

ANNUAL REPORT 2024-2025



California State
University

Division Of
**STUDENT
AFFAIRS**

C H A N N E L
I S L A N D S



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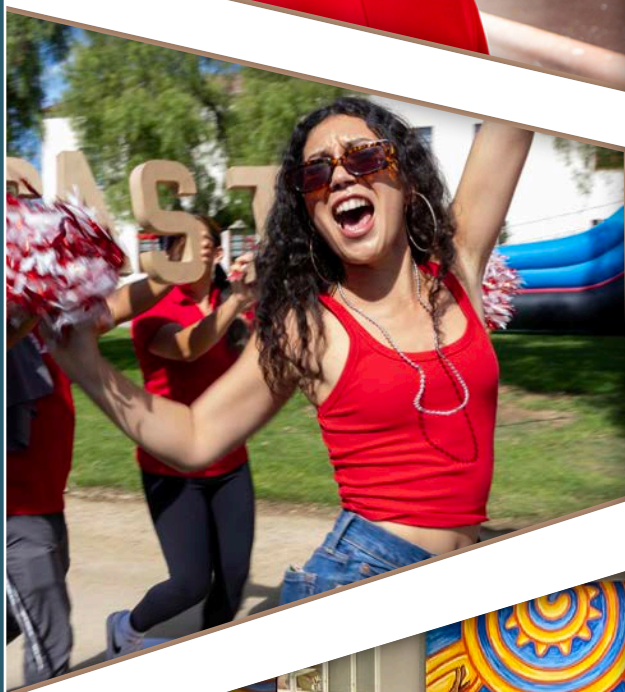
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Greetings,

In 2024–2025, the Division of Student Affairs (DSA) at Cal State Channel Islands strengthened its role as a cornerstone of the student experience—advancing holistic, equity-minded, and data-informed services that foster student retention, wellness, and success. Through dynamic programming, targeted support systems, and strategic campus partnerships, DSA contributed to a more vibrant, inclusive, and connected campus community.

Organized into four core areas—Student Life & Support Programs (SLSP), Student Success & Retention (SSR), and Student Wellness (SW), with leadership and coordination provided by the Vice President for Student Affairs (VPSA) Office—DSA continued to respond to the evolving needs of CSUCI's diverse student body.

Through intentional collaboration, innovative practices, and responsive programming, the Division of Student Affairs continues to lead efforts that enhance student belonging, campus vibrancy, and overall success at CSUCI. The following report outlines key departmental accomplishments and outcomes from the 2024–2025 academic year.

Eboni Ford Turnbow, Ph.D.
Vice President for Student Affairs
CSU Channel Island

DSA Highlights

FALL 2024

The successful launch of the **inaugural campus-wide Homecoming**, drawing nearly **3,000 attendees**, expanded school spirit and multi-generational engagement with faculty, staff, alumni, and the broader community.

Received \$300,000 from the CSU for the Asian American Native Hawaiian Pacific Islander Grant. This enacted a cross divisional partnership to support AANHPI students between student affairs, enrollment management and faculty.

Completed phases 1 and 2 of our **Counseling Dashboard Development Project** to enhance data evaluation and support assessment efforts related to service utilization.

Hosted 17 Advising and Registration sessions for 853 transfer students with a **91.4% matriculation rate**; 12 were held for 538 first-year students with a **92% matriculation rate**.

The Mental Health Peer Program reached nearly 3,000 participants, CAPS launched a Therapy Dog Program and relaxation room, and **new grants totaling \$270,000 expanded both peer outreach and psychiatric services**—supporting an inclusive, proactive approach to student mental health and wellness.

SPRING 2025

Led cross-divisional Category II Fee Marketing Campaign, in collaboration with SFAC, which led to an **approved incremental increase over the next five years effective January 2026** from a 8.2% student response rate from the student engagement survey.

Part of our Black Student Success initiative, the Black Cultural Center (BCC) hosted over 40 culturally affirming programs to support and celebrate Black students, and the **retention rate for BCC visitors was 88.5%** compared to 63.9% for non-visitors

Esports lounge participation **increased by 91% in unique visitors** since launching in Spring 2024, and ended the year with just over 3,900 total visits, predominantly by juniors and seniors.

