



# **STUDENT AFFAIRS**

## **ANNUAL REPORT**

### **2001-2002**



*Vice President for Student Affairs Office*

*Associated Students, Inc.*

*Career Planning and Placement Center*

*Counseling and Psychological Services*

*Dean of Students*

*Disabled Student Services*

*Financial Aid*

*Guardian Scholars Program*

*Honors and Scholars Support Services*

*Housing and Residence Life*

*Intercollegiate Athletics*

*International Education and Exchange*

*Student Academic Services*

*Student Health and Counseling Center*

*University Learning Center*

*Women's Center/Adult Reentry*

*Assistant Deans for Student Affairs*

*TRIO Programs, GEAR UP, and CSEMS*



CAL STATE  
**FULLERTON**

CAL STATE FULLERTON

**STUDENT AFFAIRS**



*Vice President for Student Affairs*  
(714) 278-3221 / Fax (714) 278-5300

September 2002

Dear Reader:

It has been another year of great accomplishments and achievements in Student Affairs. We have had a productive and fruitful year by continuing to focus on the improvement of our already excellent services and endeavoring to provide students with a campus environment that is inviting, supportive, and conducive for learning. Above all, we have maintained a continued sense of purpose and direction in advancing our mission. Further, an emphasis on collaboration with other departments across the campus has resulted in the continued coordination of programs and services for the record number of students enrolled for the fall semester of 2001.

As part of our ongoing evaluation efforts, each department in Student Affairs has compiled information on its accomplishments, continuing challenges of the past year and goals for 2002-2003. In this 2001-2002 Annual Report, you will read about the many activities that have been undertaken over the past year by the departments in Student Affairs and by the organization as a whole. This Student Affairs Annual Report includes the executive summary of each department's full text annual report; for more detailed information, contact the Vice President for Student Affairs Office, Langsdorf Hall 805, 714-278-3221.

It is a pleasure to serve in my role as Vice President and to be working with such a dedicated group of professionals committed to serving students. I appreciate the excellent contributions made by the directors and staff in each department. I believe that Student Affairs at Cal State Fullerton is among the nation's best in providing quality student services, excellent educational programs, and caring and skilled assistance from staff members. Please take the time to read about our accomplishments of the past year and about our goals for 2002-2003. We are pleased to share this information with you.

Sincerely,

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



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This report prepared by the Office of the Vice President for Student Affairs, California State University, Fullerton, P.O. Box 6830 Langsdorf Hall 805, Fullerton, CA 92834-6830. For more information, contact Student Affairs at 714-278-3221.

Front Cover Pictures: New Student Residential Complex. Completed Fall 2002

# 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 insight that facilitate life-long learning, a sense of personal and interpersonal competence and human understanding.

As a source 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.

## 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.

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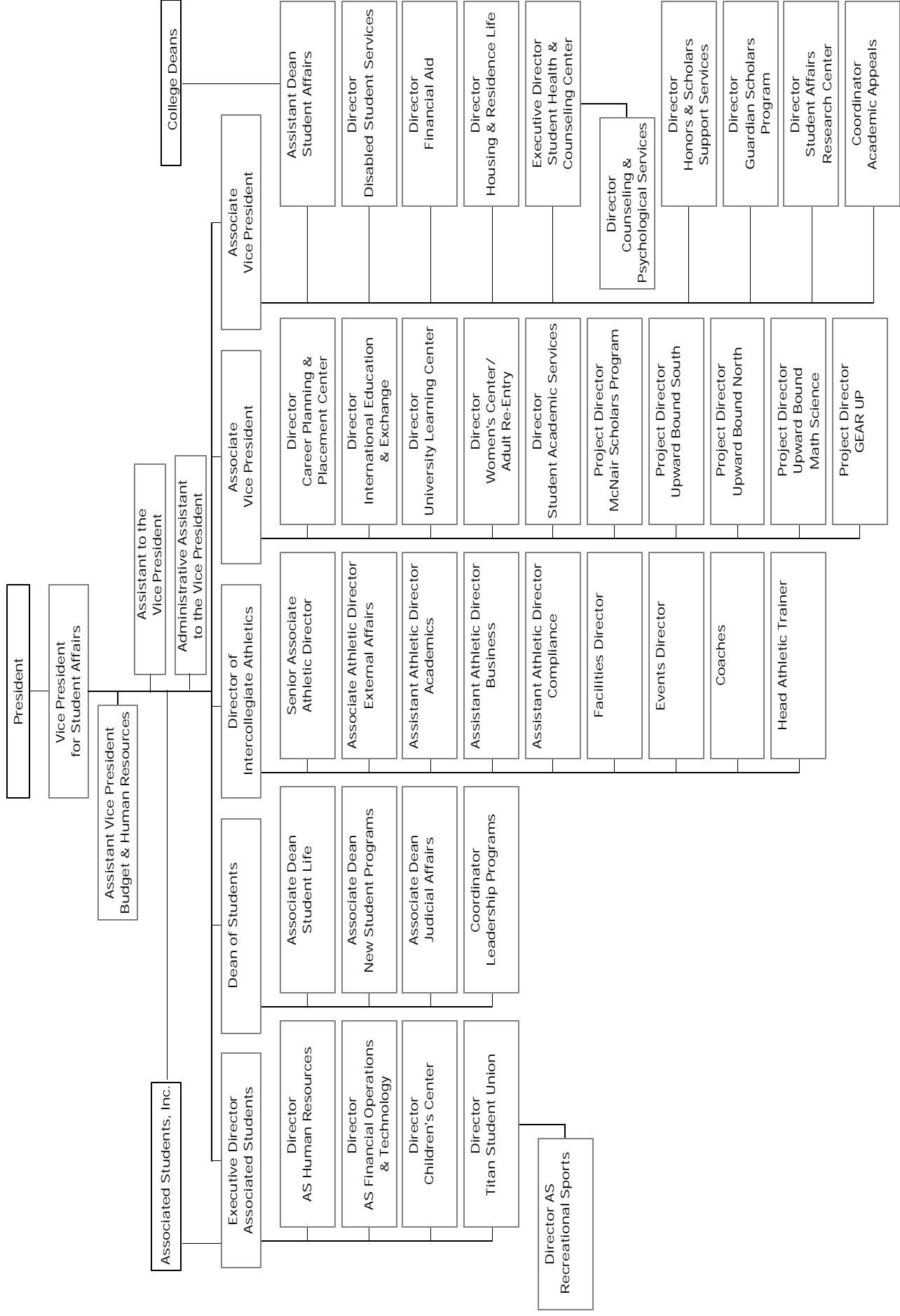
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# Student Affairs Organizational Chart



2001 - 2002

PUBLICATIONS/BROCHURES

- *Student Communiqué* newsletters to increase communications with students. (Assistant Deans for Student Affairs, College of Communication)
- Financial Handbook for Student Leaders. (Associated Students, Inc.)
- Handbook for ASI Funded Programs. (Associated Students, Inc.)
- Children's Center Program Brochure. (Associated Students, Inc.)
- "Where Have They Gone? An Employment Survey Report of Class of 2000 Cal State Fullerton Graduates." (Career Planning and Placement Center)
- "Job Search Guide (Fall 2001)." (Career Planning and Placement Center)
- Annual Scholarship and Awards Bulletin. (Financial Aid)
- University Honors Program Transfer Brochure. (Honors & Scholars Support Services)
- Honors & Scholars Support Services Newsletter and Honors Advisement
- Resources. (Honors & Scholars Support Services)
- Media Guides-all 17 sports and Post-season Guides for all NCAA Qualifiers. (Intercollegiate Athletics)
- "Guidelines in a Time of Fear and Doubt: How NAFSA's Code of Ethics Can Help Us Reflect on September 11." (International Education & Exchange)
- Ronald E. McNair Program Newsletter and Brochure.
- Guardian Scholars Program Donor Brochure.
- University Learning Center Brochure.
- Course Reader for Domestic Violence Advocates Training, #3. (Women's Center)
- Twelve editorials for Womansage newsletter. (Women's Center)
- "A Crime like No Other," Article on Domestic Violence for CSUF Dateline. (Women's Center)
- "Athletic Therapy Today." Four book reviews on therapeutic exercise accepted in the journal (Student Health & Counseling Center-Physical Therapy)

