

Student Affairs at UC Berkeley

Putting Students First

Student Affairs is the gateway to all aspects of the UC Berkeley student experience. We work with all students, from prospects to alumni. From recruitment and enrollment; to dining and housing; to leadership opportunities and career guidance — we put students first.

We create a culture of care that both supports and challenges students, so they can experience more and accomplish more in their university journey. Student Affairs builds each Berkeley class on the principles of inclusion, diversity, and social justice. We advocate on behalf of our students and give students a voice. And we challenge students to become leaders who will transform the world. Our research shows that Student Affairs services improve student academic performance, retention, and a lifelong positive connection to Berkeley.

We help students turn their Berkeley experience into the future lives they see for themselves, the nation, and the world.



Majoring in Undecided

“Living in a residence hall allowed me to expand my social and academic network further, as well as to be more culturally aware of people from different countries and their lifestyles.”

— *Dararith Long, Class of 2008,
Chemical Engineering Major*

Berkeley partners with underserved high schools to identify high-achieving students who can excel on our campus. One such student was Dararith Long who earned his BS degree in chemical engineering, and went on to become a senior field services engineer in San Francisco. Dararith was awarded a UC Berkeley scholarship for low-income, first-generation college students who have demonstrated leadership potential, high academics, and a commitment to serve others. Through scholarship and additional support, such as research opportunities and faculty mentorships, Student Affairs provides an environment and services to help ensure that UC Berkeley doesn't lose potential talent, regardless of background and resources.

Like other Berkeley freshmen, Dararith had high potential, but lacked direction. “I was admitted to the College of Letters and Science with the most ambitious major of them all: ‘Undecided.’ I didn't know what I wanted to do and was a bit embarrassed by it. I had ambition and drive, but didn't have direction or purpose.”

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Dararith took advantage of everything Berkeley had to offer. Student Affairs has programs and services that engage students throughout their academic journey — from recruitment, orientation, and beyond graduation — to ensure they get off to a good start in college through their first career destination. Dararith took a wide variety of classes until he found his niche in chemical engineering. He participated in enrichment opportunities. “I learned how to manage my time better and set concrete objectives and goals.” He gave back to the community through service, serving as a Let’s Rise mentor at Helms Middle School in Richmond and as an intern for Berkeley’s Asian Pacific Islander Recruitment and Retention Center. He made friends through Berkeley programs that he is still close with today.

Dararith credits the scholarship support he received through UC Berkeley and the generous donation of the Huhn Family for supporting him through a difficult transition to college life, and enabling him to achieve. “Without this kindness, I would not have had the successes, accomplishments, and characteristic qualities that make me a happy and determined individual today.”

Student Affairs provides all Berkeley students with the opportunities for academic support, community engagement, and a sense of belonging that Dararith experienced. Tutoring and other academic, social, and leadership programs are available through the residence halls. These programs boost academic performance and improve retention.

Residence hall educational and social programs provide multiple opportunities to make personal and academic connections with other students. For Dararith, “Living in a residence hall allowed me to expand my social and academic network further, as well as to be more culturally aware of people from different countries and their lifestyles.” The Public Service Center provides opportunities for students to build leadership skills, give back to the community, and connect academic studies to service work. And the Career Center provides advice, workshops, internships, and externships for students searching for their first career destination. Student Affairs also provides opportunities for alumni to engage with the university as mentors, ambassadors, and donors.

Wherever students are in their university journey, Student Affairs provides belonging and community, guidance, support, and opportunities for leadership and development — encouraging and empowering each student to discover their unique pathway to success.

Access, Service, Engagement

Our programs help students, including at-risk students, stay on track to graduation. Freshmen who lived on-campus their first year had significantly higher retention rates than freshmen who lived off-campus their first year. Eighty-nine percent of students surveyed who used tutoring services said that they were more confident in completing their academic task after tutoring.

Student Affairs has an unwavering focus on the student experience, the work that supports it, and the values of access, service, and engagement. We are committed to making Berkeley accessible to all qualified students. We engage students through co-curricular activities to keep students on track to graduation, and to build lifelong connections to each other and to Berkeley. We partner with faculty to build residential education programs that are research-based and have clear learning outcomes. We also provide students with the opportunity to serve themselves and the community, just as we serve students.

We define and shape diversity, building a class on the principles of inclusion, diversity, and social justice.