A 3.11 average GPA for Summer Success Academy students, and 12,644 visits to the Student Success Center all reflect the impact of targeted retention strategies.

Since the expansion of our Dolphin Food Pantry in Spring 2024, we've had a **40.3% increase in total visits**, primarily from HUGS and Pell-eligible students.

Strategic innovations across student support, such as **automation of housing check-ins**, BIT's transition to a **Multidisciplinary Team**, and a **grievance-free year for Disability Services**, illustrate DSA's commitment to student-centered systems and operational excellence.

The LatinX Cultural Center (LCC) notably expanded its reach and engagement, **noting 1,379 total visits**, including hosting Los Gritos (with 776 attendees), and partnering with student clubs and organizations for regular use of space.



The Division of Student Affairs played a key role in supporting the Strategic Directions Bridge Plan, which served as a transitional framework connecting CSUCI's 2018–2023 Strategic Initiatives with the forthcoming CSUCI 2030+ Strategic Plan. Through intentional collaboration with campus partners, DSA contributed significantly to university-wide priorities by leading or supporting several cross-divisional initiatives aligned with institutional goals.

The following highlights demonstrate completion reports on special initiatives involving DSA:

- The VPSA Office partnered with Enrollment Management to develop a Strategic Enrollment Management Plan focused on enhancing Black student recruitment, along with a Yield and Retention Plan aimed at improving programmatic and support experiences for transfer and commuter students.
- CSUCI's competitive Esports Lounge is fully operational and staffed with expanded hours to enhance access and increase later afternoon/evening activities. Since launching in Spring 2024, and ended the year with just over 3,900 total visits, predominantly by juniors and seniors..
- Student Wellness continued to expand student access to the Basic Needs Program and wellness services. Most Dolphin Pantry users were from marginalized communities (62.3%) and Pell eligible (53.2%). Data for Wellness Promotion & Education are similar, but there was a greater percentage of Pell eligible students (61.1%) utilizing these services.
- In Spring 2025, Orientation & Engagement Programs worked with Best Practice Solutions (BPS) to streamline New Student Onboarding. Major updates were the removal of the registration fee requirement at the time of sign-up and shifting the registration deadline to the Fall to provide more time and flexibility for students.

