

Student Support Services

Irvine Center

Step 1: Performance Outcome

The Irvine Center will provide the campus climate and support services students need for effective learning.

Step 2: Methods and Measures

In spring 2017, a survey was administered to CSUF students who were identified as taking 6 or more units at the Irvine Center ((n= 1,291). The survey was designed to measure students' experiences at Irvine to address areas related to the campus climate and support needed for effective learning.

Using a 7-point scale, students were asked to rate their satisfaction, degree of helpfulness, or ease of access/use of nine areas of the Irvine Center;

1. Admissions, Registration and/or Titan Card services
2. MCBE Advising
3. Academic Advising
4. Career Advising
5. Library
6. Financial Aid
7. Counseling and Psychological Services
8. Course offerings
9. Overall level of satisfaction

An open-ended questions followed each area for students to indicate what they liked and/or what could be improved.

Students were also asked to select which of the following best described them;

- I just completed my first semester at the Irvine Campus.
- I have been an Irvine Campus student for more than one semester.
- I am a graduating senior and am completing my last semester at the Irvine Campus.

Step 3: Criteria for Success

The standard for success on the outcome is achieved with 75% responding as “satisfied” or “very satisfied” on each of the nine choice items, with emphasis on the Overall Satisfaction rating.

Step 4: Results

A 21% response rate (n=276) was achieved, with 38% of students in their first semester, 56% in their final semester, and 10% in their last semester at the Irvine Center.

Seven of the nine items, 1) Admissions, Registration and/or Titan Card services, 2) MCBE Advising, 3) Academic Advising, 4) Career Advising, 5) Library, 6) Financial Aid, and 7) Counseling and Psychological Services revealed 75% or more of students were either “satisfied” or “very satisfied”. However, given that a significant number of students reported “No experience with” in several areas (MCBE Advising, Career Advising, Financial Aid Advising and Counseling and Psychological Services), caution is warranted in interpreting results on these items. Course Offerings (66%) was the only item that fell below the 75% satisfaction criterion.

The “Overall Satisfaction” result showed that 87% of Irvine Center students were “satisfied” or “very satisfied” with their experiences, with only 10 of 276 students registering dissatisfaction to any degree.

Step 5: Improvement Actions

Improvement actions will be based on open-ended responses from students as well as areas that fell below the 75% satisfaction criterion. With respect to Admissions, Registration and Titan Card services, open-ended responses praised the convenience and immediate services available, but asked for improvements in the form of expanded services (e.g. replenishing Titan Card balances), increasing awareness of Admissions, Registration and Titan Card services by students, and improving customer service. To improve in this area, all Irvine Center staff will be enrolled in a customer service refresher course via Human Resources/Diversity & Inclusion (HRDI).

With respect to Course Offerings, the 22 programs students listed (i.e. Criminal Justice, Psychology, Business, ISDS, Child and Adolescent Studies, and Kinesiology) will be provided to the Assistant Dean for Academic Programs, who will work with department chairs to expand course offerings, particularly in the areas most heavily identified in the comments. Adding GE course offerings and a wider array of scheduled times for course offerings, including nighttime and summer, will also be addressed.