS

SERC uses multiple methods to collect, evaluate, and analyze data. Our TGIF and ECO Fund Teams collect data, by tracking applications, acceptances and fund distribution, and apply post-distribution surveys to assess impact. NEWT programs utilize pre- and post- surveys to collect metrics for their programs, and SERC utilizes space reservations requests and Google Calendar to track our eco-community conference table.



[serc.berkeley.edu](http://serc.berkeley.edu)  
[serc@berkeley.edu](mailto:serc@berkeley.edu)



### WHAT WE DO

**T**he Student Environmental Resource Center (SERC) cultivates a collaborative space to strengthen the collective efficacy of the sustainability community and provides resources for students to actualize their visions of a more equitable, socially just, and resilient future. Programs and services include grant funding for campus sustainability projects through The Green Initiative Fund (TGIF), career networking, community building and resilience programs, Climate Justice Week and Earth Week, outdoor programming through Nature Education & Wellness Together (NEWT), and zero waste projects through the Zero Waste Research Center.



**360+**

STUDENTS REACHED OVER 20 WELLNESS EVENTS THROUGH NEWT'S INAUGURAL YEAR, INCLUDING THE LAUNCH OF THE PEAKS OF THE BAY PROGRAM



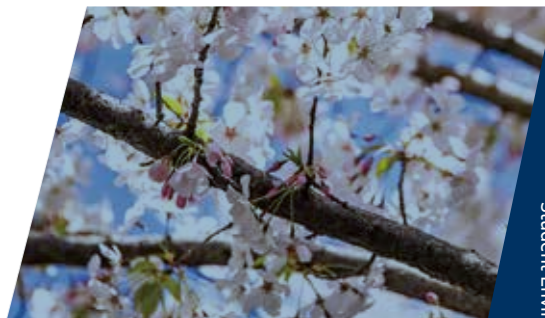
*SERC is helping to push the conversation on environmental justice for our entire campus. Because of its design and intentional leadership, SERC not only offers critical education on the intersection of social and environmental justice, it offers community, hope, optimism, and joy to our student community as well.*



**JACQUELINE CANCHOLA-MARTINEZ**  
CLASS OF '25

### WHAT OUR WORK MEANS TO THE CAMPUS

SERC advances the Student Affairs Strategic Priority Areas of Redefining the Student Experience, Culture of Equity, Inclusion & Belonging, and Health Justice & Holistic by delivering environmental and environmental justice programs and services to students and connecting them with campus departments and off-campus organizations.



**415+**

STUDENT ORGANIZATION AND STUDENT MEETINGS WERE HELD IN THE SERC SPACE

**\$423K**

DISTRIBUTED BY TGIF ACROSS 27 PROJECTS, INCLUDING 13 FOCUSED ON ENVIRONMENTAL JUSTICE

**\$28k**

GIVEN TO STUDENTS THROUGH SERC'S SISTER SCHOLARSHIPS AND ECO FUND PROGRAMS



# Student Leadership Programs

## PROGRAM DESCRIPTION

Student Leadership Programs hosts the Berkeley Student Leadership Academy (BSLA), a series of engaging workshops and customized experiences that help undergraduate students develop leadership competencies. BSLA participants who complete the requirements are honored at the Oski Student Leadership Awards Ceremony. Student Leadership Programs hosts the Oski Student Leadership Awards to honor student leaders, staff, and organizations for exemplary leadership.

## GOALS

- Develop and execute the inaugural Berkeley Student Leadership Academy (BSLA) to positively contribute to students' experience and leadership development at UC Berkeley.
- Create spaces for students to engage in conversations and enhance learning pertaining to leadership, communication, conflict resolution and feedback, and diversity, equity, inclusion, and belonging (DEIB) within the campus community.
- Design opportunities and programs for peer-to-peer leadership and engagement.

## DATA COLLECTION METHODS

Berkeley Student Leadership Academy (BSLA) included multiple data collection methods:

- Participants completed a workshop assessment form for each BSLA workshop which was required for workshop attendance requirements. Students were asked to identify if the content helped their leadership development, along with feedback to enhance the workshop content and feedback for workshop presenters.
- Optional BSLA Program Feedback survey at the end of both semesters.
- Workshop assessment forms and program feedback surveys gathered both quantitative and qualitative data.



## WHAT WE DO

In collaboration with partners across campus, the Student Leadership Programs team designs and implements leadership training, workshops, and leadership development programs that support holistic student engagement at UC Berkeley. The intention is for students to feel seen, heard, and included as student leaders.



79

STUDENTS COMPLETED THE SEVEN WORKSHOP SERIES FOR THE BSLA PROGRAM

100%

OF BSLA PARTICIPANTS AGREED OR STRONGLY AGREED THE BSLA PROGRAM HELPED TO ENHANCE THEIR LEADERSHIP DEVELOPMENT AS A STUDENT AT UC BERKELEY

124

STUDENTS ATTENDED AT LEAST ONE OF THE 38 UNIQUE WORKSHOP SESSIONS HELD FOR BSLA

625

WORKSHOP ASSESSMENT FORMS COMPLETED BY BSLA PARTICIPANTS FOR PROGRAMMATIC FEEDBACK AND DATA COLLECTION

*I loved how I was able to contribute to events. Felt so good to truly FEEL like a leader at events such as the Oski Leadership Awards when I was behind the mic and helping out!*

**JUDE NIEVES**  
BERKELEY STUDENT LEADERSHIP ACADEMY (BSLA) INAUGURAL PARTICIPANT

## WHAT OUR WORK MEANS TO THE CAMPUS

BSLA had a lasting impact on students so much that they requested opportunities to stay connected with the program, which led to the development plan for a BSLA Alumni Fellows Program. Our work aligns with the strategic plan of enhancing the student experience and supporting a culture of equity, inclusion, and belonging.



<https://lead.berkeley.edu/student-leadership-programs/>

# Student Legal Services

## PROGRAM DESCRIPTION

SLS provides the following services:

- Legal Consultations and Guidance: 30 minute consultations with current students, with follow-up appointments as needed. SLS does not represent students but does help draft and review letters, legal documents, and court filings; SLS also provides referrals when needed.
- Online Resources: SLS offers info sheets and forms on legal topics most relevant to students.
- Workshops and Drop-in Hours: Legal educational and info sessions on various topics of interest to students



## GOALS

After consulting with SLS, students should:

- Understand the legal issues involved in their cases
- Identify and understand their legal options, and the relative merits of those options
- Know how to navigate a problem/institution that they might not have otherwise known how to navigate
- Feel better equipped to handle similar situations in the future

## DATA COLLECTION METHODS

SLS uses multiple data collection methods. We conduct semiannual assessment surveys distributed to SLS clients, which include detailed learning outcomes assessment questions; the latest response rate was 16.4%. We evaluate aggregated student demographic data based on SIDs and analyze it securely and confidentially with no other identifying information. We also have a confidential SLS database of clients, cases, topic areas, and frequency of consultations.

 [sls.berkeley.edu](https://sls.berkeley.edu)

## WHAT WE DO

**S**tudent Legal Services (SLS) offers students free and confidential consultations with an attorney for advice, guidance, and coaching related to their legal questions, rights, and obligations. Areas of law include landlord tenant, small claims actions, credit issues and collections, family law, auto and health insurance, accidents and personal injury, consumer fraud, criminal, traffic and alcohol citations, contract law, and basic estate planning matters. SLS helps students navigate difficult circumstances such as uninhabitable housing, illegal threats from landlords, serious credit problems, divorce, child custody disputes, bicycle and car collisions, injuries, harassment and fear for safety, and denials of



insurance coverage.

The SLS mission is to support student retention by improving students' ability to stay in school via high quality counseling and assistance with their legal issues.

“  
I went from thinking  
I was helpless to  
knowing that I had  
enforceable rights.  
”

SLS UNDERGRADUATE  
STUDENT CLIENT

## WHAT OUR WORK MEANS TO THE CAMPUS

The SLS caseload grows every year and continues to be a vital part of the fabric of student services that assist, educate, and empower students — particularly underrepresented minority and lower-income students, who often have less social capital than their peers — to improve the student experience, foster campus diversity, and support persistence.

# 92.7%

OF SLS CLIENTS AGREE OR STRONGLY AGREE THEY FELT BETTER EQUIPPED FOR SIMILAR SITUATIONS IN THE FUTURE

# 98.8%

OF SLS CLIENTS AGREE OR STRONGLY AGREE THEY UNDERSTOOD THE LEGAL ISSUES INVOLVED IN THEIR CASES

# 95.1 %

OF SLS CLIENTS AGREE OR STRONGLY AGREE THEY UNDERSTOOD THEIR LEGAL OPTIONS, AND THE RELATIVE MERITS OF THOSE OPTIONS



# 93.9%

OF SLS CLIENTS AGREE OR STRONGLY AGREE THEY KNEW HOW TO NAVIGATE A PROBLEM THEY MIGHT NOT HAVE OTHERWISE KNOWN HOW TO NAVIGATE:



# Student Union

### PROGRAM DESCRIPTION

The Student Union, in partnership with student leaders, creates and maintains community-focused spaces and programs. We house major centers, including the Basic Needs Center, BeWell at bNorth, Food Pantry, OASIS, Student Government and Program Advising, Public Service Center, Student Environmental Resource Center, Berkeley Student Media Center, and Multicultural Community Center. We are also the seat for Student Government (the ASUC and GA), to which we provide accounting support and financial advising.

### GOALS

- Ensure the financial stability of our organization through increasing corporate partnerships by 10-15% at the end of FY24.
- Enhance the student experience through expanded Student Union services, offerings, financial services, enrichment programs, and leadership advising during the 2023-24 school year.
- Provide excellent customer service to all MLK & Eshleman Hall visitors through increased information desk interactions, new amenities, programs, and events.

### DATA COLLECTION METHODS

- Number of contracts with new vendors and business partners
- Data from EMS, our events tracking system
- Cal ID swipe at each hosted event in the Student Union is used to track program participation
- CaLlink financial transactions
- Survey data from student programs and the Berkeley Art Studio
- Salesforce software to track SUFMO tickets and BEST Tickets
- 7Point Ops to track tasks and daily reports
- Excel to track information desk interactions



### WHAT WE DO

**W**e cultivate community at Cal!

The Student Union is a hub for services, student government, and organizations that help students and the campus community thrive. We house businesses that include the Amazon Hub+, BMO: The Official Bank of UC Berkeley, the Bear's Lair Tavern, the Cal Student Store, Berkeley Art Studio, Creative Lab, Berkeley Event Services, Berkeley Audio Visual, Goldie's Coffee, and more. We also house and support student-run services like the BicyCal bike repair shop, Blue & Gold Yearbook, Open Computing Facility (OCF), ReUse thrift store, and SUPERB. In the 2024-2025 academic



# 180%

INCREASE IN COMMERCIAL PARTNERSHIPS

# 14,895

EVENTS HOSTED BY BERKELEY EVENT SERVICES  
BERKELEY AUDIO VISUAL (BAV) SUPPORTED 550 EVENTS

# 16,604

STUDENTS ATTENDED FREE STUDENT PROGRAMMING  
IN THE STUDENT UNION

# 10,000

PAGES PRINTED PER MONTH AT INFORMATION DESK PRINTERS

year, we will welcome the Cal Marching Band to our portfolio and will also operate multiple spaces in the Helen Diller Anchor House, including three event venues and an art studio. We aim to create community-focused programs that bring the campus together.