- 34% of undergraduates received Pell Grants. As measured by the number of Pell Grant recipients, Berkeley had nearly as many low-income students as all of the Ivy League schools combined (2014–15).
- 64% of undergraduates received financial aid (2014–15).
- 20% of first-year students were the first in their families to attend college (fall 2016).

Our programs help students, including at-risk students, stay on track to graduation.

- 89% of students surveyed who used tutoring services said that they were more confident in completing their academic task after tutoring (2014–15).
- From 2004 through 2014, freshmen who lived on-campus their first year tended to have significantly higher retention rates and a higher GPA than freshmen who lived off-campus their first year.
- 6,457 people took advantage of services at the University Village Albany (UVA) Academic Center (2015–16.)
- 2,161 students attended tutoring sessions in the residence halls (2015–16).

Our residential education programs are research-based with clear learning outcomes. For example:

- We launched Bear 6, a 6-week curriculum for new students that included five learning goals with specific outcomes related to: community engagement, identity exploration, academic success, holistic wellness, and diversity and global consciousness (fall 2016).
- We continued to build partnerships between professional staff and faculty in our Resident Faculty program to ensure curricula have clear learning outcomes (2015–16).
- We are building our partnerships with Academic Affairs colleagues and programs to further strengthen our co-curricular activities and all Student Affairs services to support student success (2016–17).

Our community-building activities and service programs create a sense of belonging and achievement. They engage students, provide leadership opportunities, and put students on the road to success.

- Through the Public Service Center (PSC), 5,231 student participants and 194 student leaders contributed 141,238 hours of service to 184 projects (2014–15).
- 23,272 students participated in residence hall programs (2015–16).
- 127 resident assistants, apartment assistants, and Theme Program assistants spent more than 7,000 hours in one-on-one meetings with their residents; and 2,823 students participated in Residence Hall Assembly activities (2014–15).
- 70% of survey respondents said that their resident assistants made them feel that they belonged (2015–16).
- 95% of survey respondents felt accepted by others in their residential communities from a moderate to an extreme degree (2015–16).

Creating a Supportive, Safe Community

“We want harm and violence to end so that we can create the kind of environment and community we all really want.”

— *Mari Knuth-Bouracee, Director of Sexual Assault Prevention and Student Advocacy*

In Student Affairs, we have made student safety a top priority. We believe in fostering a culture that prioritizes consent and respect. We do this by helping students discover who they are and what they stand for. We connect students to services they need during difficult times and times of crisis. We hold the university and students accountable for their conduct. We create and implement programs that enable students to be their best, stand up to peer pressure, and do what’s right.

Our approach to infusing safety into our culture is focused on working in collaboration with students as partners. We have intensified our training and support to student leaders, provided training to all students, and hired confidential advocates to support students.

All Berkeley students must take online trainings on alcohol safety and sexual assault and harassment, and attend an in-person presentation with an interactive component on sexual assault and harassment, mental health, and alcohol use. In addition, our professional staff work closely with student leaders throughout the university, including the residence halls and CalGreek system, providing train-the-trainer/peer educator sessions on these issues; and we provide funding for special student-initiated projects related to safety. We also provide a bystander intervention education program, Bears That Care. In addition, the Intrafraternity Council implemented policies to impose financial penalties on members who break alcohol rules; these policies have resulted in greater awareness among students and a decrease in alcohol-related incidents and injuries.

We support students during times of crisis — and ensure that all student voices are heard. The PATH to Care Center leads UC Berkeley’s prevention, advocacy, training, and healing efforts related to sexual violence and harassment (including sexual assault, stalking, and intimate partner violence). The PATH to Care Center aims to leverage primary prevention strategies to transform culture and social norms in order to prevent violence. By equipping the UC Berkeley community with the skills to prevent, intervene, and respond to concerns of harassment and violence, the PATH to Care Center develops leaders who contribute to the culture and environment that we all aspire to and deserve. All campus staff complete online training in sexual harassment and sexual violence prevention, and, in collaboration with campus partners, more than 700 staff members have received advanced training and skill building. The Student Affairs Case Management office, in partnership with departments across the university, provides a means for early intervention of at-risk students through collaboration with departments, faculty, and staff. Where students are exhibiting behaviors that are of concern — in relation to their personal, physical, and emotional well-being — case managers help coordinate a proactive effort to prevent and/or manage the situation.