## 2001 - 2002 EXTERNAL FUNDRAISING ACCOMPLISHMENTS

### Federal Grant Awards

· Upward Bound - Santa Ana	\$350,622
· Upward Bound - Norwalk and Whittier	\$303,533
· Upward Bound Math & Science	\$212,180
· Ronald E. McNair Program	\$209,811
· Gear Up! Anaheim	\$203,785
· Student Support Services	\$258,735
· Computer Science, Engineering & Math	\$267,602
· ENLACE	\$54,640
Total Federal Grants	\$1,860,908

### State Grant Awards

· Workability IV Cooperative Contract California State Dept. of Rehabilitation	\$98,700
· California State Dept. of Education Children's Center	\$11,314
Total State Grants	\$110,014

### Other Funding Accomplishments

· Bank Of America	\$1,700
· Citibank	\$6,200
· College Loan Corp.	\$1,800
· Educaid	\$2,500
· EFSI	\$2,050
· Orange County Teachers Federal Credit Union	\$1,250
· Sallie Mae	\$5,144
· Washington Mutual	\$2,050
· Wells Fargo	\$1,850
· AmeriCorps	\$17,715
· Alumni Association	\$20,000
· CSUF Annual Fund	\$18,000
· Stuart Foundation	\$187,027
· It's Our University	\$2,981
· Kathleen E. Faley Memorial Special Games	\$54,000
· Jenkins Family Foundation	\$37,000
· Hahif Family Foundation	\$1,500
· Los Angeles Times Scholarship	\$400
· Hispanic Scholarship	\$39,000
· MESA/MEP Grant/Scholarship	\$21,500
· TELACU	\$7,500
· Peggy Hammer Scholarship	\$1,843
· All Student Loan Corporation	\$2,200
· PNC Bank	\$250
· Chela	\$250
· Fleet	\$500
· Camp Titan	\$22,000
· Greek Week	\$7,500
· LA Times Comp Fund	\$13,500
· Children's Center	\$8,340
· U.S. Dept. of State	\$1,980
· Western State	\$400
· Target Stores	\$500
· Compass International	\$5,000
· Phelps Stokes Foundation	\$1,500
· Western Energy Association	\$2,000
· Boeing	\$10,000
Total Fundraising	<u>\$508,930</u>

Total Outside Funding Generated by Student Affairs \$2,479,852

## 2001 - 2002 PRESENTATIONS

Presentations given at regional and national conferences.

- “Graduate Students: Are Their Voices Being Heard?” ACPA National Conference, Long Beach, CA.
- “Marketing Case Study,” ACUI Regional Conference, San Diego, CA.
- “Student Leadership & Marketing Programs,” NACA Regional Conference, Ogden, UT.
- “Fundamental Values for the Academic Community,” NASPA Regional Conference, Maui, HI.
- “Student Ethical Development,” CSU Judicial Affairs Officers Conference, Long Beach, CA.
- “What Makes a Good Team,” Student Leadership Conference, Santa Ana College.
- “New Thoughts on Self Efficacy and Career Development,” International Career Development Conference, Seattle, WA.
- “Electronic Textbooks for On-Campus and Off-Campus Learning,” 17<sup>th</sup> Annual Conference, Los Angeles, CA.
- “Support Services for Students with Disabilities in Post-Secondary Education,” CGCEDP 10<sup>th</sup> Annual Youth Leadership Forum, Sacramento, CA.
- “Families Across Cultures,” NAFSA Regional Conference.
- “FAC/IMC and Creative Uses of Technology,” NAFSA Southern District Conference.
- “Ethics in International Education,” Annual NAFSA Conference.
- “NAFSA Workshop on F-1 Student Immigration Regulations,” NAFSA Southern District Conference
- “Exceptional Services for CSU Students: EOP,” CSU Counselors Conference.
- “Connecting from Across Disciplines to the Campus and the World: Tutoring to Find the Power of Language,” National Conference on College Composition and Communication, Chicago, IL.
- “Reframing the Rhetorical Purpose: What’s a Tutor Supposed to Do?” Annual Rhetoric Society of America Conference, Las Vegas, NV.

Presentations/ Workshops/ Seminars given at community-oriented events.

- “Preparing for and Transitioning to Higher Education,” Annual College Night, Huntington Beach High School District, CA.
- “What it takes to get a job in Higher Education,” USC Rossier School of Education, Los Angeles, CA.
- “AB 422 Report Card,” California Community Colleges Alternative Text Production Center, Ventura, CA.
- “AB 422 Intersegmental Meeting,” California Community Colleges, CSU and UC systems, Los Angeles, CA.
- “Issues of Access to Higher Education for Recent Immigrants and Refugees,” Refugee and Immigrant Forum of Orange County.
- “Science and Engineering Career Day,” Compton School District, Compton, CA.
- “California Forum for Diversity,” University of California, San Diego.
- “Brothers Gonna Work It Out,” University of Southern California.

- “Women’s Second Stage Living,” “Forgiveness,” “Women and Boundaries,” “Healing and Wellness,” Fullerton YWCA.
- “Crisis Intervention Grief Counseling,” Fullerton College.
- “Domestic Violence Counseling Workshops and Supervision,” Fullerton Outreach Center.
- “Men & Women: The Best of Times; The Worst of Times,” Long Beach City College.
- “College Students and Relationships,” Whittier College.
- “Overcoming Racial Barriers,” Student Leadership Council: CSU Dominguez Hills.
- “Guiding Parents of Infants and Toddlers in Early Literacy,” School Readiness Workshops, Orange County Association for the Education of Young Children.

## 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

- Instrumental in organizing and providing an immediate response to the events of September 11, 2001. In response to concerns, counseling services were made available to students. The Memorial Grove was designated as a gathering place for those who wanted to talk, grieve and be with others. In addition, a series of open forums were coordinated over a period of seven days and open to students, faculty and staff.
- The division focused on CSUF student research by utilizing the Campus Climate Survey; coordinating the Freshman Survey; writing and disseminating research reports; and maintaining a liaison with the Office of Institutional Research and Analytical Studies.
- Provided leadership in university-wide activities and programs, including Commencement, Honors Convocation, the Student Fee Advisory Committee, and other campus wide activities.
- The Vice President's Office worked with private developers, CSUF Foundation, and the cities of Fullerton and Placentia to meet the challenge of addressing immediate and future housing needs. To date, no definitive direction has been chosen.
- Facilitated the One Stop Student Services planning and implementation of Student Affairs student services at the El Toro Campus. Student Affairs will continue to evaluate and assess the need for additional student and administrative support services.
- An effort to move toward a more centralized model to coordinate technology across departments within the division is underway. Student Affairs worked closely with Information

Technology to develop a portal by which students can receive information of personal interest. Technology responsibilities have been added to the division's budget and human resource office, and duties have been assigned. Because of the importance of technology in Student Affairs, the goal will continue to enhance online student services.

- In collaboration with the Dean of Students, developed a new statement of relationship, standards and expectations between California State University, Fullerton and its Greek letter fraternities and sororities.
- Working with the President's Office, the staff planned and implemented a Regional Meeting for the Hispanic Association of Colleges and Universities (HACU).
- Held the 8<sup>th</sup> Annual Scholarship Award Banquet for the Hispanic Education Endowment Fund (HEEF), Orange County's preeminent scholarship fund, on campus.