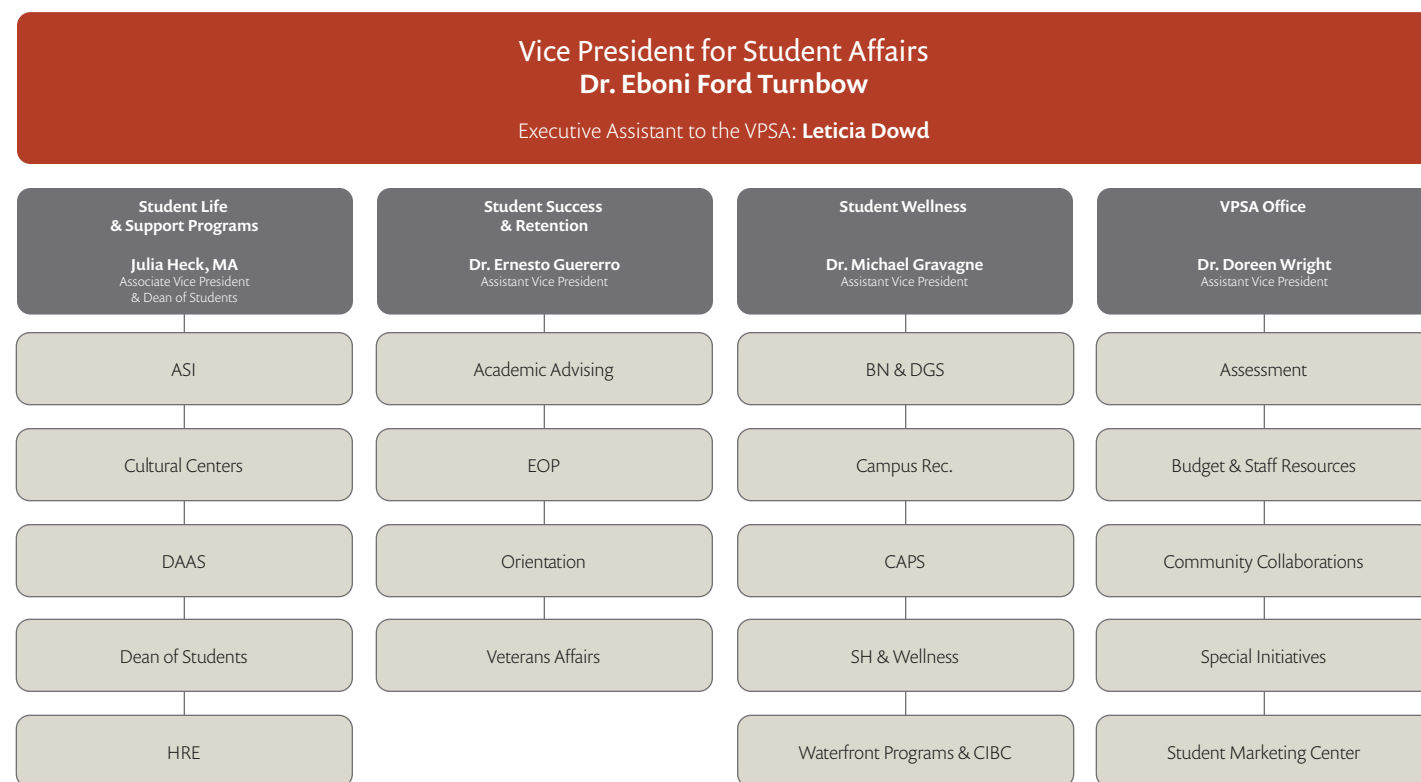


The ISS collaborated with more than 50 community partners to host AAPI Heritage Week.

- DSA cemented the operationalization of gathering spaces that reinforced our commitment to community and inclusion:
 - The Black Cultural Center delivered over 40 culturally affirming programs, created peer-led affinity spaces such as the Brotherhood Alliance and Black LGBTQ+ group, and established academic mentoring systems with embedded community and academic support.
 - The Inclusive Student Services Center collaborated with more than 50 community partners to host AAPI Heritage Week celebrations featuring Night Market attended by over 750 participants.
 - In Fall 2024, the LatinX Cultural Center saw 786 students and 593 students in Spring 2025. The center also hosted the annual Los Gritos celebration attended by more than 750 participants.
- The Student Marketing Center provided experiential opportunities for students to create and manage marketing campaigns and design materials for student-centered programming. The SMC received over 250 service requests across the campus, including DSA (51%), Academic Affairs (37%), and Clubs/Orgs (12%).
- The Institutional Programming Collaborative (IPC) made significant progress in event planning and campus engagement and successfully contributed to major campus initiatives like Los Gritos, inaugural Homecoming, and AAPI Heritage Week, featuring multiple events with hundreds of attendees.



Division of Student Affairs Programmatic Organizational Chart



The Division of Student Affairs Purpose Statement and Core Values

– Purpose Statement & Values –

Placing students at the center of their educational experience, the Division of Student Affairs supports and enhances learning and development in and beyond the University community through quality co-curricular programs, services, activities, and facilities.

Collaboration, Commitment, Diversity, Excellence, Integrity

– 2025 Celebration of Excellence Honorees–

Pillar of Excellence: Ariana Robles

Spirit of Excellence: Georgina Guzman

Excellence in Programming – Collaboration: Student Union Campus Candy Crawl

Excellence in Programming – DEIA & Belonging: Delta Alpha Pi Honor Society



STUDENT LIFE & SUPPORT PROGRAMS (SLSP)

Associated Students, Inc. (ASI)

Voter turnout for Student Government elections **increased by 138%** compared to the previous year and featured the most contested race since 2017 with four president/vice president tickets. The ASI Student Government Senate passed five resolutions in the 2024-2025.