Rare Opportunities and Extraordinary People

“For me, the Regents’ and Chancellor’s scholarship has opened doors to rare opportunities and to extraordinary people. The Regents’ and Chancellor’s scholarship connected me with a faculty mentor and provided the opportunity to take part in cancer research as an undergraduate.”

— *Lucky Ding, Class of 2016,
Molecular and Cell Biology Major*

Student Affairs provides programs, services, and scholarships that enable students to experience more and accomplish more in their university journey. Lucky Ding, class of 2016, majored in molecular and cell biology with a focus on immunology, and was co-president of the Regents’ and Chancellor’s Scholars Association (RCSA).

“For me, the Regents’ and Chancellor’s scholarship has opened doors to rare opportunities and to extraordinary people. As a molecular and cell biology major, I am inspired by the application of science to improve the health of communities. The Regents’ and Chancellor’s scholarship connected me with a faculty mentor and provided the opportunity to take part in cancer research as an undergraduate.”

Lucky also found it inspiring to get to know the other scholars. “The scholars in the RCSA provide a welcoming family feel within the larger Berkeley community. I have transitioned from someone who rarely spoke out in class to someone who is ready for new challenges. None of this would have been possible without my seasoned mentors who guided me, my peers who challenged and supported me, and the donors who through their tremendous generosity, made this scholarship possible.”

Where Students Turn to First

Student Affairs is often the place students turn to first when they have a question or problem, and we never waver in our support of students. We collaborate with many partners to deliver all of the elements of a powerful student experience; our professional and academic partners in serving students include Equity and Inclusion, Undergraduate Education, Graduate Division, and schools and colleges. We also develop our staff to meet student needs.

Just as we are dedicated to serving students, we are equally committed to building a high-performance culture of care for our staff. We are committed to the professional development of our staff through multiple training and learning opportunities, and to

fostering the next generation of Student Affairs professionals. Our outstanding staff share what we learn across the division and externally.

We are building a culture of “pride, trust, and community,” based on research about what it takes to be a great place to work. We are specifically focusing on building a culture where staff trust the people they work with, take pride in what they do, and feel a sense of community in support of the student experience. We are in our final phase of a multi-year strategic planning process, involving all Student Affairs staff in purposefully creating a culture of care for both staff and students.

Spotlight on Professional Development

“I am eager to learn and apply methods of holistic healing through the resources and programs that are already being offered. I strongly believe that the work being done in the survivor support office has a large positive impact on survivors and students in general, and hope to contribute to the amazing work that is being done!”

— *Judy Juarez, Resident Director and Fellow, PATH to Care Center*

Student Affairs is racially diverse, comprising **39** percent staff from underrepresented groups, compared to **22** percent for the rest of the campus.

In Student Affairs, we contribute to the professional development of our staff and to the next generation of Student Affairs professionals by providing training, tools, and technology to be outstanding. Our professional development opportunities are building the skills and careers of the most diverse department on campus. Student Affairs is racially diverse, comprising 39 percent staff from underrepresented

groups (African American, Chicano/Latino, Native American, Pacific Islander, and multiracial), compared to 25 percent for the rest of the campus. In addition, Student Affairs is the largest employer of students on campus (21 percent), providing meaningful employment opportunities that build professional and life experiences.

One of many professional development opportunities, the Student Affairs Fellowship Program enables staff to work on essential projects across departments. For example, staff from business operations can experience what it is like to work directly with students. These exchanges enhance the capacity of the host department, while enabling fellows to build their skill base and explore other fields within Student Affairs. The Fellowship program has changed the landscape of how staff and senior leaders engage in professional development.

Contributions and Recognition

Our professional staff are leaders in the field of Student Affairs and share their knowledge through peer-review journals; academic and professional conferences; and UC systemwide, state, regional, and national conferences and organizations. While Student Affairs executives and staff members have published and presented papers on many topics, they have particularly contributed to the literature on training and mentoring, diversity, equity, inclusion, and belonging in higher education, for both staff and students. Examples of peer-review journals include the *Journal of African American Males in Education* and the *Journal of Student Affairs Research and Practice*. Journal articles and dissertations cover topics including experiences of spring admits; self esteem among students at historically black colleges and universities; transgender students in education; and student affairs practice and the whole student, among others.