### CHALLENGES

- Continue efforts to improve the use of technology within the division by hiring a technology coordinator to set division-wide standards; cut the time between idea and implementation in half; strengthen the system; improve efficiency and program effectiveness to give students access to information resources and data; and to enhance links between departments/units.
- To continue the efforts to revitalize the research component of the Student Affairs Division.
- Create and publish a division newsletter and information booklet.

### GOALS 2002-2003

- Continue to explore options for additional student housing by identifying potential site options. Develop and implement a plan to substantially increase university student housing.
- Coordinate the successful opening of the new Residence Halls and the Student Health and Counseling Center additions, including logistical and programmatic activities. Both projects scheduled to open by fall 2002.
- Improve coordination of technology efforts across the departments in the division to include,

an assessment of the delivery of online Student Services and their accessibility to all students. Promote campus awareness of student services online.

- Implement Student Affairs procedures for handling student-related crises on campus and educate the campus community about resources and procedures. Coordinate efforts related to mental health (suicide, student death) with university emergency plan. These plans will be disseminated campus-wide.
- Continue the work of the Alcohol and Other Drug Advisory Committee. Provide campus-wide programs and services that address alcohol use, abuse and education issues on campus. Provide information on campus activities to the Chancellor's office.
- Continue to develop opportunities for student involvement in Community Service to enhance leadership potential and practical learning. Support campus efforts to promote Service Learning, especially through off-campus employment opportunities. Continue to improve campus-community partnerships in these efforts.
- Provide staff support and coordinate Student Affairs Services for El Toro Campus.
- Take the lead on the campus initiative to comply with the Student and Exchange Visitor Information System (SEVIS), the INS-mandated tracking system for all foreign students, scholars, and visiting professors in F-1 or J-1 non-immigrant visa status. With nearly 1,500 individuals to regularly report to INS, Cal State Fullerton will be transmitting information over the Internet to INS via a secure batch-processing mode.

## 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

- Provided training for Accounting staff (through Bi-Tech) on accounting software.
- Under new leadership, the ASI Accounting Office has updated and/or improved virtually all critical functions of the operation.
- Worked with the Financial Aid Office to identify students eligible for Work Study funds. Identified 45 student assistants with an average monthly payroll savings of \$8,000.
- Completed staff compensation review.
- Placed handbooks, high usage forms and procedures on shared site to be accessible by staff employees.
- Completed installation of new Dell PCs in all ASI departments and Computer Lab.
- Completed moving all ASI servers and PCs from CSUF's Fullerton domain into the new campus Windows 2000 AD domain.
- Worked with campus IT Department to identify and implement wireless networking in designated areas within the TSU.
- Using newly purchased software, converted the existing ASI documents and forms into a format more suitable for computer access.
- Hired a Program Support Teacher trained in Early Literacy for the Children's Center.
- Implemented Windows-based Children's Center management software including customized State reports.



- Implemented various measures to increase physical safety in and around the Children's Center, funded through California Department of Education grants.
- Conducted practice accreditation review in preparation for a review in fall 2002 by the National Association for the Education of Young Children.
- Worked closely with Assistant Deans and student leaders in the development of new Interclub Councils within the Colleges of the Arts, H&SS and HDCS.
- Maintained high level of organizational services/resources to student user groups through the ASI/TSU Office of Program Support.
- Continued to develop, maintain and improve working relationships with student leaders.
- Worked closely with University officials to identify a suitable site for the new Children's Center building.
- Conducted sound level testing to determine environmental suitability of proposed Children's Center site.

#### CHALLENGES

- Develop a suitable method for comprehensive posting of online ASI forms.
- Complete operations manual for Children's Center.
- Develop operations budget for new Children's Center facility.
- Provide staff training and purchase materials to enhance the Children's Center science curriculum.
- Link time clock system to payroll system to reduce duplication of efforts.

#### GOALS 2002-2003

- Conduct a comprehensive wage review of student employee positions to ensure appropriate classification and wage range.

- Provide training to Accounting staff on new accounting software, IFAS 7.
- Solicit and evaluate bank proposals for cash management system.
- Develop and implement ASI intranet system.
- Implement method of conducting remote software and hardware inventory of corporate PCs.
- Evaluate alternatives to current HP3000 hardware system and related Bi-Tech accounting software so that a replacement system can be proposed for 2003-04 FY.
- Consolidate all ASI servers and accounting system hardware to one secure location.
- Continue to work closely with Assistant Deans and student leaders in the on-going development of newly formed InterClub Councils within the Colleges of the Arts, H&SS and HDCS.
- Begin preparations for anticipated 2002-03 Trustee Control and Compliance Audit.
- Develop a formal (mandatory) orientation for all IRA program/faculty directors. Program will acquaint directors with important information relevant to the support of their funded programs and will include information on fiscal policy, procedures, timelines, etc.
- Develop and implement a formal comprehensive risk management program involving entire corporate staff. Program will assist staff in identifying and managing risk exposures associated with their department's operation.
- Work closely with CSUF officials to determine the feasibility of a room addition in the current ASI Children's Facility to accommodate up to 20 children of faculty and staff beginning in fall 2003.

- Work with ASI leaders to expand and improve the annual ASI Board of Directors orientation program.
- Establish new advisory committee to consult in the process of planning the new Children's Center building.
- Undergo accreditation review by National Association for the Education of Young Children.

## Associated Students, Inc. TITAN STUDENT UNION

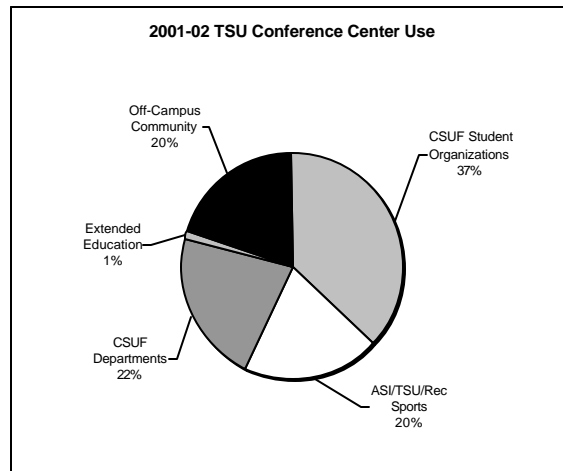
### MISSION STATEMENT

The Titan Student Union (TSU), 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-minded services, facilities and experiences, which are responsive to members of the campus and surrounding communities.

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

### ACCOMPLISHMENTS

- Filled two full-time vacant staff positions in the Titan Student Union program.
- Governing Board deliberated and took action on a host of items, including assumption of funding responsibilities for recreation sports activities and approving rental waivers to many Dean of Students programs.
- Generated considerable interest in student leadership opportunities. Received 12 applications for available 2002-2003 Board positions.
- Wireless Internet connectivity made available to all public lounge areas within the TSU.



- During the 2001-02 year, a total of 3,345 meetings were held in the Titan Student Union facility. Additionally, 376 Pavilion events were held in the building. Percentages above illustrate approximate facility use by sponsor categories.
- Increased participation in fitness classes by approximately 39% from prior year's levels.
- Marked improvements have taken place in consistently delivering quality audio/visual support to events held in the Titan Student Union facilities. Greater student staff training, improved pre-event oversight, and some equipment enhancement aided in this on-going effort.
- Continued development of the planned Student Recreation Center complex. Efforts included: completion of program plan document; program plan submitted for review and approval to various stake-holder groups (TSU Board, ASI Board of Directors, and President's Administrative Board); co-funded campus Site and Massing Study, which developed a campus "precinct plan" for campus lands currently designed as parking lot B; conducted selection process for project's architectural firm (expected completed July 2002).
- Recreation Sports intramurals program increased the number of female participants by 130 over prior year. Increase is attributed in part to targeted marketing efforts to female students and the addition of two new sports for women (flag football and soccer).