ASI Student Programming Board (SPB) hosted 23 events attended by 1,465 unique students with a 62.73% return rate for multiple SPB events

Fraternity & Sorority Life (FSL) increased its total membership by 55.31%, growing from 47 members at the start of Fall 2024 to 73 members by the end of Spring 2025.

Student Organizations & Involvement (SOI) processed more than 1,000 event requests for 81 clubs and a combined total of 1086 members.



Cultural Centers

Black Cultural Center users had an **88.5% retention rate vs. 63.9% for non-visitors**. Peer affinity spaces and staff mentorship directly supported student persistence. The center partnered with 15 campus departments and co-hosted a high-visibility campus-wide Ebony Ball.

The Inclusive Student Services Center (ISS) hosted the Inaugural Asian American Pacific Islander Stoling Celebration. **Of the more than 120 eligible students, 74 students registered for the event and over 200 guests attended.**

The LatinX Cultural Center student participation data and qualitative feedback show students feel more connected after events: **77.4% student retention rate for LCC visitors vs. 69.2% for non-visitors**. hosted club meetings in the center.



Voter turnout for Student Government elections increased by 138%.



Disability Accommodations & Support Services (DASS)

DASS completed a second academic year with **no disability accommodation related grievances** filed due to new processes to informally resolve issues through communication and cross-divisional collaboration as opposed to a grievance, Title IX complaint, or report to the Office of Civil Rights. DASS also joined the Hidden Disability Sunflower Network which focuses on recognizing individuals with “hidden” or invisible disabilities such as anxiety, ADHD, and learning disabilities.

Dean of Students (DOS) Office

In Fall 2024, the DOS Office transformed the Behavioral Intervention Team (BIT) into a more robust and **strategic Multidisciplinary Team (MDT BIT)** which enhanced campus safety and response efficiency and ensured holistic student support. Additionally, incorporating a Title IX & Inclusion representative into the CARE Team provided a holistic approach to comprehensive student crisis support services.

Housing & Residential Education (HRE)

HRE streamlined the check-in process via StarRez, enabling students to swipe their IDs to access room assignments and keys with minimal errors. This upgrade drastically improved key management and reduced misallocations. The ESA process was also automated, saving time and enhancing the student experience. In collaboration with WASH, HRE eliminated external laundering costs for Summer Conferences, resulting in **\$72,370.33 in savings**.



STUDENT SUCCESS & RETENTION [SSR]

Academic Advising

Group advising for fall registration was supported by 44 faculty from all majors during 17 sessions (in-person and virtual) for 853 transfer students (91.4% matriculated) and 12 sessions for 538 first-year students (92% matriculated). For Spring 2025, a pilot program featuring **one-on-one advising sessions proved more effective and supportive for students**. A total of 6 sessions served 300 students, with a 92% overall matriculation rate and a 93.6% rate among in-person attendees.

Educational Opportunity Program (EOP)

The 2024 Summer Success Academy cohort of 70 students achieved a fall **3.11 GPA with a 93% completion rate**. The Student Success Center continued to increase the number of visits from the previous academic year by 77.5% for a total of 12,644 visits made by 1,196 unique students.

HRE eliminated external laundering costs for Summer Conferences, resulting in \$72,370.33 in savings.

Orientation & Engagement Programs (OEP)

New Student Onboarding was enhanced by removing the registration fee requirement at the time of sign-up and extending the registration deadline. OEP was instrumental in launching the **inaugural Homecoming Celebration** in Fall 2024 attended by 2,825 Dolphins and 401 staff, faculty, alumni, and community members.

Veterans Affairs

Outreach and retention efforts at the Veterans Resource Center during the fall semester **averaged over 17.33 visits per day** and total visits at 2600. A little over 900 were identified as unique visits by Veterans and Dependents. Spring semester produced 1,999 total visits and 460 unique visits by Veterans and Dependents. VA Work Study grew from 6 to 8 participants, and the Veteran Club SVA attended NATCON, the Student Veterans of America National Conference.