In addition to contributing to scholarship, Student Affairs personnel actively participate in professional organizations and committees that affect educational access and student life. They also teach in fields of student affairs and education. For example:

- Stephen C. Sutton, EdD, interim vice chancellor, serves as president of the American College Personnel Association (ACPA) Foundation, helping to advance student affairs professionals nationally. He is also a faculty member for the Student Affairs and Higher-Education Administration Certificate Program.
- David Surratt, EdD, interim associate vice chancellor, teaches Education 98 at UC Berkeley, the scholar athlete transition seminar.
- Amy Jarich, interim associate vice chancellor of Admissions & Enrollment and assistant vice chancellor & director of Admissions, is on the Board of Directors for the National Association for College Admission Counseling (NACAC).
- Chrissy Roth-Francis, EdD, director of New Student Services, serves on the Board of Directors for the Association for Orientation, Transition, and Retention in Higher Education (NODA).
- Marcia Gee Riley, director and ombuds, Ombuds Office for Students & Postdoctoral Appointees, is president and co-convenor of the California Caucus for College and University Ombuds, and co-chair of the annual conference for the International Ombudsman Association.

In addition, executives and staff serve on professional associations or committees that address key issues affecting students, staff, and educational institutions, including: educational access, financial aid, recruitment and retention, LGBT awareness, housing and residential life, capital campaign fundraising, information technology, and assessment and evaluation.

Numerous Student Affairs team members have also been recognized by national professional organizations and on campus as innovators and leaders, receiving grants and fellowships for special projects that benefit students, as well as awards and honors including the Chancellor’s Outstanding Staff Award. Professional organizations and businesses have recognized our Student Affairs work in multiple areas, from residence hall programs, to using the technology to challenge the status quo, to career mentorship.

Better Than We Thought We Could Be

“In the year she has advised our leadership team, Muttika has moved mountains. We

count ourselves so lucky to have been mentored by a truly wonderful champion, whose belief in us as individuals has inspired us as Cal students to be better than we ever thought we could be”

— *Alex Mabanta, Class of 2016, Political Science and Rhetoric Double Major*

Student Affairs is staffed with professionals who are committed to serving students, and their expertise in student development impacts students on many levels. As a program manager for the Public Service Center, Muttika “Tika” Chaturabul advises student leaders on all aspects of running complex community service programs, and helps them grow as students and leaders by examining the intersections between their academic studies and hands-on learning. She truly embodies the culture of care for students and staff, as demonstrated by the dedication she shows students every day, and the gratitude and appreciation they have for her. Several students teamed up to nominate Tika for the 2015 Oski Student Leadership award in the category of Adviser of the Year. As Alex Mabanta, class of 2016 and co-director of the Volunteer Income Tax Assistance (VITA) program, summarized it, “In the year she has advised our leadership team, Muttika has moved mountains. We count ourselves so lucky to have been mentored by a truly wonderful champion, whose belief in us as individuals has inspired us as Cal students to be better than we ever thought we could be.”

Empowering Students

We use our student development expertise to deliver programs and services that provide support and guidance, empowering students to make decisions for themselves. More than 1,100 registered student organizations and recognized fraternities and sororities received leadership training through group workshops and one-on-one counseling sessions, provided by the LEAD Center.

We use our student development expertise to deliver programs and services that provide support and guidance, empowering students to make decisions for themselves. For example, in 2015–16:

- More than 1,100 registered student organizations and recognized fraternities and sororities received leadership training through group workshops and one-on-one counseling sessions, provided by the LEAD Center.
- 7,907 new students and 1,786 parents and guests learned how to make the most of the Berkeley experience during Cal Student Orientation (CalSO); and more than 16 CalSO summer orientation programs provided in-depth support to incoming students, hosted by New Student Services and Conference Services. Starting in fall 2017, CalSO will become Golden Bear Orientation, a weeklong fall orientation that offers all students the same opportunity to participate, and to participate together. Golden Bear Orientation has been designed to lay the foundation for fostering students' intellectual identity and to facilitate a sense of belonging for all incoming undergraduates.
- Through the Career Center, 10,500 students received in-person one-on-one career counseling, 7,500 students interviewed on campus with 280 employers, and more than 25,500 students attended career fairs.
- 32,000 students daily were empowered to make healthy choices in the 14 Cal Dining locations, where locally grown, sustainable, organic, healthy, delicious food is served.
- Millions of students worldwide were impacted through science, technology, mathematics, education, and research programs created by the Lawrence Hall of Science.

Student Affairs Overview

In Student Affairs, we facilitate everything that delivers the student experience. Whatever is needed, we are eager to collaborate with our professional and academic partners across campus and beyond to serve Berkeley's students.

