

# STUDENT AFFAIRS ANNUAL REPORT 2000-2001

*Vice President for Student Affairs Office*

*Assistant Deans for Student Affairs*

*Associated Students*

*Career Planning & Placement Center*

*Counseling & Psychological Services*

*Dean of Students Office*

*Disabled Student Services*

*Enrollment Management/University*

*Outreach*

*Financial Aid*

*Honors and Scholars Support Services*

*Housing and Residence Life*

*Intercollegiate Athletics*

*International Education & Exchange*

*Student Academic Services*

*Student Health and Counseling Center*

*TRIO and Gear Up Programs*

*University Learning Center*

*Women's Center/Adult Reentry*



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*Vice President for Student Affairs Office*  
LH 805  
(714) 278-3221 / (714) 278-5300

September 2001

Dear Reader:

It has been another year of great accomplishments and achievements in Student Affairs. We continue to improve in our efforts to provide students with a campus environment that is inviting, supportive, and conducive for learning, and one that contributes to student success. Above all, we have maintained a continued sense of purpose and direction in advancing our mission. In this report you will read about the various activities that we as a division engage in to serve our students. Each department in Student Affairs has compiled information on its accomplishments, the continuing challenges they face, and the goals for the following year. The report summarizes information by individual departments and by the organization as a whole.

Beginning this year, student services will be enhanced with the start of major construction projects including the building of additional campus housing, the expansion of our Student Health and Counseling Center facilities, and the design for a new Student Recreation Center. In addition, new programs have been introduced to campus, including the re-organization and opening of the Multicultural Student Leadership Center, and the revitalization of the Guardian Scholars Program. Our division continues to excel in fundraising from external sources in support of our outreach efforts, with grants and awards totaling \$1,946,092.

It is a pleasure to continue to serve in my role as Vice President and most importantly to be working with such a dedicated group of professionals committed to serving students. I am proud of all that we have accomplished and I look forward to our future endeavors. Please take the time to read our accomplishments and challenges of the past year and review our goals for 2001-2002. We are pleased to share this information with the campus and the community at large.

Sincerely,

Robert L. Palmer, Ph.D.  
Vice President for Student Affairs

**California State University, Fullerton** P.O. Box 6830, Fullerton, CA 92834-6830

The California State University: Bakersfield / Chico / Dominguez Hills / Fresno / Fullerton / Hayward / Humboldt / Long Beach / Los Angeles / Maritime Academy / Monterey Bay / Northridge / Pomona / Sacramento / San Bernardino / San Diego / San Francisco / San Jose / San Luis Obispo / San Marcos / Sonoma / Stanislaus

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# **CALIFORNIA STATE UNIVERSITY AT FULLERTON**

## ***STUDENT AFFAIRS MISSION STATEMENT***

Student Affairs enhances and supports the academic mission of the University. The Student Affairs mission encompasses the dual paradigms of student development and student services and includes building alliances between the classroom and other aspects of campus life. As a partner in the educational enterprise, Student Affairs contributes to the comprehensive educational experience of students. Through myriad services, programs and activities, the intellectual, vocational, personal, social and cultural development of all students is encouraged. Through these programs and services, students are assisted in acquiring the knowledge, skills and insights that facilitate life-long learning, a sense of personal and interpersonal competence and human understanding.

As a resource for students, administration, faculty, staff, alumni and the broader community, Student Affairs provides a wide variety of university services. These services meet the needs of students as they progress through their college experience and also include problem solving, research assistance and consultation. With a diverse and comprehensive set of responsibilities, Student Affairs contributes to the campus community a special perspective about students, their experience, and the campus environment.

10/98

# **STUDENT AFFAIRS SERVICES TO STUDENTS AND THE GREATER CAMPUS COMMUNITY**

- Assist students in the successful transition to college.
- Encourage development of positive interaction among students and a sense of community within the institution.
- Design opportunities for leadership development.
- Provide opportunities for recreation and leisure time activities.
- Help students clarify career objectives, explore options for further study, and secure employment.
- Create opportunities for students to expand their aesthetic and cultural appreciation.
- Provide services that support the educational, career, social and recreational objectives of students with disabilities.
- Provide health services for all registered students.
- Provide personal and educational counseling services to students.
- Ensure the orderly and efficient administration of residence life and provide a living environment for students that is safe, clean, and well maintained.
- Provide a variety of academic support services to students (e.g., tutoring, mentoring, developmental courses).
- Provide student testing services.
- Facilitate the opportunity for participation in student clubs and organizations.
- Provide special services to meet the needs of international students.
- Conduct research, provide and interpret information about students during the development and modification of institutional policies, services, and practices.
- Assume leadership for the institution's response to student crisis.
- Serve as a resource to other members of the University Community in their work with individual students and student groups.
- Encourage faculty-student interaction in programs and activities.
- Advocate and help create ethnically diverse and culturally rich environments for students.
- Support and advance institutional values by developing and enforcing behavioral standards for students.
- Advocate student participation in institutional governance.
- Plan, conduct, and evaluate outreach and recruitment activities to help ensure that institutional enrollment objectives are accomplished.
- Provide leadership in university-wide enrollment management activities.
- Provide effective and judicious management of Student Affairs resources.
- Encourage students to study abroad through promotion and advisement efforts.
- Provide financial assistance to those students that without such assistance would not be able to meet their degree objectives.
- Provide a comprehensive intercollegiate athletics program, focused on the positive development of the student athlete and on providing campus community athletic events.



# STUDENT AFFAIRS STAFF INFORMATION

## VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE

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### Vice President for Student Affairs

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## Vice President for Student Affairs Office

### MISSION STATEMENT

The Vice President for Student Affairs Office facilitates, implements and assesses Student Affairs planning strategies, allocates resources, administers and coordinates comprehensive student programs and services related to student growth and development to create a learning environment where all students have the opportunity to succeed.

### ACCOMPLISHMENTS

- Began construction of additional 400 beds on-campus for housing. Construction to be finished in July 2002 and new housing occupied in fall semester 2002.
- Moved the Athletics program forward by increasing support and resources for Intercollegiate Athletics goals.
- Provided leadership in university-wide activities and programs such as Honors Convocation, Student Fee Advisory Committee and other campus wide activities.
- Acted in advisory capacity to the Associated Students in the successful passage of the Instructionally Related Activities Fee referendum.
- Year Round Operations project required additional services on the part of Student Affairs programs. Provided services to over 500 students during the summer session of 2001.
- Continued to increase collaboration both within and outside of the division of Student Affairs as evidenced by Fullerton First Year and other first year programs.
- Coordinated staff and faculty development programs, Honors and Scholars Center, Summer Bridge, University Learning Center and New Student Orientation.
- Revitalized and reorganized the Guardian Scholars Programs, which now serves over 30 students.
- Began construction on Student Health and Counseling Center addition; which will house Counseling and Psychological Services and physical therapy services.
- Opened the Multicultural Student Leadership Center; that provides programs and services related to leadership training and multicultural activities and events.

### CHALLENGES

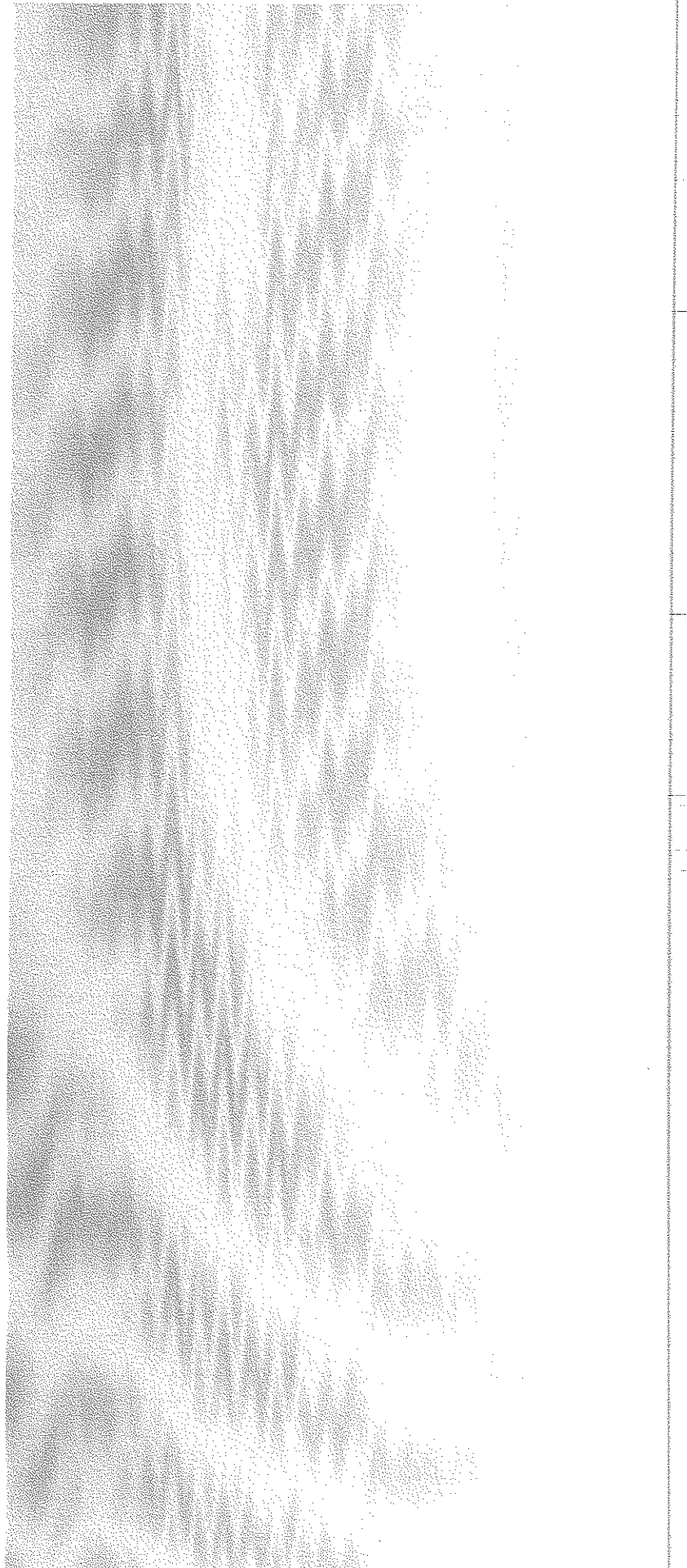
- The creation and implementation of a comprehensive plan for fundraising and development in the division.
- Publication of a division newsletter and information booklet.
- Acquiring necessary funding to provide a student-focused research agenda, including common practices in evaluation and assessment across the division.

### GOALS 2001-2002

- Create infrastructure to gather information about students through increased research, assessment, data collection and dissemination.
- Improve coordination of technology efforts across the departments in the division.
- Assess the impact of Year Round Operations on Student Affairs programs and services and begin to plan and implement changes based on assessment results.
- Review procedures for handling crisis on campus and educate campus community about procedures.
- Continue efforts to support Distance Learning through appropriate student services and programs.
- Provide leadership for Student Affairs facilities and space related project such as the new housing project, Student Health and Counseling Center addition, Physical education building renovation and Recreation Center; participate fully in the Master Development Planning Project.
- Take a leadership role in addressing the alcohol use, abuse and education issues on campus.
- Participate fully in the campus efforts to promote Service Learning as a viable pedagogy.
- Explore options for additional student housing.
- Work with appropriate administrators to stabilize the Department of Athletics budget.
- Provide leadership in developing and planning student services for El Toro.

## **PUBLICATIONS**

- Continued the successful publication of the Dimensions Journal. (Assistant Deans)
- Distributed 1,500 copies of the "Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper" to faculty for distribution in their classes. (Dean of Students)
- Published Employer Guide, and expanded scope of Job Search Guide for students. (Career Planning and Placement)
- "Where Have They Gone? An Employment Survey Report of Class of 1999 Cal State Fullerton Graduates" (including searchable database on web by major). (Career Planning and Placement)
- Job Search Guide: 2000-2001. (Career Planning and Placement)
- Employer Guide: A guide to services for employers from Cal State Fullerton. (Career Planning and Placement)
- Senge, J.C.; Dote-Kwan, J.; Luech, A.H.; Clarke, L. (2001). "Selecting Assistive Technology for Greater Independence," (Disabled Student Services)
- "ICL, Model for Admissions Training, 10 Years of Experience". (Enrollment Management)
- Housing and Residence Life Calendar/Handbook. (Housing and Residence Life)
- Newsletter: Resident Student's Association. (Housing and Residence Life)
- Newsletter: Housing and Residence Life. (Housing and Residence Life)
- "Betwixt and Between: Undocumented Aliens and Access to U.S. Higher Education". (International Education and Exchange)
- ULC Staff Manual. (University Learning Center)
- Revised ULC Web site. ((University Learning Center)
- Revised ULC Brochure. (University Learning Center)
- Womansage - provided articles for 7 issues. (Women's Center)



**2000 - 2001**

**EXTERNAL FUNDRAISING/ACCOMPLISHMENTS**

**Federal Grant Awards**

• Upward Bound - Santa Ana	\$346,717
• Upward Bound - Norwalk and Whittier	\$301,000
• Upward Bound Math & Science	\$216,000
• Ronald E. McNair Program	\$203,700
• Gear Up! Anaheim	\$203,785
• Student Support Services	\$206,328
• Computer Science, Engineering & Math	\$4,192
Total Federal Grants	\$1,481,722

**State Grant Awards**

• Workability IV Contract with	
• California State Dept. of Rehabilitation	\$98,400
• California State Dept. of Education	\$40,965
Total State Grants	\$139,365

**Other Funding Accomplishments**

• Bank Of America	\$2,625
• Chase Manhattan	\$750
• Citibank	\$700
• College Loan Corp.	\$1,000
• Educaid	\$3,375
• EFSI	\$2,500
• Orange County Teachers Federal Credit Union	\$825
• Sallie Mae	\$4,175
• Washington Mutual	\$1,675
• Wells Fargo	\$2,475
• NAFSA for "Introducing my Culture"	\$1,950
• General Electric Corporation ELFUN	\$2,802
• California Commission on Improving Life Through Service, Cesar Chavez Week	\$4,250
• Sierra's Light Foundation	\$1,500
• AmeriCorps	\$23,620
• KNBC Minority Graduate Fellowship	\$8,000
• Alumni Association	\$30,000
• CSUF Employee Partner	\$4,000
• Stuart Foundation	\$72,471

• It's Our University	\$1,322
• Kathleen E. Faley Memorial Special Games	\$50,000
• Jenkins Family Foundation	\$35,000
• Hahif Family Foundation	\$3,000
• Los Angeles Times Scholarship	\$2,500
• Hispanic Scholarship	\$33,000
• MESA/MEP Grant/Scholarship	\$18,159
• TELACU	\$6,500
• Peggy Hammer Scholarship	\$6,831
Total Fundraising	<u>\$325,005</u>

Total Outside Funding Generated by Student Affairs \$1,946,092

## 2000 - 2001 Presentations

Over 40 presentations were given at regional and national conferences including those sponsored by:

- National Association of Student Personnel Administrators, NASPA Regional Conference.
- National Association of Student Personnel Administrators, NASPA National Conference
- Pacific Association of College and University Residence Hall (PACURH) 2001 Annual Conference
- Western Association of College and University Housing Officers 2001 Annual Conference
- National Association of Colleges and Employers National Meeting
- San Diego State University Leadership Conference
- National Orientation Directors Association
- Center for Academic Integrity National Conference
- California Association of Post-secondary Education and Disability (CAPED)
- Board of Governors and the California Community College Chancellor's Office 10th Annual Conference
- Institute for Contemporary Leadership (ICL) Annual Conference
- Fifth Annual Conference on Assessment

Over 50 Presentations/ Workshops/ Seminars were given at community-oriented events, including those sponsored by:

- Long Beach City College
- Whittier College
- North Orange County Second Step Program
- YWCA
- Yorba Linda Library (Three Part Series on Domestic Violence)
- Western State University, College of Law
- Advanced Placement Counselors Conference
- California State University Fullerton
- Families Forward, Irvine, California
- CSU Long Beach, Department of Educational Psychology

- Cooperative Education and Internship Association, Irvine.
- Placentia - Yorba Linda Unified School District Parent's Night
- College Night Huntington Beach Union High School District
- CSUF Fall Preview
- CSUF Transfer Fair
- Cal State Fullerton Day
- Refugee and Immigrant Forum
- Lecture and Tour of Little Saigon
- Human Services Commission of Orange County
- Peer Health Educators
- P.A.S.S. Program
- Women's Transitional Living Center (WTLC)
- Long Beach City College



## ASSOCIATIONS AND ORGANIZATIONS

Western Association of Educational Opportunity Personnel (WESTOP)

