

Exhibit V

July 2007 Emerging Themes

Survey Findings (“Urgent Items”) Linked to Key WASC Criteria for Review and WASC 2000 Letter

Urgent Items from the survey are color coded:

Yellow = 20%-29% of respondents rated as both *Very Important* and *Not Well Done*

Orange = 30%-39% of respondents rated as both *Very Important* and *Not Well Done*

Red = 40% or more of respondents rated as both *Very Important* and *Not Well Done*

Emerging Theme #1 --- Campus Vision and Planning

Item	Students	Admin	Staff	PT Faculty	FT Faculty
Campus Planning and Vision #1 Campus priorities and goals are clearly communicated to all	23% 377	32% 94	15% 318	12% 108	19% 275
Faculty Excellence and Effectiveness #1: The number of full-time tenure track faculty is sufficient.	26% 318	23% 86	30% 247	28% 101	49% 271
Staff Excellence and Effectiveness #1: The number of staff is sufficient.	26% 354	44% 93	48% 318	21% 107	34% 276
Campus Planning and Vision #4: Campus planning for enrollment is adequate.	41% 343	41% 93	28% 288	35% 95	45% 246
Campus Planning and Vision #5: Campus planning balances quality and enrollment.	35% 337	38% 90	23% 277	34% 91	50% 244
Campus Planning and Vision #6: Campus planning processes (academic, facilities, budget) are integrated.	28% 262	47% 91	27% 254	24% 70	39% 217

Rated as both *Very Important* and also *Not Well* done by the campus

WASC 2000 Letter:

- Improving the Program Performance Review Process: Support departments (including sharing good practices) to use PPR as the core quality assurance process (from identify learning goals through assessing them **to use results to improve departmental performance**); Clarify roles of Deans and the use of data

WASC Criteria for Review:

- Institution exhibits integrity in operations – Note fiscal aspects go to Appendix (not for research questions)
- Institution employs personnel in sufficient number
- Faculty and staff recruitment, workload, incentive and evaluation practices are aligned with institutional purposes and objectives
- Fiscal and physical resources are effectively aligned with institutional purposes and educational objectives– Note fiscal aspects go to Appendix
- Institution periodically engages its constituencies in reflection and planning
- Planning processes define and align academic, personnel, fiscal, physical and technological needs
- Planning processes are informed by appropriately defined and analyzed quantitative and qualitative data

Emerging Theme #2 --- Student Learning, Assessment of Learning, Student Writing

Item	Students	Admin	Staff	PT Faculty	FT Faculty
Ensuring Student Learning #5: Undergraduate degree programs ensure the development of <u>writing skills</u>	13% 383	26% 89	19% 287	42% 119	44% 268
Faculty Excellence and Effectiveness #6 Faculty use assessments of student learning to improve programs	24% 344	21% 84	15% 257	7% 113	8% 261

Rated as both *Very Important* and also *Not Well* done by the campus

Faculty Excellence and Effectiveness #6 is ranked 6th (i.e. in Top 7) by students

WASC 2000 Letter:

1. Refining the definition and **improving evidence of learning**: Need an **institution-level definition of learning goals** for students, plus indicators for their achievement, plus what support will be provided to encourage and improve learning results; Use evidence/results to improve not only departments but across University at all levels and all degrees.
2. Continued strengthening of **general education**: Continue to define the goals of the program; **Establish evidence of accomplishing the goals**
3. Improving the **Program Performance Review Process**: Support departments (including sharing good practices) to use PPR as the core quality assurance process (from identify learning goals through assessing them **to use results to improve departmental performance**)
4. Supporting faculty learning and development: Hiring large numbers of new TT faculty is a strategic opportunity to recruit and support faculty committed to the campus learning goals; **Enhance faculty support to promote and improve student learning** (technology and creative/scholarly supports are already in place)

WASC Criteria for Review:

- 1.2 Educational objectives recognized throughout institution and are consistent with stated purposes
- 2.4 Institution's expectations for learning and student attainment are developed and widely shared
- 2.12 Institution ensures that all students understand requirements
- 4.3 Planning processes are informed by appropriately defined and analyzed quantitative and qualitative data

Emerging Theme #3 --- Promoting Student Success and Engagement

Item	Students	Admin	Staff	PT Faculty	FT Faculty
Addressing the Needs of Students #2 Quality financial aid advising is provided to students	23% 363	7% 83	8% 264	6% 90	9% 215
Ensuring Student Learning #3 Students are engaged with faculty in research / scholarship	20% 347	7% 88	10% 261	5% 106	9% 257
Ensuring Student Learning #4 Students are engaged in out-of-classroom learning experiences	20% 373	6% 88	11% 270	9% 107	5% 260
Faculty Excellence and Effectiveness #5 Faculty engage students in their scholarship and creative activities	22% 351	6% 84	9% 255	7% 111	7% 261
Campus Planning and Vision #11 CSUF facilities support a sense of community on campus	23% 381	23% 92	15% 314	16% 111	26% 259
Campus Community and Partnerships #7 Students are engaged with the campus beyond their classes	24% 359	17% 85	19% 254	13% 94	17% 239

Rated as both *Very Important* and also *Not Well* done by the campus

Campus Community and Partnerships #7 is ranked 7th (i.e. in Top 7) by students

WASC 2000 Letter: None

WASC Criteria for Review:

2.12 Institution ensures that all students understand requirements (includes academic advising)

3.5 Fiscal and physical resources are effectively aligned with institutional purposes and educational objectives– Note fiscal aspects go to Appendix