# 1,700+

STUDENT LEADERS WERE INVOLVED WITH THE ASUC/GA

# 12,322

QUESTIONS ANSWERED BY INFORMATION DESKS

# \$11,077,661

PROCESSED BY THE FINANCE TEAM FOR STUDENT ORGANIZATIONS



### WHAT OUR WORK MEANS TO THE CAMPUS

The Student Union is the campus living room. Our buildings provide a gathering place for students to enjoy programs and access essential campus resources. As a learning organization, we also provide students with a variety of employment opportunities and empower student leaders to be critical decision-makers through the ASUC, GA, and Student Union Board of Directors.



 [studentunion.berkeley.edu](http://studentunion.berkeley.edu)  
[asucstudentunion@berkeley.edu](mailto:asucstudentunion@berkeley.edu)  
510-664-7976

## Center for Educational Partnerships

### PROGRAM DESCRIPTION

For 40 years, CEP has increased the number of diverse California students' enrollment and success in higher education by addressing barriers faced by low-income, first-generation, and underrepresented students. In the 2023-24 academic year, CEP directly served 51,703 students through comprehensive college preparation services at our 193 partner middle schools, high schools, and community colleges. Overall, a total of 73,706 students benefited from our expanded outreach efforts, fundamental school-wide college-going support, and systemic work.



### GOALS

- Improve the academic achievement of students who face significant barriers to college
- Increase the diversity of students who enroll and succeed in higher education
- Empower schools, districts, and CBOs to foster college aspirations through building a college-going culture
- Provide deep impact and involvement as a partner in the Bay Area K-16 Collaborative and other K-16 collaborations and partnerships throughout California
- Create tools to partner with educators, families, and communities

### WHAT WE DO

**C**EP provides outreach and engagement with K-14 students, families, and educators to increase access to higher education. We believe no student should be denied the opportunity to pursue a college degree due to systemic, economic, or social barriers. Our ten CEP programs provide direct service to students and families, professional development for educators and community partners, and engage with K-12 schools/districts, community colleges, and other higher education partners in systemic work to remove barriers to college access for students.



### DATA COLLECTION METHODS

Recognizing the dynamic nature of college preparation and access, CEP uses an extensive data collection approach to enhance programming quality and impact. Our methods include:

- Direct Service Providers  
Documentation: CEP staff record daily student interactions and milestones.
- National Student Clearinghouse: We use reports to track enrollment trends and alumni outcomes.
- Student Surveys: Surveys gather insights on our students' college-going journeys.
- Faculty/Staff Surveys: Feedback from professional development participants helps assess training impact and responsiveness.

### WHAT OUR WORK MEANS TO THE CAMPUS

CEP provides leadership, expertise, and services to increase college access and educational opportunities for California's underrepresented, low-income, and first-generation students. CEP advances UC Berkeley's diversity, equity, and inclusion efforts by increasing students' academic readiness and college preparation. This work aligns with UC's core mission to serve the interests of California.

11,345

HIGH SCHOOL AND COMMUNITY COLLEGE STUDENTS WERE SUPPORTED WITH COLLEGE APPLICATIONS

25,092

STUDENTS WERE PROVIDED WITH A ONE-ON-ONE SESSION

5,329

WORKSHOPS WERE PROVIDED TO STUDENTS AND THEIR FAMILIES



59,969

TOTAL COLLEGE APPLICATIONS WERE SUBMITTED BY CEP STUDENTS



 [cep.berkeley.edu](http://cep.berkeley.edu)  
[edpartnerships@berkeley.edu](mailto:edpartnerships@berkeley.edu)  
510.642.6680

# Enrollment Management Immediate Office

### PROGRAM DESCRIPTION

We have codified our efforts to support the University’s core academic mission and long-term institutional planning objectives around enrollment and student success. The Immediate Office has strengthened the recruitment and admissions pipeline, created initiatives to remove barriers to majoring in STEM fields, and worked to facilitate student success, all within a dynamic and competitive environment that presents ongoing challenges to meeting goals established by the University of California Office of the President and state legislature.



### GOALS

- Serve as a leader in the state for promoting upward mobility.
- Help students navigate their higher education pathway and provide support toward graduation.
- Meet the University’s enrollment targets and navigate institutional and regional enrollment challenges.

### DATA COLLECTION METHODS

Multiple data sources were used including Cal Answers, enrollment reports submitted to UCOP and internal administrative data.

### WHAT WE DO

**T**he Enrollment Management Portfolio at the University of California, Berkeley, is dedicated to fostering academic excellence, diversity, and equity across campus. Grounded in institutional and industry research, as well as best practices, our mission is to ensure that all students at Berkeley are provided with exceptional services and opportunities. The Immediate Office provides leadership to the campus and oversees student services in the areas of undergraduate admission, registration, and enrollment; financial aid and scholarships; and early academic outreach.



852

INCREASE IN OUR CALIFORNIA RESIDENT STUDENT ENROLLMENT IN ACADEMIC YEAR 2023-24

1,444

STUDENTS AT RISK OF DROPPING OUT WHO WE DIRECTLY CONTACTED



4.1%

INCREASE IN THE PROPORTION OF FIRST-GENERATION STUDENTS ENROLLED AT BERKELEY COMPARED TO THE PREVIOUS YEAR

### WHAT OUR WORK MEANS TO THE CAMPUS

We continuously improve the University’s holistic support to all students to ensure they have the essential tools and opportunities to succeed in the academic pipeline. We work across campus to foster an experience that encourages collaboration, understanding, and social responsibility, empowering our students to become global leaders and advocates for positive change.



 [enrollmentgmt@berkeley.edu](mailto:enrollmentgmt@berkeley.edu)  
510-604-2213

## Office of the Registrar

### PROGRAM DESCRIPTION

We maintain student records per FERPA standards; publish class schedules and academic catalogs, manage classrooms and course registration, and track degree progress; process transcript requests and issue diplomas; maintain community college articulation agreements and post transfer credits; implement academic and administrative policies for registration and enrollment; 6) manage classroom scheduling; support exchange programs, veterans' benefits, and other student programs; advise on classroom renovations; and collaborate with internal and external partners to support the academic mission.



### GOALS

- Programs: To provide strategic implementation for the campus's first new college in 50 years, the College of Computing, Data Science, and Society.
- GRLN: To ensure all employees, learners, patients, and affiliates are identified by their accurate gender identity and lived names.
- Evaluation: Undergo assessment of the Office of the Registrar by the American Association of Collegiate Registrars and Admissions Officers (AACRAO) consultant through cross-campus and key stakeholder feedback.



[registrar.berkeley.edu](https://registrar.berkeley.edu)

Students: 510-664-9181

Faculty: 510-642-5042  
egrades@berkeley.edu

### WHAT WE DO

The Office of the Registrar comprises several units—curriculum management, classroom scheduling and management, grading, student academic records and graduation, student services, transfer credit and APR, registration, and enrollment—with a shared vision to support the University's academic mission and strategic initiatives. We support students, staff, faculty, alumni, departments, and external partners. Through expertise in policy and practice, we ensure the accuracy of the Student Information System, enabling the campus to conduct analytical assessments, evaluate progress, tackle challenges, and seize opportunities. We help bridge



the gap between strategic aims and implemented solutions, connecting campus leadership, key partners, and departments in transforming ideas into innovative, efficient, equitable, and sustainable systems, policies, practices, and procedures that adhere to accreditation standards and federal and state regulations.

### DATA COLLECTION METHODS

- GRLN: Campus stakeholder and planning meetings, resulting in COSA team awards.
- CDSS: Data collected via campus stakeholder and planning meetings, compliance with WASC accreditation and UCB curriculum processes and dates, the program inclusions in the 2024-2025 Admissions application, and via CDSS launch announcements.
- AACRAO: After the visit, the AACRAO consultant provided an official departmental report to the University Registrar, detailing findings and recommendations.

### WHAT OUR WORK MEANS TO THE CAMPUS

The Office of the Registrar is the Student Information System data owner and a centralized strategic partner. We collaborate with and advise departments, staff, faculty, and students, ensuring accurate, sustainable policy implementation, best practices, and systems. Our work is crucial for academic processes, degree conferral, and accreditation compliance, and significantly impacts the campus's overall effectiveness and reputation.



## GRLN Implementation

*PROVIDED STRATEGIC GUIDANCE AND OVERSIGHT TO ENSURE THE IMPLEMENTED GRLN SYSTEMS AND PROCESSES FACILITATE ACCURATE GENDER IDENTITY, LIVED NAMES, AND RECORDS; WORKFLOW INTEGRATIONS, AND CLEAR COMMUNICATION.*

## Curriculum Launch

*STEWARDED THE CURRICULAR MANAGEMENT LAUNCH OF CDSS THROUGH COLLABORATION, PROGRAMMATIC SUPPORT, ACADEMIC POLICY AND PRACTICE INSIGHTS, DEGREE CODING, AND COORDINATION WITH PARTNERS.*

## AACRO Evaluation

*RECEIVED A REPORT WITH FINDINGS AND RECOMMENDATIONS FROM THE AACRAO CONSULTANT WHO VISITED WITH STAKEHOLDERS FROM MAY 16-18 AND 22-23*



## Office of Undergraduate Admissions & Visitor Services

### PROGRAM DESCRIPTION

By centering diversity throughout the application and visit process, our team works to:

- Identify, recruit, admit, and enroll undergraduate students who best encompass the broad diversity of cultural, racial, geographic, and socio-economic backgrounds characteristic of California, the nation, and the world.
- Host events that serve traditionally underserved students and their supporters.
- Welcome campus visitors via the Koret Visitor Center, Campanile and admissions information sessions.
- Partner with the faculty members of AEPE, who set admissions policy.

### GOALS

The goal of the Office of Undergraduate Admissions is to attract, admit, and enroll a class that reflects the diversity of the state of California.

### DATA COLLECTION METHODS

The data was collected from Slate, the admissions system that manages applicant records, communications and events. Visitor Services data was collected from the Tour Registration System.



### WHAT WE DO

**T**he Office of Undergraduate Admissions (OUA) manages campus-wide undergraduate admissions programs and welcomes all campus guests through visitor services. Our goal is to recruit, admit and enroll a student body that meets the university's eligibility requirements and demonstrates high academic and personal achievement. We aim to reflect the broad diversity of cultural, racial, geographic and socioeconomic backgrounds characteristic of California, the nation and the world.

Through our Visitor Services, we offer in-person, virtual, and self-guided campus tours, manage the

 [admissions.berkeley.edu](https://admissions.berkeley.edu)  
[visit.berkeley.edu](https://visit.berkeley.edu)  
510-642-3175



Campanile, and provide opportunities for visitors to speak with our student campus ambassadors.

22,705

VISITORS SERVED THROUGH  
THE KORET VISITOR CENTER



33,043

GUESTS PROVIDED WITH  
CAMPUS TOURS

124,221

FIRST YEAR  
APPLICATIONS READ

21,507

TRANSFER APPLICATIONS  
READ AND REVIEWED

### WHAT OUR WORK MEANS TO THE CAMPUS

We enhance diversity; select students with the best fit for campus; collaborate with faculty, departments and programs to enact policies and meet enrollment goals; support financial sustainability by meeting goals for net payer revenue; and provide visitors with an authentic experience ensuring prospective students and families understand the unique opportunities and experiences Berkeley offers.