\*Association of College Personnel Administrators (ACPA)

California College Personnel Association (CCPA)- a state division of ACPA

\*California Association of Student Financial Aid Administrators (CASFAA)

\*Western Association of Student Financial Aid Administrators (WASFAA)

National Association of Student Financial Aid Administrators (NASFAA)

\*Western Association of College & Employers (WACE)

\*National Association of Colleges & Employers (NACE)

California Association of Marriage & Family Therapists (CAMFT)

American Psychological Association (APA)

\*National Association of Student Personnel Administrators (NASPA)

National Intramural Recreational Sports Association

\*Association of College Unions, International (ACUI)

Auxiliary Organization Association (AOA)

American Association for Higher Education and Disability

American Association of College Administration Professionals

\*National Orientation Directors Association (NODA)

National Campus Child Care Coalition-CSU's Children Centers

Association for Student Judicial Affairs

Center for Academic Integrity

\*California State University Emeritus and Retired Faculty Association

California Educational Placement Association (CEPA)

National Collegiate Honors Council

American Studies Association

American Society for Legal History

\*National Academic Advising Association (NACADA)

\*National Association for College Admission Counseling (NACAC)

\*Western Association for College Admission Counseling (WACAC)

WACUHO

Western Association of Branch Campus Administrators (WABCA)

College Sports Information Directors of America

National Collegiate Baseball Writers Association

National Collegiate Basketball Writers Association

\*African American Faculty and Staff Association, CSUF

American Counseling Association-American College Counseling Association

California Association of Post-Secondary Educators of the Disabled (CAPED)

California Association for Counseling and Development-California Career Development Association

\*California Registry of Professional Career Counselors and Paraprofessionals

National Council of Writing Program Administrators

National Council of Teachers of English

\*Association of Fraternity Advisors (AFA)

\*National Association for Campus Activities

Western Association of Student Employment Administrators (WASEA)

\*Counseling Center Directors in Higher Education

National Association of Athletics Coordinators (NACC)

National Athletic Academic Advisors Association (NAAAA)

\*NAFSA-National Association Foreign Studies Association

Association of International Educators, part of NAFSA

\*Council of Advisors to Foreign Students & Scholars (CAFSS)

\*Southern California International Careers Consortium  
American Research Association

National Association for College Admission Counseling  
(NCAC)

National Fastpitch Coaches Association

National Association of Collegiate Marketing Administrators  
(NACMA)

National Association of Collegiate Directors of Athletics  
(NACDA)

National Association of Collegiate Women Athletic  
Adminstrators (NACWAA)

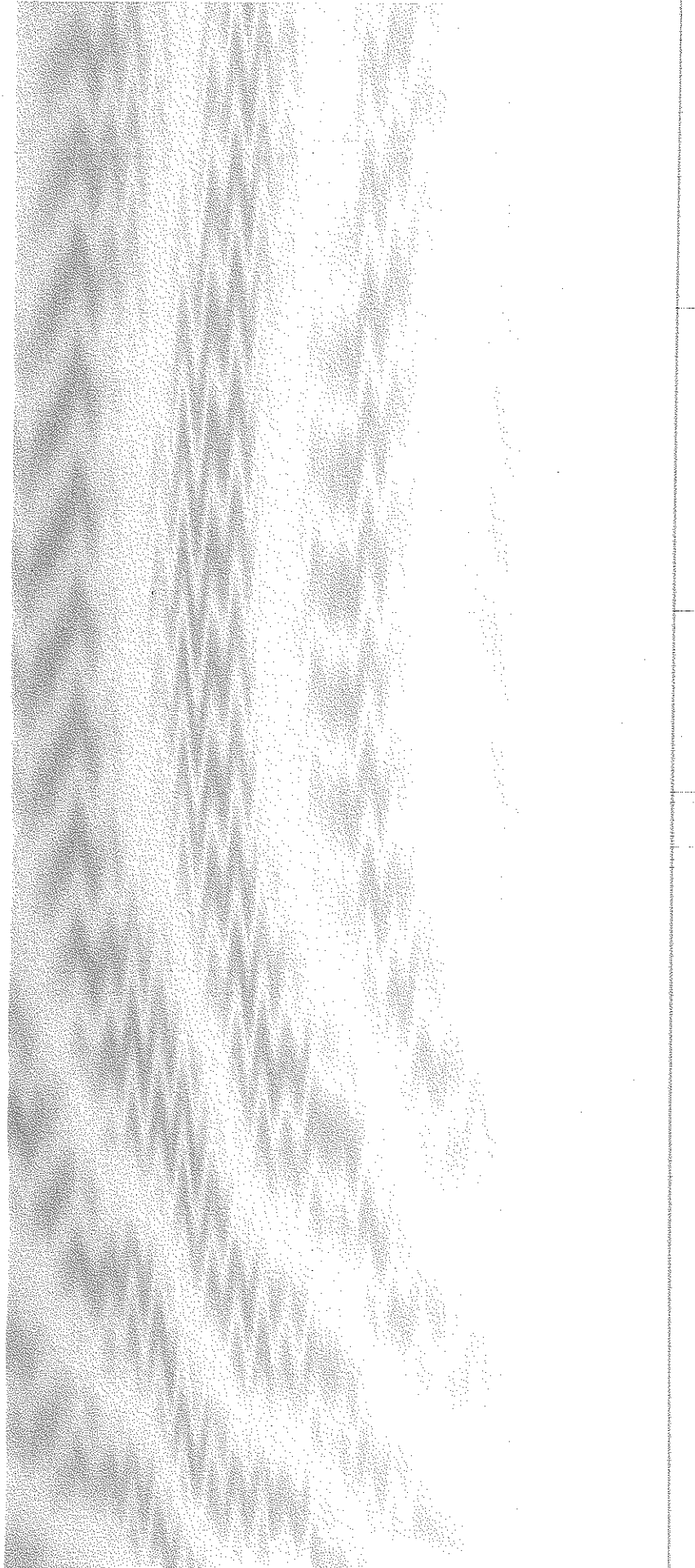
\*National Collegiate Athletic Association (NCAA)

Council for Opportunity in Education (COE)

National Society for Experiential Education (NSEE)

Association for the Study of Higher Education

\*denotes position of leadership in this organization



## Assistant Deans for Student Affairs

### MISSION STATEMENT

The Assistant Deans for Student Affairs assist students in their matriculation at the university by providing an environment conducive to academic and personal growth. The Assistant Deans serve a vital role representing the Division of Student Affairs within each college. Actively working with students, faculty and staff, the Assistant Deans integrate the holistic developmental philosophy of student affairs within the academic setting and engage the entire university community in the total university experience.

### ACCOMPLISHMENTS (All Deans)

- Worked with Enrollment Management / University Outreach to clarify recruitment, yield and retention issues in each college.
- Worked with department chairs to ensure commitment for faculty presence during New Student Orientation; increased the number of students participating in New Student Orientation.
- Worked extensively on the Birch Street Brea Project.
- Increased participation of students at all class levels in probationary workshops.
- Developed receptions, scholarships and award ceremonies to recognize student success.
- Participated in Welcome to Fullerton, Fall Preview and Transfer days, the AP Regional Conference, and Fullerton College's CSUF Transfer Day.
- Developed recruitment materials and gave presentations on and off-campus.
- Participated in Fullerton First Year and Leadership Institute programs.
- Reorganized retention and recruitment plans for high schools and community colleges.
- Coordinated and developed scholarship programs.
- Recognized students on the Dean's List with letters and awards.
- Continued oversight responsibilities for advising centers.
- Developed and supervised tutoring center.

- Continued research, assessment and evaluation efforts.
- Surveyed students to determine perceived needs at a new location for the branch campus.
- Conducted alumni satisfaction survey.
- Assessed the colleges' retention and recruitment efforts.
- Researched CSU campuses and Community Colleges south of San Luis Obispo relative to major in College.
- Assessed the effectiveness of probationary workshops.
- Conducted annual commencement survey.
- Developed strategies to further facilitate the success of student clubs and organizations.
- Supported existing Interclub Councils and development of an ICC where none previously existed.
- Continued to provide substantial support to students involved in Business and Communication Week.
- Developed a web presence for active student organizations.
- Worked with Career Planning and Placement to improve programming and industry information utilizing specialists in Arts, Communications and Business; developed space for a staff member in the college on a part-time basis; invited staff to participate on Business Week Task Force.
- Provided support to Career Advising.
- Collaborated with Disabled Student Services to provide support to students.

### CHALLENGES

- Develop learning communities.
- Finding ways to bring alumni into the life of the college.
- Compiling meaningful statistical data on graduates.
- Obtaining staff support in each of the colleges.

## **GOALS 2001-2002**

- Collaborate with Enrollment Management/University Outreach to clarify retention issues.
- Continue research, assessment and evaluation efforts.
- Develop strategies to assist student clubs and organizations to succeed.
- Increase working relationships and collaboration with other Student Affairs units.

## **Assistant Dean for Student Affairs COLLEGE OF THE ARTS**

### **ACCOMPLISHMENTS**

- Worked with Disney and California Adventure to provide an on campus audition day. Provided an opportunity for interested students to secure employment and a professional audition.
- Laid groundwork for moving clubs from DAC funding to ICC funding under the AS. This organization will provide more students with leadership opportunities, help coordinate presentations and planning among the groups, and allow for a more fluid allocation of resources.
- Provided departments with revised annual commencement survey. Collected data on majors, occupations, future educational plans, and persistence of studio work or performance.
- Worked with department chairs to ensure commitment for faculty presence during New Student Orientation during Summer 2001. Served 150 entering freshman during orientation.
- Continued developing student community with a Dean's Picnic, training and development for club officers, and End of Year Recognition Event for club officers and faculty advisors.
- Worked extensively on the Brea project. Coordinated the gallery opening, produced the street performances, and organized private opening gala. Coordinated plans with city, University and student performers.
- Continued to develop residential program at Grand Central Art Center including revisions to the housing agreement, development of community standards, and negotiating continual facilities issues.

### **CHALLENGES**

- Continue to pursue adequate support staffing to help meet programmatic goals such as enrollment management, career development and leadership training.
- Continue to develop instruments to assess delivery of services necessary for student success including access to computers, availability and effectiveness of advising, post graduation job placement, etc.
- Continue to define relationship between Grand Central Arts Complex and the Assistant Dean's office.
- Development of recognized and supported integrated academic/student life programs to serve student needs.

### **GOALS 2001-2002**

- Develop closer ties with Career Planning and Placement Center and Art department: work closely with industry representative to develop targeted pre-professional workshops including internships, portfolio development, and job searching skills.
- Revise and refine the administrative protocol for the Grand Central Art Complex, including a revision of the Terms and Agreements, development of a residential living guide. Continue to develop structured community development programs with the residential staff.
- Increase assessment efforts: develop assessment tools to help identify at risk students; refine commencement survey to include assessment of services provided to students during their tenure.
- Work with student clubs and organizations to develop an Inter Club Council for the arts to provide additional leadership opportunities for students, to identify additional funding sources for student sponsored activities and to develop stronger ties between performing arts and visual arts.
- Continue to develop college programming which addresses community building within the college to provide a collegial environment for students, staff and faculty through programs such as the Dean's picnic and the end of the year recognition banquet.

**Assistant Dean for Student Affairs**  
**COLLEGE OF BUSINESS AND ECONOMICS**  
**(CBE)**

**ACCOMPLISHMENTS**

- Increased service to probationary students through CBE, Cares About Your Success. The program targeted all class levels to participate in the probationary workshops. The program's total population was 785 students which was a 215% increase from 1999-2000. The program had 50% of the target population participating in the program. The program served 393 students, a 209% increase from 1999-2000.
- Improved the overall planning for Business Week by sending invitation letter to prospective speaker in July, meeting with the student task force early in the fall semester, and partnering with the Career Planning and Placement center.
- Increased faculty involvement, a total of 12 faculty members required their courses (18 courses) to participate. About 1,300 students attended the Business Week event with 920 students directly from the 18 courses.
- Tips for Performing an Informational Interview presentations were presented to the courses participating in the Breakfast with the Professionals event.
- Increased the involvement of the Career Planning and Placement Center. The Career Planning and Placement Center provided two staff members to participate on the Business Week Task Force and to handle all of the administrative functions of the Business Week Breakfast with the Professionals and Career Expo.
- The CBE tutors served 544 students in the fall and 722 students in the spring for a grand total of 1,266 students for the year. The CBE tutors held 1,271 tutoring sessions for the spring 2001 semester.
- An online appointment program was implemented during the spring semester for students to make appointments and for tutors to check tutoring schedules.
- Coordinated selection process and served as advisor to the CBE Dean's Scholars.
- Coordinated the Dean's Honor List Receptions. In the 2000 fall semester, 220 students were honored for their academic excellence. In the 2001 spring semester, 260 students received recognition.
- Increased scholarship funds by 13% (\$5,750) and an endowment by \$7,730.

- Developed and implemented a Presidential Mixer and forum to promote faculty/student interaction, increase collaboration among student groups, and improve communications throughout the year. All business student organization Presidents and Vice-Presidents, faculty advisors, department chairs and college deans were invited. Each semester over 22 students and 12 faculty members attend.
- Coordinated special events: Scholarship Donors' Thank You Luncheon, Dean's Honor List Receptions, CBE Awards and Scholarships Ceremony.
- Coordinated a Workshop for Fall Preview Day and Welcome to Fullerton Day and assisted with the general coordination of events.
- Coordinated CBE efforts for the High School Counselors Reception and the Advanced Placement Teachers Conference.
- Coordinated the CBE efforts for the Parent Orientations and Transfer Student Orientations through New Student Orientations. Assisted with the coordination of the Freshmen Student Orientations.

**CHALLENGES**

- An increasing demand for new programs and students' services will challenge existing staff work load.
- Providing a consistent and high level of services with limited resources for programming and students' services, will also be a challenge.

**GOALS 2001-2002**

- Continue to improve the overall planning for business week.
- Increase publicity to faculty.
- Continue the involvement of the Career Planning & Placement Center.
- Increase participation of first-time freshmen.
- Increase Participation of Probationary Students.
- Continue to assess the effectiveness of the probationary workshops.

- Administer an assessment survey for students who participated in the program from the previous years.
- Continue to Increase Visibility and Awareness of the Tutoring Center.
- Provide information at New Student Orientations sessions.
- Create a CBE Tutoring Center brochure.
- Develop stronger working relationships with faculty.
- Update the CBE Tutoring Center website.
- Continue to Improve Customer Service.
- Create partnership with University Learning Center for tutor training.
- Design and Implement a Customer Satisfaction Survey.
- Assess students each semester.
- Develop clear mentor/mentee expectations in Mentor Program.
- Increase utilization of the CBE Executive Council Mentoring Committee.
- Increase interaction between the Mentor and Mentee.
- Develop activities/events that facilitate interaction and greater communication.

## **Assistant Dean for Student Affairs COLLEGE OF COMMUNICATIONS**

### **ACCOMPLISHMENTS**

- Emphasis on developing collaborative partnerships with staff, faculty and students in the College of Communications. Focused on relationship building that continued to lay the foundation for fostering collaboration.
- Involved administration, staff and faculty in efforts to further enhance student services, which included securing new space for the advisement center, internship office, student leadership office, CommWeek office and TSU mini satellite office.
- Served as an advisor to student taskforce and partnered with the college webmaster to further enhance the CommWeek website.
- Developed a working relationship with the new Career Center Industry Specialist to develop projects relevant to College needs.
- Continued to plan and coordinate department involvement in University Outreach events on behalf of chairs and College of Communications administrators.
- Continued to develop recruitment display to represent all areas of academic and co-curricular learning. Expansion of this ongoing project serves to exhibit the varied programs and diversity in the College of Communications.
- Involved professors in programs and activities by providing support and resources that enhanced their faculty projects.
- Provided quality advisement, counseling and other support services that enhance learning and contribute to retention Efforts.
- Administered small group sessions as part of the Probation Advisement Program, and conducted individual counseling appointments for probation and academically disqualified students.
- Collaborated with Communications Librarian on a UPI grant that developed a research skills component that was added to the workshop format. Five videos were developed specifically for Communications students, including a faculty cameo in each 15-minute production. Currently available to all students, via the CSUF Library website.