- Increased enrollment in Titan Youth Sports Camp program over prior year. On average, 225 campers attended each of the two-week sessions in 2001. The 2001 youth camp program generated net revenues of approximately \$87,000, which supports programs serving CSUF students during the academic year.
- Recruited 34 qualified CSUF students for Titan Youth Sports Camp summer employment. Within the past three years, this program, which was formerly staffed with non-student employees, is now staffed almost exclusively by CSUF students, many of who are pursuing degrees of study in related fields (e.g. early childhood development, teacher education, physical education, etc.).
- Recognized the 25<sup>th</sup> anniversary of the student union through a series of activities and promotional efforts.
- Coordinated the collection of Camp Titan Holiday Toy Drive donations, which brought in approximately 400 toys for underprivileged Orange County children.
- Approximately 250 CSUF students are employed by the Associated Students, CSUF, Inc.
- Developed plans and secured funds to establish a student union lounge at the new El Toro Campus.
- Coordinated complete redesign of the Associated Students and Titan Student Union web site, which now includes more than 300 pages of content. Statistical information related to site visitors is now also tracked.
- Gallery program hosted eight exhibits during the fall and spring semesters, including some non-fine arts exhibits (intended to showcase various academic disciplines within the University).
- Working with the original artist, coordinated the replacement of weather damaged outdoor sculpture located in a high traffic campus space, adjacent to the student union.
- Researched available point-of-sale (POS) systems for TSU Information & Services area, which will integrate with existing accounting software. Purchase of this new system is planned for fall 2002.
- Organized and distributed more than 10,000 commencement ceremony tickets.
- Attracted greater use of Games & Recreation area by campus clubs and departments. Activities included: New Student Orientation, Titan Welcome Week, leagues and tournaments, and intramural sports functions.
- Maintained efforts to serve local K-12 schools through regular scheduling of high school grad nights, junior high and elementary school end-of-year celebrations, high school bowling classes, etc.
- Continued cooperative working relationship between TSU Graphics program and CSUF Graphics Office in the management of overflow jobs, requested by University departments. Graphics program produced 682 project work-orders during the year, a 9% percent increase over prior year.
- Mainframe Computer Lounge increased the total number of computer workstations from 17 to 35, including an ADA compliant workstation. Mainframe Computer Lounge continues to serve large numbers of students. Daily counts during the fall and spring semesters averaged 220 patrons, up from 158 the prior academic year.
- Implemented an admission policy requirement to late-night study program, improving guest safety and facility security.
- Significant progress has been made towards the development of a Facility Renewal/Scheduled Maintenance study. Completed document will provide a 25-year cost-forecasting tool for expected major building infrastructure replacement needs. Study will serve in the on-going development of short-range capital equipment planning for the facility.
- Significant landscaping improvements took place in the east patio and courtyard areas of the building.
- Successful transition to new travel agency operator, following the bankruptcy of former sub-lease holder. No service interruption or financial loss was incurred by the student union due to this transition.

## CHALLENGES

- Complete the development of long-range maintenance and replacement schedule for major improvements in the Titan Student Union building systems.
- Develop more effective systems to establish and monitor building appearance standards.

## GOALS 2002-2003

- Continue efforts in the development of the Student Rec Center complex. Goals of this phase include: finalizing the selection of an architectural firm, completion and approval of schematic designs, and measurable progress towards preliminary design phase of the project.
- Coordinate and promote effective TSU programming efforts at the El Toro Campus.
- Work with Parking Administration to effectively respond to the increasingly limited campus parking availability during peak use periods, and the impact on Titan Student Union and Rec Sports programs.
- Develop more meaningful role for the Governing Board in the oversight and policy development of Rec Sports programs. Effort may include the establishment of a new standing committee in this area.
- Continue working with student leaders, staff, and Foundation management on further assessment of high-use food court area. Develop long-term strategies for service improvements and better space utilization.

## Career Planning and Placement Center

### 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

- Increased registration in Titan Connection system in 2001-2002 by 37% overall and 24% for graduating students. Registered 9074 students overall and 3610 in the graduating cohort in 2001-2002, compared to 6909 students registered overall and 2913 in the graduating cohort in 2000-2001.
- The Center greatly expanded outreach to students, employers and Colleges and to other Student Affairs offices.
- Improved services to students, alumni and employers.
- The Center offered 258 programs and workshops throughout the year, attended by 6,801 students.
- Generated \$10,000 from corporate donor to support updating Career Resource Library.

## CHALLENGES

- Continuing softness in full-time, part-time, and internship opportunities as a result of the weak economy.
- A large number of prospective employers in the Orange County and Southern California area are not already involved in using our services and hiring our students.
- The difficulty in concretely measuring the impact of the services we provide to students and employers.

## GOALS 2002-2003

- As a result of continuing outreach, the Center will increase Titan Connection Registration to approximately 1/2 of the Graduating Students (approximately 4,300) and 35% of the total student body (approximately 10,600).
- Partner with Assistant Deans, Department Chairs, and student leaders to organize and implement coordinated effort across all colleges to engage graduating students in early job search process in response to continuing softness in employment market.
- Expand corporate support either through enhanced direct contributions and/or increased attendance at fee for service activities for

employers. Utilize these external resources to supplement lowered operating resources available from state funding.

- Enhance development of career related internship and part-time/summer jobs in all areas through a series of targeted outreach events and activities for students and employers.
- Develop focused employer outreach campaign for new employers utilizing the resources available from the new Outreach Specialist, and integrating the resources of the existing industry specialists. Target employers that would enhance the balance of opportunities to complement areas of existing strength.
- Create and/or locate additional Professional Development opportunities for staff to ensure high quality and consistent services for students.
- Continue to exploit web and electronic communications, including the development of a student web portal and online career library, to further enhance services for students.

## Counseling and Psychological Services

### 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, thereby 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 2001-2002. A total of 3,160 individual counseling sessions were scheduled, an increase of 9% (251 sessions) over the previous year. The number of students seen each semester remained relatively constant at 1,093 (compared with 1,079) the year before.
- Students used over 7% more counseling sessions on average (from 2.7 to 2.89), suggesting that many required significant

additional counseling time to resolve problems without the availability of psychotropic medication.

- 111 students sought crisis intervention services at CAPS. Additional services were provided to the CSUF community following 9/11, and again during the April Metrolink train accident, including individual and group crisis sessions on campus as well as crash site and hospital outreach.
- CAPS counselors provided outreach and preventive services, including a total 79 hours of workshops and 34 hours of support group counseling focused on such topics as stress management, conquering test anxiety, relationship development skills, substance abuse, eating disorders, counseling skills, suicide issues, and adjusting to college.
- CAPS continued to increase its role as a training center. Several post-graduate psychology fellows from the community as well as from the CSUF faculty provided services under professional supervision as requisite experience for licensure. A pilot program was also initiated making CAPS an internship site for CSUF Marriage and Family Therapist (MFT) student trainees.

- Staff development training for selected units in Student Affairs was provided during the year.
- CAPS staff participated in the development of National Depression Screening Day activities for the fall semester, and provided screening and same day walk-in services for high-risk students identified at the event. Anxiety screenings were also offered both semesters in collaboration with Disabled Students Services.