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Vice Chancellor's Immediate Office and Divisional Offices

The divisional offices support all of Student Affairs by providing centralized support services for units that directly serve students. We provide administrative and financial services, communications, fundraising, technical support, and professional development for the staff that are on the frontline of creating the best student experience possible. The vice chancellor's office also includes the Lawrence Hall of Science and the ombuds office that serves students and postdoctoral appointees.

Vice Chancellor's Immediate Office and Divisional Offices Organizational Chart (see appendix)

Administration and Finance

Website: <http://sa.berkeley.edu/busops>

Communications

Learning and Development

Website: <http://sa.berkeley.edu/ld>

Student Affairs IT

Website: <http://sait.berkeley.edu>

Student Affairs Philanthropy

Website: <http://sa.berkeley.edu/dosa>

Ombuds Office for Students

& Postdoctoral Appointees

Website: <http://sa.berkeley.edu/ombuds>

Lawrence Hall of Science (public science center)

Website: <http://www.lawrencehallofscience.org>

University Health Services

Website: <https://uhs.berkeley.edu/>

Admissions and Enrollment (A&E)

Admissions and Enrollment plays a critical role in shaping the UC Berkeley student experience, from prospects through alumni. A&E services include everything from offering step-by-step guidance through the application process, to applying for

scholarships and grants, to awarding diplomas. A&E also serves the needs of faculty and staff, academic and administrative departments, the University of California Office of the President, and external agencies, such as supporting academic advising, managing classroom reservations, and strategizing with campus partners to reduce student debt.

Admissions and Enrollment Organizational Chart (see appendix)

Cal Student Central (one-stop-shop for A&E and Billing and Payment services)

Website: <http://studentcentral.berkeley.edu>

Financial Aid & Scholarships

Website: <http://financialaid.berkeley.edu>

Office of Undergraduate Admissions

Website: <http://admissions.berkeley.edu>

Office of the Registrar

Website: <http://registrar.berkeley.edu>

Associate Vice Chancellor & Dean of Students

The office of the Associate Vice Chancellor & Dean of Students serves all students from orientation to beyond graduation with a portfolio of customized services and programs. The office engages students throughout their entire academic journey, from their first day in college to their first career destination. The office connects students to services they need during difficult times and moments of crisis. It also acts as a gateway between students and university communities, often creating the platforms by which students can be heard.

Associate Vice Chancellor & Dean of Students Organizational Chart (see appendix)

Associate Vice Chancellor & Dean of Students

Website: <http://deanofstudents.berkeley.edu>

Associated Students of University of California (ASUC) Student Union

Website: <http://asuc.berkeley.edu>

Bears That Care (active bystander initiative)

Website: <http://sa.berkeley.edu/btc>

Career Center

Website: <https://career.berkeley.edu>

PATH to Care Center (support for survivors of gendered harassment and violence)

Website:

<http://sa.berkeley.edu/dean/confidential-care-advocate>

LEAD Center

Website: <http://lead.berkeley.edu>

New Student Services

Website: <http://nss.berkeley.edu>

Public Service Center

Website: <http://publicservice.berkeley.edu>

Student Conduct

Website: <http://sa.berkeley.edu/conduct>

Student Legal Services

Website: <http://sa.berkeley.edu/legal>

Residential and Student Service Programs (RSSP)

Residential and Student Service Programs (RSSP) is the front door for Berkeley's residential students. RSSP is tremendously privileged to provide a quality and positive transition experience for the 90 percent of first-year students who live on campus. This is accomplished by providing a welcoming environment that promotes a strong sense of belonging, supportive academic programs, and a comfortable and safe community experience. RSSP also fosters integrated living/learning communities, which engage students and put them on the road to success. Collectively, these features help to ensure a high level of retention among Berkeley's students.

As an auxiliary operation, RSSP also contributes substantially to other supportive student programs across Student Affairs and campus, which engage students on a path of lifelong connection to Berkeley. RSSP's professional staff understand the issues most relevant to students today, and provide services to

help ensure that Berkeley maintains talented students, regardless of background or resources.

