California State University, Fresno Diversity Strategic Plan for Excellence

THEME ONE: SUPPORTING STUDENT ACCESS AND EDUCATIONAL SUCCESS

The University community will improve the campus and regional communities' awareness of its active efforts to attract, retain and graduate a student body that is regionally, nationally, and globally diverse, through open and timely communication about access and success of all domestic and international student population groups. (Awareness/Knowledge/Capacity)

STRATEGIES

- Promote outreach efforts that communicate the importance of undergraduate and graduate education to individuals, families and regional, national and international communities. Communicate the specific actions and programs that help ensure student success at all levels. (Awareness)
- Improve knowledge across the university community about diversity issues in student access and success, especially among those who engage in outreach and student success efforts. (Knowledge)
- Expand the capacities and abilities of individuals and administrative units that are charged with outreach and student success. Examine current programs and efforts to improve efficiency and effectiveness. (Capacity)

AWARENESS ACTIONS	1. Survey periodically a random sample of households in the Fresno State service region to gauge awareness of educational opportunities available at Fresno State, and of the university's mission as a Hispanic Serving Institution (HSI), Asian American and Native American Pacific Islander Serving Institution (AANAPISI), and Minority Serving Institution (MSI).
	2. Survey periodically the diverse student body to become aware of changing trends, shifting priorities, and different needs in relation to access and success.
	3. Inform the campus community about student success gaps (retention, progression, grades and graduation rates) across population groups and promote awareness about existing programs that are designed to narrow these gaps.
	4. Establish an expectation among all members of the campus community that student success is a shared responsibility of students, faculty, staff and administrators, and that each has a role in ensuring this success.
KNOWLEDGE ACTIONS	1. Offer multiple opportunities for all members of the campus community to increase their knowledge about effective strategies, formal and informal, to improve outreach and student success outcomes for all population groups.
	2. Cultivate up-to-date and accurate knowledge about special programs that target historically underrepresented student populations to ensure they achieve equal learning outcomes as other population groups.

CAPACITY ACTIONS	1. Review existing domestic outreach programs to identify the best practice that attracts a diverse pool of applicants, including effective use of cutting-edge technology.
	2. Establish and improve international outreach programs that include international alumni and Fresno State faculty and staff of international origins and that utilize cutting-edge technology, to increase diversity of the international student population.
	3. Review outreach practices to identify best practices that reach all student population groups and find ways to streamline and simplify our outreach processes to improve efficiency.
	4. Establish guidelines to effectively monitor student success and to review progression processes (advising, semester registration, selecting/changing majors, etc.) for an equitable outcome among all student populations. This includes a review of "at-risk" gateway course data across student populations and a request to urge academic units to address the observed inequities.
	5. Establish a regular check and report cycle about how successful the university is in addressing observed inequalities in student access and success outcomes.

INDICATORS (UNDER DEVELOPMENT)

1. Percentage increases of survey respondents who are aware of Fresno State as a venue to obtain a higher education, of the university's unique mission as a HSI, AANAPISI and MSI, and of its efforts to offer higher education to all population groups. (Awareness Action 1)

2. Awareness of the most important factors reported by students in surveys that relate to student access and success, and of improvements the university can make in these two broad areas. (Awareness Action 2)

3. Percentage increases of campus cultural climate survey respondents who are aware of student success gaps (e.g., retention, progression, grades and graduation rates) across population groups and of existing programs that are designed to narrow these gaps. (Awareness Action 3)

4. Percentage increases of campus cultural climate survey respondents who are aware that everyone on this campus has a responsibility and obligation to promote student success and needs to do his/her share to help reduce outcome gaps across population groups. (Awareness Action 4)

5. Publish research briefs and updates on our university website about successful strategies and best practices that help recruit and retain students of all backgrounds, and that reduce learning outcome gaps across student population groups. Share successful stories of individual students who overcame obstacles to achieve success. (Knowledge Action 1)

6. Publicize and promote our special programs that help underrepresented student groups. Make this promotion a required item in faculty and staff orientation, and a required topic in academic unit annual retreats, so that all university community members are knowledgeable about these programs and can help direct students to these programs. (Knowledge Action 2)

7. Domestic outreach practices and procedures are reviewed annually to determine best practices and needed revision (if any) to improve effectiveness and efficiency. (Capacity Action 1)
8. Steady increase in international student enrollment from diverse regions of the world. (Capacity Action 2)
9. Application and admission procedures and practices are reviewed annually to determine best practices and needs for revision (if any) to guarantee fairness and equity for all population groups and to improve efficiency. (Capacity Action 3)
10. Student Success Task Force periodically reviews student success procedures and practices to monitor our collective efforts to achieve an equitable outcome among all student populations. (Capacity Action 4)
11. An annual report is issued to give a comprehensive analysis of all the efforts above and how effective they are in reaching our goals of increasing diversity in student access and in promoting student success. (Capacity Action 5)