### CHALLENGES

- Integrate services and mission of all Student Health and Counseling Center departments, including interdisciplinary protocols for pain management, eating disorders, high-risk behaviors, and etcetera to improve services to students.
- Support efficiency and effectiveness of psychological services by providing access to psychiatric consultation and medication for students lacking insurance or other financial resources in the face of internal budgetary

constraints and severe cuts in county health services.

- Continue to foster CAPS image on campus by visiting deans and department chairs meetings and enhancing other contacts with faculty and administrators.

#### GOALS 2002-2003

- Move to the new building, promote location and mission, and develop new associations, (e.g. residential life), while continuing previous relationships throughout the campus.
- Continue peer review evaluations of CAPS tenure-track and part-time faculty, including formal adoption of departmental guidelines for retention, promotion and tenure of counselor faculty.
- Increase number of interns and post-graduate fellows receiving training experience at CAPS.
- Continue to evaluate and revise reception, intake assessment and crisis intervention procedures, as part of on-going training for clerical, counseling, and trainee staff.
- Develop new outreach targets for CAPS staff to continue defining and publicizing the role and services of CAPS on campus.
- Formalize written policies and procedures for clerical, counseling and intern staff through revision of office procedures manual and development of professional and intern policy and procedures protocols.

### Dean of Students

#### 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

- Developed expanded agenda and role for Multicultural Leadership Center. Assisted in the coordination of all large culturally related campus programs.
- Expanded technological response to student needs through involvement in the development of the student portal and through the "Ask the Titans" online information service.
- Prepared for the implementation of the Greek Life Plan beginning in fall semester 2002.
- Addressed 188 judicial affairs cases in consultation with over 100 faculty.
- Evaluated CSUF involvement in the American Humanics program.
- Through New Student Orientation programs, assisted over 1,900 freshmen, 380 transfer students and 895 family members in their orientation to CSUF.
- Redesigned the Student Leadership Institute program offerings.
- Provided organizational consultation and administrative support for 195 recognized student organizations.

#### CHALLENGES

- Coordination of judicial affairs across campus.
- Managing the volume of student related policy and the coordination of policy development processes across campus.
- Funding for student staff in the New Student Information Center (LH 112), and for the Co-curricular Achievement Record program.

## GOALS 2002-2003

- Successful implementation of the Greek Life plan.
- Improvement in the programs and services offered to the campus student organization leaders and advisors.
- Achieve federal work-study goals set for the America Reads and Counts program.
- Provide leadership to the Student Affairs Policy Committee and continue to work on revision and creation of student related policy.
- Fully implement the “Integrating Integrity into Student Life” initiative.
- Fully implement the “Ask the Titans” initiative.
- Increase the collaboration with Associated Students, Inc.
- Increase the number of students who participate in some type of co-curricular program on campus.
- Review of evaluation and assessment methods across all Dean of Students programs and services.
- Restructuring of the Leadership and Multicultural Development Programs area and the Student Life area including staff reassignments, physical location changes, etc., to better serve students.
- Improve public relations efforts to promote the mission, programs and services of the Dean of Students Office.
- Improvements in the office infrastructure including budget planning, policy and procedure clarification, staff expectations, and human resources functions.

## Dean of Student 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

- Convened an ad hoc student advisory group (University Initiative) to discuss standards and values for students at CSUF and to develop outreach activities for students on academic integrity.
- Maintained currency in state and federal law pertaining to higher education by attending and presenting at national professional conferences, by subscribing to relevant professional journals, and networking with judicial affairs officers at CSU sister institutions.
- Maintained efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards.
- Provided presentations to various students groups. Provided approximately 1,500 copies of the “Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper” to faculty for distribution in their classes.
- Developed presentations, publications and outreach projects for faculty and staff concerning the interpretation and application of University standards for student behavior. Individual presentations were given to various academic units as well as presentations at 11 Part-Time Faculty Orientations.

- Consulted regularly with faculty and staff (over 100) concerning the interpretation and application of University standards for student behavior.
- Reports concerning 115 incidents of academic dishonesty were received. This number represents a 40% increase in the number of cases reported during 2000-2001 and a 125% increase in the number reported in 1999-2000 and well above the average 22 cases received the previous six years. Plagiarism continues to constitute the single largest number of violations reported (58 students, 50% of total).

#### CHALLENGES

- It is the university's policy that all incidents of academic dishonesty be reported to the Dean of Students Office, Judicial Affairs, whether or not the incident has been resolved by faculty intervention alone. However, it is generally believed both on our campus and at campuses nationwide that many faculties informally resolve cases of academic dishonesty without reporting the action to other institutional authorities. It will be an on-going challenge to encourage faculty to act upon and report all incidents of academic dishonesty in a timely and consistent manner.
- To expand the dialogue among students on campus to embrace academic integrity themes as well as student responsibilities to the academic community through the initiatives developed through "Integrating Integrity into Student Life."
- The most difficult challenge is the system wide discipline policy that is inherently based on a criminal (not educational) model. Will continue to try 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 2002-2003

- Initiate activities developed through University Initiative, "Integrating Integrity into Student Life."
- Collaborate with the Faculty Development Center and other appropriate offices to provide relevant workshops for faculty (new and current).

- 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 consultation role.
- Maintain currency in state and federal law pertaining to higher education by attending and presenting at national professional conferences, by subscribing to relevant professional journals, and networking with judicial affairs officers at CSU sister institutions.
- Identify national and CSU-wide trends and assess relevance to CSUF.
- Maintain efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards.
- 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.

### Dean of Student Leadership and Multicultural Development Programs

#### MISSION STATEMENT

Leadership and Multicultural Development Programs, a program area of the Dean of Students Office, is dedicated to providing high quality leadership and multicultural education through formal training and experiential learning opportunities. The area provides programs and services through three primary venues: 1) Student Leadership Institute, 2) Multicultural Leadership Center, and 3) University Leadership Conference.

By working collaboratively with students, faculty, staff, alumni, and the greater community, Leadership and Multicultural Development Programs will:

- Prepare and encourage students to actively engage in civic life in their communities,



advocate for and respect the rights of others, and understand and embrace diversity.

- Assist students in discovering their leadership potential while encouraging examination of personal values, opinions and beliefs.
- Provide training opportunities that encourage students to assess and develop the skills recommended for effective leadership and multicultural understanding.
- Serve as resources to student leaders, and cultural organizations through advisement and training on event planning, group development and organizational management.
- Recognize, acknowledge and celebrate the valuable contributions students have made on and off campus.

**ACCOMPLISHMENTS**

- Continued with the ongoing planning, implementation and visibility of the Multicultural Leadership Center.
- Redesigned the University Leadership Conference to highlight current leadership topics, encouraged campus-wide involvement, heighten awareness, and increased participation among CSUF students.

**Number of Students Completing a Student Leadership Institute Track**

Academic Year	Total Number of Graduates
1999 - 2000	8
2000 - 2001	12
2001 - 2002	35

- Provided Leadership and Diversity Training to six Educating Myself for Better Racial Awareness and Cultural Enrichment (EMBRACE) Facilitators and 35 EMBRACE Participants.
- Redesigned the Student Leadership Institute to revise tracks, improve customer delivery methods, assess learning outcomes, maintain partnerships, and increase awareness of program.
- Coordinated efforts to distribute \$3,000 received from the Office of the Vice President for

Student Affairs and allocated for student planned events.