- Continued to provide College Advisement Center oversight; facilitated peer mentor program in the new location at College Park
- Continued to produce a 4-page monthly newsletter, "Communiqué", for Communications students.
- Fostered the development of college-based student organizations that promote leadership development.
- Recognized student contribution to the college: awarded 2001-02 Student Leadership Awards.
- Successfully worked with Associated Students student representatives and secured Associated Students funding to develop an Inter-club Council (ICC). Working closely with the student executive board, we developed and implemented SOAR, the college's first interclub council.
- Forged alliances with faculty advisors and maintained consistent, positive connections with all clubs/organizations.
- Established and maintained WEB presence for all active student organizations, including a new site for SOAR, NSSH-LA, IABC, Peer Mentors and CommWeek Student Taskforce.
- Collaborated with fellow Assistant Deans to edit University sponsored scholarship publications and to provide scholarship workshops in a systematic effort to increase student awareness, access, and preparation for successful application submission.
- Participated in campus-wide Undergraduate Advisor Network; distributed updated handbook to new faculty and sequence heads.

#### **CHALLENGES**

- Continued need for integration and coordination of concerted efforts between Student Affairs and Academic Affairs.
- Continued need for clerical and graduate assistant support to further expand and enhance services to students in the College.

#### **GOALS 2001-2002**

- Continue to coordinate and/or provide logistical support for College of Communications special projects, such as website development, E-mentoring project and commencement.

- Continue to forge partnerships with Student Affairs directors to provide increased services to Comm students (specifically the Learning Center and the Honors and Scholars Program).
- Continue to provide students with quality advisement, counseling and other support services; implement expanded website services within the college.
- Complete final phase of the new College Park student leadership and advisement center facilities.

### **Assistant Dean for Student Affairs COLLEGE OF ENGINEERING AND COMPUTER SCIENCE (ECS)**

#### **ACCOMPLISHMENTS**

- Initiated partnerships with top feeder local community colleges. Met with counselors in the area of engineering and technology, and computer science to create a connection with ECS faculty and community college faculty.
- Planned and implemented enrollment management activities including: High School Counselor/ Teacher Roundtable, Fall Preview Day, Transfer Fairs, and High School College nights and printed all ECS engineering undergraduate view sheets.
- Coordinated systematic mailings to prospective students (both applied and admitted).
- Fostered student leadership and development through ECS Open House BBQ, Freshmen Pizza Social, and advisement of ECS Inter-club Council.
- Coordinated ECS efforts for New Student Orientation 1999-2000 and Welcome Back Picnic.
- Planned and advised ECS and Career Expo Week, spring 2001
- Organized and strategized a comprehensive enrollment management plan with attention to recruitment and retention targeting feeder high schools and community colleges to CSUF
- Coordinated ECS scholarships, Awards Brunch, and Commencement Reception.



- Coordinated ECS efforts for Welcome to Fullerton Day, College of Science Engineering and Mathematics (CSEM) scholarships and with First Year programs to create new programs; Engineering major's community.

### **CHALLENGES**

- Recruitment for Engineering majors.
- Create and implement assessment strategies for the ECS enrollment management plan.

### **GOALS 2001-2002**

- Create, implement, and maintain assessment strategies for ECS enrollment management plan.
- Continue to assess recruiting efforts with an emphasis on Engineering majors.
- Work closely with department of Computer Science, Engineering Division and the New ECS Dean to strengthen departmental relationships.
- Work much closer with MESA Engineering Program and MEP.
- Improve ECS student involvement with the ECS Inter Club Council and Associated Students.
- Create a stronger liaison between student organization advisors and ECS Inter Club Council and Assistant Dean.
- Create stronger communication between Internships and ECS departments.
- Begin to build ECS week into a student run program.

## **Assistant Dean for Student Affairs COLLEGE OF HUMAN DEVELOPMENT AND COMMUNITY SERVICE (HDCS)**

### **ACCOMPLISHMENTS**

- Coordinated enrollment management efforts for HDCS including 100 college and high school visits, classroom presentations and faculty/student workshops.
- Coordinated HDCS involvement in Fall Preview Day, Transfer Day and Welcome to CSUF Fullerton Day.
- Yielded 34% of HDCS (all university outreach efforts) applications (23% freshmen and 49% transfers).

- Coordinated the "yield telephone calls" for HDCS.
- Initiated Assistant Dean involvement in the Birch St. Brea Project.
- Attended a CSU Information Competency Project.
- Identified space/resources for CPP/Charlene Mathe for HDCS career services.
- Collaborated with Financial Aid to design a Teacher Education financial aid rubric for potential teachers.
- Coordinated New Student Orientation session for HDCS.
- Initiated the HDCS plan for an Inter-club Council/Deans' Pizza Exchange.
- Advised students/division chairs regarding faculty complaints/resolutions.
- Acknowledged student academic performance by mailing personalized letters to Dean's list students.
- Met with National Council for Accreditation of Teacher Education (NCATE) accreditation team; assisted with the reaccreditation celebration (NCATE and California Commission on Teacher Credentialing (CTC).
- Informed HDCS staff of courses needed to complete for the Human Resources Customer Service Certificate.

### **CHALLENGES**

- On Hold: "stop-out" effort, HDCS retention plan (graduate study data will feed this effort), longitudinal study (need the assistance of the Research Director)
- Increased student need.
- Limited office space.

### **GOALS 2001-2002**

- Research HDCS graduate students/analyze and write results; present graduate study results to a national or regional conference; initiate journal article of results.
- Initiate Dean's Office student assistant training for HDCS.
- Initiate Inter-Club Council for HDCS (Pizza with the Dean).

- Write student demographic and major profiles for HDCS and departments.
- Present HDCS student data at dean's retreat.
- Initiate pilot program of CAD Alumni.

## **Assistant Dean for Student Affairs College of Humanities and Social Sciences (HSS)**

### **ACCOMPLISHMENTS**

- Hosted three All-Psychology Dept. Student Organization meetings to facilitate sharing of resources and department-wide student planning.
- Served on campus wide committee to plan and implement faculty advisor appreciation reception and present Advisor of the Year award.
- Added "Outstanding Contributions to Student Success" to College of Humanities and Social Sciences Outstanding and Distinguished Faculty Awards.
- Chaired work group to address issues of the College. Established standards to address problems with the old awards ceremony and presented them to the Chairs Retreat.
- Served as material support for Afro-Ethnic Community Ensemble. The College has proposed this organization as a possible fundable project for its upcoming partnerships with University Advancement Foundation.
- Served as resource and support for Asian American Studies and Asian Pacific Student Association for their expansion of Asian Week to Asian American Culture Week.
- Developed promotional materials for outreach to reflect career exploration themes (college brochure, career compass, and career compass handouts).
- Served on American Humanics Planning Committee to provide academic-student affairs-community joint program to prepare students for careers in nonprofit sector. Served as liaison between American Humanics/Dean of Student Office and Humanities and Social Sciences departments and programs that showed interest in developing more joint programs.
- Provided advising and support to Career Advising for various activities, such as a program on careers in community college teaching, and a publication on careers for liberal arts majors. With support from Career Planning and Placement Center, Pre-Law Advising (Departments of Political Science and Criminal Justice), Center for Careers in Teaching, and Health Professions (College of NSM):
- Reorganized HSS New Student Orientation to include sessions on career exploration and preparing for careers in the professions.
- Working towards the establishment of an advisory board for College.
- Coordinated College's participation in Concert Under the Stars.
- Created three new alumni databases for College of HSS alumni: alumni VIP's (Public Affairs), recent alumni (Admissions and Records and Career Planning and Placement), and involved alumni (Alumni Association).
- Administered alumni satisfaction survey to both recent graduates and alumni.
- Coordinated College's participation in Fall Preview Day, Welcome to Cal State Fullerton Day, the Advanced Placement Regional Conference at Cal State Fullerton, Transfer Day, and Fullerton College's CSUF Transfer Day.
- Coordinated events among the 26 departments of the College of HSS and facilitated to improve lack of effective communication between student organizations.
- Presented workshop scholarships to 10 students.
- Established "New Transfer Student Leadership Scholarship" to be awarded in fall 2001.
- Coordinated spring 2001 College of HSS Chairs Retreat.
- Produced bi-weekly newsletter for student leaders to increase communication between the college of HSS and student leaders.
- Hosted and organized monthly Dean's Council, composed of representatives from Associated Students and departmental student organizations.

- Created a world wide web-based workshop on identifying scholarships for students.
- Initiated plan for after hours student advising center, to open in fall 2001 staffed by Graduate Assistants, open Monday-Thursday, 5-7 pm.

### **CHALLENGES**

- Among the 26 departments and interdisciplinary programs of the College of HSS, there are incidents of student organizations planning parallel recognition events due to lack of communication between student organizations.
- Few support mechanisms for faculty advisors to advise student organizations in the college. The quality of advising that students are currently receiving, and the sheer number of students currently in the major remain underserved.

### **GOALS 2001-2002**

- Work towards encouraging students and their advisors to start thinking about the range of career opportunities available to students in HSS.
- Work towards bringing College of HSS alumni into the life of the college.
- Support student organizations and their faculty advisors in the College of HSS.
- Create a shared community of students, staff, and faculty in the College of HSS.
- Promote early and continuous exploration of careers for students in the College of HSS.
- Create opportunities for alumni to be more involved in the daily life of the College of HSS.
- Encourage departments to communicate with alumni through their departmental associations, newsletters, and college or university sponsored events.
- Implement college-based enrollment management plan in collaboration with faculty and departments.
- Organize recruitment campaign for College of HSS majors aimed at continuing and undeclared new students (posters, department brochures, promotional items).
- Complete study of retention by department for the College of HSS.

- Promote stronger working relations between College of HSS departments, EOP, and TRIO programs.

- Increase leadership impact on the Division of Student Affairs and the Colleges by Assistant Deans.

- Increase communication between departments/college and students and reengineer policies and procedures for students at CSUF so that they are reasonable, fair, and student-centered.

### **Assistant Dean for Student Affairs Mission Viejo Campus (MVC)**

#### **ACCOMPLISHMENTS**

- Continued to have advising responsibility for all majors (72% of 1,600) other than Business and Economics.
- Performed individual probation advising and arranged for removal of registration holds and provided graduation checks for 52 Liberal Studies majors.
- Provided "Information Booth" advising and services in the MVC quad during the first week of the fall and spring semesters.
- Increased support services to faculty and candidates in the Multiple Subject Credential Program and continued to provide advising for the credential program and for majors leading to the credential program.
- Arranged for overviews for the Single Subject and Special Education credential programs. Supplemented overviews for the Multiple Subject credential.
- Worked with Special Education to improve communication with staff and students at MVC and arranged for frequent advising and overview workshops.

#### **CHALLENGES**

- Bringing together all necessary individuals to insure a smooth transition for student affairs from the Mission Viejo location to a new location.
- Insure that sufficient funding is available for Student Affairs and TSU programs at a new location.
- Providing adequate testing space for disabled students during exam periods.

- Keeping current with the increasing variety of technology necessary to help disabled students achieve their academic goals.
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- Keeping current with the increasing variety of technology necessary to help disabled students achieve their academic goals.

#### **GOALS 2001-2002**

- Conduct successful search for a SSP 1B, Program Assistant; increase to 1.0.
- Continue to increase support services for the Multiple Subject Credential Program.
- Work with Director of Mission Viejo Campus, Student Affairs and Titan Student Union staff to insure that the co-curricular needs of students are met at a new location.
- Collaborate with Student Affairs staff to insure that sufficient programs are offered at a new location.
- Work with Public Affairs and Extended Education to develop a public relations and advertising campaign necessary to publicize a new location to a variety of constituents. Secure funding for such a campaign.
- Increase student attendance at the annual graduation reception.
- Contact all new admits during the third week of each semester.
- Contribute to the recruitment, enrollment, retention and graduation of students through the provision of essential services that support involvement in active learning and academic success.
- Encourage comprehensive student learning and development by: Creating and facilitating experiences, programs and other opportunities to extend curricular instruction beyond the classroom.
- Provide intentional co-curricular learning experiences through counseling, mentoring, workshops and instruction, that directly contribute to student personal and career goals.

- Contribute to the design of an overall campus community that results in a caring and diverse campus community where meaningful involvement in campus life and positive interaction is promoted.

### **Assistant Dean for Student Affairs College of Natural Sciences and Mathematics (NSM)**

#### **ACCOMPLISHMENTS**

- Strengthened the existence of the college based clubs and organizations.
- Informed NSM faculty and staff about the Assistant Dean's responsibilities and services as a resource.
- Increased awareness of OCSAMS and its services among the NSM students.
- Continued the successful publication of the Dimensions Journal.
- Planned and implemented a successful 18th Annual Awards Banquet.
- Developed and executed a year round enrollment management recruitment plan.
- Explored ways to increase numbers of incoming freshman that participate in New Student Orientation.
- Increased success of the Interactive Tutorial Center.
- Explored viability of NSM programs designed to aid students on academic probation.
- Worked with University Advancement to increase involvement of emeriti faculty and science related companies.

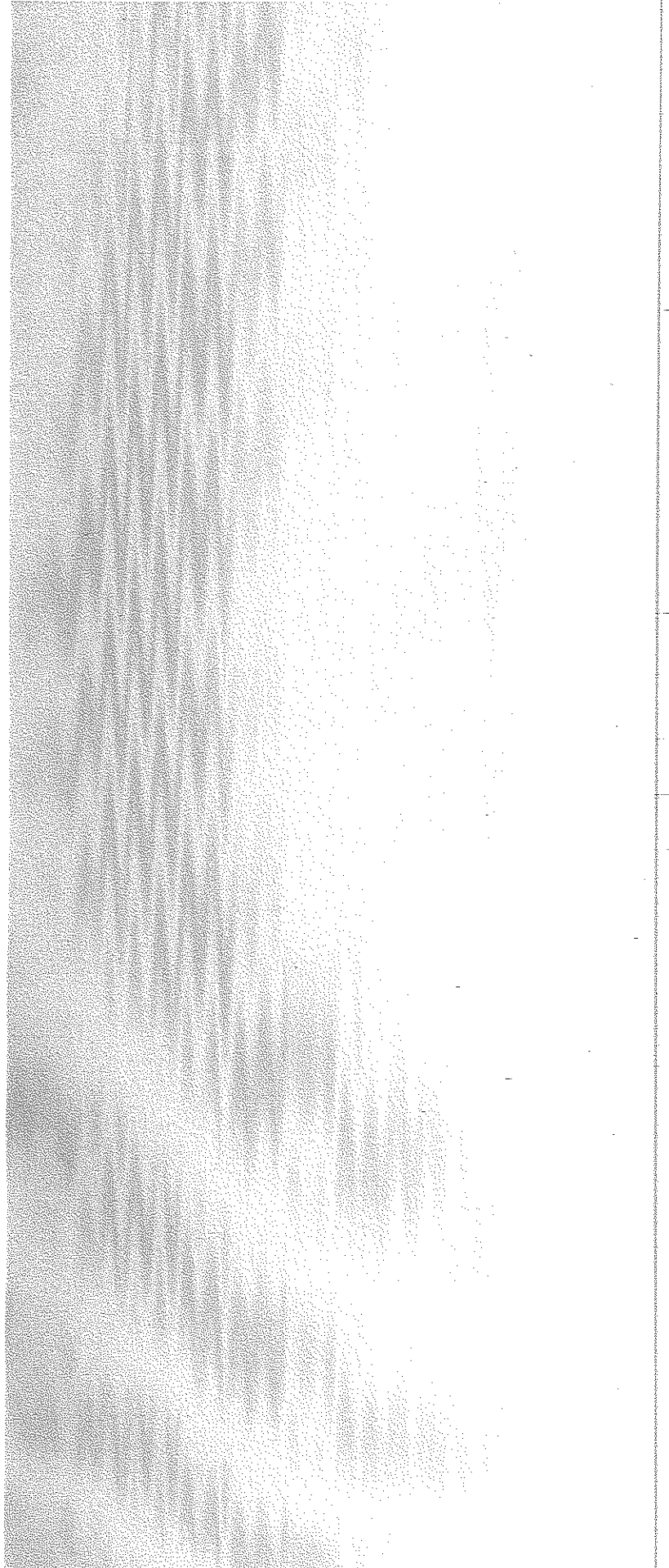
- Continued working with Career Planning and Placement to improve programming and provide industry information geared towards NSM students.

#### **CHALLENGES**

- Developing an effective year round enrollment management plan.

#### **GOALS 2001-2002**

- Continue to streamline services from the Assistant Dean and in OCSAMS.
- Develop a productive, well-rounded experience for the graduate assistant position.
- Improve the Enrollment Management activities of the college by utilizing faculty and current students.
- Implement action plans agreed to during visits to community colleges and high schools to enhance student recruitment.
- Help in the development of the NSM video and CD and develop a strategy to maximize its use for recruitment.
- Coordinate the establishment of a Student Advisory Board.