Residential and Student Service Programs Organizational Chart (see appendix)

Residential and Student Service Programs

Website: <http://sa.berkeley.edu/rssp>

Cal Dining

Website: <http://caldining.berkeley.edu>

Cal Catering/Conference Services

Websites: <http://catering.berkeley.edu>

<http://conferenceservices.berkeley.edu>

Early Childhood Education Program (ECEP) (education center for children and research facility for faculty and researchers)

Website: <http://ece.berkeley.edu>

Facilities & Maintenance

Residential & Housing Services

(residential education and residential programs)

Website: <http://reslife.berkeley.edu>

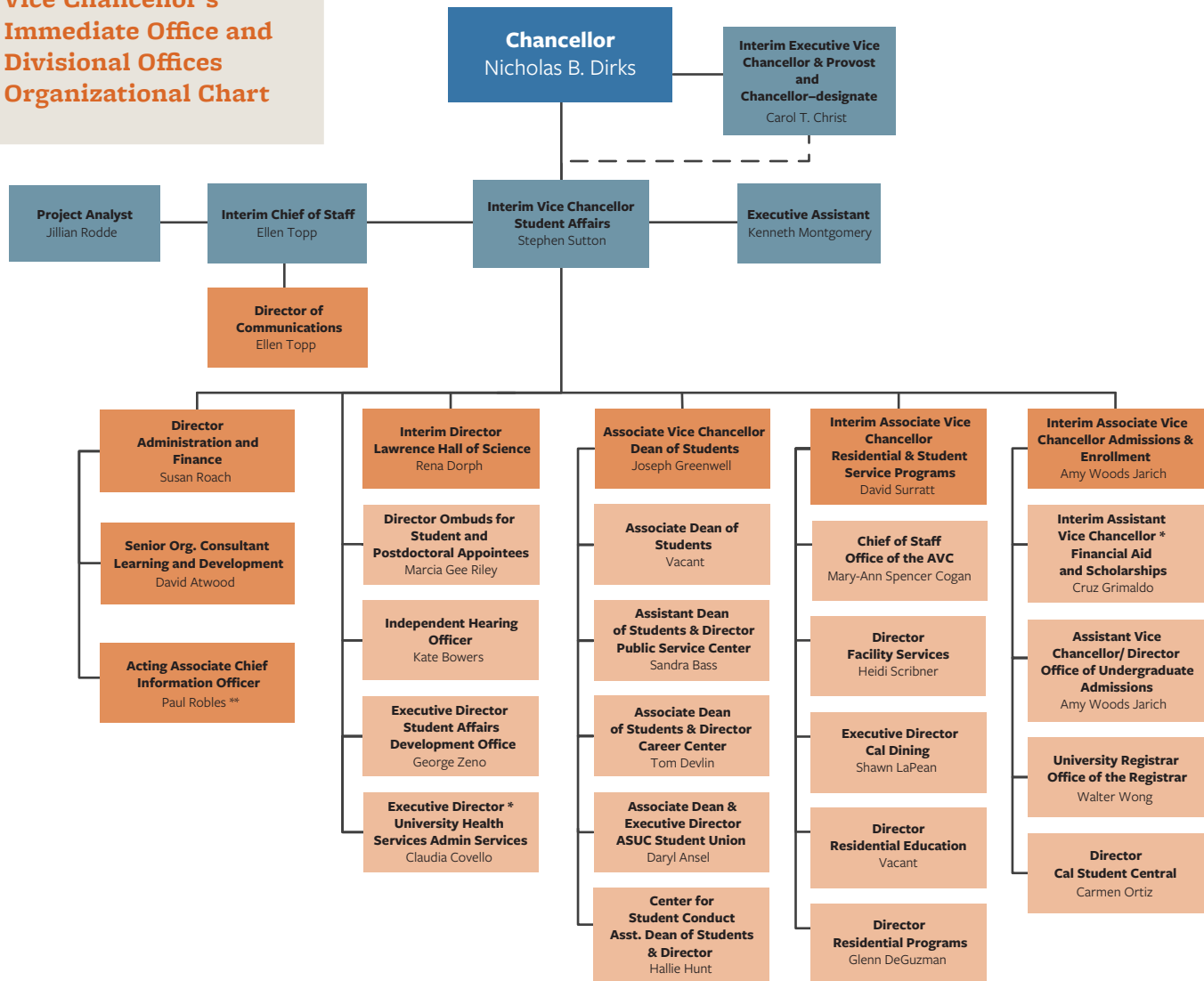
University Housing

(includes University Village Albany)