STUDENT WELLNESS (SW)

Basic Needs (BN) & Dolphin Guardian Scholars (DGS)

In 2024-25, there was an increase in the number of commuter students (48.5%) and historically underrepresented groups (62.2%) supported by BN and DGS:

- 10,642 students visited the Dolphin Pantry, including 1,196 unique students.
- The **new PantrySoft online ordering system processed 129 orders for 68 unique students** utilizing the Dolphin Pantry.
- **The DGS program supported 64 students, a 25% increase from Fall 2024.**

Counseling and Psychological Services (CAPS)

The 2024–2025 academic year marked a period of growth and intentionality for the Mental Health Peer Program’s (MHPP) outreach efforts. The program **engaged 2,802 participants** through a wide range of outreach activities, including tabling events, clinic tours, classroom presentations, and



community collaborations. The creation of a new relaxation room and the Therapy Dog Program reflects CAPS’ commitment to providing innovative, student-centered mental health support.

Campus Recreation (CR)

The check-in data for the 2024–2025 academic year reveals clear usage trends. Peak check-in times consistently occurred in the late afternoon and evening as the **busiest hours were between 3:00 and 7:00 p.m.** These trends suggest planning for staffing, programming, and marketing should prioritize this time frame to best support student engagement and maximize participation.

The Inaugural Homecoming was attended by nearly 3,000 students.



Channel Islands
Boating Center (CIBC)
and Outdoor Adventures (OA)

The center was visited by 1,724 students, faculty, staff, community members and youth, representing a **22.6% increase from 2023-2024**. Furthermore, retention rates for 2024-2025 were consistently higher for CIBC student visitors (88.7%) than non-visitors (72.0%).

Furthermore, retention rates for 2024-2025 were consistently higher for **CIBC student visitors (88.7%) than non-visitors (72.0%)**.

Student Health Services (SHS) and
Wellness Promotion & Education

SHS provided a total of 155 flu vaccines to the campus community during our annual Flu Shot Clinic events. Additionally, **40 requests for naloxone and/or fentanyl test strips** were received due to an awareness campaign on campus flatscreens and the Student Marketing Center calendar of events.

Visits to the CIBC increased over 22% for the academic year.

VICE PRESIDENT FOR STUDENT AFFAIRS (VPSA OFFICE)

Assessment

Updated the Celebration of Excellence nomination process and created two categories to **recognize DEIA & Belonging and Collaboration programming**, resulting in a robust pool of 35 substantive submissions and the utilization of Qualtrics for selection committee scoring.

Budget

Provided financial and **budgetary oversight for the DSA \$7.6M general fund budget; \$21.4M fee budgets; and \$949K in legislative funds**. The amount of \$273K (three FTEs including benefits) and \$100K in operating was returned during the year to support the institution funding shortfall.

Staff Resources

Supported the recruitment of 13 professional staff and administrator positions at various classification levels. Additionally, provided support to staff and leadership in the processing of approximately **two classification reviews, 28 in-range progressions, eight leaves of absences, etc.**

Student Marketing Center (SMC)

Two student interns were able to graduate on time while expanding their experience and portfolio; two additional students have been hired for Fall 2025. The Wave newsletter maintained an average open rate of 51% for Spring 2025 which is a **13% increase over 2024**.

VPSA Office (VPSAO)

In Fall 2024, VPSAO hosted community leaders, alumni, and students to discuss various ways to collectively support Black Student Success Initiatives and established bi-monthly community planning meetings to coordinate events and programs. **Additionally, more than 100 attendees, including 37 children under 17, attended Super Sunday at the Oxnard Performing Arts Center in Spring 2025.**





STUDENT LIFE & SUPPORT PROGRAMS (SLSP)

DASS secured another **two-year donation from the Pozzi Family** to support the case manager position. Discussions also are underway to extend into a five-year commitment.

The Division of Student Affairs, led by our Dean of Students & VPSA, **received \$300,000 for the CSU Asian American Native Hawaiian Pacific Islander Grant.**

STUDENT WELLNESS (SW)

The CIBC was awarded a **\$61,674 grant** from the Division of Boating & Waterways.