## **Associated Students, Inc.**

### **MISSION STATEMENT**

The Associated Students, California State University, Fullerton, Incorporated (ASI) is the recognized student government at California State University, Fullerton, advocating student interests on-campus and in local, state and national forums. The ASI strives to develop relevant and quality-minded services, facilities, and experiences, which are responsive to members of the campus and surrounding communities.

The ASI fosters meaningful student development opportunities through leadership, volunteer, and employment experiences. In addition to out-of-classroom learning opportunities, the ASI provides campus community members with important social, cultural, and recreational opportunities as well as a wide range of programs and services. In recognition of its responsibility to enhance student life, the ASI encourages and supports the activities of all California State University, Fullerton recognized student organizations whose activities stimulate individual and group participation within the university community.

### **ACCOMPLISHMENTS**

- Created new part-time Office Assistant position for Office of Program Support.
- Filled full-time Accounting staff position.
- Filled part-time Human Resources position.
- Implemented final Trustee Audit recommendations.
- Expanded training for accounting staff on accounting software.
- Constructed traffic barrier between State College Boulevard and Children's Center.
- Completed various minor construction projects designed to upgrade Children's Center facility.
- Developed special focus on Literacy Development Children's Center enrollees.
- Expanded training opportunities for Children's Center staff.
- Awarded \$106,803.00 in Department of Education grants for infant-toddler materials, repairs and renovation, and increased subsidy to eligible student parents.

- Installed four new computer servers - timeclock system, web server, intranet server, department network applications server.
- Entered into new agreement with Dell Computers to supply all Personal Computers.
- Updated and simplified student and staff handbooks - established schedule for periodic review.
- Updated payroll vouchers to compliance with California Labor Law.
- Increased professional staff involvement in campus committees.
- Restructured employee review process.
- Reviewed and updated all staff position descriptions. Completed "exempt status" review of all positions.
- Established new Camp Titan leadership structure.
- Received American Camping Association accreditation for Camp Titan.

- Worked closely with student-managed programs and councils to ensure financial accountability and risk management issues were properly addressed.
- Continued to improve financial accountability and risk management strategies with student-managed programs. Fundraising for Camp Titan totaled \$27,863.67 - \$3,653.67 above budgeted goal.
- Secured liability insurance coverage for out-of-country travel.

## **CHALLENGES**

- Reconciliation between fixed assets listings/location records and general ledger.
- Develop operations and construction budget for proposed Children's Center.
- Work with campus to finalize building site for proposed Children's Center.
- Conduct self study in preparation for an accreditation validation review.
- Continue working with campus to evaluate "wireless networking."
- Assess programs and services - effectiveness, relevancy, support organization's mission, etc.
- Develop set of learning outcomes for student employee and leadership positions.

## **GOALS 2001-2002**

- Continue to expand training for accounting staff on various BiTech software applications. Continue to improve overall effectiveness of accounting operation. Develop investment schedule for more effective cash flow control.
- Upon approval, finalize implementation of new Children's Center management software and fill new maintenance position for Children's Center.
- Publish and distribute Children's Center newsletter.
- Complete installation of new Dell PCs to all AS departments and Computer Lab, evaluate and develop "online" AS documents via corporate internet.

- Place handbooks, policies, forms, injury/illness prevention plan on website, enhance supervisors' training program and develop employee benefit orientation sessions.
- Evaluate overall staff development efforts for ASI and complete staff compensation review.
- Continue to develop, maintain and improve working relationships with student leaders.
- Assist full-time professional staff by serving as resource personnel to the AS Board of Directors, the AS Executive Staff, and the TSU Governing Board.

## **Associated Students, CSUF, Inc. TITAN STUDENT UNION (TSU)**

### **MISSION STATEMENT**

The Titan Student Union, a unit of the Associated Students, CSUF, Inc., serves as a primary gathering place on the campus of California State University, Fullerton. The Titan Student Union strives to develop relevant and quality services, facilities and experiences, which are responsive to members of the campus and surrounding communities.

The TSU serves as a unifying force between students, faculty, and staff, providing a campus center for social, cultural, and intellectual activities, services opportunities to broaden and strengthen interpersonal relationships and self-improvement within a large urban university, and experience in self-government and civic responsibility.

### **ACCOMPLISHMENTS**

- Filled five full-time staff positions in Titan Student Union and Associated Students Rec Sports programs.
- Developed new staffing model and implementation schedule for Associated Students Rec Sports program.
- Began preliminary phase development of the planned Student Recreation Center complex. Efforts included: full participation in campus master planning process related to site selection; established a project planning committee; developed a project schedule and developed preliminary program plan document
- Initiated Youth Learn to Swim program as a community outreach and revenue generating effort.
- Increased the number and variety of AS Rec Sports fitness classes offered.



- Governing Board deliberated and took appropriate action for establishing a modest satellite lounge at College Park location; expanded building recycling efforts; reassignment of low-use areas of the building; purchase of public access E-mail stations.
- Generated considerable interest in TSU Board leadership opportunities. Received 14 applications for available 2001-2002 Board positions.
- Improved asset management and inventory controls systems through bar coding all TSU fixed assets and developed a computer database of nearly 5,000 fixed assets.
- Developed and implemented record keeping system for conference center income related to Unrelated Business Income Tax (UBIT) reporting requirements.
- Improved conference center risk management efforts through implementing new alcohol service approval process; effort coordinated with campus catering office.
- Updated fire evacuation plan for evening and weekend operations.
- Continue to effectively maintain the high volume meeting room needs of the campus.
- A superior safety record was achieved in Building Services department. In a work area that has significant physical demands and relies heavily on student labor, no injuries occurred during the year.
- Improved customer service through enhancements to Pavilion and outdoor audio/visual equipment.
- An 80% project completion rate achieved on all work-orders generated to Building Engineering Department. Total of 2,167 work orders completed by this department.
- Coordinated exterior painting of entire TSU facility, and ensured proper quality control.
- Continued the installation of an improved fire/life safety system for the building. Project completed during fall 2001 term.
- Implemented comprehensive informational campaign associated with fall IRA Fee Referendum.
- Conducted two program-wide customer survey efforts as well as three area specific surveys for building food services,

the Pub, and a proposed laptop computer rental program.

- Continued various promotional efforts including: fall AS/TSU open house program, AS Update Newsletter, spring AS Calendar of Events, and enhancements to the AS website.
- Gallery program hosted eight student art programs during the fall and spring semesters, and coordinated with College of the Arts in presentation of major student shows, featuring 56 entries.
- Expanded ticket sales to local attractions.
- Coordinated holiday toy drive. Effort yielded 450 toys for underprivileged Orange County children.
- Continued successful integration of TSU Games and Recreation functions within AS Rec Sports.
- Expanded efforts to serve local K-12 schools through increased scheduling of high school grad nights, junior high and elementary school end-of-year celebrations, and high school bowling classes, etc.
- Graphics program produced 632 project work-orders during the year, a 12% increase over prior year and received two regional awards for design.
- Mainframe Computer Lounge continued to serve large numbers of students. Daily customer counts averaged 131 during the fall and 186 during the spring.

### **CHALLENGES**

- Ability to consistently deliver quality audio/visual support to major events held in Titan Student Union facilities.
- Development and implementation of plans to meet expected increases in campus enrollment.
- Effective program assessment and risk management of Titan Student Union and AS Rec.Sports programs.

### **GOALS 2001-2002**

- Continue planning efforts associated with Student Recreation Center complex. Goals of this phase include completion of a program document (endorsed by planning committee, various TSU/AS governing boards, and campus administration), selection of an architectural firm, and measurable progress towards schematic design of project.
- Development of long-range maintenance and replacement schedule for major Titan Student Union building systems,

using best available data regarding enhancement needs, replacement needs, and life expectancy of building systems, infrastructure, etc.

- Foster greater interaction and collaboration between TSU Governing Board members and key TSU managers, through expanded staff participation in Governing Board projects and committee assignments.
- Work with TSU student leaders, TSU staff, and Foundation management on further assessment of high-use food court area. Develop long-term strategies for service improvements and better space utilization.
- Recognize the 25<sup>th</sup> anniversary of Titan Student Union program through effective programming and promotional efforts, reinforcing the mission of the student union program and its history of service to the campus community.
- Improve quality and quantity of programming efforts hosted by TSU departments (i.e. arts programs, tournaments, workshop sessions, demonstrations, etc.).

## **Career Planning and Placement Center (CPPC)**

### **MISSION STATEMENT**

The Career Planning and Placement Center is a lead University and Student Affairs resource to help students and alumni achieve success in developing and implementing career plans. The Center partners with students, faculty, alumni, employers, academic programs, and graduate schools to build bridges between the distinctive academic programs of the University and the diverse professional and graduate education opportunities in the larger community. The Center will be recognized as one of the best career services offices in a college or university in the United States.

### **ACCOMPLISHMENTS**

- Expanded utilization of new web-based job listing and campus recruiting service for students: Titan Connection. There were 6,909 students and recent graduates registered for service in the system during the year, a 29% increase from 1999-2000. This included 2,913 graduating students, a 51% increase from the prior year representing 32% of the enrolled seniors. Registration of historically underrepresented students increased 55% from January to July, 2001. These registrations have been used to greatly expand student involvement in programs and services.
- 104 employers participated in on-campus recruiting, conducting 940 job interviews on 167 schedules with 432 students.

- Expanded partnerships with Colleges and Departments including managing the Industry and Business Week programs for the College of Business and Economics, supporting the growth and development of the LBSA, and initiating a new Career Leader program for MBA students; creating a new Administrative Educators Job Fair for the College of Human Development and Community Service; and a new Careers in the Community College program with the College of Humanities and Social Sciences.

- Maintained and expanded other College based partnerships such as Engineering and Computer Science Job Fair with the College of Engineering and Computer Science; Spring Comm Week program with the College of Communications; and the Graduate and Professional School Fair and Preparation Programs in the Fall.

- Offered 283 programs and workshops throughout the year, attended by 7094 students. This is a 43% increase in programs and workshops offered over the prior year.

- Developed a "Key Account Management" program which targets high potential employers with special services, and developed an Employer Advisory Board which met in May 2001 to strengthen ties between Career Planning and Placement Center/University and major employers.

- Created a new student employment effort which will be introduced in fall 2001.

- Implemented the Center for Employment and Career Research including a cross-sectional longitudinal survey of alumni as well as a recent graduate survey (Class of 1999).

- Further developed web site and electronic communications to support student success in employment, internships, and graduate school admissions, which has made our web site the most visited of any office on campus.

- Licensed award winning On-Line Job Search Tutorials from San Diego State University and adapted it to our web site.

- Developed and implemented new experience-based model of career management to serve all students throughout their careers.

- Developed new targeted career programs and student services in conjunction with Student Affairs Offices, including Student Leadership Institute, International Education and Exchange, Assistant Deans throughout the Colleges, Student Academic Services, New Student Orientation, Freshman Programs, Athletics, the Honors Center, and a large number of academic departments.

- Expanded involvement of targeted underrepresented students in programs and services tracked by their registration in the Titan Connection system.
- Further strengthened Workability IV program which was recognized as one of the strongest of its kind in California, having exceeded its contracted placements by 30%.
- Maintained high quality services such as on-campus Student Employment Program; Recruiting Program; Teacher Job Fairs; Internship and Job Fairs; walk-in and individual counseling; workshops and programs.
- Published Employer Guide, and expanded scope of Job Search Guide for students.
- Reorganized, updated, and expanded Career Library to increase utility and improve services for students.
- Upgraded facility with new carpet and new projection equipment.
- Hired two Industry Specialists, a Career Specialist, an Events Coordinator, a Recruiting Coordinator, a Student Employment Specialist, a Walk-in Counselor, a Career Resource Specialist, and a Customer Service Coordinator to complete the CP&PC team.
- Participated in system-wide Customer Satisfaction Surveys of students and faculty to improve understanding of customer perceptions of the services offered and delivered by the Center.
- Continued funding of Workability IV contract with California State Department of Rehabilitation (approximately \$100,000 per year).
- Generated approximately \$15,000 in new revenue through employer job listing service to support new Center for Career and Employment Research.

### **CHALLENGES**

- Continued strengthening of teamwork in the upcoming year to provide seamless delivery and integration of services to students, alumni, employers, and other departments on campus.
- Further increase student and employer utilization of services through expanded outreach.

- Enhance quality and credibility of services through targeted program development responsive to the diverse needs of CSUF students.
- Continue to seek creative solutions to space needs to support expanded program activity.

### **GOALS 2001-2002**

- Increase student registration in Titan Connection system to approximately 1/2 of graduating students (about 4,000) and 1/3 of entire student body (9,500).
- Publish expanded job search guide, emphasizing content targeted to CSUF students.
- Further develop aggressive Employer Relations program, building a stronger "key account" effort, track these employers' involvement with the University in a comprehensive fashion.
- Further enhance the efficiency and student participation in the Campus Recruiting program, increasing ease of use and efficacy for students and employers.
- Further enhance functionality of web site to increase student and employer usage.
- Maintain high quality large scale events, including program review of annual calendar to enhance integration of various services to employers, and students, and the enhanced use of technology to support them.
- Further develop Experience-Based Model of Career Development within the CP&PC to enhance distinctiveness and effectiveness of CSUF service delivery.
- Develop comprehensive "brand management" strategy for CP&PC to reinforce understanding of services to students and employers within the University community.
- Further enhance the resources in the Career Library and expand student use of the facility.
- Continue to improve the already substantial success rate of the Workability IV program.
- Continue to develop aggressive College Relations program, involving larger number of faculty, departments, and programs in partnership activities.

- Further expand and leverage Student Affairs resources to broaden student participation in career programs, services and events, with particular focus on underrepresented and first generation students.
- Build upon initial success of Employer Advisory Council to sponsor activities involving key student leadership and faculty participation.
- Launch Student Employment program including support for new student employment initiative for Summer Bridge program, job search and supervisor training.

## Counseling and Psychological Services (CAPS)

### MISSION STATEMENT

Counseling and Psychological Services (CAPS) is dedicated to providing high quality, effective psychological counseling and brief psychotherapy to students facing problems in their lives, studies, and relationships. The ultimate objective of CAPS is to contribute to student learning, fostering the development of effective, mature, and responsible adults.

### ACCOMPLISHMENTS

- CAPS continued to provide quality services to students in need of personal counseling, significantly increasing the number of sessions offered to students during 2000-2001.
- More individual students were seen each semester, as well, during 2000/2001, totaling 1079, compared with 613 the previous year, an increase of 76%. The ratio of females to males seeking counseling remained close to 75% to 25%, similar to previous years.
- Crisis intervention hours were revised to open up additional counseling hours for on-going clients. A counselor was always on call from 8 a.m. to 9 a.m., insuring office coverage in the early morning, with crisis hours for walk-in students provided daily at 10 a.m., 1 p.m., and 4 p.m.
- CAPS counselors provided increased outreach and preventative services, including a total of 99 hours of workshops and 41 hours of support group counseling, an increase of 19 workshop hours over last year.
- Calendar of events were distributed several times a semester through postmaster e-mails, increasing attendance. Workshops focused on stress management, conquering test anxiety, relationship development skills, peer counseling skills, suicide issues, and adjusting to college. Three part-time post-doctoral interns helped provide needed counseling services during peak periods of use.

- Peer review evaluations of all CAPS faculty, both full-time and part-time were initiated and completed during the academic year.

- Staff development training for selected units in Student Affairs was provided during the summer of 2000, including presentations by the director to K-12 student tutors, and Upward Bound, Summer Bridge and Residence Hall staff concerning rapport building, crisis intervention responsibilities, child abuse reporting guidelines, suicide warning signs and personal stress management.

### CHALLENGES

- Continue to address the inherent conflict in developing and implementing an active promotion and publicity campaign to inform the campus community of the availability of services in CAPS, while faced with a staff, smaller than other CSU campuses of similar size, already working at high capacity

- Continue to seek office space for staff, interns and workshop presentations, as the unit awaits ground-breaking and completion of the proposed building for CAPS.

### GOALS 2001-2002

- Initiate national search for new Director of CAPS.
- Facilitate Dr. St. Peter's transition to full-time responsibility as department training coordinator, to initiate expansion of professional internship program and increase on-campus training opportunities for staff, once new director is hired.
- Continue peer review evaluations of all CAPS tenure-track and part-time faculty.
- Increase number of interns receiving training opportunities through CAPS.
- Continue to evaluate and revise reception, intake assessment and crisis intervention procedures, as part of on-going training for clerical, counseling, and intern staff.
- Obtain on-line computer access to student records for new director and training coordinator to facilitate immediate verification of student status, and as needed, review of students' academic progress.
- Continue work with Student Health Counseling Center executive director and university staff to facilitate completion of proposed new CAPS building for 2002.