# Cal Student Central

## PROGRAM DESCRIPTION

CSC provides frontline general advising and services for financial aid, scholarships, billing and payments, and the registrar via in-person, phone, and web services. We refer students to partner offices for specialized advising as appropriate. In an effort to continuously improve the student experience, we participate in various University initiatives and outreach activities. CSC liaises with the campus community and partner units, sharing feedback and recommendations to improve service, implement efficiencies, and remove barriers to student success.



## GOALS

Positively impact student success by:

- providing accurate and timely information on matriculation, records, finances, and other administrative procedures
- offering one central location, with multiple service avenues, where students can get accurate and timely answers to their questions about services that are offered in different departments and locations across campus
- adapting service offerings to respond to student needs and preferences

## DATA COLLECTION METHODS

Data was collected through the Qless queueing system, phone call reports, Salesforce reports, Ocelot chatbot analytics, and an excel file with virtual front desk visits.

## WHAT WE DO

Cal Student Central (CSC) is dedicated to providing student-centered, efficient, and exceptional service to UC Berkeley’s applicants, students, faculty, alumni, and staff. In an effort to be inclusive and accessible, we offer services in person, over the phone, and online and 24/7 via our chatbot. We welcome students to campus and serve as representatives of the Financial Aid and Scholarships Office, the Office of the Registrar, Accounts Payable, and Billing and Payment Services. CSC strives to support student success with a service-oriented, cross-trained, and solution-seeking professional staff. In this capacity, we assist the Berkeley community in navigating a wide



range of topics including enrolling in courses, understanding a financial aid offer, explaining the activity on a student account, and providing support on ordering transcripts.

“They were great in providing resources, feedback, and answering the questions to the best of their ability. Thank you for being knowledgeable as to locations of where the information may be held.”

## WHAT OUR WORK MEANS TO THE CAMPUS

CSC is the premier campus service avenue for students, alumni, and delegates. We meet student needs, articulate student concerns, and seek collaborative resolution with academic and administrative partners. Through our inclusive service philosophy, we strive to ensure that diverse populations feel respected and valued, aligned with the chancellor’s commitment to improving the student experience.

8,914

IN-PERSON VISITS

23,467

PHONE CALLS ANSWERED WITH AN AVERAGE ANSWER RATE OF 84%



38,041

SALESFORCE TICKETS CLOSED BY CSC AND PARTNER OFFICE STAFF (22,236 CSC ONLY)

56,188

CHAT CONVERSATIONS RECORDED BY THE CHATBOT ACROSS CSC, FASO, OR, BPS, RECWELL, AND HOUSING (22,000 FOR CSC AND PARTNER OFFICES)

7,222

VISITS TO THE VIRTUAL FRONT DESK



studentcentral.berkeley.edu 510-664-9181



## Financial Aid and Scholarships Office

### PROGRAM DESCRIPTION

Our dedicated team of professional and student staff:

- Counsels students and families on empowering options to manage their financial wellness
- Recognizes achievement and provides funding: scholarships, grants, research stipends, work-study, and loans
- Supports the emerging needs of students
- Advocates for students at the campus, state, and federal level
- Recruits, retains, and graduates students, paving the way for success
- Builds community with alumni and donors to give the gift of access to the next generation of students

### GOALS

- Continuously deliver, innovate, and improve financial aid services so that we can be a dependable stepping stone to student access.
- Expand access to resources to better support students and build a path to a debt-free education.
- Recruitment of the most sought-after students in the world through the Fiat Lux and Regents' and Chancellor's Scholarship programs.

### DATA COLLECTION METHODS

Multiple data collection methods are used, including the student information system, Salesforce, Qless, and internal tracking and analytics.



### WHAT WE DO

The Financial Aid & Scholarships Office (FASO) is key to making students' education dreams a reality by providing comprehensive financial resources and holistic support. FASO's culture of care and financial wellness programs provide stability so students can focus on transformational learning rather than worrying about how to cover tuition and basic needs. Two Academic Senate committees and a council of students provide guidance to FASO to formulate campus financial aid policy and fund strategies to ensure access, affordability, and compliance. FASO supports strategic university goals, including diversity initiatives, recruitment of exceptional students,

fundraising, donor stewardship, discovery experiences, and student work opportunities. Although the major redesign of aid applications (Better FAFSA) created unique large-scale challenges in 2023-24, FASO has worked relentlessly to improve efficiency and timeliness when delivering student aid, all in accordance with federal, state, university, and donor regulations and while centering student support.

### WHAT OUR WORK MEANS TO THE CAMPUS

Providing access to California students regardless of their financial status to build a diverse community of scholars from a wide range of economic backgrounds has been a guiding mission of Berkeley since 1868. We strive to enhance the undergraduate experience by supporting basic needs and increasing aid program sustainability through strategic stewardship of federal, state, and institutional dollars.

# 15,000+

STUDENT SUPPORT INTERACTIONS:  
6,320 IN-PERSON/PHONE, 8,348 ONLINE CASES,  
123 OUTREACH/YIELD EVENTS.



# Over \$1 billion

AID AWARDED ANNUALLY,  
INCLUDING \$465.5M OF GIFT AID TO  
19,661 UNDERGRADUATE STUDENTS  
(\$23,676 AVERAGE).

# 13,724

STUDENTS REACHED THROUGH CENTER  
FOR FINANCIAL WELLNESS WORKSHOPS,  
APPOINTMENTS, EVENTS, AND ONLINE  
RESOURCES.

# 80%

OF FIAT LUX RECIPIENTS AND OVER 50% OF  
RC SCHOLARS COMMITTED TO BERKELEY.



# Recreation & Wellbeing

## PROGRAM DESCRIPTION

Recreation & Wellbeing (RecWell) excels at providing high-quality in-person and virtual recreation, experiential learning, and leadership development opportunities designed to achieve optimal well-being for the campus community.

Inspired by UC Berkeley's diversity, the scope of experiences provided by our department is far and wide-reaching. Students, faculty, staff, and affiliate members have access to multiple wellness facilities, programs, and classes, including swimming pools, outdoor learning spaces, fitness classes, and opportunities for healthy competition and team play.



## GOALS

- Graduate students and their families at UVA can participate in adult and youth programs
- Build a new, 70 x 30 foot inclusive climbing wall in the RSF
- Facilitate new aquatics programming including lap swim hours in the 52-meter Legends Aquatic Center, and spring youth swim lessons at SCRA
- Create a new and improved Customer Service Center for more efficient membership, locker, and Passport sales for members

## DATA COLLECTION METHODS

RecWell is committed to systematically collecting, analyzing, and delivering programs and services to improve and promote well-being for our users. Using robust enterprise software to process and track sales, participant access, and user trends, RecWell relies on technology to provide data that informs our decisions.

 [recwell@berkeley.edu](mailto:recwell@berkeley.edu)  
[recwell.berkeley.edu](http://recwell.berkeley.edu)  
 510-642-7796

## WHAT WE DO

**T**he Department of Recreation & Wellbeing continues to offer the breadth and depth of services and resources that have long supported students, and promoted physical and mental wellness for the entire campus community.

We offer dynamic and inclusive programming, experiential education, leadership development, cross-unit collaboration, and skill training for building lifelong healthy habits. Our facilities and programs feature in-person and online classes, fitness training, stress-relief, and community-oriented activities and opportunities for diverse interests and skill levels.



We leverage our resources and talent to think strategically and act collaboratively to ensure alignment with the needs of our diverse community of students, faculty, and staff.

# 989

VISITORS TO RECWELL UVA SPACES A MONTH.

# 12,000

CLIMBERS GREETED AT RECWELL'S NEW CLIMBING WALL IN ITS FIRST YEAR



# Projected 17%

INCREASE IN SUMMER YOUTH PROGRAMS.

## Updated customer service center

COMPLETED INCLUDING THE LAUNCH OF AN INTERACTIVE VIRTUAL QUEUE SYSTEM REDUCING TRANSACTION TIMES TO MINUTES.

## WHAT OUR WORK MEANS TO THE CAMPUS

Recreation & Wellbeing provides valuable resources to campus where all are welcome. Our programs inspire engagement, enrich well-being, and bolster retention through experiential learning and leadership development. These programs provide a vital asset in a competitive recruiting landscape for top talent nationally and internationally.



# University Health Services

### PROGRAM DESCRIPTION

University Health Services provides comprehensive wellness, medical, mental health, and insurance services to all Berkeley students and health programs for faculty and staff. Services include both in-person and Telehealth options for care and extensive prevention and outreach efforts across campus. We are a fully accredited health care facility employing over 300 people. In addition to our staff, Berkeley students participate in UHS peer, intern, and volunteer programs. Together, we provide services on a continuum from prevention through treatment.

### GOALS

- Increase access and build capacity to serve the growing student community across our programs.
- Integrate all student facing mental health services under one Student Mental Health unit to increase access to integrated mental health care and resources. Launch the Campus Mobile Crisis Response Team.
- Increase the number of students on the Student Health Insurance Plan (SHIP)
- Help students offset health care costs through the Health Opportunity Fund.

### DATA COLLECTION METHODS

In addition to having a robust, data-driven, and evidence-based quality improvement program, UHS routinely reviews utilization data in order to monitor equitable and timely access to programs and services. We use NCHA and ACHA data along with our Insurance data to closely monitor for utilization, claims experience, cost saving, and service enhancement opportunities. UHS conducts client and patient satisfaction surveys and provides other channels for electronic and onsite feedback. UHS also uses data and survey results with staff to further our people and DEIBJ goals.



## WHAT WE DO

**U**niversity Health Services is at the forefront of advancing student health and faculty and staff wellness, instituting evidence-based health practices and keeping UC Berkeley on the leading edge of collegiate health trends. Our vision is to be a campus that actively cultivates better health and well-being for all — a place that can actually make those who study, live, and work here healthier! Health equity, where every person has the opportunity to attain their highest level of well-being, is a vital component of everything we do. Providing access to seamless, integrated, high-quality programs and services for students, staff, and faculty is at our core. We believe



in the transformative potential of infusing health into all campus policies and strengthening our focus on prevention.

*“It was AMAZING to be able to go to someone for help while I was actually feeling distressed. It helped come up with a plan to take better care of my mental health going forward.”*

- UC BERKELEY STUDENT

### WHAT OUR WORK MEANS TO THE CAMPUS

UHS provides health leadership and expertise to the campus community. Through our bold leadership, we develop and implement initiatives that elevate health as essential to campus sustainability, viability, and humanity. Students consider health services essential to a positive student experience, and staff depend on employee health programs to support their productive engagement in the mission of the university.

# 97,223 total visits

AND 21,324 PATIENTS WERE SEEN AT UHS (FROM 7/1/23 TO 6/25/24)

STUDENT COUNSELING APPOINTMENT WAIT TIMES REDUCED FROM 15 DAYS TO UNDER 4 DAYS.

LAUNCHED THE FIRST CAMPUS MOBILE CRISIS RESPONSE TEAM.



# 25,174

STUDENTS ENROLLED IN THE STUDENT HEALTH INSURANCE PLAN.

# 500

HEALTH OPPORTUNITY FUND WHICH TOTALS \$94,000, HELPED OVER 500 STUDENTS OFFSET THEIR HEALTH CARE COSTS.