**Student Leadership Institute  
Number of students completing the  
EMBRACE Track  
(EMBRACE = Educating Myself for Better  
Racial Awareness and Cultural  
Enrichment)**

Academic Year	Graduates
1999 - 2000	76
2000 - 2001	111
2001 - 2002	131

- One hundred and forty-one (141) students participated in the Student Leadership Institute during the 2001-2002 academic year. One hundred and thirty-one (131) students completed the program requirements and received a certificate of completion, an 18% increase over 2000 - 2001. Twenty-one (21) of the graduates completed multiple tracks.
- Collaborated with on-campus departments to implement or assist in the coordination of awards and events that recognize the scholastic and co-curricular achievements of Cal State Fullerton students (e.g., CSUF Student Leaders, Who's Who Among American Colleges and Universities).
- Staff served as either instructors or presenters for University 100 courses for Fall 2000 and Summer Session 2002.

**CHALLENGES**

- Receiving an allocated budget for program area, giving staff access to better management of funds for programming.
- Increasing student participation and use of the programs and services offered in the area.
- Following through on assessment practices by evaluating learning outcomes, customer satisfaction, and compiling a profile of users.
- Creating a warm and friendly environment that would be inviting to students and foster use

of services in the Multicultural Leadership Center.

**GOALS 2002-2003**

- Transition and integrate Greek Life Programs and staff to Leadership and Multicultural Development area.
- Implement the expectations and standards outlined in the CSUF Greek relationship statement which includes development of an implementation plan, educating and training fraternities and sororities on the statement and plan, advising groups of best practices, monitoring practices among groups, and developing criteria to measure value added among groups.
- Continue with the second year of implementation of the Multicultural Leadership Center programs and services.
- Continue to revise practices and program components of the Student Leadership Institute, monitor customer service, provide a high quality leadership experience for both participants and coordinating committee members, strengthen partnerships, and continue to address the needs of presenters of the program.
- Increase campus involvement in the planning and implementation of the University Leadership Conference. Focus on outreach efforts to increase CSUF student participation by 15% and revisit allowing participation from other campuses.
- Assume coordination and planning for the CSUF Student Leaders event hosted by the President.
- Maintain and strengthen partnerships with students, cultural organizations, fraternities and sororities, ASI, and faculty and staff who are key to the coordination of programs and services in the area.

**Dean of Student  
New Student Programs**

**MISSION STATEMENT**

From pre-admission to graduation, New Student Programs (NSP) provides services and programs designed to empower students and their families

to create a meaningful educational journey at Cal State Fullerton. New Student Programs connects students to the valuable learning opportunities necessary for this journey via campus tours, new student orientation, information and campus referrals, leadership development, and welcome activities. As a result of program participation and service utilization, students develop character, critical thinking skills and the interpersonal competence requisite for lifelong learning.

**ACCOMPLISHMENTS**

- Collaborated with the Student Health and Counseling Center in order to provide immunizations information at each Frosh New Student Orientation (NSO).
- Developed a “TITAN Online” worksheet in order to provide students with more effective registration instructions.
- Presented information on the new “MY CSUF” web portal at each Frosh NSO session in order to help prompt all new students to use the technology available at Cal State Fullerton.
- Facilitated the first-ever spring Frosh NSO session in January 2002.
- Conducted “Pre-Orientation Workshops,” for the first time at Fullerton College and Orange Coast College in order to demonstrate the benefits of attending New Student Orientation to prospective transfer students.

**Family Orientation  
2001 vs. 2002**

	2001 Actual Attendees	2002 Actual Attendees	Percent Change
Frosh	742	823	+ 11%
Transfer	69	72	+ 4%

- More professional presence for Family Orientation facilitated by professional staff. Percent for Frosh increased 11% and for Transfer students 4%.
- Completed the revision of the New Student Programs leadership model.

- Completed the transition to a skills-based approach to leadership training as opposed to the information-based approach used in previous years that was facilitated, in part, by the Student Program Coordinators.
- Implemented the “Ask the Titan” program, an online information service. Began campus wide promotional campaign. Most inquiries are from current or prospective students, however some inquiries come from on campus departments or staff members. Questions are categorized in the following areas: Admissions and Records, Clubs and Organizations, Academic related, and general campus information.
- Achieved full staffing and trained new professional staff members.
- Campus tours program began collaboration with the Titan Student Union to move the starting location of daily tours to the TSU.

### Campus Tours 2001-2002

Month	Daily Tours Reservations Made	Daily Tours Given	Special Group Tours Reservations Made	Special Group Tours Given
July 2001	271	214	456	456
August	423	280	245	154
September	112	71	156	71
October	231	101	1,023	845
November	339	223	1,317	1,200
December	82	53	320	185
January 2002	241	149	590	508
February	290	185	1,235	761
March	425	282	2,645	2,137
April	535	377	3,308	2,665
May	221	153	1,733	1,142
June	222	124	169	107
Totals	3,392	2,212	13,197	10,231

- The campus tours continue for both daily and special group tours.
- On Fall Preview Day and Welcome to Fullerton Day, Titan Ambassadors toured 1,412 people, a 100% increase from the previous year.

#### CHALLENGES

- Providing adequate staffing coverage for the New Student Information Center (LH112).
- Reconfiguring the current workspace in University Hall 178 to provide adequate space

for program planning and professional/student staff.

- Evaluating and redefining budgeting procedures and processes for New Student Orientation and New Student Programs (NSP).
- Reassessing the technology used in NSP services and areas, specifically NSO and Campus Tours.

#### GOALS 2002-2003

- In Freshman Programs, develop cohesive instructional team model and implement training for instructional team members.
- Begin assessment of Freshman Programs outcomes and publish results in collaboration with the Director.
- Begin to collect data for a longitudinal study of Frosh/Transfer NSO participants.
- Create a more intentional training program for the Student Program Coordinators.
- Fully implement the, “Ask the Titan” program and track utilization.
- Revisit production of the Student Handbook and Planner. Consider outsourcing the printing of this resource.
- Continue working with IT on the virtual campus tour, virtual NSO and online NSO registration projects.
- Complete the development of a Leadership Studies course and implement during spring 2003.

### Dean of Student 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 student leaders of clubs and organizations 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.

#### ACCOMPLISHMENTS

- Improved student organization support services through department reorganization.
- Provided administrative support for 195 recognized student organizations. Plus, assisted students in creating 29 new clubs and organizations.
- Processed 5,288 facilities reservations for student organization activities.
- Conducted 17 “Blueprints” student organization-training sessions; 264 students attended overall.
- Directed efforts to streamline the student organization’s recognition process.
- Strengthened relationships with ASI, TSU Meeting and Conference Services and others on campus in order to provide excellent services to student organizations officially recognized by the university.
- Initiated discussions with Titan Shops to clarify the university’s vendor policy.
- Created an email distribution list of club and organization student contacts in order to facilitate the dissemination of information to these groups.
- Consulted with student leaders on organization issues pertaining to event planning and group dynamics.
- Served as a resource to Assistant Deans and advisors on club and organization issues.
- Defined and further developed new disciplinary procedures for student organizations; held two student organization disciplinary hearings
- Finished Greek Relationship Statement; implementation begins fall 2002.

- Continued to provide annual scholarship funds from the Greek Endowment Fund.
- Assisted in building a better communicative relationship between Associated Students and the IFC/Panhellenic Councils.
- Planned and hosted an all campus Walk-A-Thon to raise money for Camp Titan, invited all campus organizations to participate.

#### CHALLENGES

- Utilizing the increased opportunities for web-based communication with students and student organizations.
- Establishing a better Greek chapter reporting system to record data relating to honors, awards, philanthropic activities, educational and social programming.
- Low or non-participation on the part of chapter members in regards to IFC/Panhellenic.
- Academic performance concerns for participants in Greek Life.
- Establishing a governance system for the increasing numbers of multi-cultural Greek groups.
- Increasing the level of Greek chapter alumni involvement.