- Develop new outreach targets for director and training coordinator to continue defining and publicizing the role and services of CAPS.
- Formalize written policies and procedures for clerical, counseling and intern staff and development of professional and intern protocols.

## **Dean of Students (DOS)**

### **MISSION STATEMENT**

The Dean of Students Office creates learning environments in which students may explore their intellectual, emotional, social, ethical, and identity development with the support of professional staff resources. Students are empowered to embrace all learning opportunities at the university, as they become responsible community members through program planning, leadership opportunities, and development and enforcement of community standards. Students are challenged and also supported as they participate and learn. Programs and support services are provided to student organizations, student leaders, new students, and other members of the campus. In turn, students then provide programs and services to the student body, the broader CSUF community, and the local area through community service and service learning activities. We want students to graduate having developed character, civility towards others, sensitivity to community needs, and an improved ability to contribute to society as a result of their participation.

### **ACCOMPLISHMENTS**

- Opened Volunteer and Service Center.
- Began revision of leadership and training models for New Student Programs; increased collaborations to create a more seamless transition for new students; began implementation of transitional theory model for orientation programs.
- Initiated "Ask the Dean" pilot program and up-graded office web-site.
- Developed marketing plans for Student Information and Referral Center and Co-curricular Achievement Record and initial implementation begun.
- Hired Coordinator and developed goals for Multi-Cultural Leadership Center in support of diversity programs.
- Reviewed and made changes in systems, policies and procedures to support student life programs; began implementation process.

- Developed data collection systems for Judicial Affairs, reviewed, made recommendations and revised policies; provided consultation to faculty and administrators on academic dishonesty; effectively handled 60% increase in caseload.

- Developed curricular choices and collaborations with community partners for American Humanities.

- Expanded recognition of campus student leaders, faculty, and staff who support student organizations and programs.

- Developed plan and recommended action on Greek Life, Facilities Use Manual, and alcohol policies.

### **GOALS 2001-2002**

- Review and implement leadership independent study class for credit.
- Develop expanded agenda and role for Multicultural Leadership Center.
- Expand technological response to student issues; obtain personnel to support existing and future technology.
- Review programs, services and needs through self-study.
- Restructure Leadership Development Programs area to meet current needs.
- Implement Greek Life plan.
- Review and prioritize programs and services in light of resource constraints.



## Judicial Affairs

### MISSION STATEMENT

The mission of Judicial Affairs is to articulate to students the standards of behavior expected within the University community. Education of students within the context of these standards (which include honesty and personal integrity, respect for others as both individuals and groups, assumption of appropriate responsibility for the conduct of others within the community as well as for one's own behavior) occurs both preventatively (publications, presentations, interaction) and reflectively (through the judicial process).

Corollary to the education of students is the protection of the University community. Standards of student conduct ensure respect for all members of the community and maintenance of an environment conducive to learning and personal growth. Protection of the community occurs initially through educating students about appropriate behavior and decision-making and subsequently through adjudication of inappropriate behavior when education has not enabled students to live within University standards.

### ACCOMPLISHMENTS

- Established credibility of Judicial Affairs staff and procedures in campus community.
- Provided presentations to students groups and classes.
- Developed presentations, publications and outreach projects for faculty and staff.
- Distributed 1,500 copies of the "Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper" to faculty for distribution in their classes.
- Interpreted the application of University standards for student behavior.
- Presentations given to academic units as well as at 11 Part-Time Faculty Orientations.
- Initiated individual meetings with over 35 faculty and staff on related judicial affairs.
- Consulted regularly with over 100 faculty and staff on interpretation and application of University standards for student behavior.
- Provided annual report on academic integrity to each college dean.

- Developed and revised policies related to student conduct and student affairs.
- Maintained procedures to ensure fair, consistent and timely response to allegations of violations of University standards.
- Handled 60% more cases this year than in 1999-2000 (65 cases) 104 students referred to Judicial Affairs for non-academic allegations. Dramatic increase in caseload from previous six years averaging seven reports per year with a total for the six years of only 44 cases. 82 incidents of academic dishonesty were reported (60% increase)

### CHALLENGES

- Encourage faculty to act upon and report all incidents of academic dishonesty to Judicial Affairs.
- Attempting to expand the dialogue among students on campus to embrace academic integrity themes as well as student responsibilities to the academic community.
- Dramatic caseload growth will make it more difficult to continue outreach and preventative programs with only one judicial officer on campus.
- System-wide discipline policy is based on a criminal (not educational) model. It is a challenge to impact that policy as well as policies on the CSUF campus to shift such emphasis to better serve students while at the same time protecting the University from resource-draining litigation.

### GOALS 2001-2002

- Convene an ad hoc committee (students, faculty, staff) to discuss standards and values for students at CSUF
- Assist designated offices on campus, including University Police, to ensure university compliance with applicable federal regulations, i.e. FERPA, Campus Security Act, etc.
- Collaborate with Faculty Development Center and other offices to provide relevant workshops for faculty (current and new faculty).
- Request space in the Daily Titan for appropriate articles and information about consequences for students found responsible for violating university standards.
- Attend faculty meetings and activities to share information concerning the role of judicial affairs.

- Maintain efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards, and identify national and CSU-wide trends and assess relevance to CSUF.
- Develop a more comprehensive Judicial Affairs database and tracking system.
- Consult with appropriate students, faculty, and staff on campus including Associated Students, Writing Center, Learning Center, and Faculty Development Center to address plagiarism issues on campus.

## **Volunteer and Service Center**

### **MISSION STATEMENT**

The Volunteer & Service Center (formerly Community-based Learning and Service Center) was established in 1995 as the Community Service Action Team. The mission is to provide quality volunteer service to the surrounding community as well as to broaden the knowledge and experience of the participants and develop character and sensitivity, as they become responsible and active members of a democratic society.

### **ACCOMPLISHMENTS**

- Created a learning environment for personal, professional and leadership development.
- Supported student initiated-student run programs.
- Developed leadership and communication skills emphasizing creativity and independence.
- Placed more than 600 students in community and service-learning sites volunteering 20,000 hours and serving more than 5,000 children, elderly and other community members.
- Conducted two retreats, on-going leadership training and weekly meetings for 25 Volunteer & Service Center Project and Assistant Project Directors.
- Developed curriculum choices and more solid operational base for American Humanics.
- Collaborated with the Fullerton First Year program to place over 80 students in service-learning sites.
- Angeline Santiago, student project director, received the STAR Volunteer Award from the Chancellor's Office.

- Completed Points of Light Foundation internship.
- Built collaborations with community partners, campus offices, corporate affiliates.
- Developed, completed and presented on corporate partnership with General Electric, Campus Compact and CSUF through nationally awarded grant.
- Collaborated with Fieldwork Office and related student organizations to sponsor a fall service-learning/internship fair.
- Developed a project and activity evaluation system to improve assessment and tracking of community-based programs.
- Implemented "Introducing My Culture" as per NAFSA Grant in collaboration with International Education Office.
- Secured grant funding to support development of activities and build new collaborations with Chicano Studies Department and Hurley Elementary School in recognition of Cesar Chavez Week of Service and Learning.
- Collaborated with American Humanics Community Council to develop internship opportunities.
- Established American Humanics non-profit tracks in Liberal Studies and Human Services.
- Develop incentive program and/or stipends for student leaders.
- Provided academic tuition service grants to students participating in Volunteer & Service Center programs (offered through AmeriCorps/Campus Compact grant).
- Initiated preliminary work on 100 hours of service campaign.
- Increased funding for America Reads and Counts program; more student participants.
- Develop marketing plan to increase recruitment for Volunteer and Service Center and American Humanics.
- Increased participation by the campus community and continued growth through focus on marketing and public relations.



- Adopted the slogan "It's Your World, Change It!" to develop a campaign encouraging volunteerism and service.
- Generated promotional materials and websites under Dean of Students and Liberal Studies for American Humanics
- Moved to new facility with a more inclusive name that has broadened our outreach, marketing potential and name recognition in the campus community.
- Developed outreach plan that reflects the diversity of our students and breadth of their interests.
- Assessed program needs of wide variety of constituents; program to reflect changing needs.

### **CHALLENGES**

- Longitudinal studies/assessments on learning outcomes of youth or participants of tutoring/mentoring programs.
- Relocation to a larger office space is helpful, but the location is a challenge given distance from the Dean of Students Office and lack of foot traffic in area.
- Providing awards and incentives for student volunteers that perform extensive campus leadership service directing projects in wide range of activities.
- Connecting different areas on campus involved in service and non-profit related activities (faculty, Internship Office, Fieldwork Office, Service-learning office, Center for Non-profit Research, SLI, Career Center, etc.).
- Shortage of personnel and other resources; more students want to participate than we can accommodate.
- Overwhelming needs of our community partners - prioritizing responses is a challenge.
- Organizational challenges of evolution from twelve CSUF sponsored community-based programs to a 'resource center'.
- Marketing of new space and new programs including American Humanics.
- Computer support to facilitate record-keeping, monitoring program activities, databases for American Humanics and VSC activities.
- Developing fund-raising activities to support student programs and to attend Humanics Institute.

### **GOALS 2001- 2002**

- Seek additional funding sources to provide stipends for leaders in service; specifically, funding for each Project Director; funding for AH students to attend capstone experience.
- Implement an assessment plan to record the number of service-learning courses and number of students participating, as well as impact on the community.
- Develop an incentive program to reward volunteers and student leaders.
- Improve database to record the number of students serving, hours students serve, sites served, and community impact numbers.
- Serve as a central resource to record and support service activities of campus community outside sponsored community-based programs.
- Design a campus-wide awards program to recognize students involved in service.
- Develop a partnership with Volunteer Center of Orange County to share resources and technology.
- Develop a database of faculty and courses that incorporate service, practicum and /or service-learning.
- Develop a Volunteer Council to include representatives from fraternities/sororities, clubs/organizations, Office of Service-Learning, Associated Students and others that recognize the critical importance of volunteerism.
- Develop a campus wide community service program to acknowledge volunteerism/service efforts, centralize communications and track CSUF community efforts via web-site tracking and info cards (100K Hours of Service Campaign).
- Enroll cohort of American Humanics students

## New Student Programs

### MISSION STATEMENT

New Student Programs (NSP) supports the enrollment management efforts of the university with particular emphasis on the transition process for new and continuing students and their families. NSP provides continuing services and support that:

- aids new students in their transition to the university
- exposes new students to the broad educational opportunities available at the university.
- integrates new students into the life of the university.
- NSP serves both the student and the university. In so doing, NSP takes into consideration the diversity of the student population and its unique needs as well as communicates the standards and values of California State University, Fullerton.
- NSP also acknowledges the immediate support groups of new students (parents, spouses, children, guardians, partners, and others) that play an important role in the life of each student, and provides information as appropriate.
- NSP programs and services include: New Student Orientation (NSO), Student Information & Referral Center (SIRC), New Student Information Center (NSIC), Campus Tours, Welcome Week, Co-curricular Achievement Record (CAR) and Family Programs.

### ACCOMPLISHMENTS

- Retained stability despite changes in staffing, personnel vacancies, and increased student numbers and traffic.
- Vacancy in NSP Coordinator filled summer 2001.
- Vacancy in Associate Dean position filled spring 2001.
- Two Assistant Coordinator positions filled.
- Successfully diverted increased student traffic to web-site and other information sources.
- Redefined NSP functions and services more closely connected to university needs as well as student needs.

- Collaborated with the Academic Advisement Center to create the first-ever Frosh Success Guide to be distributed to all first-time freshmen admitted for spring 2001.
- Continued administration of the Cooperative Institutional Research Program (CIRP) questionnaire to over 1,800 first-time freshmen during summer 2001 Frosh NSO I.
- Tailored orientation sessions to meet the needs of special populations (Honors, Freshmen, Blended Teacher Education, undeclared students, transfers) as well as each of the seven colleges.
- Continued improved collaboration with Admissions and Records as well as the Academic Advisement Center in order to provide a more "seamless" orientation experience.
- Began assessment of staff and program needs; NSO II and Titan Welcome Week programs.
- Increased New Student Orientation student staff in order to provide a 20:1 new student orientation leader to student ratio.
- Improved communication with workshop presenters and resource fair participants.
- Implemented a small-group peer advisement session that provided new students the opportunity to ask questions of their NSO leaders in a more comfortable setting.
- Continued improved collaboration with the seven academic colleges as well as many Cal State Fullerton student services.
- Facilitated the first ever Spring NSO II session for over 70 new students.
- Implemented a "Student Happiness" workshop presented by New Student Orientation leaders that provided new students with affordable entertainment options in the surrounding community.
- Registration for summer 2001 NSO II increased by 54.6% over summer 2000 by including 2001 NSO II registration information in all 2001 NSO I registration materials.
- Expanded hours of information tables at Titan Welcome Weeks by 33% per day.
- Began conversations with campus community members to better coordinate publicity of welcome activities across campus.

- Developed partnerships and collaborations with other offices in support of Co-curricular Achievement Record program.
- 33.9% increase in program participation.
- Revised both the CAR participant and mentor handbooks.
- Updated CAR participant and mentor databases.
- Created new "graphic" for the CAR program.
- Developed new Dean of Students Office brochure for the CAR program.
- Collaborated with Freshmen Programs to more efficiently coordinate the mentor component of the program.
- Collaborated with Freshmen Programs to host mentor orientation and special events.
- Added fall 2000 Blended Teacher Education Program (BTEP) participants to the program.
- Continue redesign of Campus Tours program.
- Realized a dramatic increase in campus tour traffic; implemented daily tours to include tours each day the campus is open.
- Provided campus tours to 700 people during Fall Preview Day and Welcome to Fullerton Day.
- Completed revision of the Self-Guided Walking Tour publication.
- Began conversations with TSU personnel to provide Information Sessions during future campus tours.
- Developed campus tour uniform and purchased campus tour umbrellas to provide comfort for campus visitors.
- Redefine the functions and services of NSP to emphasize an orientation, retention and transition model; develop new leadership and training models.
- Developing transitional theory model.
- Fosters partnerships with other campus units.

- Offers programs and services addressing transitions throughout students' college experience.
- Began revision of the New Student Programs leadership model to include 4 stand-alone positions (Student Program Coordinators, New Student Orientation Leaders, Titan Ambassadors, Information Specialists).
- Moved to a skills-based approach to leadership training as opposed to the information-based approach used in previous years.

#### **CHALLENGES**

- Improving information coordination and dissemination related to first-time freshmen and new transfer students.
- Reassessing the current workspace configuration, programming space and resources needed to coordinate/implementation programs.
- Evaluating and redefining budgeting procedures and process for New Student Orientation.
- Assessing current payroll policies and guidelines for student leaders.
- Reassessing the technology used in NSP services and areas, specifically CAR, NSO, Campus Tours; identifying solutions to required technology support.
- Expansion of evening information services through Student Information and Referral Center.

#### **GOALS 2001 - 2002**

- To revisit the purpose of the NSP Advisory Committee and use the committee as a forum to discuss issues concerning first-time freshmen and transfer students.
- To provide adequate physical space for NSP/CAR staff, and program planning and development.
- To develop a partnership with the Career Planning and Placement Center to link the Co-curricular Achievement Record transcript with students' resumes.
- To continue program improvement based on program evaluations.
- Continue to explore and develop the use of technology to improve program service delivery; obtain required support to sustain technology.

## Leadership Development Programs and Services

### MISSION STATEMENT

The central mission is to promote the development of student leadership skills. This occurs in three primary venues, the Multicultural Leadership Center, Student Leadership Institute, and Leadership Programs. Students learn and practice leadership methods through planning and conducting meetings and events, public speaking, attending leadership workshops/conferences, and interacting with a culturally and racially diverse population. Students are challenged to become involved in co-curricular committees, organizations, and programs in order to prepare them for future leadership roles. The activities of these groups use both formal and informal means to promote social interaction, community service, and peer outreach. As the hub of leadership education, the Student Leadership Institute uses campus and community resources for a student-coordinated workshop series for other students. Students function as leaders and role models to peers, connecting them to other leadership opportunities on campus. The MLC focuses on developing leaders who will understand and embrace diversity.

### ACCOMPLISHMENTS

- Implemented Multicultural Leadership Center.
- Developed Multicultural Leadership Center Advisory Committee.
- Supported organizers of three cultural commencement activities.
- Hired Multicultural Leadership Center Coordinator.
- Began development of overall leadership development strategy and plan.
- Regular meetings with Community/University Leadership Council.
- Hired Coordinator for Leadership Development Programs.
- Identified offices and individuals with who to collaborate.
- Reorganized the Student Leadership Institute Coordinating Committee; assessed program strengths and challenges; began marketing plan strategies.
- Restructuring tracks and adding self-assessment components.