 [uhs.berkeley.edu](https://uhs.berkeley.edu)  
[telltang@uhs.berkeley.edu](mailto:telltang@uhs.berkeley.edu)  
UHS Administration:  
510-642-6621

# People and Administrative Services

## PROGRAM DESCRIPTION

We deploy subject matter expertise to advance the division’s mission and strategic plan, enhance the student and staff experience, and maintain organizational wellness and effectiveness. In 2023-2024 we supported departments who work with minors in mitigating risk, enabled access to data and reports for decision support, strategic planning, and equity reviews, enhanced the internal salary actions guidelines, provided transition support for new policies and practices, and facilitated difficult conversations. The team partnered on cross-divisional and cross-campus teams to strategize on solutions and collaborate on implementation.

## DATA COLLECTION METHODS

Data related to purchasing was pulled from BearBuy and data on our visits to the Managers Report was pulled from Tableau.



## WHAT WE DO

**S**tudent Affairs People and Administrative Services works with leaders and staff from the Division of Student Affairs to foster organizational and workforce wellness. SAP&S oversees divisional diversity, equity, inclusion, belonging, and justice (DEIBJ), strategic workforce management and resources, project management, data analytics and visualization, learning and development, process automation for the division, financial services, and purchasing. We do this through targeted projects, division-wide initiatives, and representation on campus committees. We facilitate problem solving and develop solutions to increase staff



engagement, enhance administrative efficiency, and enable teams to focus on their functional areas of expertise in order to maximize their support of students. We provide consulting and serve as a thought partner to senior leaders on organizational effectiveness, equitable policies and practices, performance development, workforce management, data analysis, and risk management. We translate and implement campus policies, practices, and processes to ensure divisional compliance and alignment. (See Diversity, Equity, Inclusion, Belonging, and Justice pages for DEIBJ initiatives).

147

PROFESSIONAL DEVELOPMENT FUNDS APPLICATIONS PROCESSED. \$117,957 APPROVED TO SUPPORT STUDENT AFFAIRS STAFF DEVELOPMENT.

## WHAT OUR WORK MEANS TO THE CAMPUS

People and Administrative Services invests in solutions that promote equity, enable a culture of learning, and maximize efficiency because this benefits Student Affairs and the campus community. We represent the division in campus-wide workgroups that strive to improve a diverse spectrum of critical issues—from human resources to project management—and we are known as leaders in best practices and collaboration.

# Expanded data services

IN SUPPORT OF ADMISSIONS YIELD ANALYSIS. DEVELOPED THE RECENT HIRES REPORT TO ASSIST WITH EMPLOYEE ON-BOARDING ACTIVITIES.

10,000

VIEWS SURPASSED IN SA MANAGER'S REPORT IN TABLEAU SINCE ITS RELEASE, ENABLING SUPERVISORS TO MONITOR AND ADDRESS POTENTIAL HR ISSUES. IN 2024 ALONE, THE REPORT HAD OVER 200 DIFFERENT USERS FROM ACROSS THE DIVISION.

786

BLUCARD TRANSACTIONS & RECONCILIATIONS IN SUPPORT OF THE DIVISION TOTALING OVER \$583,000.

1,375

BEARBUY TRANSACTIONS WORKED ON BEHALF OF DIVISIONAL STAFF. OVERSAW 13,353 TOTAL TRANSACTIONS ANNUALLY.

# Efficiencies gained

IN CHECK IMAGING AND PROCESSING, LEADING TO FASTER TURNAROUND TIMES FOR STUDENTS RECEIVING SCHOLARSHIP FUNDS.



# Student Affairs Business Operations

## PROGRAM DESCRIPTION

Through our pillars of Integrity, Consistency, and Efficiency, our organization’s goal is to support divisional units toward optimal operational processes and procedures, policy and process consistency, risk mitigation, and effective cross-collaboration — to ensure we are compliant in our practices, while reducing expenses for the division as a whole, and maximizing the time our frontline clients spend with students.

## GOALS

- Reduce injuries by targeting the highest risk job classifications within the Division and partnering with Environmental Health and Safety.
- Manage and complete the workplace moves in Sproul Hall and 2610 Channing resulting from the Student Affairs space assessment.
- Empower a hybrid workforce through state of the art virtual AV technology, which seamlessly connects onsite and remote staff.

## DATA COLLECTION METHODS

Our data is collected through Salesforce and internal tracking documents on google drive.



## WHAT WE DO

**O**ur mission is “We Serve those that Serve Students.” We embody this mission by partnering with departments to provide administrative services that benefit all of the division’s departments so they can spend their time in direct service to students. As the subject matter experts (SMEs), Business Operations oversees the following functions for the division: document imaging and mail services, occupational and workplace safety, ergonomics, cellular services, equipment support, space, and facility services (administrative buildings). Business Operations also serves as an internal bridge for Student Affairs units to Berkeley Regional Services (BRS), Controller’s Office,



Risk Services, Facilities Services, Environmental Health & Safety, Parking and Transportation, Space and Capital Resources, Fleet Services, and Real Estate Services.

*“I’m SUPER impressed with your work - it’s data-driven, effective in reducing injury and cost, and...easily shared as best practice to other entities within SA, Berkeley or beyond.”*

- UC BERKELEY STUDENT

## WHAT OUR WORK MEANS TO THE CAMPUS

Higher education is changing constantly, and operating in the leanest environment is critical for us to build a sustainable financial model. As SMEs in our fields, with broad divisional oversight and sound data collection methods, we identify and infuse new thinking and techniques that are vital to reducing inefficient processes and related operating issues.



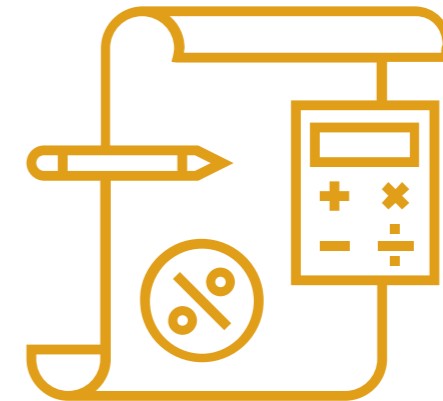
# 23%

REDUCTION IN DART INJURY CLAIMS IN 23-24 FOR FOOD SERVICE WORKERS IN BERKELEY DINING. DART INJURIES ARE CLASSIFIED AS THOSE THAT REQUIRE “DAYS AWAY FROM WORK, RESTRICTED WORK, OR A TRANSFER.”

# 17

HOTELING SPACES SET UP WITHIN SPROUL HALL AND 2610 CHANNING TO SUPPORT STAFF ON FLEXIBLE WORK ARRANGEMENTS.

EQUIPPED AN ADDITIONAL 4 CONFERENCE ROOMS ACROSS THE DIVISION WITH ZOOM TECHNOLOGY TO MEET THE NEEDS OF STAFF WHO ARE PRIMARILY WORKING REMOTELY, WHILE MAINTAINING ACCESSIBLE SERVICES TO STUDENTS.



# Student Affairs Diversity, Equity, Inclusion, Belonging, and Justice

## PROGRAM DESCRIPTION

The Senior Advisor on Equity and Belonging serves as an organizational consultant and advisor for the Vice Chancellor for Student Affairs, executive leadership team, and leadership of units, departments, and programs throughout the division. Services include individual coaching, thought partnership on a distinct issue, and consultation on projects, processes, and policies in the area of DEIBJ and/or to assess with an equity framework. We connect with campus partners on DEIBJ initiatives and strategies.



## GOALS


With this being a transitional year for the Senior Advisor role, we continued our overall goals to serve as an advisor to divisional leadership and staff to advance DEIBJ goals within the division. This includes identifying training needs, facilitating difficult conversations, offering performance coaching, providing collaborative leadership and consultation, strategic planning, design and facilitation on complex problems to achieve strategically aligned solutions.

## DATA COLLECTION METHODS

Data was collected through event tracking documents and training attendance records.

## WHAT WE DO

**D**ivisional diversity, equity, inclusion, belonging, and justice (DEIBJ) efforts strive to support and sustain a workplace that allows each member of the community to thrive and be well. From a shared equity leadership framework, we work to expand the individual staff and organizational capacity to engage in DEIBJ actions in service to our students. We do this on individual, community, and organizational levels. With DEIBJ work happening throughout the division, we aim to align, connect, and strategize among various initiatives, groups, and programs. As a student-centered organization, we believe we must grow our DEIBJ knowledge, abilities, and skills in order to best

 Donna Vivar (she/hers), Senior Advisor on Equity and Belonging [dvivar@berkeley.edu](mailto:dvivar@berkeley.edu)



understand and center students' needs (Capacity Building for Shared Equity Leadership: Approaches and Considerations for the Work, American Council on Education, 2023).

2

STUDENT AFFAIRS STAFF COMMUNITY BUILDING EVENTS (1 IN THE FALL AND 1 IN THE SPRING)



200+

STUDENT AFFAIRS STAFF PARTICIPATED IN THE LEADING WITH EQUITY AT ALL LEVELS ONE-DAY CONFERENCE AND ENCORE SESSIONS

175+

STUDENT EMPLOYEES AND SUPERVISORS ATTENDED THE FIRST EVER UNDERGRADUATE STUDENT STAFF APPRECIATION HOUR COLLABORATIVE EVENT (CO-HOSTED BY THE DIVISION OF STUDENT AFFAIRS, DIVISION OF EQUITY AND INCLUSION, DIVISION OF UNDERGRADUATE EDUCATION)

## WHAT OUR WORK MEANS TO THE CAMPUS

DEIBJ divisional initiatives impact the student experience through our efforts to create, support, and enhance a thriving workplace culture for staff. An environment where staff feel a sense of belonging and are included helps model the culture we want for our students.

We align and connect with campus partners and initiatives to contribute to the holistic experience of UC Berkeley students and staff.



# Berkeley Dining

## PROGRAM DESCRIPTION

Berkeley Dining operates a variety of locations, including dining commons, campus restaurants, convenience stores and Training Table (serving student athletes). We strive to provide a service that is of good value and diversified to our student population. We continue to expand our flexibility in providing meals at all times during the day. We also continue to develop our plant-forward menus, our employee and student engagement, and our strategic partnerships with our vendors. Berkeley Dining supports the basic needs initiative on campus through a comprehensive food donation program and two campus gardens.



## GOALS

Berkeley Dining goals for the fiscal year 2024-25 include:

- Increase Off-Campus meal plans by 1,000
- Increase staff meal plans by 58% (from 949 to 1,500).
- Training table aims to increase revenue generated from Bear Bites program by 4%

## DATA COLLECTION METHODS

Berkeley Dining data collection methods include analysis of CBORD GET portal reports, Eatec, our food management system, and communications and marketing information. The data collected for this report captures information from July 1, 2023 - June 30, 2024.

[dining.berkeley.edu](mailto:dining@berkeley.edu)  
[dining@berkeley.edu](mailto:dining@berkeley.edu)  
510-643-8323



# 30%

INCREASE IN OFF-CAMPUS MEAL PLANS FROM 3,105 IN FY 2022-23 TO 4,046 IN FY 2023-24



# 36%

TRAINING TABLE REVENUE ROSE FROM \$2,160,782.50 IN FISCAL YEAR 2022-23 TO \$2,955,892.20 IN 2023-2024

# 22%

CATERING REVENUE ROSE FROM \$2,369,646 IN FISCAL YEAR 2022-23 TO \$2,891,201 IN 2023-2024



## WHAT OUR WORK MEANS TO THE CAMPUS

University food service is an essential part of the student experience. Dining together is a way to socially connect for students, providing nourishment both nutritionally and emotionally. Dining is an opportunity for learning and engagement through the many special events that provide student engagement. Berkeley Dining is also a meaningful source of employment for hundreds of students.