Basic Needs established the Rapid Rehousing & Housing Security Program from the CSU Chancellor's Office: **\$500,000 first year and \$400,000 for the next three years.** Additionally, a donor provided \$10,000 to the DGS program for the next 4 years, totaling **\$40,000 to support housing costs for the DGS Summer Program.**

VPSA OFFICE

The SMC received **\$35,000 in MSFT funds** to support the internship program.

The Chancellor's Office (CO) awarded **\$217,000 for Black Student Success initiatives** in collaboration with Enrollment Management.



ASSOCIATED STUDENTS, INC. (ASI)

The Marketing Team worked on 202 distinct projects (122% increase from last year) and created **1,095 distinct files (265% increase)** for campaigns, social media, and merchandise.

STUDENT SUCCESS & RETENTION (SSR)

Academic Advising launched 26 targeted appointment campaigns for students by major, undeclared status, pre-nursing interest, academic notice, first-year cohorts, and CA Promise. These efforts led to 489 students engaging directly through campaign invitations (189 for summer/fall and 253 for spring). During the academic year, nearly **5,000 unique students visited the advising center:** 2,213 in the fall and 2,786 in the spring.

STUDENT WELLNESS (SW)

Basic Needs increased the number of social media followers from 1,486 in Fall 2024 to 1,557 in Spring 2025, a 4.78% growth. The content included information on CalFresh educational interviews, how to use the pantry, and how to order on PantrySoft, which was the most viewed reel **reaching 2,181 accounts for 555 views and 121 interactions.**

WPE interacted with a total of 253 students throughout the duration of 6 WPE-hosted tabling events (3 of the 6 were shortened/cancelled due to weather concerns). Additionally, WPE was invited by other campus departments for 7 tabling events. These events brought our interaction total to 358 students, a +54% increase from the previous AY.

VPSA OFFICE

The Student Marketing Center developed a Student Fee Marketing Campaign with the Student Fee Advisory Committee (SFAC) to inform and engage the student body about the purpose and impact of Category II fees. The campaign included weekly emails and social media posts through the Student Marketing Center, in-person and virtual information sessions, various tabling events, and a student survey which achieved an **8.2% response rate.**



DSA employs approximately 300 students across all of our programs. Each of these positions provides students with skill building and experience they need to succeed post-graduation.

ASI Board of Directors
 ASI Student Government President
 ASI Student Government Vice President
 ASI Student Government Director
 ASI Student Programming Board Event Leads
 ASI Student Programming Board Assistant
 Mascot
 The CI View Student News Team
 Student Union Graduate Assistant
 Student Union Student Supervisor
 Student Union Student Service Assistant
 Student Org. & Involvement Student Assistant
 ASI Leadership & Involvement SA
 ASI Graphic Design Assistant
 Student Marketing Center Intern
 VPSA Office Student Assistant
 Lead Wellness Peer Educator
 Senior Wellness Peer Educator
 Wellness Peer Educators
 CIBC Student Assistant
 Sail Club Coach
 Intramural Sports Lead
 Facilities & Logistics and Field Painting Lead
 Sports Club Lead
 Intramural Sports Official Trainee
 Intramural Sports and Event Management
 Facilities & Logistics and Field Painting
 Fitness Personal Trainer
 Fitness Group Exercise Leader
 Office Operations Lead
 Sports Clubs & Event Management

Basic Needs Ambassador
 Basic Needs Student Manager
 Basic Needs Marketing Intern
 Basic Needs Graduate Student Intern
 Dolphin Guardian Scholars Peer Advocate
 Healthy Living Facilitator
 Parenting Student Initiatives Student Lead
 Comm. Program Service Learning Student
 Veterans Center VA Work Study SA
 Orientation & Engagement Programs SA
 Orientation Leader/PEEP Mentor
 Student Success Center Peer Mentors
 Student Success Center Student Assistant
 Peer Advisor
 ISS Center SA Team Lead/Team Lead
 AAPI Student Intern
 Black Cultural Center SA/Team Lead
 Latinx Cultural Center SA/Team Lead
 Social Justice Student Assistant
 DOS Office Student Assistant
 Mental Health Peers
 DASS Student Front Office Assistant
 Student Peer Notetaker
 Alternative Media Student Assistant
 Resident Advisor
 Housing Administration Desk Assistant
 Marketing Assistant
 Grounds Assistant
 Desk Assistant
 Senior Community Advisor
 Mental Health Peers



ASI allocated **\$97,000 to four DSA departments** for programming and student staffing.