Website: <http://housing2.berkeley.edu>

Appendix: Organizational Charts

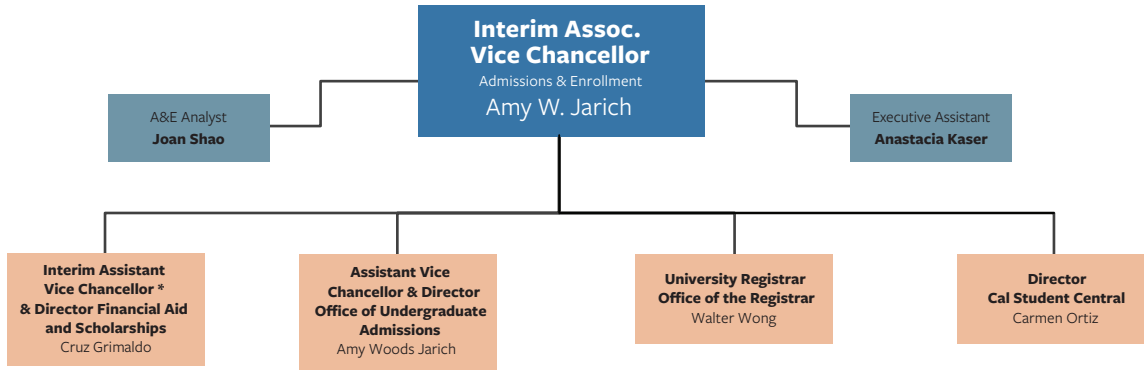
Vice Chancellor's Immediate Office and Divisional Offices Organizational Chart



* Dual reporting with Administration
 ** Dual reporting with CIO, Larry Conrad

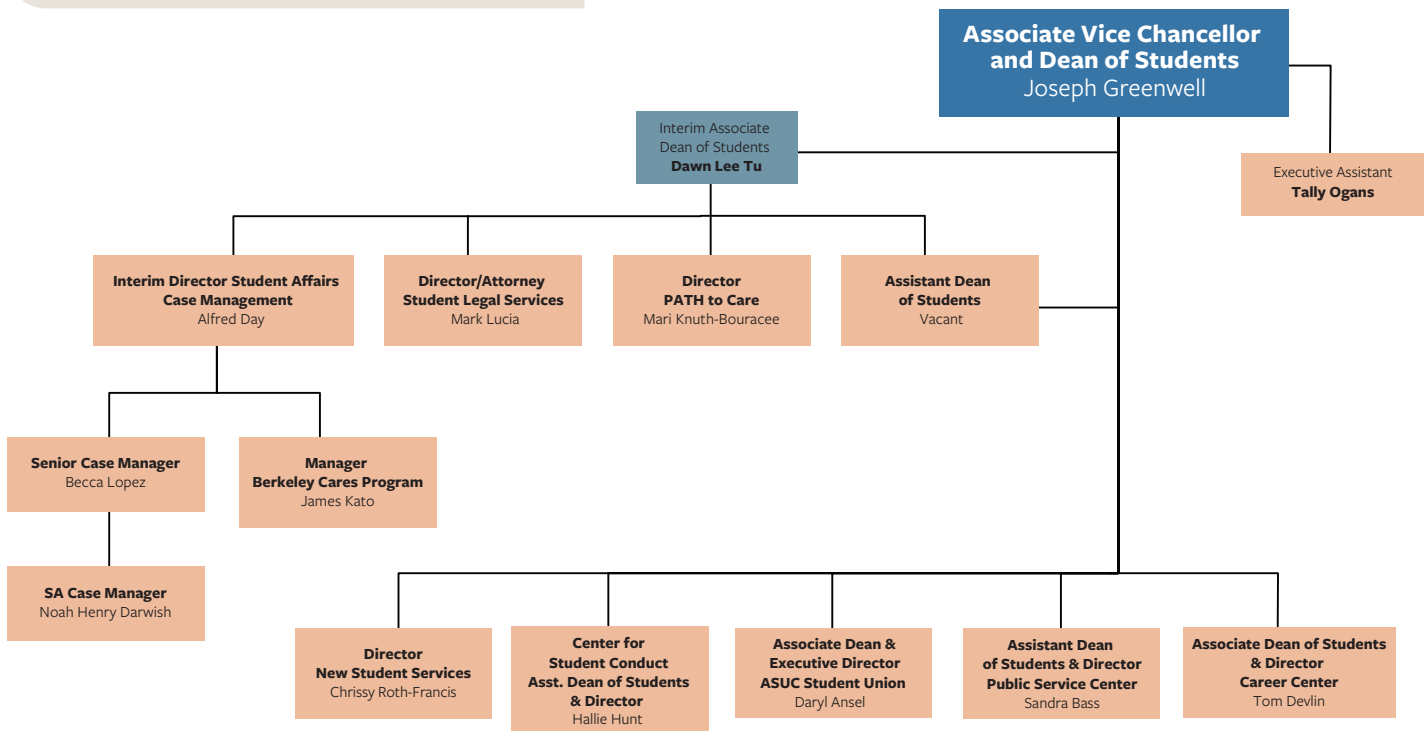
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Admissions and Enrollment Organizational Chart