# UC Berkeley Housing

## PROGRAM DESCRIPTION

Housing received 12,109 housing applications. Due to a mandated increase in California resident enrollment, and a subsequent increase in waitlist admissions, we faced new challenges. We provided housing offers over the entire summer and it was difficult to determine availability for transfer and continuing students. Summer Conference Housing marketed our revitalized Internship Housing program to a broader student audience. We added panoramic 360 videos to our YouVisit online tour. Our Off-Campus Housing Fair was our largest ever with over 50 participating properties.



## GOALS

- Expand bed capacity without constructing new buildings by converting larger double rooms with available square footage into triple occupancy rooms.
- Revitalize the Summer Conference Housing Internship program to exceed 50% of pre-pandemic bed capacity.
- Explore opportunities to enhance the equity of Housing Administration processes for students.

## DATA COLLECTION METHODS

Housing uses analysis of StarRez, our room management system, and our billing system.



housing.berkeley.edu  
reshall@berkeley.edu  
510-642-4108

## WHAT WE DO

**U**C Berkeley Housing is responsible for all applications, assignments, contracts, and billing for both single student and family university-owned/affiliated housing properties during the academic year and summer. The Summer Conference Housing team helps groups with meeting spaces, sleeping accommodations, and dining services to fit their program's needs. Our mission is to provide the campus community with homes that provide a foundation for the successful acclimation to their academic UC Berkeley experience while meeting the departmental/divisional fiduciary expectations of high-level occupancy year round. Rental Services

specifically assists its clientele in making informed choices concerning their off-campus living arrangements, and it also operates rental listing services for students, faculty, and staff. Rental Services serves as a bridge between the campus and the community at large, collaborating with the City of Berkeley housing officials and property owners.



126

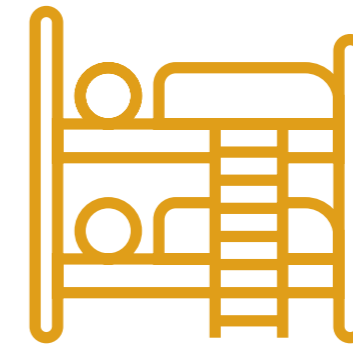
BEDS GAINED THROUGH CONVERSION OF DOUBLE AND SINGLE ROOMS AND ADDITION OF SPACES FORMERLY ASSIGNED THROUGH PANORAMIC INTERESTS

80%

PERCENTAGE OF PRE-PANDEMIC BED CAPACITY MET FOR SUMMER TRANSITION/INTERNSHIP HOUSING, MEETING OUR GOAL OF EXCEEDING 50% OF PRE-PANDEMIC BED CAPACITY

\$300 advance payment

REMOVED FROM UNDERGRADUATE HOUSING CONTRACT ACCEPTANCE PROCESS, RELIEVING A BARRIER FOR FIRST-GENERATION AND OTHER STUDENTS TO AFFORD CAMPUS HOUSING



## WHAT OUR WORK MEANS TO THE CAMPUS

We offer students and conference guests a home at UC Berkeley, which is an important — and exciting — part of their college experience. Our residence halls and single and family apartments offer convenience, academic support, a safe environment, staff, and programs to assist students in their development as a student and a leader.





## Cal 1 Card Office

### PROGRAM DESCRIPTION

The Cal 1 Card was designed and developed to provide a standardized and secure method for identifying valid active members of the campus community and their respective eligibility for access to applicable services, benefits, and facilities. Key campus stakeholders are regularly consulted to address evolving needs and assess emerging technologies for optimized operations, enhanced security, and an improved student experience.



### GOALS

- Update the Cal 1 Card website for improved content management and user experience
- Initiate comprehensive mobile credential assessment project with broad-based stakeholder engagement to determine feasibility of implementation
- Simplify Cal 1 Card fund usage to minimize confusion and optimize the student experience

### DATA COLLECTION METHODS

- Website quality improvement assessment metrics via Siteimprove
- Wrike, bConnected, and zoom are the key platforms being leveraged for effective execution of the mobile credential assessment project
- Cross-functional logistical planning and coordination successfully undertaken to ensure clean cut-over to simplified approach

## WHAT WE DO

The Cal 1 Card Office provides essential identity and access management support services to the entire campus community, primarily via the production and issuance of UC Berkeley’s official campus photo identification Cal 1 Card to all eligible students, employees, and affiliates.

The Cal 1 Card is fundamental to students’ ability to effectively navigate their university experience. Through collaborative and efficient partnerships on and off-campus, the Cal 1 Card photo ID enables students’ access to applicable facilities, corresponding services,



and associated resources in an effective and secure manner.

The Cal 1 Card Office also produces and coordinates the issuance of a separate AC Transit EasyPass Clipper Card, which affords student access to public transportation services.



# 100/100

WEBSITE QUALITY ASSURANCE SCORE AFTER WEBSITE UPDATE (AN INCREASED FROM 77.8/100)

## Mobile credential assessment project kicked off

ON MAY 15, 2024, WITH 6 OF 8 INITIAL KEY STAKEHOLDER FOCUS GROUP SESSIONS COMPLETED.



### WHAT OUR WORK MEANS TO THE CAMPUS

The Cal 1 Card provides the means by which students verify their identity, affiliation, and eligibility for access to campus facilities and essential services (e.g. Housing, Dining, Recreation & Wellbeing, Library, Parking & Transportation) securely and effectively.

 cal1card.berkeley.edu  
cal1card@berkeley.edu  
510-643-6839

## Custodial Services

### PROGRAM DESCRIPTION

We use state-of-the-art custodial equipment available to lessen staff repetition at work (for example, using an autonomous vacuum cleaner to handle carpeted hallway floors instead of three staff members doing the vacuuming - enabling staff to complete non-repetitive tasks and avoid related injuries).

We purchased two Tropos Motors electric cargo vehicles, which enhance the way we work, increasing safety and maintaining better staff body mechanics. We are also lessening our gas vehicle needs.

### GOALS

- Providing safe and ergonomic tools for custodial staff.
- Hire and onboard new staff to meet needs at new housing complexes - Helen Diller Anchor House and xucyun ruwway
- Fill 3 vacant custodial supervisor positions and 1 vacant supervisor landscape/grounds position

### DATA COLLECTION METHODS

Funding data pulled from the general ledger. Job data pulled from JDX and Manager's Report.



[studentaffairs.berkeley.edu/residential-student-service-programs](mailto:studentaffairs.berkeley.edu/residential-student-service-programs)  
[mkinnard@berkeley.edu](mailto:mkinnard@berkeley.edu)  
1-510-643-2676



## WHAT WE DO

**C**ustodial Services provide a clean and safe environment for residents and staff in the areas following:

- University-owned single student housing (approximately 7500 beds in residence halls, suites and apartments)
- Unit central buildings (includes offices, meeting rooms, gyms, program spaces, laundry rooms and restrooms)
- Family housing at University Village in Albany (974 apartments housing approximately 2,700 people, laundry rooms, community centers, offices, academic/social spaces and resource centers)



## Battery operated ride

*ON MAT DRIVE (UTILITY CART) HAS HELPED DECREASE PUSHING AND PULLING OF SUPPLIES AND HEAVY EQUIPMENT, WHICH HELPS WITH PREVENTION OF STAFF INJURIES. \$6,900 IN SAVINGS EXPECTED, USING THE PROGRAM BE SMART ABOUT SAFETY TO PAY HALF THE COST*

## xucyun ruwway

*STAFF HIRING COMPLETE (HIRED 1 CUSTODIAL LEAD - 2 SR. CUSTODIANS). NEW STAFF WILL HELP US PROVIDE CLEANING SERVICE TO 761 GRADUATE STUDENTS OCCUPYING 286 APARTMENTS FALL 2024/2025*

## Anchor House

*STAFF HIRING COMPLETE (HIRED 1 CUSTODIAL SUPERVISOR, 1 CUSTODIAL LEAD, AND 14 SR. CUSTODIANS). CUSTODIAL OPERATIONS WILL PROVIDE CLEANING SERVICE TO 772 STUDENTS OCCUPYING 244 APARTMENTS, AND GROUND FLOOR AREAS AND SERVICING RETAIL SPACES, ART STUDIO CLASSES, COMMUNITY AND SOCIAL SPACES FOR FALL 2024/2025.*

## Filled all

*(3) VACANT CUSTODIAL SUPERVISOR 1 POSITIONS AND OUR VACANT LANDSCAPE/GROUNDS SUPERVISOR POSITION, WHICH WILL PROVIDE LANDSCAPE AND HARDSCAPE MAINTENANCE SERVICES FOR ALL OUTDOOR AREAS OF RSSP.*

- Residential Student Services Building (RSSB)
- 5 Early Childhood Education Centers
- Underhill parking structure
- Summer housing which serves approximately 12,000 guests across 240 conferences as well as over 2,000 beds in Summer Sessions and Internship Housing programs. This time also results in an additional 120 limited staff being hired for 3 months with the same number of supervisors as the rest of the year.
- Student Union buildings, including Martin Luther King, Eshleman hall, Art Studio, Alumna Hall and Anthony Hall.

### WHAT OUR WORK MEANS TO THE CAMPUS

We are important to students' campus experience as they spend more hours in our housing than the classroom or library, most notably during their critical first year at Berkeley. Lifelong friendships, partnerships, and academic endeavors are created under our roofs.



## Design and Project Services

### PROGRAM DESCRIPTION

Design & Project Services is particularly focused on improving safety and security, refreshing interior and exterior spaces, and creating processes for planning and prioritizing projects. From August 2023 to the present, the team has directed fire and electrical panel upgrades at all Unit 2 Towers (Davidson, Ehrman, Griffiths, Cunningham), Norton, and Spens Black residential halls, which house 579 students.

### GOALS

- Improve physical environments of residential units to enrich the student and community experiences, with particular focus on ADA accommodations.
- Support Housing, Dining, and Early Childhood design and projects. Expand capacities at facilities as appropriate and in compliance with code.
- Upgrade safety and security across the RSSP portfolio.
- Each year, for at least two buildings, make safety improvements as well as enhancements focused on creating a greater sense of belonging.

### DATA COLLECTION METHODS

Design & Projects tracks all projects through spreadsheets and systems.



### WHAT WE DO

**D**esign & Project Services includes a team of architects, designers, and project managers who help to define quality and design standards, hold information on assets, and plan and guide improvements to interior and exterior spaces that are part of Residential & Student Service Programs with an emphasis on minimizing impacts to the campus and communities.



## 9 ADA units updated

UPGRADED 6 ADA UNITS AT INTERSECTION AND 3 AT UNIVERSITY VILLAGE (UVA)UVA. INSTALLED ADA DOOR OPERATORS AT UVA AND ANCHOR HOUSE. ADDED BRAILLE SIGNAGE AT THE FOUR UNIT 3 TOWERS. COORDINATED THE ADDITION OF EVACUATION CHAIRS AT EVERY RSSP UNIT.QUAD ROOMS.

