HSU CARES helps first-time freshmen with their transition from high school to college. The phone and email campaigns focused on timely topics for students’ success and engagement. This program is a partnership between ACAC and CalSOAP.

In fall 2020, two peer ambassadors conducted monthly outreach to 442 first-time freshmen by phone or email. Priority was given to those students who did not have a professional advisor through ACAC or EOP.

**Total Number of Contacts:**
- 248 coaching sessions by phone
- 932 targeted emails to students who could not be reached by phone
- 21 out of the 442 students had more than one phone conversation

Throughout, students were encouraged to meet with their academic advisors and RAMP mentors.

**Of the 442 Students who Received an Outreach:**
- 89% registered for the spring 2021 semester
- 88% earned a G.P.A. above or equal to a 2.0

**Common Questions Centered On:**
- Social engagement
- How to access technology
- Synchronous vs. asynchronous learning
- Living on campus under COVID restrictions

**Takeaways from the Fall 2020 Term:**
- Over 90% of students expressed feeling overwhelmed, overworked, and under-resourced.
- The technology survey was helpful as that was a main concern for many students.
- Students wanted more interaction with their academic advisors and earlier in the semester.
- Students liked having multiple peer-to-peer connections to answer their questions and connect them with campus resources.
- They appreciated the monthly “check-in”.
- Students found it helpful in learning how to navigate college to hear about the peer ambassadors’ experiences.