#### GOALS 2002-2003

- Create and implement the use of the new Student Organization Manual.
- Develop and distribute a Club and Organization Resource and Information Guide.
- Promote the use of the web-portal system for student clubs and organizations.
- Create new Panhellenic and IFC web pages that are linked to the university’s current web page.
- Work with IFC to redevelop recruitment process.
- Redevelop Greek 101 (new member education program) in collaboration with the Student Leadership Institute.

- Review and revise current Greek Review Board procedures.
- Revise current Greek Code of Conduct.
- Develop a Greek Advisor Manual.
- Implement, assess and evaluate the Greek Life Plan.
- Begin process of building a Multi-cultural Greek Council.

## Dean of Student Volunteer and Service Center

### MISSION STATEMENT

The mission of the Volunteer & Service Center is to provide quality volunteer service to the surrounding community as well as to broaden the knowledge and experience of Cal State Fullerton students to develop character and sensitivity, as they become responsible and active members of a democratic society.

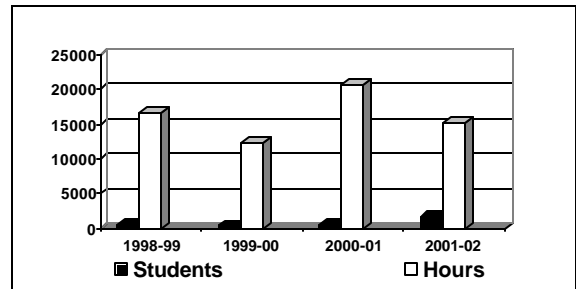
The America Reads and Counts (ARC) program is designed to help ensure that every American child can read well and comprehend basic math independently by the third grade. ARC positively affects the reading and math skills of primary grade children through tutoring and mentoring activities. CSUF students who qualify for federal work-study are paid to tutor children 1st-6th grade in schools and after school programs.

The mission of American Humanics (AH) is to prepare and certify future nonprofit professionals to work with America's youth and families.

### ACCOMPLISHMENTS

- Created a learning environment for personal, professional and leadership development through two retreats, ongoing leadership trainings, and weekly meetings for 25 Project Directors, Interns, and Student Assistants each semester.
- Provided support for the Cesar Chavez Day of Service-Learning through collaboration with the Center for Community Service and Learning.

Volunteer and Service Center  
Number of participants and a reflection of their service hours:



- Placed 1600+ students in community and service-learning sites. In all, these students volunteered 15,000 hours and served 3000+ children, elderly and community members.
- Developed a project and activity evaluation system to improve the assessment and tracking of community-based programs.
- Provided support for an additional service advocacy project, the V-Day Campus Campaign and initiated new partnerships with Think Together (Titan Partners) and Orangewood Children's Center.
- Provided academic tuition service grants to students participating in community service programs (offered through the AmeriCorps/Campus Compact grant).
- Increased connections with the Center for Service-Learning and provided presentations of specific materials to the Career Center, the International Education Office, and to each College's Assistant Dean.
- Coordinated, for the first time ever, activities to compliment national service days.
- Developed a monthly 'volunteer opportunities' listing, which was sent out and posted around campus.
- Nominated for two national awards: the Leadership for a Changing World Award and the Daily Point of Light Award.
- CSUF-ARC employed up to fifty-one students as Titan Tutors, site coordinators, and/or assistant coordinators. ARC employees earned a total of \$74,477 in federal work-study funds during the 2001-2002 academic year.

- An average of seven tutors worked at each site during any given month, providing an average of 18 hours of tutoring services per month to an average of 25 students per day per site.
- CSUF-ARC program served over 600 elementary school students. These figures represent a significant contribution and savings to the local school districts.
- Evaluation by the tutors of the ARC program revealed meaningful, positive data related to their experiences and feelings about the program.
- American Humanics served 7 students enrolled: 3 Human Services majors, 1 Liberal Studies major, 2 alumnae from Human Services, and 1 alumna from Communications/Public Relations.
- The American Humanics Community Council met twice in the fall semester and twice in the spring semester.

#### CHALLENGES

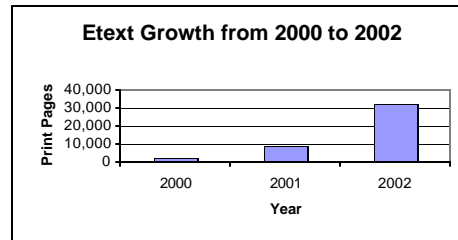
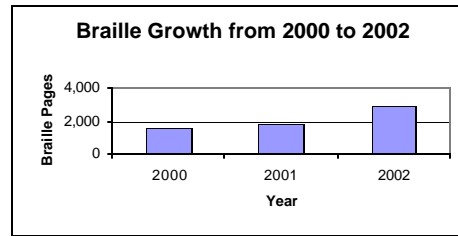
- There is a lack of longitudinal studies/assessments on learning outcomes of youth or participants of tutoring/mentoring programs; thus, it is difficult to measure the impact of these programs.
- Communication presents an ongoing challenge, particularly in getting the word out to the campus community and engaging them in volunteer activities. E-mails, flyers and media are increasingly being used, but there continues to remain a lack of name recognition.
- Collaboration provides a challenge, particularly when it comes to aligning strategies along the same lines with the service learning and fieldwork office.
- Databases need to be improved, to accurately record the number of students serving, hours students serve, sites served, and community impact numbers.
- Communication with on-site supervisors is very difficult to maintain given the limited availability of classroom teachers.

- Providing tutors with requested hands-on training with practical applications from credentialed teachers or “experts” in reading, math, and in tutoring children with behavioral concerns.
- Continued evaluation of CSUF participation in the American Humanics program given the level of student interest and the costs of the program.

#### GOALS 2002-2003

- Work with a wide range of participants, and work to incorporate programs that reach across the board. Continue to strategically align the programs to meet the changing needs of the CSUF community.
- Seek additional funding sources to provide stipends for Project Directors.
- Develop an incentive program to reward volunteers and student leaders.
- Serve as a central resource to record and support service activities sponsored both by the campus community and by outside community-based programs.
- Design a campus-wide awards program to recognize students involved in service.
- Develop a partnership with the Volunteer Center of Orange County to share resources.
- Based upon potential funding sources, 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).
- Implement two parts to the program: small group tutoring and a mentoring component in which tutors will work one-on-one with designated students.
- Recruitment efforts will target at least seventy CSUF students to be hired as Titan Tutors and placed at ARC sites.

- Meet the federal work-study earnings goal of \$100,000.
- Tutors will attend a mandatory orientation and at least one content-based training before beginning to work with elementary school children.
- Increase site visits to improve and strengthen communication between on-site supervisors and ARC program coordinator and the two assistants.
- Assessment and evaluation instruments will be developed that will measure outcomes.



## Disabled Student Services

### MISSION STATEMENT

The mission of the Office of Disabled Student Services (DSS) 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, State, and CSU laws, regulations and policies 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

- DSS was chosen as the second of ten campuses to undergo a comprehensive 160-hour internal CSU Disability Services and Accommodations (DSA) program audit. Following a very thorough examination, the center was found to be in exemplary overall compliance with all federal, state and CSU laws, regulations and policies.
- Having completed its fifth year, the Workability IV (WAIV) cooperative project with the Department of Rehabilitation continued to perform at a very efficient and successful level, ranking third in the state for employment placements during this contract period.
- Limited progress was made in establishing support groups for students with learning disabilities (LD) and attention deficit/hyperactivity disorder (AD/HD).

- With the signing of Assembly Bill 422 (Steinberg) into law, DSS worked hard to comply with its requirements as increasing numbers of students are requesting alternative format text and course materials. The center was able to keep up with the demand only by expending significant fiscal resources (approximately \$60,000) to hire independent contractors to scan, Braille, reformat, and proof more than 35,000 pages of print material. This represents a 400% increase in e-text production and a 60% increase in Braille production over the previous year.