## Opened

ANCHOR HOUSE AND XUČYUN RUNWAY. COMPLETED UPGRADES AT CROSSROADS DINING. CURRENTLY MANAGING THREE DINING UPGRADE PROJECTS (CAFE 3 & WURSTER FOR FALL 2024 AND FOOTHILL FOR SUMMER 2025). CONVERTING TWO RESIDENTIAL SPACES AT UVA FOR FULLY ACCESSIBLE INFANT AND WOBBLER SPACES.

### WHAT OUR WORK MEANS TO THE CAMPUS

RSSP Design and Projects explicitly contributes to the following Student Affairs strategic priorities: Transforming the Student Experience and Fiscal Stability. The team strategically prioritizes funds to ensure that fiscally responsible improvements are made to enhance and transform students' experiences on the UC Berkeley campus.



studentaffairs.berkeley.edu/residential-student-service-programs  
rsspdesignprojects@berkeley.edu

## Early Childhood Education Program

### PROGRAM DESCRIPTION

ECEP at UC Berkeley has successfully fostered a nurturing environment for children aged 3 months to 5 years, promoting curiosity and lifelong discovery. Utilizing advanced assessment tools, ECEP tailors activities to individual needs, enhancing social-emotional skills and STEAM readiness. These efforts have significantly supported student-parent recruitment and retention, while also providing valuable fieldwork opportunities and contributing to critical academic research in early development and learning sciences.

### GOALS

- Improve enrollment to ensure classrooms are fully utilized and the maximum number of families are served.
- Evolve the support structure of ECEP to rely on more Site Supervisors at each child development location, in addition to more experienced Teacher 2 level staff in the classrooms to create career progression for staff and a better experience for families.
- Improve communication and marketing with stakeholders in order to make services more accessible and timely.

### DATA COLLECTION METHODS

This past year ECEP collected our data through comprehensive surveys administered to both student-parents and staff/faculty parents at UC Berkeley. The student-parent survey included 49 respondents, while the staff/faculty survey had 406 respondents. These surveys gathered information on child care usage, affordability, satisfaction, and demographic details, providing valuable insights into the needs and experiences of our diverse parent community. This data collection method ensured we captured a broad perspective on the effectiveness and accessibility of our child care services.



### WHAT WE DO

The Early Childhood Education Program (ECEP) at UC Berkeley supports the university's youngest students by enabling their student, faculty, and staff parents to focus on their academic and professional goals. Utilizing research-based practices, ECEP's teachers cater to each child's unique needs and foster a love for learning through a STEAM-focused curriculum. The program promotes an inclusive and respectful environment that celebrates diversity. Through a subsidized tuition program, ECEP aids in recruiting and retaining student-parents. ECEP also offers fieldwork opportunities for undergraduate and graduate students and supports academic research in early



development and learning sciences. The program collaborates with eight campus laboratories from various disciplines, including Psychology, Cognitive Science, Linguistics, Clinical Psychology, Sociology, and Education, to conduct research, enhancing the university's research capabilities in early childhood education.

## 7 staff promoted

2 TEACHER PROMOTED TO SITE SUPERVISORS, 3 STUDENT ASSISTANTS PROMOTED TO FULL-TIME TEACHING ASSISTANTS, AND 2 CLASSROOM ASSISTANTS PROMOTED TO FULL-TIME TEACHING ASSISTANTS

### WHAT OUR WORK MEANS TO THE CAMPUS

ECEP provides direct services to campus Faculty, Staff and Students. Child Care means access for parents to participate fully while on campus in their individual capacities. While ECEP supports recruitment and retention for all campus groups (including faculty), many student parents are first-generation college students from underserved communities with competitive offers who choose Berkeley because of ECEP.



# 205

FAMILIES SERVED

# 71 families

RECEIVED SUBSIDIZED TUITION



# Housing & Dining Sustainability Advocates

## PROGRAM DESCRIPTION

Housing & Dining Sustainability Advocates has a specific focus on providing more plant-based options within Berkeley Dining. Plant-based options allow for wider variety in nutrition and flavor for our student population, with varying dietary restrictions and preferences. Plant-based dining also helps Berkeley Dining lower its carbon footprint and reduce greenhouse gas emissions associated with our dining program. This initiative also focuses on student engagement, education, and feedback.



## GOALS

This year, H&DS signed a pledge with the Humane Society to reach a goal of 50% plant-based entree offerings by 2027. In an effort to increase our current offerings from 30%, we teamed up with the Plant Futures Challenge Lab to conduct student surveys and complete an analysis of current offerings framed within the new survey insights.

## DATA COLLECTION METHODS

This data was collected via student surveys over one month at Crossroads Dining, gathering input from 250 students.

## WHAT WE DO

The Housing & Dining Sustainability Advocates (H&DS) team, led by student coordinators, enhances sustainability projects within Residential & Student Service Programs. Made up of four teams—Food, Conservation, Garden, and Communications—we focus on specific residential areas.

- The Food team handles sustainability in Berkeley Dining, focusing on sustainable procurement, food waste reduction, eliminating single-use plastics, plant-forward initiatives, and sustainable vendor pop-ups.
- The Conservation team monitors water and energy use in Berkeley



- Housing, audits facilities, and engages students in activities like clothing swaps and film nights.
- The Garden team manages multiple garden sites, including those at Clark Kerr, Pat Brown's, and the upcoming Anchor House rooftop garden in Fall 2024.
  - The Communications team oversees social media, community engagement, and a robust internship program, providing opportunities for students to work with Housing & Dining Sustainability Advocates.



# 7%

OF BERKELEY DINING STUDENTS FOLLOW A VEGAN OR PLANT-BASED DIET.

# 63%

OF OUR SURVEY RESPONDENTS CHOSE ENVIRONMENTAL FACTORS AS THEIR REASONING FOR CHOOSING TO EAT PLANT-BASED FOODS.



## WHAT OUR WORK MEANS TO THE CAMPUS

The work of H&DS has the unique opportunity to expand campus sustainability goals, while also hyper focusing our targets on specific division-related services. This auxiliary structure allows us the ability to concentrate our sustainable educational efforts to the student body population related specifically to food systems, energy and water management in residential settings, and waste management.

 [hdsustainability.berkeley.edu](mailto:hdsustainability.berkeley.edu)  
[scasey92@berkeley.edu](mailto:scasey92@berkeley.edu)

## Maintenance, Trades, & Grounds

### PROGRAM DESCRIPTION

We provide 24/7 maintenance, repairs and improvement of facilities infrastructure in occupied and unoccupied buildings that meet University and State regulations, ensuring the safety and comfort of our residents and campus community. We also manage response in major emergencies and unexpected events such as water, fire, equipment failure and power shutdowns that affect our facilities to ensure the safety and security of our residents, staff and visitors.

### GOALS

- Optimize Maintenance Efficiency: By the end of the 2023-24 academic year, reduce response times for maintenance requests by 20% through enhanced training and accuracy of our TMA tracking system.
- Expand Preventive Maintenance Program: Implement a preventive maintenance program across all residential facilities, reducing unexpected breakdowns by 15%.
- Sustainability Initiatives: Launch a department-wide sustainability initiative to reduce water consumption in campus facilities by 18% through better resource management and eco-friendly practices.

### DATA COLLECTION METHODS

We utilize a maintenance management system [TMA] that helps the organization to track the status of maintenance tasks, such as day-to-day service requests and equipment maintenance and repairs. We also used Risk Management Data for tracking emergency events.



### WHAT WE DO

**T**he Maintenance, Trades, & Grounds unit is a multidisciplinary team of professionals responsible for overseeing and administering all aspects of facilities infrastructure, maintenance activities, and groundskeeping across the RSSP portfolio. Our team is responsible for providing a safe, clean, accessible and effective physical environment that minimizes hazards and risks to students, visitors, faculty and staff.

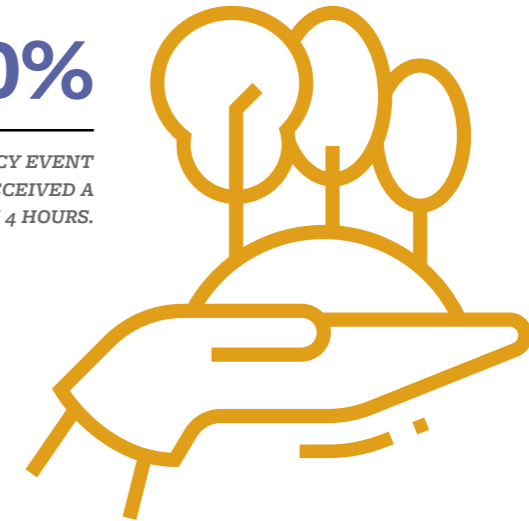


# 18% reduction

IN WATER CONSUMPTION ACROSS ALL FACILITIES (COMPARED TO 2022-23), CONTRIBUTING TO UC BERKELEY'S SUSTAINABILITY GOALS.

# 100%

OF EMERGENCY EVENT REQUESTS RECEIVED A RESPONSE WITHIN 4 HOURS.



*“My urgent maintenance request was resolved within 12 hours. Exceeding my expectations. The team was prompt, efficient, and incredibly professional. Great service, thank you!”*

- STUDENT/RESIDENT

# 90%

OF MAINTENANCE REQUESTS AND 95% OF URGENT REQUESTS WERE COMPLETED.

# 100%

OFF STAFF WERE TRAINED AND ONBOARDED TO THE WORK ORDER SYSTEM TMA, IMPROVING RESPONSE TIMES BY 30% (COMPARED TO 2022-23)

### WHAT OUR WORK MEANS TO THE CAMPUS

We exist to provide high-quality maintenance and repairs services, including a physical environment that minimizes hazards and risks, and to improve the overall quality of life of our students and the populations that we serve.



[studentaffairs.berkeley.edu/residential-student-service-programs](https://studentaffairs.berkeley.edu/residential-student-service-programs)

# Residential Operations

## PROGRAM DESCRIPTION

Residential Operations manages UC Berkeley's residential student housing units, runs each unit's Front Desk as a student-facing central hub for information and support, distributes mail and packages, and provides administrative and logistical support to staff workers across RSSP's many departments.

## GOALS

- Pilot new processes to improve administrative and technical services to our resident population
- Maintain safety and security by conducting monthly inspections and monitoring work order requests submitted by staff/students
- Support residential life programs through monthly meetings on facilities-related tasks
- Support academic achievement by providing access to clean, safe, comfortable shared living, study, and recreation spaces

## DATA COLLECTION METHODS

We utilize TMA for our work order system, which provides various reports on labor, parts, time, and outside vendors. StarRez is leveraged to track and collect the data for packages as well as assignment information.