- Created and distributed twenty leadership publications for students.
- Organized Student Leadership Institute tenth anniversary celebration.
- Continued collaboration with Santa Ana Community College and with Political Science class.
- Implemented Leadership and Volunteer Fair as part of Communications Week.
- Implemented Leadership Speakers Series.
- Collaborated on Student Leader Recognition Reception at El Dorado Ranch.
- Coordinated the University Leadership Conference hosting 184 conferees from 8 colleges.
- Established Leadership Honor Society to be recognized in fall as Omicron Delta Kappa.

### CHALLENGES

- Budget allocation and management of fiscal resources in unit area.
- Increasing visibility and community participation in all program/services/events of the Leadership Development Programs unit.
- Collection and compilation of longitudinal program information and statistics.
- Clarification of purpose and role of the Student Leadership Council Committee established to assist with the development of a Leadership Center.
- Improvement of Student Leadership Institute staff customer service practices to better service participants of the program (presenters and students).
- Technological support for more web-based activities and coordinated databases.

### GOALS 2001- 2002

- Create a concept proposal to establish services, programs and events that emphasize leadership and multicultural development and education. The proposed name for this new unit is Leadership and Multicultural Development Programs.

- Redesign program components of the Student Leadership Institute utilizing a developmental leadership model.
- Implement marketing efforts to increase the visibility and outreach of all programs/ services/events of the Leadership Development Programs unit in order to foster community awareness and participation.
- Continue the implementation and development of the Multicultural Leadership Center.
- Continue the coordination and implementation of the University Leadership Conference.
- Continue with the development and implementation of the Omicron Delta Kappa, Leadership and Volunteer Fair, and Leadership Guest Speaker Series.
- Develop proposal and acquire funding from on and off campus funding resources for the development of a Diversity and Multicultural Education Initiative.
- Develop scholarship and acquire funding for a Student Leader Scholarship.
- Revise role and purpose of the Student Leadership Council Committee to assist with the development of the Leadership and Multicultural Development Programs unit.
- Identify technology support to enable assessment, database development, web-based workshops.

## **Student Organizations and Activities**

### **MISSION STATEMENT**

The mission of the Student Organizations and Activities area of the Dean of Students Office is twofold: (a) providing high quality programs and services that meet the evolving needs of students and the campus community, as well as (b) advising and training the students to ensure their programs are successful. Participation in co-curricular activities develops a sense of community on the campus among students, faculty and staff. It fosters human development and encourages self-exploration. In addition, these organizations and activities promote the retention of students and support the campus learning environment.

Student Organizations and Activities complement the academic programs of the university by enhancing students' overall educational experience. Students are afforded the opportunity to put into practice their leadership skills (communication, planning/organizing) and prepare for future

leadership and citizenship roles. Organizations and activities provide students the opportunity to take an active role in assuming responsibility for their own learning and development through co-curricular involvement

### **ACCOMPLISHMENTS**

- Revitalized student organization support services.
- Provided administrative support for 206 recognized student organizations.
- 6,754 reservations for student organization activities; TSU made additional 3,938
- 4,941 reservations for faculty, staff or other campus non-student groups; TSU made 3,980.
- 16 Blueprints sessions for 338 students.
- Created review group to recommend changes to student organization area.
- Developed financial reporting system for student organizations.
- Updated fiscal procedures regarding Student Organization Accounts.
- Reviewed and adjusted forms.
- Reviewed and made recommendations for Agency Accounts in Associated Students Accounting.
- Provided Policy and Procedure framework for scheduling and student events.
- Reviewed internal policies and procedures.
- Reviewed and made recommendations on university policy affecting student events.
- Implementing new Student Organization Handbook and web-site materials.
- Reviewed and created new student organization disciplinary process.
- Developed plan of action for Greek Life.

- Risk management issues discussed with Greeks and other student leaders.
- Created and implemented new policies to deal with off campus vendors.
- Created better working relationships with other units that assist with student events and activities.
- Monthly coordination meetings with TSU and Conference Center staff regarding reservations, student organization database, student organization events, Blueprints coordination and ensuring student event success.
- Joint police patrols of Greek Row area during events.
- Sponsored and supported community relations meetings.
- Successful large event coordination with Pakistani Students Association Independence Day event, the Filipino Friendship Games, Mesa's Dia de los Padres and A.S. sponsored Earth Day.
- Collaborated on recognition events.
- Faculty and staff advisor recognition program.
- Ten Greek scholarships presented to outstanding students.
- Student leader recognition at El Dorado Ranch.
- Greek faculty appreciation luncheon.

### **CHALLENGES**

- Front Desk physical space re-organization.
- Usage of various campus venues; i.e.-PA Lawn, MH Breezeway, Quad and Titan Walkways; scheduling, vendors, events, posting.
- Space, technology, budget and staff support challenges.
- Web-based communication with students and student organizations; databases.
- Risk management violations by men's Greek chapters; behavioral issues.
- Low GPA of Greek chapters.

- Greek governance structure needs strengthening.

### **GOALS 2001 -2002**

- Recognition of student organizations- Streamline the process and Re-write forms.
- Update Student Organization Handbook.
- Update FAQ Sheet.
- Coordination of a Peer Leadership Consultation Program where student peers will be trained to assist student organizations with recognition and group issues.
- Development of Advisor Services:
  - Advisor Manual.
  - Development of advisor "recruitment" brochure.
  - Advisor "Thank You" letter
  - Advisor Assessment.
- Collaborate on web-portal system to support student organization services.
- Implement Greek Life Plan.
- Redevelop Greek 101 new member education with Student Leadership Institute.
- Review and revise Greek governance structures.



## Disabled Student Services (DSS)

### MISSION STATEMENT

The mission of the Office of Disabled Student Services at California State University, Fullerton is to increase access and retention for students with permanent and temporary disabilities by ensuring equitable treatment in all aspects of campus life. The program acts as a catalyst and agent for compliance with Federal and State laws and regulations mandating equal opportunity and access for persons with disabilities. Disabled Student Services provides co-curricular and academically related services which empower students with disabilities to achieve academic and personal self-determination.

### ACCOMPLISHMENTS

- Conducted a system evaluation of the newly expanded and upgraded Computer Access Lab (CAL) in UH115.
- Limited progress was made in upgrading the CAL PC systems to the current campus standards but this goal remains incomplete due to unanticipated software conflicts.
- Continuing expansion and success of the WorkAbility IV (WAIV) cooperative project with the Department of Rehabilitation was achieved again this year. The project exceeded the goals in every category and DSS ranked third in the state for employment placements during this contract period.
- Progress was made with collaborative efforts across campus in addressing the growing challenges presented by an increasing number of students with psychiatric/psychological disabilities. Efforts are ongoing to better accommodate and support this growing cohort of the student population.
- Limited success was realized in financial support from the Associated Students, Inc. for the 16th Annual CSUF Special Games - Kathleen E. Faley Memorial.
- The new comprehensive and attractive DSS Student Resource Guide (Handbook) was completed and distributed in the fall.
- A formal presentation and proposal was presented to the President's Administrative Board (PAB), facilitated by the Vice President for Student Affairs, for the creation of the Titan Accommodation Fund (TAF).
- Conducted a biennial Student Satisfaction Survey during the spring semester. The five point Likert scale resulted in

overall satisfaction rating (good, very good and excellent) of 80%.

### CHALLENGES

- Develop and lead support groups for students with learning disabilities (LD) and attention deficit/hyperactivity disorder (AD/HD).
- Write and produce a new brochure with general information about Learning Disabilities (LD); to be distributed both on and off campus.
- Upgrade the CAL PC systems to Windows 2000 Professional operating system, the current campus standard, delayed due to adaptive software compatibility issues and challenges.

### GOALS 2001-2002

- Review, update and reprint the DSS Faculty Staff Handbook with possible reformatting to include important Student Affairs resources and information.
- Continue the critique of the operational changes initiated in 2000-01 related to the annual "CSUF Special Games," including the support of the Associated Students, Inc.
- Explore the continued expansion and long term support for the WorkAbility IV cooperative project.
- Provide leadership and support for campus-wide compliance with the recently released federal Section 508 regulations addressing information technology.
- Conduct a review of the impact of AB422 on the provision of textbooks and course materials in alternative formats, including challenging interface with text publishers required to provide E-text versions of their books.





## CHALLENGES

- Increase coordination between Admissions and Records and EMUO required to continually reduce admissions notification processing periods.
- Attempt to process larger proportion of total applicant numbers during October through November 2001 in order to achieve goal of reducing priority application periods.
- Transition to CSU/UC Inter-segmental A-G admissions requirement pattern from current CSU requirements.
- Transition to UC method of calculating admissions index in 2004 where non-college preparatory courses will no longer be used in computation of CSU admissions grade point average.
- Achieve Preliminary Targets Established by Executive Enrollment Management Committee:

## GOALS 2001-2002

- Increase first-time frosh enrollment to 3000 students.
- Increase upper-division transfer enrollments to 3100 students.
- Increase enrollments in Natural Sciences and Mathematics by 10%.
- Increase enrollments in Nursing by 10%.
- Increase application and enrollment rates by 10% and 5% respectively among first-time freshmen attending targeted south Orange County high schools.
- Increase enrollments in Engineering majors by 5%.
- Increase enrollments in Teacher Education (Special Ed and Multiple Subjects) by 5% or 8 students.
- Increase enrollments of African-American FTF males by 20%.
- Increase applicants eligible to participate in University Honors Program by 5% above fall 2000 levels.
- Collaborate with appropriate units in Academic and Student Affairs divisions to construct outreach, recruitment and enrollment plan for proposed campus satellite

- Increase the participation rate of middle and high school students from targeted sites in EMUO developmental programs by 5%.
- Continue development of campus enrollment management plan focusing on the full integration of administrative services related to recruitment and registration.
- Compile, publish and distribute statistical information to guide development of general campus enrollment strategies and college-based outreach and recruitment policies.
- Continue to refine CSUF Transfer Day activities to more closely tie students to specific colleges and majors at earliest opportunity.
- Provide overall coordination and responsibility for smooth implementation of all provisions within campus recruitment plan.
- Generate sufficient number of applications to permit campus community to 'yield' adequate number of undergraduate enrollments to meet assigned targets.
- Provide increased distribution of promotional materials to sites that generate graduate level enrollments and facilitate dialogues pertaining to establishment of 'set targets' for graduate recruitment.

## Financial Aid

### MISSION STATEMENT

The mission of the Office of Financial Aid is serving students. Each member of the staff in the Office of Financial Aid at California State University, Fullerton is committed to providing the student with the services and funds that are needed to achieve their educational goals. Our Mission is to remove the financial barriers to a student's education so that the student may enroll and complete his/her degree objectives. As financial aid professionals, we provide opportunities to learn, we ensure access to higher education, we promote the student's economic stability, and through our compliance with regulations, which govern the administration of financial aid programs, we ensure continuity in the delivery of state and federal student aid funds to the University.

### ACCOMPLISHMENTS

- During 2000/2001, financial aid staff successfully managed a 25% increased workload, compared to 5 years ago, that is associated with processing 23,675 applications, which culminated in more than \$72.5 million paid to recipients.
- More than \$33.9 million dollars was paid on behalf of 11,300 students to the University for registration fee payment, which is \$24.9 million more than in 1995-96.
- Reviewed regulations to ensure eligibility was correctly determined and system modifications were made to prepare award notifications and to ensure payments were authorized. Procedures were developed, fee payment process was modified, and staff was trained. 17.7% of students who enrolled received financial assistance.
- A staff of three, processed 104,361 documents that were "received" more than 69,000 notifications were "sent" to applicants.
- Streamlined the disbursement process was streamlined and more than \$20.6 million was "directly" deposited to students' banking accounts, while \$34 million was received electronically from lenders on behalf of students.
- Met the goal of distributing financial assistance was met for 477 financial aid recipients when they attained their degree; 96% or 11,532 of the 2000/2001 financial aid recipients made satisfactory academic progress.
- Hired several "temporary" telephone operators in anticipation of hiring two permanent half-time telephone specialists. Received more than 50,000 phone calls to the office, which has resulted in a reduction of the long wait for clients when they obtain information via the telephone.
- The counseling team of five served 1,806 students on a walk-in basis during the first week of the fall semester.
- 15,861 students awarded financial aid, while only 12,052 students received funding.
- 42.5 % of 28,381 enrolled students were recipients of financial aid. 23,672 applications were received, a 49% increase since 1991/92.
- Established the 2001/2002 packaging policy by the consultation method. Collaboration with representatives from Academic Affairs, Business and Financial Affairs, and Student Academic Services resulted in a revised policy and an innovative packaging plan for the Summer Bridge population to receive 75% grant and 25% work study.
- Revised State University Grant packaging as a result of a directive from the Chancellor with less restrictive rules. Cal State Fullerton increased individual funding to the "full" amount of fees to all "on-time" applicants who have an Expected Family Contribution less than \$4,000.
- Cal State Fullerton has had a 42.6 % increase in federal allocation from the Department of Education since 1995/96.
- Installed the federal software for "return of Title IV funds", trained an SPT, developed procedures to ensure implementation at CSUF.
- Streamlined the process for returning loan funds to lenders; wrote final procedures for handling loan origination edits.
- Implemented changes in Pell reporting to improve timeliness of payment.
- Disbursed 266 emergency loans totaling \$81,150 were disbursed in 2000/01.
- Distributed 61% of all financial aid funds to juniors/seniors, 14% to freshmen, and 10% to sophomores.
- The American Reads and Counts program which employs 65 students to assist children learn to read and complete math, earned 107,383.
- Held Paying for College event on Feb. 2, 2001, a successful annual event for high school students. Over 500 students and parents attended.

- A program total of \$93 million is needed to fully fund CSUF students' educational expenses. \$72.7 million is disbursed to 12,052 students, which is a 76.4% increase since 1989/90 (when \$17 million was paid); however, short-fall is \$20.9 million.
- Improvement in presentation notifications to applicants was made with the use of an AFP printer. Grant loan estimates were provided to students based on three housing choices--at home, apartment/house, or on-campus housing facilities, campus logos and signatures were placed on award letters.
- The Work Request System (WRS), a web-based system for creating specifications for systems staff projects and for tracking project status, time spent and completion, was created and implemented. 242 requests have been produced with the use of the system.
- The Federal Work Study manager and support staff developed a system using the Liberty scanning equipment that provided FWS hiring documents "on-line" and benefited the office by making FWS hiring documents immediately accessible.
- As a team, SFS and FA staff prepared and mailed 18,987 checks, facilitated \$20 million to be directly deposited to bank accounts, and arranged for \$33.9 million to be paid in registration fees on behalf of students.
- Upgraded the Federal Stafford loan process. CommonLine Loan programs were installed. Completed implementation of loan disbursements, return of funds and reconciliation for both EFT and manual loan checks.
- Designed an exception processing system for loan payments which enabled staff to override edits where appropriate, to "force" a payment, and to debit funds previously credited.
- Revamped student budget assignment to utilize student zip codes in assigning default budgets where none were reported.
- Received 3,500 applications, which resulted in more than \$72 million being disbursed to 12,052 eligible students; a 52.8% increase from \$38 million disbursed in 1994-95. 9,000 loan applications were processed.
- Compliance with federal regulations was confirmed by the outcome of a successful audit.

- Six training programs were conducted to ensure compliance with regulations. Another eight programs were conducted during staff meetings.
- Staff applauded training that they received on March 8, 2001 on how to "hand" calculate the Expected Family Contribution.
- Implemented a brilliantly conceived training opportunity for SPTs. This experience enhanced their presentation skills and provided "in-depth" training on refund processing, SSN resolution, scholarship processing, EFT funding resolutions, and loan guarantee issues.
- Completed two joint training sessions with Student Financial Services which included lecture, round table discussions, exchange of confidential phone numbers, and guest presentations.
- An imposed additional summer workload created an award notification backlog for 2001/2002. The office staff worked collaboratively to eliminate the backlog of more than 2500 applications in 5 workdays and continued to "push" with a campaign approach.
- Hired two new counselors specifically for monitoring scholarships and outreach activities and two new Assistant Directors complemented the management team. Each of these two recruitments included in-house promotions.
- Drafted "Performance standards" for classifications of staff with the aid of a consultant. Next, standards are to be reviewed with each staff and additional standards created for individual program activities.
- Requested sample strategic plans from outside agencies to aid in establishing and drafting a Financial Aid strategic plan.
- Staff is to be commended for their ability to successfully manage a heavy workload annually that is associated with processing two academic years concurrently.
- Achieved quality assurance measure on staff verification of application data of 36% of all applications received.
- 96% or 11,532 students receiving financial assistance made satisfactory academic progress.