The CIBC and OA **supported 9 community activities**, which were attended by 413 participants and hosted 391 members of the CI community.

The **MOU with Oxnard College** yielded three housing applicants, two of which planned to remain through summer. One student, now accepted to CSUCI, shared positive feedback about their residential experience.

CSUCI's **Inaugural Homecoming Week, co-led by OEP and University Advancement**, engaged 2,825 students and 401 staff, faculty, alumni, and community members. The Golf Cart Parade featured 24 departments, highlighting strong cross-departmental collaboration.

Academic Advising and Graduate Studies Center hosted the **Graduate & Professional School Fair** in partnership with the School of Education, the Master in Public Administration program, Extended University, and the Faculty Internship Coordinator. The event, attended by 222 CI students, featured 67 recruiters from over 25 campuses.

CARE and Financial Aid created a Teams chat with the **CARE Case Manager and four Financial Aid Counselors** to improve case management, follow-up, and answering student questions or concerns in real time.

CAPS partnered **Coalition for Family Harmony** to provide a confidential campus advocate for our students and **Ventura County Behavioral Health RISE program** to coordinate care for student referrals for longer term therapy.

Academic Advising collaborated with OEP, EOP, and the Registrar's Office to enhance operational efficiency and streamline the new student onboarding process by coordinating key student services and centralizing communication. **The presence of critical campus partners at in-person sessions—including Financial Aid, Housing, DASS, and SBS—helped provide students with a more holistic and connected onboarding experience.**



POSTGRADUATE STUDIES AND PROFESSIONAL CONFERENCES

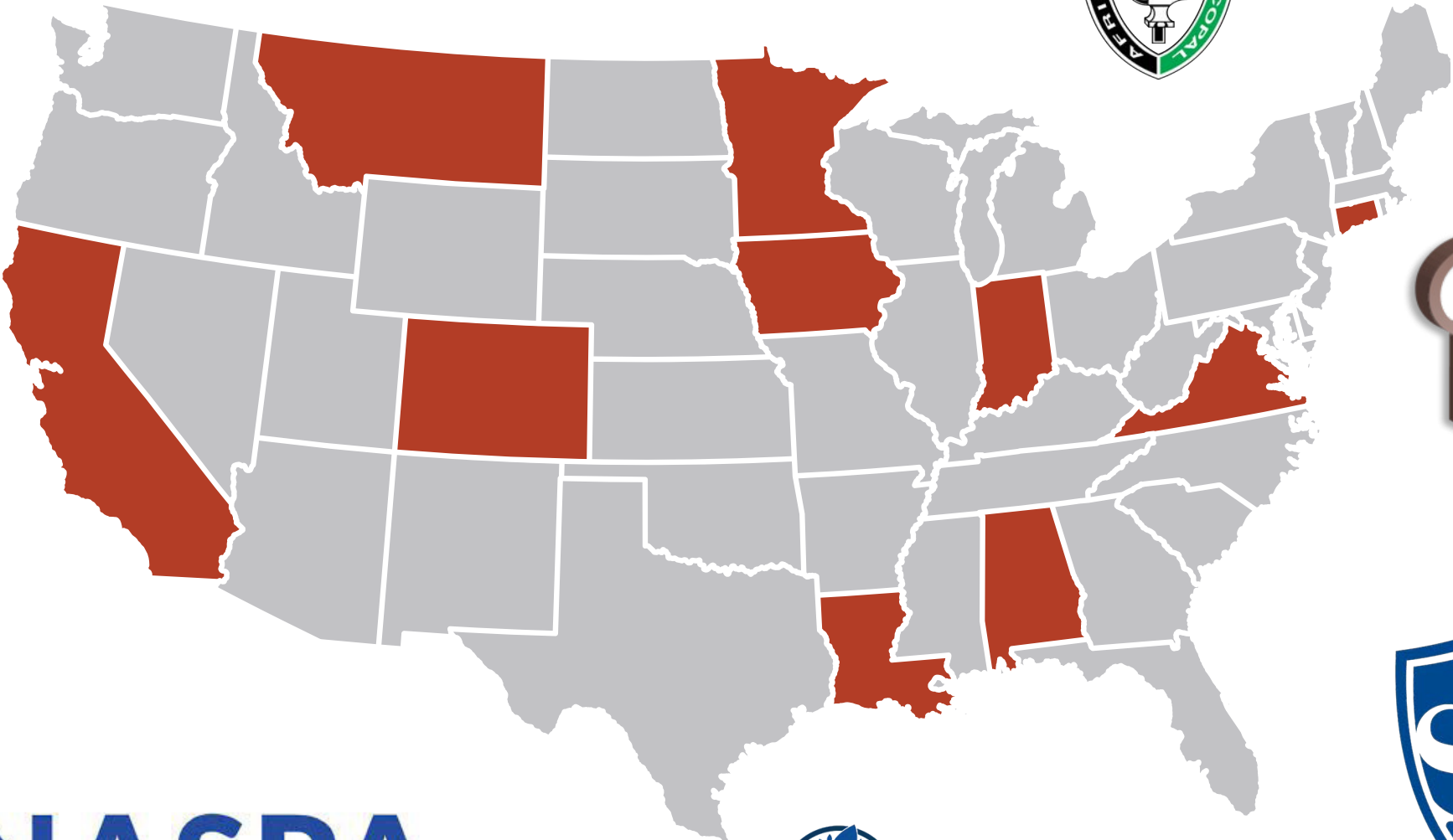
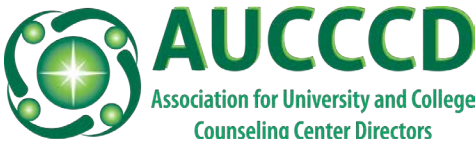
CSU Channel Islands is well represented within the Higher Education community. This past year,