## WHAT WE DO

**R**esidential Operations manages the central hub of housing and facilities services for each unit, which includes approximately 7,500 beds in on-campus residence halls, suites, and apartments,(including the new Anchor House and xučyun runway Apartments), laundry rooms, community centers, offices, academic/social spaces and resource centers. Residential Operations includes:

- Front desk student service centers
- Mail and package delivery and handling
- Study spaces, tutoring center, and classroom use management



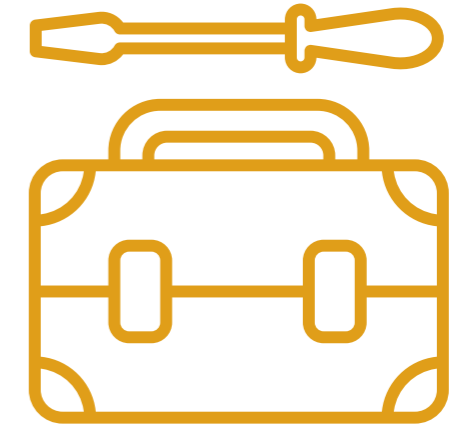
- Liaison support to Master Lease Agreement properties (Enclave, Panoramic Berkeley, and New Sequoia)
- Coordination with Residential Life, Graduate & Family Living and other campus partners to support student programs and activities
- Key/Fob management and security protocol enforcement
- Planning and management of student move-in and move-out process

## WHAT OUR WORK MEANS TO THE CAMPUS

We support the mission of the university, personal growth, and academic achievement by providing a safe, comfortable, and inviting housing experience for new and continuing students during their critical introduction to life at UC Berkeley.

# 142,000+

PACKAGES PROCESSED



# 31,000+

WORK ORDERS



**Unit 1**  
 u1admin@berkeley.edu  
 (510) 642-3141

**Unit 2**  
 uzadmin@berkeley.edu  
 (510) 642-3143

**Unit 3**  
 uzadmin@berkeley.edu  
 (510) 642-5391

**Foothill**  
 fhadmin@berkeley.edu  
 (510) 642-9703

**CKC**  
 ckadmin@berkeley.edu  
 (510) 642-6290

## Student Affairs Information Technologies (SAIT)

### PROGRAM DESCRIPTION

Four strategic priorities - outlined below - guided a significant portion of our projects and operational efforts this year. SAIT continued to provide innovative technology solutions for Student Affairs departments through project management, development, analysis, and system administration as well as direct support to students through our various Student Technology Services and the Student Tech Equity Program (STEP).

### GOALS

- Increase equity in the student technology experience
- Replace Berkeley Dining's Food Management System
- Modernize and improve Cal1Card technology
- Improve student printing experience on campus

### DATA COLLECTION METHODS

Given the diverse nature of the work done by SAIT, data collection varies from goal to goal. GRLN compliance work is measured by documentation of system review and updates. Support of Berkeley Dining's food management system is quantified through project deliverable completion and adherence to implementation timeline. Efforts related to Cal1Card and self-service print kiosks are measured through utilization reports and improvements in work efficiency.



sait.berkeley.edu

Telephone: 510-664-9000 op. 1

E-mail: itcshelp@berkeley.edu



### WHAT WE DO

SAIT provides technology direction and support to the Division of Student Affairs, as well as technical support, education, and hands-on learning and leadership opportunities for students. Our deep understanding of students' and staff needs, coupled with our technical expertise, makes SAIT a trusted partner, committed to an excellent customer experience.

As an organization, SAIT is committed to fostering a welcoming environment with inclusive and high-performing teams. Our nationally-recognized student IT leadership program allows us to provide our services while training student employees and preparing them for professional



## Added features to Cal1Card technology

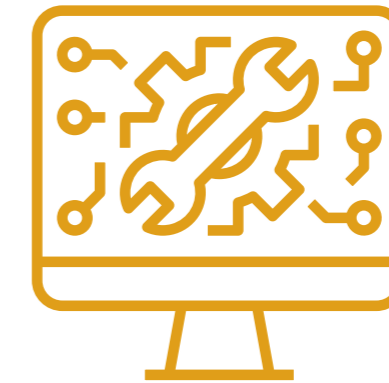
TO IMPROVE ACCESS TO DATA AND REDUCE THE NEED FOR MANUAL TRANSACTIONS.

100%

OF STUDENT AFFAIRS SYSTEMS COMPLY WITH GRLN POLICY.

## Supported Berkeley Dining in procuring a new system

THAT WILL REDUCE FOOD WASTE AND IMPROVE MENU AND RECIPE MANAGEMENT.



3,960

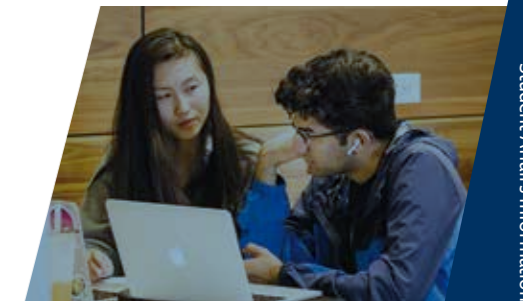
NEW STUDENTS RECEIVED EARLY NOTIFICATION OF ELIGIBILITY FOR FREE TECHNOLOGY FROM STEP.

26,744

PRINT JOBS WERE TRANSACTED VIA 10 NEW SELF-SERVICE PRINT KIOSKS ON CAMPUS.

### WHAT OUR WORK MEANS TO THE CAMPUS

Uniquely bridging IT and Student Affairs, SAIT is the only IT department on campus focused on supporting the student experience. We advance the mission of the world's greatest public research university, and specifically Student Affairs' strategic priorities of Transforming the Student Experience; Culture of Equity, Inclusion & Belonging; Financial Stability; Health Justice & Holistic Well-Being; and Organizational Behavior and Development.





# Student Affairs Finance

### PROGRAM DESCRIPTION

Supporting the Student Affairs mission and business partners as financial stewards, the Finance team conducts quarterly reviews and forecasts on financial performance and budget development to ensure the division meets established budget targets. We maintain authoritative tools for financial reporting and focus on building professional competence to strengthen financial support to our division. In maintaining our financial model, we ensure high-priority divisional needs are recognized and supported in alignment with our strategic plan.

### GOALS

- To provide short- and long-term financial planning, analysis, and communication of outcomes to stakeholders
- To develop policies and procedures that support transparent and equitable allocation of resources in alignment with our strategic plan
- To maintain compliance with state, local, federal, and UC policies and procedures

### DATA COLLECTION METHODS

The team utilizes a plethora of financial systems to monitor expenses and maintain annual budgets, working with campus and UCOP partners to report on a regular basis. Separately, the team maintains its own advanced reporting on key divisional indicators to understand the division's financial performance.



[kdavison@berkeley.edu](mailto:kdavison@berkeley.edu)



### WHAT WE DO

**S**tudent Affairs Finance partners with departments and division leadership to provide timely, accurate, and relevant financial planning and analysis support to ensure the division has the financial information necessary to maximize limited resources and ensure strong financial stewardship as part of the broader campus financial community. To accomplish our mission, we are committed to engaging our partners and peers, reviewing financial/business performance, advising and informing on relevant financial management topics, and being available as needed as a decision support asset. Our core work ensures accuracy in managing funding streams, reviews



analysis of spending in key focus areas, establishes and enforces division funding priorities, and reviews and approves annual division budget submissions.

## \$433.0M

RETAINED IN REVENUE AND REDISTRIBUTED ACROSS THE DIVISION BASED ON STRATEGIC NEEDS WITHIN THE BUDGET PROCESS



## 3,000

STUDENT EMPLOYEES PROCESSED FOR HIRE ACROSS THE DIVISION



## \$706.9M

STUDENT AFFAIRS BUDGET EXPENSES MANAGED

### WHAT OUR WORK MEANS TO THE CAMPUS

Providing financial stability in support of one of the largest and most diverse divisions on campus enables Student Affairs to maintain and improve essential services that enrich the student experience. Employing financial controls and planning in times of economic uncertainty is critical for supporting campus growth for current and future students.

## Independent Hearing Officer

### PROGRAM DESCRIPTION

This past year was one of transition for the IHO program. The interim IHO built on prior recruitment and training successes and aimed to efficiently administer formal hearings, continuing to do so in a largely remote format. The university-wide IHO search committee recruited a new IHO beginning in Spring 2023, laying the foundation for longer-term initiatives, such as an ongoing analysis process for formal hearings.



### GOALS

- Recruit, select, and train a diverse pool of Berkeley community members to serve as panelists
- Engage in timely and equitable processes for resolution via formal hearings

### DATA COLLECTION METHODS

- IHO reviewed tracking sheets to determine the number of hearings, including those for interim suspensions, that took place between 7/1/23-6/30/24
- IHO reviewed the training materials from the spring of 2024 to determine the number of new panelists
- IHO reviewed the spreadsheet of Committee on Student Conduct to determine the number of committee members

### WHAT WE DO

The Independent Hearing Officer (IHO) is a University staff member within the Vice Chancellor for Student Affairs' Immediate Office who is entrusted with the responsibility of ensuring the equitable administration of formal proceedings described in the Code of Student Conduct. The IHO accomplishes this through a student-centered process that aims to promote student development and accountability. The IHO convenes the formal hearing process and determines procedural and evidentiary matters as part of their oversight of the formal process. The IHO and Center for Student Conduct (CSC) provide complementary services to the campus community in their distinct roles and through their responsibilities of resolving

allegations of violations of the Code. The IHO also recruits and trains members of the campus community (faculty, students, and staff) to serve on the Committee on Student Conduct as part of the administration of the formal process.

## Trained

FACULTY, STAFF, AND STUDENTS  
TRAINED AS NEW PANELISTS IN  
SPRING 2024: 20, COMPARED TO 16  
IN SPRING 2023.



# 44

AS OF JUNE 1, 2024, TOTAL  
NUMBER OF FACULTY,  
STAFF, AND STUDENT  
MEMBERS OF THE  
COMMITTEE ON STUDENT  
CONDUCT: 44, THE SAME  
AS IN 2022-23.

# 45

FORMAL HEARINGS: 45,  
COMPARED TO 34 IN 2022-23.

### WHAT OUR WORK MEANS TO THE CAMPUS

The IHO empowers members of the broader campus community (faculty, staff, and students) to engage with the student conduct process to promote community accountability, care, and integrity. The IHO also ensures that the Code of Student Conduct is being administered appropriately and equitably.



## Student Affairs Communications

### PROGRAM DESCRIPTION

Student Affairs Communications helps departments achieve their goals by creating and implementing strategic and inspiring communications across various tactics and channels, including print and digital media, such as websites, social media, videos, and more. Email campaigns achieved up to a 90% open rate; marketing activities were correlated with revenue; and social media garnered millions of impressions and hundreds of thousands of live views.

### GOALS

Student Affairs Communications helps make a big campus feel small using our creative skills and expertise. We:

- Serve as strategic partners to departments within the division and across campus.
- Use our creative skills and communications expertise to reach students in a way that resonates with them.
- Help students navigate campus offices, services, resources, etc.

### DATA COLLECTION METHODS

Meal plan data from Berkeley Dining marketing and sales through CS Gold, Mailchimp, and Google Analytics comparing data from October 2023 against data from October 2022. Social media data pulled from the Instagram internal data tool from July 1, 2023, to June 30, 2024. Student Affairs Communications managed WordPress website information from the content management platform as of June 26, 2024.



[studentaffairs.berkeley.edu/student-affairs-communications/](https://studentaffairs.berkeley.edu/student-affairs-communications/)  
[sacommunications@berkeley.edu](mailto:sacommunications@berkeley.edu)



### WHAT WE DO

**S**tudent Affairs Communications partners with departments to provide communications that support the division's strategic priorities of Transforming the Student Experience; Culture of Equity, Inclusion & Belonging; Financial Stability; Health Justice & Holistic Well-Being; and Organizational Behavior & Development. We support a wide variety of marketing communications needs, from helping students thrive in their academic journey and beyond to driving revenue to support vital student programs. We are a resource for the division to educate and engage students, parents, supporters, faculty, staff, and other stakeholders to support student achievement.