## CHALLENGES

- Prepare a plan for "seamless" processing for YRO, specifically summer 2002. Need to anticipate demand, create a marketing/information dissemination strategic plan, ensure applicants are notified and paid timely, and address packaging issues due to limited funding.
- Secure commitment for increase of \$104,000 for postage, printing, and scholarship publication expenses. Total Operating Expenditures requested: \$194,000.
- Obtain funding for a license for web-based processing to deliver financial aid to students. Using web-based processing will enable staff to have full search, retrieving, and printing capabilities from any commercial web browser.
- Encourage a campus-wide solution for a "back-up plan for data" in the event of a national disaster or emergency.

## GOALS 2001 - 2002

- Provide scholarship information on campus website to aid students in securing funding for educational expenses and thereby reducing unmet need.
- Collaborate with donors to streamline/accelerate scholarship payments.
- Increase employment opportunities by creating off-campus Federal Work Study positions.
- Improvement is planned in telephone service as a result of analyzing contacts and obtaining student advice through focus groups, surveys, and one-on-one meetings.
- Collaborate with the Housing and Residence Life Office to improve service to clients who "inquire" and/or live in the on-campus housing facility.
- Monitor SUG packaging plan and write an evaluative report indicating results of policy change, including summer bridge co-hort.
- Evaluate fee payment "review" activities to ensure timely payment to the campus. Enhancements may include creating a semester specific list of students who have not paid their fees and canceling funds more often.
- Aid information dissemination team by creating well-trained Peer Counselors who are charged with "fielding" first-level questions at the front counter with technicians serving as resource staff.

- Implement web-based systems for 24-hour access by clients to ensure information is available when needed.
- Continue to improve systems and processes, including enhanced website where applicants can simulate awards based on enrollment or budget changes.
- Improve and assure back-up systems for staff and provide report manager on-line.
- Automate one-semester packaging and confirm with applicants' their desire for one semester packaging based on FAFSA question response.
- Implement a Quality Control plan for file review and internal audit of customer service activities.
- Continue progress on "performance standards" for each staff member emphasizing measurement.
- Finalize/modify a three-year strategic office plan.



## Honors and Scholars Support Services

### MISSION STATEMENT

The Honors and Scholars Support Services unit was created in 1999 in an effort to address the needs of the honor student population at California State University Fullerton. Providing a full range of services including outreach and recruitment, orientation and advisement, office administration, event planning, counseling and mentoring, student organization support, support for students pursuing prestigious scholarships and assistance with the design and instruction of honors seminars. This unit serves as the "home" for the honor student community.

### ACCOMPLISHMENTS

- Created transfer student admission procedure and, as part of the University Honors Board, continued to develop Honors Curriculum and Co-curricular programs
- Recruitment of the third honors class (Fall 2001) yielded over 180 applicants for 100 spaces
- Hosted Honors Week in fall 2000
- Hosted sculpture dedication of Dr. William B. Langsdorf on Monday, October 30, 2000.
- Donated over 1600 pounds of non-perishable food items to the Orange County Rescue Mission as part of Honors Week and Make A Difference Day.
- Transitioned the Guardian Scholars Program into a separate program unit.
- Organized plenary sessions and special workshops to compliment the honors seminars and promote the sense of community for each cohort.
- Developed a new brochures for the University Honors and Scholars Center and Honors Program.
- Enhanced the University Honors and Scholars Center's presence on the web, including publishing the With Honors newsletter online.
- Provided advisement to 250 students enrolled in the existing honors program.
- Provided general advisement and support for the 25 honors organizations on campus.
- Submitted petition to bring Omicron Delta Kappa, Leadership Honor Society to campus.

- Advised numerous students on scholarship and fellowship opportunities.
- Worked with the staff of the Executive Vice President to improve services provided to the President's Scholars.
- Hosted CSU Honors Directors Annual Consortium Meeting.
- Hosted several university events (Honors Convocation; Induction Ceremonies; Receptions; Honors Orientation; etc.).

### CHALLENGES

- The immediate success of the Honors and Scholars Center has led to rapid growth and the need for expanding the physical space to include both a meeting space and quiet study space.
- The Center lacks sufficient staffing to meet the growing demands of the program area; needs include support in advisement and program development, as well as expanded service hours. Staff turnover in the unit has slowed progress toward established goals.
- The interdivisional nature of this unit offers unique and on-going challenges. Patience, trust and open communication are required by all those involved to ensure success.

### GOALS 2001-2002

- Provide support to students interested in pursuing prestigious national and international fellows and scholars programs including, but not limited to, Truman, Rhodes, Marshall, Fulbright, Goldwater, Gates/Cambridge, Udall, Soros and Mitchell.
- Continue to enhance image of the Center on the CSUF website and WWW.
- Increase presence of Cal State Fullerton Honors Community by joining related national and regional associations (e.g., National Association of Fellowships Advisors, National Collegiate Honors Council, Western Regional Collegiate Honors Council, affiliated membership in California Honors Transfer Council).
- Work with the staff of the office of the Executive Vice President to coordinate application process with the President's Scholars Program.
- Expand outreach efforts for the University Honors Program and the President's Scholars Program targeted at area high schools.

- Host Honors Program Juniors Retreat.
- Increase external funding for all programs.
- Provide evening hours for the Honors and Scholars Center.
- Hire and train a graduate assistant to serve as primary advisor to honor students and students pursuing prestigious scholarships.
- Hire and train a graduate assistant to assist in providing expanded service to student organizations.
- Increase the number and activity level of honor societies on campus.
- Develop support for transfer students in Honors Program.
- In coordination with academic units, develop an assessment and tracking plan for students in the program.

## Housing and Residence Life

### MISSION STATEMENT

The residence halls at Cal State Fullerton exist to provide students a clean, safe and stimulating environment in which they can pursue their academic programs. The halls will also serve as a stimulant for cultural and social education, community living experiences and leadership training. The Residence Halls exist to:

- provide an environment which allows optimum conditions for the academic pursuits of the residents.
- support the academic programs of the University by broadening the intellectual and cultural interest of the students.
- promote individual and group activities which provide opportunity to exercise leadership abilities in self-governance and community decision making.
- develop a cohesive community where students of all racial, ethnic, and socio-economic groups, and students from varied backgrounds and lifestyles can live and learn together in a pleasant and relaxing atmosphere.

- provide the support needed to insure the personal growth and academic success of resident students.

### ACCOMPLISHMENTS

- Completed the CSU approval process for construction of additional on campus housing. This included successfully working with the architect to complete construction drawings, coordinating with Design and Construction the bidding process for construction and securing the required funding from the CSU Board of Trustees.
- Broke ground on new residence hall construction March 23, 2001. Coordinated start of new construction in such a way as to have minimal impact on current residents. Received no complaints regarding construction process.
- Worked closely with Parking and Transportation to market the impact of the new student housing construction on campus parking.
- Implemented on line housing application process.
- Converted to Access Database system, fully integrating with campus.
- Maintained 99% Housing occupancy level, Rental Revenue collected, in excess of \$1.4 million, the Housing Program concluded 2000-2001 fiscal year with \$0 in Accounts Receivables (uncollected rent).
- Maintained high level of student satisfaction with residence hall experience.
- Re-application requests for returning Residents increased 15%.
- 93% of students expressed from agreement to strong agreement with the statement that Resident Advisors were effective in enforcing policies.
- 95 % of students expressed agreement with the statement that they had an average or above average relationship with their Resident Advisor.
- 90% of students expressed having a positive to very positive residence life experience.



## CHALLENGES

- Increasing faculty involvement in the residence halls. This is a more challenging task than might be understood, integrating academic life and campus housing.
- Meeting the emotional and developmental needs of an ever younger and more complex residence hall population. Today's population comes fraught with emotional and social needs and issues that may or may not be known to housing staff. As a result there is an increasing amount of time spent in personal counseling, conflict mediation and in developing skills in professional and student staff to address these issues.
- Responding to and managing the increasing demand for on campus housing until additional on campus accommodations are available

## GOALS 2001-2002

- To the extent possible, guide the new student housing construction project to a timely and fiscally responsible conclusion.
- Develop housing priorities to insure equitable access to new housing facility.
- Implement a strategic plan for employing additional housing staff to address issues of campus/departmental mission, departmental infra structure, marketing, and maintenance and repair of existing facility.
- To collaborate with the Financial Aid to improve service to clients who "inquire" and/or live in the on-campus housing facility.
- Work with Business and Financial Affairs /Student Financial Services to implement BRS for housing.

## INTERCOLLEGIATE ATHLETICS

### MISSION STATEMENT

The Mission of the Department of Intercollegiate Athletics is to: provide an intercollegiate athletics program that is an integral part of the total educational experience at CSF that fits within the overall mission of the university, ensure a quality academic experience for all student athletes, provide a quality athletic experience for all student athletes, enhance the image of CSUF, both locally and nationally, and to develop greater pride and involvement among the university's students, faculty, staff, alumni, and community members, and manage a fiscally responsible program.

### ACCOMPLISHMENTS

- Highest graduation rate in the history of the department.
- Nine sports qualified for post-season play. (Baseball, Basketball, Fencing, Gymnastics, Softball, Men's Soccer, Wrestling).
- Baseball finished third in the nation.
- Highest average place finish of all conference members in Sears Cup last seven years.
- Completed moving administration to the Titan House while providing new office space for the basketball programs as well as the track program.
- Hosted the NCAA regional and super regional for baseball.
- Hosted men's soccer playoffs in Titan Stadium.
- Helped pass a new fee increase to pay all scholarships in all sports.
- Fully funded all coaches at NCAA levels with state positions.
- Hired new interim head coach in women's soccer.
- Balanced budget.

### CHALLENGES

- Completion of the Softball and Baseball stadiums.
- The ever-present challenge of external funding along with rising costs remains high on the list.

- Total completion of the Baseball/Softball complex is necessary for those sports to remain in the national limelight.
- Marketing and promotions of the athletic program continues to challenge us to find new and innovative ways to encompass the community into our programs.
- Managing a balanced budget, while at the same time providing the "costs of doing business", will be an annual challenge.
- Continuing to integrate the athletic program into the greater university community creates further challenges.
- The selection and hiring of a head Women's Soccer coach.
- Maintaining the high graduation rate and improving the win-loss record of all sports.
- Achieve a balanced budget for the department.

#### **GOALS 2001-2002**

- Hire women's head soccer coach.
- Make a successful transition of marketing, promotions, and tickets to athletics.
- Hire new marketing and promotions assistant athletic director.
- Open and provide staffing needs for new ticket office in the Titan house.

## **Office of International Education and Exchange (IEE)**

### **MISSION STATEMENT**

The Office of International Education and Exchange supports the Mission of the University and Student Affairs by advocating for and building a global perspective. As a collaborative and creative resource center for the campus and community, we strive to provide the finest student-centered services with genuine sensitivity to the needs of students transitioning between countries and cultures. Uphold the highest professional standards in an environment of mutual understanding and respect and empower students to reach their full educational and professional potential through participation in international and intercultural experiences.

### **ACCOMPLISHMENTS**

- Maintained and supported stable international student enrollment (1135 matriculated students in fall 2000 and 1213 in spring 2001). Cal State Fullerton was again featured in the Chronicle of Higher Education as one of the top 10 Master's institutions in international student enrollment.
- Selected 53 students to participate in study abroad in the CSU International Programs or institutional linkage programs. 47 students will be overseas in 2000-2001 through campus programs.
- Composed a new mission statement with wide staff participation, which reflects our vision and mission in a concise and inspiring fashion.
- Hired a new International Student Advisor, and Study Abroad Advisor.
- In collaboration with Academic Programs, designed and administered a partial summer tuition waiver program for international students. We received over 550 applications and distributed over 350 partial waivers, with a value of nearly \$270,000. This was designed to reduce the financial impact of the move to YRO summer session for international students.
- Sponsored and coordinated a day-long professional development experience in the Little Saigon area for the Student Affairs Executive Committee, including a luncheon with community leaders, parents and CSUF students.

- The Families Across Cultures program received an additional grant of \$1900 from NAFSA: Assn. Of International Educators to add the "Introducing My Culture (IMC)" component. IMC brings international students and returned study abroad students into local elementary schools, in collaboration with the Volunteer and Service Center. Participation in the Families Across Cultures program grew by over 50% from the previous year.
- Initiated "travel information workshops" for international students traveling overseas.
- Selected 5 Cal State Fullerton "Ambassadors" to receive travel award totaling nearly \$4000 to their study abroad sites for next year. Upon return, students will assist in study abroad recruitment efforts.

### **CHALLENGES**

- As a result of the national global impact following the terrorist attacks of September 11, 2001, goals for increased enrollment of international students and participation in study abroad will be difficult to achieve.
- The increase in additional reporting requirements to INS on international students will challenge our limited staff and technical resources.
- The INS' CIPRIS (Coordinated Interagency Partnership for Regulating International Students) still presents serious future challenges, despite a number of legislative efforts to minimize the impact. It appears that within one year, we may be required to collect new and additional information on international students.
- Very limited clerical support is provided to the Study Abroad Advisor, and it appears that this will continue to be the case. If we are to increase our numbers, the advisor must be freed from clerical duties to do more recruitment, marketing, and networking.

### **GOALS 2001-2002**

- Launch a new Web-based international/intercultural resource center in collaboration with the Families Across Cultures Program, the Multi cultural Leadership Center, Women's Center, and the Introducing My Culture Program.
- Continue technological improvements, including developing a listserv for international students and an upgrade of the "bulletin board" on our website.
- Develop specific goals for study abroad destinations and programs. Send 70 students abroad for 2002-03 through International Programs, The London Semester and exchange programs.

- Develop a clear recruitment strategy for study abroad, utilizing formal and informal networks.
- Secure funding for clerical staff support for international student record-keeping and study abroad and seek ongoing in-house technical staff support .
- Collaborate with NASPA and CSUF Student Affairs colleagues, to hold a workshop on international/intercultural issues on campus spring 2002.
- Produce a video on the international "ethos" of Cal State Fullerton with components on international students and study abroad.
- Host a major celebration of International Education Week; workshops, websharing, International Expo.

## **Student Academic Services (SAS) Educational Opportunity Program**

### **MISSION STATEMENT**

The Office of Student Academic Services coordinates the operation and performance of seven separate and distinct Student Affairs units: Educational Opportunity Program (EOP), Student Retentions Services, Intensive Learning Experience (ILE), MESA Engineering Program (MEP), Student Support Services, University Testing Services, and the Student Diversity Program.

The Mission of Student Academic Services (SAS) is the integration and coordination of activities, that enhance the goals of the University in the areas of student persistence, retention, and graduation.

### **ACCOMPLISHMENTS**

- In consultation with the Office of Financial Aid, developed new FA Packaging Policy for 2001-2002, which will increase funding in a more equitable process for all EOP participants.
- Increased the retention rate of EOP students by 6.07% and reduced the disqualification rate by 24.82%.
- Successful monitoring and compliance of students affected by EO 665 coordinated by the ILE office placed Fullerton as one of the top four CSU campuses systemwide in meeting remediation requirements.
- Collaborated with the College of Natural Science and Mathematics in establishing the Computer Science, Engineering, Math Scholarship Program.
- Collaborated with the College of Natural Science and Mathematics to provide blended services to students of the AMP, MEP, MESA, and McNair Scholars Program.
- Provided special test administration of the ELM/EMPT to participants of Welcome to Fullerton Day.
- Facilitated the establishment of the Undergraduate Advisory Network designed to bring the appropriate level of standard overall advisement to campus offices, which provide advisement.
- Facilitated and collaborated efforts with Admissions and Records in the following areas: Dissemination of testing information for ELM/EPT. Developed systems for posting of ELM/EPT scores to SIS+ in a more timely fashion.
- Increased test administration for ELM/EPT.
- Coordinated Student Affairs Retention Directory for office of Academic Advisement.
- During 2000-2001 a total of eleven staff were reclassified to include seven professional counselors, one ASA moved to the SSP-1 level and three ASA 's moved to the ASC level.
- Funding awarded from U.S. Department of Education in the amount of \$899,590 for four-year support of the Student Support Services program.
- Received University Mission and Goals Initiative funding in the amount of \$39,000 for programs linking students to the University and Student Diversity Program.
- Facilitated the inclusion of all 140 Summer Bridge Students into YRO for 2001 summer courses, allowing each student the opportunity to enroll in GE courses as well as remediate in English and Mathematics. All students received the required Financial Aid.
- The 2000-2001 academic year proved to be an active testing period. University Testing Services offered 29 separate test administrations, testing over 16,000 students. In addition, 6 examinations in Writing Proficiency (EWP) essay readings were organized and conducted through the office.
- In order to assist the University regarding the English Placement Test (EPT) and Entry Level Mathematics (ELM) component of EO665, and to assure students had the opportunity to complete the EPT/ELM in a timely manner, 11 EPT/ELM test dates were offered. Attendance was high, with 3531 students taking the EPT and 3286 students sitting for the ELM.
- In response to the Graduation Writing Assessment Requirement (GWAR) as outlined in EO665, an additional EWP test date was established in the 2000-2001 Testing Calendar to meet the increased demand for this test. A total of 7013 EWP tests were administered and scored during the 2000-2001 academic year.
- In an effort to expand services to students who experience difficulty with the EWP, a method for identifying students who have failed the EWP multiple times was developed with the assistance of IT Services. This project proved to be very successful in assisting this group of students to fulfill their educational goals, and will be continued in the future.