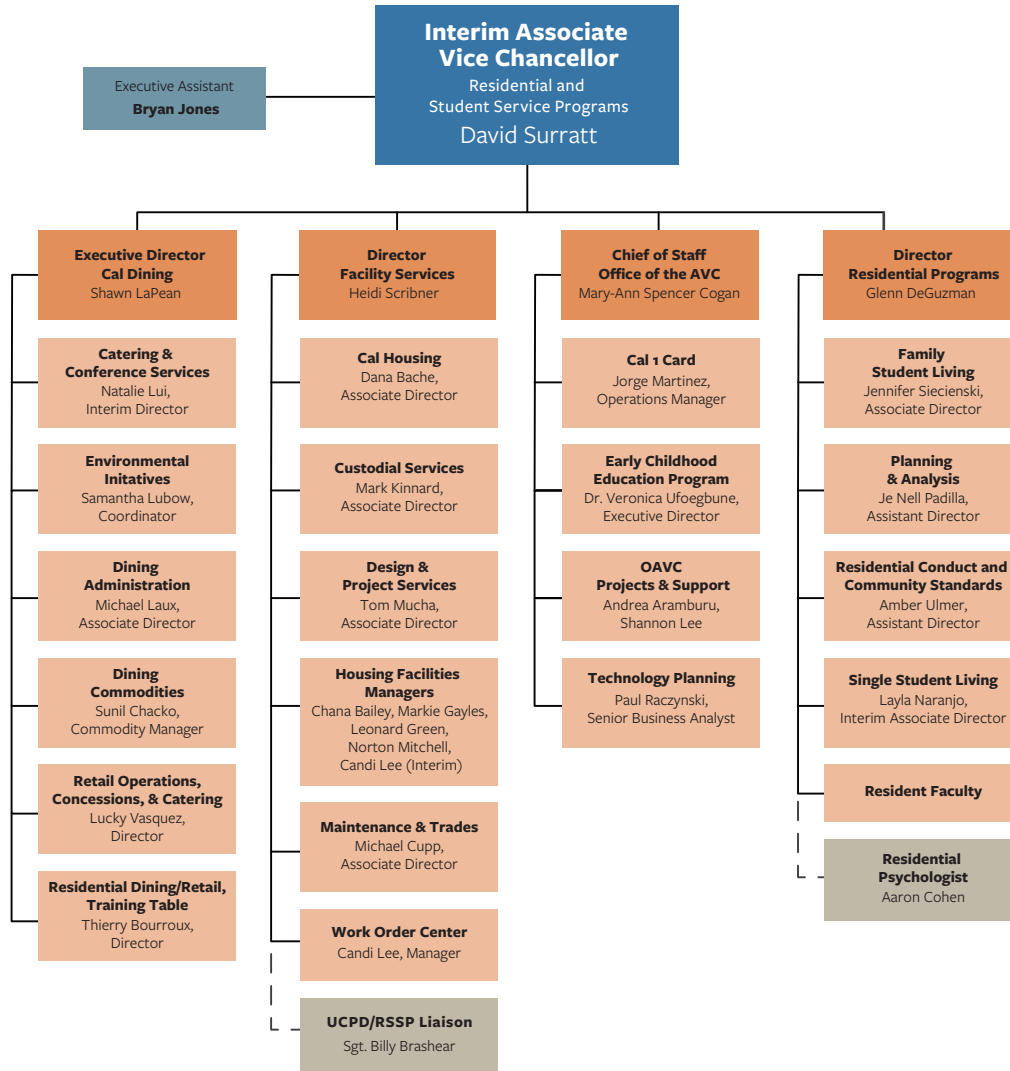
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Associate Vice Chancellor & Dean of Students Organizational Chart



Updated 3.27.17—c/ks

Residential and Student Service Programs Organizational Chart



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UNIVERSITY OF CALIFORNIA