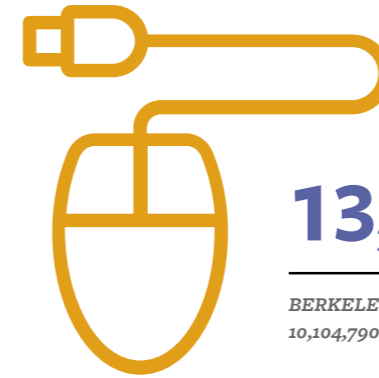


30%

INTEGRATED BERKELEY DINING  
MARKETING PLAN RESULTED IN 30%  
INCREASE IN OFF CAMPUS MEAL PLAN  
SALES FROM FALL 2022 TO FAL

## WCAG A and AA Accessibility

COMPLIANCE FOR 33 WEBSITES ACROSS +2,000  
WEBPAGES.



13,125,306

BERKELEY LIFE INSTAGRAM IMPRESSIONS (+53.3%),  
10,104,790 VIDEO VIEWS (+166.4%).

### WHAT OUR WORK MEANS TO THE CAMPUS

We redefine the student experience by promoting services for students; foster equity, inclusion and belonging by supporting DEIBJ initiatives; support financial stability through transparency; advance health justice and holistic wellbeing by raising awareness of resources; and enhance organizational behavior and development by engaging staff. We collaborate to tell a cohesive story.



## The Ombuds Office for Students and Postdoctoral Appointees

### PROGRAM DESCRIPTION

The Ombuds Office met with its highest number of visitors on record during the 2023-24 academic year. The majority of its visitors were undergraduate students who more often than not requested the clarification of unclear policies and procedures.

### GOALS

- Provide a confidential, neutral, informal, and independent problem-solving resource to the student and postdoc communities, which includes the services of clarifying policy/procedure, conflict and communication coaching, individual consultation, mediation, and referrals.
- Assist visitors in identifying their individual options for resolving their university-related issues with an aim to find a solution at the lowest possible level.

### DATA COLLECTION METHODS

The Ombuds Office does not keep records of specific cases or individual visitors. For data collection purposes, however, it maintains anonymized records, tracking only demographic and nature of concern(s) information. Student and postdoc visitors are given the option to voluntarily disclose their demographic information knowing their responses will be anonymous and not be connected to their individual cases. Demographic data is not requested of other parties wishing to consult on student and/or postdoc-related matters.



### WHAT WE DO

**T**he Ombuds Office assists students and postdoctoral appointees (individuals and groups) in the resolution of their university-related concerns, conflicts, and challenging situations. Additionally, the Office consults with faculty and staff on student and postdoc-related issues.



274

TOTAL VISITORS

13%

OF APPOINTMENTS WERE  
FACULTY/STAFF CONSULTATIONS



36%

OF ALL CASES REQUIRED  
SOME FORM OF FOLLOW-UP

### WHAT OUR WORK MEANS TO THE CAMPUS

The Ombuds Office provides a confidential space for visitors to raise concerns, guides them in exploring options, and is uniquely positioned to bring systemic issues to the attention of the organization so it may make informed business, policy, and management decisions.

 [sa.berkeley.edu/ombuds](https://sa.berkeley.edu/ombuds)  
510-642-5754

*No email, for confidentiality purposes*

## Student Affairs Professional Standards

*The following are some of the many resources that articulate the professional standards (knowledge, skills, behaviors) expected in fields within UC Berkeley's Division of Student Affairs.*

### AAHC — Accreditation Association of Ambulatory Health Care, Inc.

AAHC focuses on ambulatory health care through a peer-based accreditation program, a consultative and educational survey process, and comprehensive and relevant nationally recognized standards.

### ACHA — American College Health Association

ACHA serves as the principal leadership organization for advancing the health of college students and campus communities through advocacy, education, and research. ACHA publishes multiple "best practices" and professional guidelines for college health, mental health, and wellbeing, including Standards of Practice for Health Promotion in Higher Education.

### ACPA — College Student Educators International Association

ACPA supports and fosters college student learning by generating and disseminating knowledge, which informs policies, practices, and programs for student affairs and student services professionals and the higher and tertiary education community.

### ACUHO-I — Association of College and University Housing Officers - International

ACUHO-I demonstrates the positive impact of campus housing and residence life on student recruitment, retention, growth, and achievement.

### ACUI

ACUI is primarily focused on the work of those within the

college unions and student activities field and strives to provide an inclusive, welcoming community for all those who choose to belong.

### AORE — Association of Outdoor Recreation and Education

AORE is the premier organization dedicated to serving the needs of recreation and education professionals in nonprofit settings.

### APA — American Psychological Association

APA is the leading scientific and professional organization representing psychology in the United States.

### ARC — American Red Cross

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

### ASCA — Association for Student Conduct Administration

ASCA is the leading voice for student conduct in higher education. ASCA and its members are dedicated to upholding the integrity of the student conduct process, resulting in building safer educational communities and positively impacting the higher education experience.

### BOC — Board of Certification for the Athletic Trainer

The BOC establishes both the standards for the practice of athletic training and the continuing education requirements for BOC Certified Athletic Trainers (ATs).

### BRN — California Board of Registered Nursing (Nursing Practice Act)

The Nursing Practice Act is the body of California law that mandates the Board to set out the scope of practice and responsibilities for RNs. The NPA is located in the California Business and Professions Code, starting with Section 2700.

### CAS — Council for the Advancement of Standards in Higher Education

CAS promotes standards in student affairs, student services, and student development programs. CAS creates and delivers dynamic, credible standards, guidelines, and self-assessment guides designed to lead a host of quality programs and services.

### Case Management

This article, authored by UC Berkeley Division of Student Affairs staff, describes a clear connection between the functions in which student affairs professionals are trained and the required work for effective case management. Using the Student Affairs Professional Competencies as a framework, the authors identify the relevance of those areas and their role in case management.

### Chapman Institute — Worksite Wellness

Chapman Institute's mission is to offer training products for professionals in the Worksite Wellness field to deliver world-class wellness programs and reach their own career goals.

### California Board of Pharmacy (Laws)

The Board of Pharmacy protects and promotes the health and safety of Californians by pursuing the highest quality of pharmacist's

care and the appropriate use of pharmaceuticals through education, communication, licensing, legislation, regulation, and enforcement.

### COSUAA — Coalition of State University Aid Administrators

COSUAA provides a national forum on student aid issues and topics, shares ideas and assists member institutions in promoting and developing effective financial aid programs and practices, and promotes the professional preparation and effectiveness of our members.

### CTA — California Teachers Association

CTA exists to protect and promote the well-being of its members; to improve the conditions of teaching and learning; to advance the cause of free, universal, and quality public education; to ensure that the human dignity and civil rights of all children and youth are protected; and to secure a more just, equitable, and democratic society.

### EAPA — Employee Assistance Professionals Association

The International Employee Assistance Professionals Association (EAPA) is the world's largest, oldest, and most respected membership organization for employee assistance professionals, establishing employee assistance competencies, and providing certifications.

### HELCS — Higher Education Loan Coalition

HELCS is dedicated to the continuous improvement and strengthening of the federal Direct Loan program.

### HECMA — Higher Education Case Managers Association

HECMA seeks to provide case managers working in post-secondary institutions with a professional identity and the resources to advance recommended practices, knowledge, and research to promote and enhance the well-being of campus communities.

### HERO — Health Enhancement Research Organization

HERO is a national non-profit dedicated to identifying and sharing best practices in the field of workplace health and well-being (HWB) to improve the health and well-being of workers, their spouses, dependents and retirees.

### IACS — The International Association for Counseling Services, Inc.

IACS is the accreditation association for university, four-year college, and two-year community college counseling services.

### IOA — International Ombudsman Association

IOA works to promote the continuous development of the organizational ombuds profession through its standards of practice and code of ethics, support of education, certification, and networking among ombuds, its strategic partnerships and communications with professionals sharing similar functions, and with government agencies and other organizations.

### Medical Board of California

The Medical Board of California protects health care consumers through the proper licensing and regulation of physicians and surgeons and certain allied health care professionals through the vigorous, objective enforcement of the Medical Practice Act. It promotes

access to quality medical care through the Board's licensing and regulatory functions.

### NaBITA — National Behavioral Intervention Team Association

NaBITA is an organization for the support and professional development of behavioral intervention team members to make our campuses safer environments where development, education, and caring intervention are fostered and encouraged.

### NACAC — National Association for College Admission Counseling

NACAC is an organization of nearly 16,000 professionals worldwide dedicated to serving students as they make choices about pursuing postsecondary education.

### NACADA — National Academic Advising Association

NACADA promotes and supports quality academic advising in higher education institutions to enhance students' educational development.

### NACE — National Association of Colleges and Employers

NACE is the leading source of information on the employment of the college-educated, and forecasts hiring and trends in the job market; tracks starting salaries, recruiting and hiring practices, and student attitudes and outcomes; and identifies best practices and benchmarks.

### NAEYC — National Association for the Education of Young Children

NAEYC is a professional membership organization that promotes high-quality early learning for all young children, birth through age 8, by connecting early childhood practice, policy, and research.

### NASM — National Academy of Sports Medicine

NASM is a nonprofit fitness certification, education, and training provider with more than 100,000 members.

### NASFAA — National Association of Student Financial Aid Administrators

NASFAA provides professional development and services for financial aid administrators, advocates for public policies that increase student access and success, serves as a forum on student financial aid issues and is committed to diversity throughout all activities.

### NASPA — National Association of Student Personnel Administrators

NASPA is the leading association for the advancement, health, and sustainability of the student affairs profession. It serves as the principal source of leadership, scholarship, professional development, and advocacy for student affairs.

### NATA — National Athletic Trainers Association

NATA's mission is to represent, engage and foster the continued growth and development of the athletic training profession. Learn more about becoming an athletic trainer.

### NIOSH - National Institute for Occupational Safety and Health

National Institute for Occupational Safety and Health (NIOSH) is a research institute focused on the study of worker safety and health, and empowering employers and workers to create safe and healthy workplaces.

### NIRSA — Leaders in Collegiate Recreation

NIRSA comprises and supports leaders in collegiate recreation and supports members' learning and growth by

fostering lifelong habits of well-being.

### NODA — Association for Orientation, Transition, and Retention in Higher Education

The mission of NODA is to provide education, leadership, and professional development in the field of college student orientation, transition, and retention.

### NWI — National Wellness Institute

NWI is a leader in providing professional development and engagement opportunities, offering participants the knowledge, skills, and tools to assist them in creating and sustaining a culture of wellness within an organization.

### State Bar of California

The California Rules of Professional Conduct are intended to regulate the professional conduct of attorneys licensed by the State Bar through discipline.

### StudentAffairsNow.com

Weekly podcast/YouTube show featuring higher education professionals, faculty, consultants and students discussing a variety of current issues, challenges, trends and best practices in student affairs.

### USLAWR — University Student Legal Services Association - Western Region

USLAWR is a nonprofit professional association of legal service providers on higher education campuses committed to providing outstanding legal educational opportunities and resources to its member schools.

### WELCOA — Wellness Council of America

WELCOA is one of the nation's most-respected resources for building high-performing, healthy workplaces.



**Berkeley** Division of  
UNIVERSITY OF CALIFORNIA Student Affairs