## CHALLENGES

- Pursue the procurement and implementation of the FileNet imaging system to assist in the review of over seven thousand EOP admissions applications.
- Develop initiatives and processes to increase the admissions of African American males into the Educational Opportunity Program and females into the MESA Engineering Program.
- Secure appropriate and efficient office space for the University Testing Services office and Student Diversity Program.
- Secure budget allocations, that meet the needs of the Student Academic Services program and University Testing Services.
- The greatest challenge for 2000-2001 centers on the budget allocation for University Testing Services Centers.

## GOALS 2001-2002

- Provide training opportunities for all unit coordinators in order to enhance management skills in areas of collaboration, institutional protocol, and campus political environment.
- Move the EOP Admissions office into the proposed FileNet environment to facilitate improved efficiency and timely admission of student applicants. (Note: This goal and its outcome will be driven by campus IT schedule).
- In the Testing Services office, continue to provide strategies to assist that office in becoming twenty percent self-supporting by June 2002.
- In the Minority Engineering Program and Student Diversity Program, increase program accountability in the areas of students served, retained, and graduated by June 2002.
- In the Student Support Services program, increase the retention rate of students by 5% over the 2000-2001 cohort by June 2002.
- The primary focus for 2001-2002 will be to look at the internal functioning of University Testing Services, and how best to maximize the staffing and resources to carry out the mission of the office.

## Trio Programs, Gear Up and Computer Science, Engineering & Mathematics Scholarship (CSEMS)

### MISSION STATEMENT

The federal funded TRIO Programs, Project Gear Up, and Computer Science, Engineering & Mathematics Scholarship (CSEMS) at California State University, Fullerton are designed to prepare qualified individuals from first generation college and disadvantaged backgrounds for programs of postsecondary education and beyond.

### ACCOMPLISHMENTS

- Two CSUF Upward Bound Math Science participants were selected to attend the Upward Bound Math Science Regional Center Residential Programs at Embry-Riddle Aeronautical University and the University of California, Santa Cruz.
- Collaborated with several CSUF departments, resources, faculty and staff to develop and implement a 2-unit cost effective college course for UBMS participants.
- A Visual Arts course was added to the six-week summer program, which was approved for six units of high school elective credit.
- Math and English classes were added to enhance the Saturday Academy curriculum.
- Conducted student assessments during special testing administrations by the Academic Counselor using The Tests of Achievement and Proficiency (TAP), which measured the students' level of achievement in reading, vocabulary, writing, and the sciences.
- Incorporated computer literacy into summer program curriculum, which allowed students to access the Internet for research, as well as receive instruction in Web Page Design.
- Implemented Mathematics Vertical Team between the Jr. High School and the High School in efforts of aligning curriculum and maintaining a "math bridge"
- Two hundred students participated in the Gear Up annual Summer Math Academy and Saturday Math workshops.



## CHALLENGES

- Limited resources in Upward Bound Math Science to further develop and implement a variety of cost effective college courses for college credit for UBMS participants.
- Increase effective partnership between Upward Bound South with middle schools and school district.
- Establish cooperative relationships between Upward Bound North and other campus-based programs that provide similar services to low-income, first-generation students.
- Increase effective partnerships between the middle schools, the High Schools, the school district, the University, and community based organizations and businesses

## GOALS 2001-2002

- Ninety-five percent (95%) of Upward Bound participants will maintain a grade point average of a 2.0 or above; eighty percent (80%) of the participants enrolled for at least two years will maintain a grade point average of a 2.5 or above. In addition, each participant will progress one full class level each year, as indicated on standardized tests.
- One hundred percent (100%) of the limited English proficient (LEP) students in Upward Bound will maintain a minimum 2.5 GPA in their core English classes.
- The Upward Bound Program (North) will retain eighty-five percent (85%) of participants through to high school graduation.
- Eighty-five percent (85%) of Upward Bound Program (North) participants will have completed a 4-year college-preparatory curriculum upon graduating from high school.
- Ninety-five percent (95%) of Upward Bound (North) participants, who graduate from high school, will enroll in a post-secondary institution, 65% of which will enroll into a 4-year institution.
- Host GEAR UP club for students.
- Establish Mentor connection with GEAR UP Target students.
- Connect with Parents/Parent Workshops (GEAR UP).
- Offer Professional Development Workshops for GEAR UP staff.
- Publish & distribute monthly GEAR UP newsletter.
- Develop & maintain GEAR UP Web site.
- Establish and organize Advisory Board for GEAR UP.
- Establish after school math program for GEAR UP students.
- Develop formal brochures for the Cal State Fullerton Upward Bound Program (South) in English and Spanish.
- Offer a summer class for high school/college credit for CSUF Upward Bound (South) participants.
- Establish an Alumni Association for former Upward Bound (South) participants at Cal State Fullerton.
- Raise funds to support the new Upward Bound (South) Alumni Association.
- The Computer Engineering Math and Science (CSEMS) program will serve 40 participants in 2001-2002.
- CSEMS will graduate 7 participants with either a BA or MA degree.
- The number of internships available to CSEMS participants will increase by 5%.
- The number of business representatives on the Minority Engineering Program (MEP) board will increase by 10%.

## **Student Health and Counseling Center**

### **MISSION STATEMENT**

The mission of the Student Health and Counseling Center at CSUF is to provide high quality ambulatory health care essential to the physical and mental well-being of our students; to provide education and counseling in order to promote healthy lifestyles of students; to serve our students in a caring manner and environment; to serve as a resource to the campus community on health care issues.

### **ACCOMPLISHMENTS**

- Implemented the "Just the Facts" campaign as part of the Social Norms Research Project.
- Increase of 20% in patient visits due to increased immunizations and implemented the new Hepatitis B immunization requirement; over 2,500 students immunized or documented.
- Successfully completed an audit by the CSU Chancellor's Office; all 8 audit recommendations were completed by June of 2001.
- Made significant progress toward the building of a new facility for Counseling And Psychological Services and Physical Therapy; construction bid completed and contract signed, June 15, 2001.
- Updated website to include current information on services and costs.

### **CHALLENGES**

- Budget: SHCC services and/or staffing will need to be reduced in 2002. Lack of adequate staffing is already beginning to affect the immunization program and availability of appointments for providers. Psychiatry position is vacant and will not be filled due to budget limitations. One provider remains on long-term medical leave and this is affecting appointment wait-times.

### **GOALS 2001-2002**

- Plan for a smooth transition to the new SHCC addition for CAPS and Physical Therapy.
- Continue to refine the program to immunize students 18 years old and younger against Hepatitis B.
- Continue to evaluate our core patient processes and assure that they are cost-effective, efficient and user-friendly.
- Evaluate space use in the SHCC.

- Install Cash-Net software to enhance cashiering and cash collection process.

- Continue to implement the "Just the Facts" campaign and participate in implementing the recommendations from the CSU Chancellor's task force on alcohol education.

- Monitor the operating budget on a monthly basis and maintain expenses within the approved levels.

- 2002 Spring meeting of CSU Health Center Directors at CSUF.

## **University Learning Center**

### **MISSION STATEMENT**

The goal of the University Learning Center (ULC) is to provide all CSUF students with academic support in an inviting, contemporary, and technologically-enhanced environment. We believe that all learners need support that extends beyond the classroom to reinforce and amplify daily lessons. The staff of the ULC is carefully selected and trained to assist students with their academic assignments, general study skills, and computer user needs. Students who work with tutors at the ULC will become more successful learners in the areas for which they receive tutoring and more successful, purposeful students in general.

### **ACCOMPLISHMENTS**

- ULC conducted 2166 tutorials in Fall 2000 and 1972 tutorials in Spring 2001. This represents an overall increase of 1063 tutorials from the previous year.
- The computer assistants documented 3411 computer uses in fall 2000 and 3674 in spring 2001. This represents an overall increase of 456 documented uses from the previous year.
- ULC senior computer assistants and computer technicians redesigned and updated the ULC web page making it increasingly informative, interactive, and visually inviting.
- The administrative/instructional staff and tutors conducted several hour-long workshops on Study Skills and Test Taking designed for Fullerton First Year and the BTER, each of which had requested this assistance.
- Developed an on-line tutoring option that makes available real-time, on-line tutoring over the Internet. This program was piloted with Business students at our Mission Viejo campus.



- Worked collaboratively with the Vice Presidents of Student Affairs and Academic Affairs, the Coordinator of EOP, and the Chairs of the Departments of Math and English to provide summer tutoring for summer school students, and for Summer Bridge students.

- Worked collaboratively with the American Language Program to make tutoring available for students in their most advanced language courses and TOFEL training software available in the ULC computer lab.

- Worked collaboratively with the Faculty Development Center and the Department of English to develop the FACULTY WRITING ASSISTANCE PROGRAM, a series of workshops, lectures, and tutorials designed for interested CSUF faculty who wanted assistance with their own professional writing.

- The Director and Assistant Director each received grants from the CSUF Office of Distance Education to design on-line courses to be offered during the 2001-2 Academic Year.

#### **CHALLENGES**

- The ULC Staff will face the challenge of continuing to integrate technology into the ULC in the form of on-line tutoring, on-line courses, and assisting CSUF Distance Learning students.

- Work with other units in Student Affairs to find ways to meet their tutor training needs.

#### **GOALS 2001-2002**

- Our continuing goal is to offer high quality tutorial and computer assistance. We will continue to develop the collaborative relationships that we have established and develop new ones.

- In light of tutor-training needs on campus, we will continue efforts (marked in fall 2001 with the first on-line tutor training course) to respond to these needs.

- To continue making known our services to the campus community, to educate the campus about the nature of tutorial instruction, and to celebrate the accomplishments of our staff.

- The Director and Assistant Director will continue to make visible, through their professional activities, the accomplishments and challenges of the University Learning Center and distribute a program newsletter.

## **WOMEN'S CENTER/ADULT REENTRY**

### **MISSION STATEMENT**

The Women's Center's mission provides education for the campus and surrounding community on the status of women and men in society today; fosters an environment to increase knowledge of gender-constructed norms; and focuses on the elimination of stereotypes, including racial, gender, sexual orientation, age and socioeconomic status. Intellectual/emotional development, growth and support of the student body at CSUF are implicit in all of the Center's goals.

The Adult Reentry Center (ARC) at California State University Fullerton is dedicated to issues of the Adult Learner, and the successful completion of their educational goals. The center's mission provides support services to prospective students and current students 25 years of age or older who are returning to the college environment. The center serves as a resource to the CSUF community in providing an educational environment for adult learners' success and retention.

### **ACCOMPLISHMENTS**

- Implemented three major projects sponsored by the CSU/WSU Joint Taskforce on Domestic Violence: Boys, Bullies and Batterers: the Link between violence and male gender socialization. Attendance: 1,100 students, faculty and community members. The 2nd annual Domestic Violence Advocate Training. Attendance: 100 participants (last year attendance was 56 participants). Breaking the Boy Code, co-sponsored with Human Options, provided a follow-up workshop to the Boys, Bullies and Batterers event and drew 63 participants. Battered Mothers' and Children's Advocates: Collaborating Across the Ideological Divide, offered by Western State University with CSUF Women's Center staff providing facilitation. Ten Cal State Women's Studies students also participated.

- Further developed a collaborative/working relationship with Women's Studies in an effort to implement joint projects enhancing student learning.

- Ongoing discussions and a natural evolving collaboration of this important partnership and academic experiment has yielded a state-of-the-art media classroom/presentation room to be shared with Women's Studies and the Women's Center.

- A primary outcome of this collaboration is a more unified and comprehensive service and supportive environment for students exploring issues related to gender.

- Successfully staged and presented WOMEN'S HEALTH EXPO. Attendance exceeded expectations. Approximately 600 students, faculty and staff attended this event focused on culture, ethnicity and seven aspects of health. The event featured two keynote speakers: Gail Wyatt, author of *Stolen Women: African American Women and Sexuality* and Naomi Quinonez, professor of Chicano Studies and poet. The health Expo Resource Fair was staffed by 65 community agencies on women of color health issues.

- Increased activity and student involvement in the Women of Color Resource Centers

- 200% increase in the number of interns participating in the development of the Women of Color Resource Centers.

- The Resource Center facilitators' positions provided strong internship experiences for Human Service, Psychology, Women's Studies as well as for students who seek an Independent Study related to gender and women's issues.

- Facilitators' notebooks created for each Woman of Color Resource Center to provide focus and direction for new facilitators.

- Para Mujeres provided a collaborative opportunity for students in Chicano Studies 313, La Chicana, taught by Dr. Naomi Quinonez.

- Provided new programming for community organizations and institutions.

- Explored fundraising possibilities through links to the community. Initial efforts to secure funding for a Woman's Newsletter, currently underwritten by a business in Orange County.

- Alpha Delta Pi Sorority, CSUF, donated \$500 for the CSWU/WSU Joint Task Force on Domestic Violence.

- Developed an interactive web page and internet communication system for the Adult Reentry Center. The website for the Women's Center/Adult Reentry center has been revised and reflects an interactive capability in the Adult Reentry segment of the website. The Adult Reentry Facilitated Study Groups met with great success, serving 36 students for the fall semester.

- Established an interactive link, entitled "Ask Patty".

- Continued and further developed the Facilitated Study Groups.

- Developed and convened an Adult Reentry Center Advisory Board.

- Increased outreach efforts and provided effective services to community; increased the access and usage of the center services for evening students by 10%.

- Evening service, participation, increased by 70% over previous semesters due to the establishment of monthly meetings for Calworks recipients and Adult Reentry prospective students.

- Families Across Cultures collaborated with Adult Reentry and International Education and Exchange.

- Coordinated Florence Crittenton Services Facility for Adolescent Girls, Prom Dress Drive.

- Women's Transitional Living Center (WTLC) Collaboration on Domestic Violence Training.

- Further consolidation of the CSUF/WSU Joint Taskforce on Domestic Violence. Committed to providing at least one project per semester for the benefit of the students at WSU and CSUF as well as the community.

- Second Annual Domestic Violence Advocate Training - October 2000. Trained 100 students from Western State University, College of Law and California State University, Fullerton on safety plans, restraining orders, cultural concerns, and basic education on domestic violence.

- WOMANSAGE: Provided articles for seven issues of this growing publication. Also available is a website designed by REGISTER journalist, Jane Haas. This publication is a joint effort to provide dialogue and research on women and aging.

- RESPONSE TO DOMESTIC VIOLENCE: This three-part workshop facilitated by three staff members of the Women's Center, drew a consistent audience of 75 participants at Yorba Linda Library.

- BOYS BULLIES AND BATTERERS: 1100 participants attended this half-day conference. It was the primary highlighted event for the Joint Task Force on Domestic Violence.

- HEALTH EXPO: This first annual health expo focused on women of color and community services for women of color. The participants numbered 600.

- As in previous years, paid critical attention to balancing community-based programs with the responsibility of maintaining excellent services to students. Outreach efforts were received well by the community and have provided excellent links that will be beneficial to the community and the university.

### **CHALLENGES**

- Supporting a new staff in meeting the challenge of a growing unit.
- Expand and evolve partnership with Women's Studies.
- The budget has been the same baseline amount for the past two years, while student enrollment, programs, and co-curricular partnerships have increased by 20%. This is especially crucial in the area of special events for students.

### **GOALS 2001 - 2002**

- Formalize partnership with Women's Studies, and increase communication via e-mail and meetings.
- Complete construction of collaborative space.
- Identify Women's Center/Women's Studies internships.
- Build Women of Color Resource Center services and activities.
- Coordinate Eight lunch-time programs focused on Women of Color.
- Increase interns facilitators by 40% and increase faculty involvement by 20%.
- Strengthen Domestic Violence Task Force.
- Increase communication with task force members through regular meetings.
- Present three programs/projects on Domestic Violence to reach approximately of 800 participants, contingent on funding.
- Create and offer, in collaboration with extended Education, the Domestic Violence Certificate Program.

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