- 2 staff members received an advanced degree
- Staff of all levels attended more than 100 professional conferences or trainings



California Lutheran
UNIVERSITY

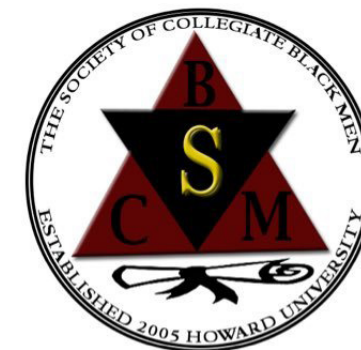
Student Success Network
in the California State University



PROFESSIONAL AND CAMPUS ORGANIZATIONS, HONORS, AND AWARDS

DSA staff are a dynamic group, represented in groups across the campus and the country. These include professional organizations, student clubs, and program awards:

- 11 staff members served in a leadership role within their respective professional organizations
- 1 staff member published work in a peer-reviewed publication.
- 7 staff members received recognition by a professional organization.
- 35 staff members served on CSUCI committees whose work was not related to their respective position description.
- 12 staff members served as advisors to a recognized student club or organization.





For the upcoming academic year, the Division of Student Affairs will focus on the following priorities:

- Formally launch our Alcohol in the Sub initiative to strengthen the student experience, particularly with our Late Night Eats programs.
- Assess formal partnership launched with Chartwells and DSA on Strategic Dining & Campus Life plan focused on Orientation, Late Night Breakfast, Homecoming and Chartwells signature initiatives (such as Joyful, Grateful, etc.)
- Continue to formalize structural operations of our Esports Lounge program with IT, Clubs and VPSAO.
- Increase attendance and attendee experience via assessment for our 2nd Annual Homecoming celebration.
- Continue to evolve our academic support services in the Black & LatinX Cultural Centers to continue retention support efforts for students.
- Build upon our inaugural focused student support services and events for our AAPI student population via our anticipated CSU grant funds to be received this year.
- DSA's theme will be **Building AI into Our Work** to provide student exposure and training, as well as staff training and development for efficiency.