- DSS assigned the Coordinator of Information and Computer Access Program (ICAP) to be active in monitoring compliance with the federal Section 508 regulations (addressing adaptive information technology and telecommunication hardware and software to ensure access for persons with disabilities) in close cooperation with the Chief Information Officer and his staff.

- The 17<sup>th</sup> Annual CSUF Special Games were held in May and were the largest and most successful ever. With more than 5,000 special athletes, school staff and volunteers, the Games have become a major university special event.

- Created the Titan Accommodation Program (TAP). This innovative university-wide collaborative program will provide accommodations for students, faculty and staff with disabilities using a central shared budget funded by division cost-centers and managed through DSS.

- DSS created and filled a new half-time Lead Interpreter position. The new position will add more stability and stature to the excellent deaf/hard of hearing program.

### CHALLENGES

- Increase efforts to encourage student participation in support groups for LD and AD/HD.
- While plans were approved to refresh ten adaptive PC workstations in the Computer Access Lab, these new computers need to be installed and configured before the center can upgrade the operating system to the current campus standard, Windows 2000 Professional.
- Although DSS initiated an internal staff review of the faculty/staff handbook, the update, revision and reprinting will require more time and consultation.
- Additional conversations and some important decisions will need to be made soon regarding the level of involvement the university feels is necessary and appropriate in managing the large and very visible Special Games.

### GOALS 2002-2003

- Implement the program improvements suggested in the CSU Internal Audit Final Report, including changes to the campus DP Parking Program and a more structured process to inform and update faculty regarding American Disabilities Act (ADA) required academic accommodations.
- Now that the Titan Accommodation Program (TAP) has been established, the next step is to institutionalize it with the appropriate guidelines, policies and procedures.
- Several adaptive technology projects will present challenges for DSS including: completion of the CAL computer refresh, establishment of a second adaptive technology facility in the Pollack Library, and networking all the ICAP and CAL computers campus-wide.
- With the increasing impact of AB 422 compliance on both staff and fiscal resources, DSS must aggressively pursue more efficient and cooperative methods to meet the needs and requirements of students for alternative format print material. Discussions are ongoing and possible shared solutions are being examined

statewide involving the CCC, CSU and UC systems. In addition, DSS will explore the creation of a new staff position to coordinate the rapidly increasing demand for e-text and Braille.

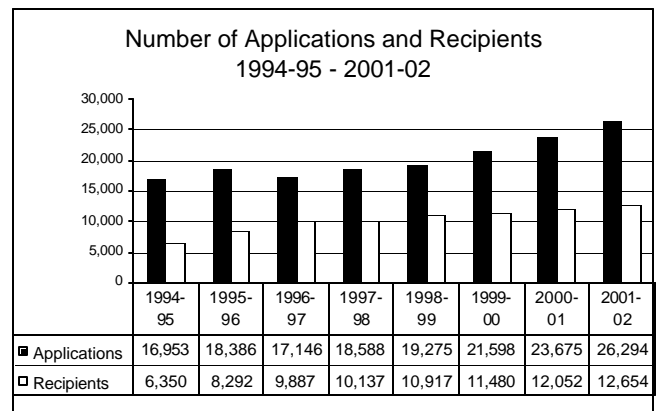
## Financial Aid

### 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

- Cal State Fullerton has enjoyed a 50.4% increase in federal allocation from the Department of Education since 1995/1996, five years ago.



- More than 26,000 applications were received with \$80 million being distributed to 12,654 eligible students; a 53% increase from \$38 million distributed in 1994/1995.



UTILIZATION OF FEDERAL AND STATE FINANCIAL AID FUNDS 2001/2002			
PROGRAM	TOTAL DOLLARS	# OF STUDENTS	AVERAGE AMOUNT
<b>FEDERAL FUNDS (Title IV)</b>			
Federal Supplemental Educational Opportunity Grant (FSEOG)	\$1,059,178	999	\$1,060
Pell	\$18,652,407	7,410	\$2,517
Federal Work-Study	\$1,030,772	461	\$2,236
Federal Perkins Loan	\$908,841	368	\$2,470
Federal Stafford Loan	\$22,627,779	5,726	\$3,952
Federal Stafford Loan/Unsubsidized	\$14,943,217	3,775	\$3,958
Federal PLUS	\$609,240	98	\$6,217
Alternative Loans	\$690,909	99	\$6,979
<b>SUB-TOTAL</b>	<b>\$60,522,343</b>	<b>18,936</b>	
<b>STATE FUNDS (State Funded and/or Administered)</b>			
Educational Opportunity Program Grant (EOPG)	\$614,065	794	\$773
State University Grant (SUG)	\$6,803,358	6,052	\$1,124
State University Grant (SUG) (Summer)	\$594,543	1,550	\$384
Cal Grant A	\$1,529,451	1,149	\$1,331
Cal Grant B and Stipend	\$3,755,657	1,020	\$3,682
Cal T	\$97,807	128	\$764
<b>SUB -TOTAL</b>	<b>\$13,394,881</b>	<b>10,693</b>	
<b>OTHERS</b>			
Scholarships	\$1,349,041	856	\$821
Student Assistant Employment thru June '02 (estim.)	\$3,500,000	1,400	\$2,500
Athletic Grant	\$975,675	256	\$3,811
Fee Programs	\$606,864	360	\$1,686
Emergency Student Loan	\$75,014	246	\$305
<b>SUB-TOTAL</b>	<b>\$6,506,594</b>	<b>3,118</b>	
<b>GRAND TOTAL</b>	<b>\$80,423,818</b>	<b>30,616</b>	<b>Average per Individual \$6,305</b>
		<b>(unduplicated 12,654)</b>	

- The campus enjoyed an estimated \$36 million financial aid dollars that was paid on behalf of students for registration fee payment, \$27 million or 75% more than in 1995/1996.
- 461 Federal Work Study participants have earned more than one million dollars, which is 38.5% more than last year when \$634,146 was earned.
- As a team, Student Financial Services & Financial Aid staff: prepared and mailed 13,222 checks for a total of \$20,890,406, facilitated \$20,430,275 directly deposited to banking accounts for 10,278 students, and arranged for \$36 million to be paid in registration fees on behalf of students.
- Financial Aid is meeting the Chancellor's objective of expanding YRO (year-round operation) participation with improved automation and providing equal access to all students. More than 2,500 applications were received for summer 2002 with anticipation of distributing more than \$1.4 million to 2,400 eligible students, a 93% increase from \$103,020 distributed in summer 2000, two years ago.

- The Financial Aid Advisory Committee reviewed the State University Grant (SUG) packaging plan; changes have been made to create a conservative approach to awarding funds for 2002/2003.
- Efforts to be known as being responsive to students led to the implementation of web-based delivery of financial aid. The Financial Aid module in Titan Online was installed and processing for 2002/2003 will be converted from paper to email. FANMAIL (Financial Aid Notification mail) is the new paperless way to keep students up-to-date about financial aid. Throughout the 2002/2003 processing year, FANMAIL will be used to notify applicants about news regarding their applicant status, documentation requirements, awards, registration fee payment, disbursements and academic progress.
- Conversion of Liberty imaging system to File Net has an added benefit of aligning the office with the campus disaster recovery procedure.
- \$81,000 savings in operating expenses is attributed to FANMAIL. \$21,000 has been saved

in postage and \$60,740 has been saved in printing expenses.

- The Financial Aid Office continues to provide high quality service. During 2001/2002, financial aid staff had successfully managed an 11% increase in workload from the prior year with reduced resources. Only 85% staffing was achieved. Three positions are vacant as a result of promotions or decision to return to school and a full-time telephone operator position has gone unfilled. \$130,000 reduction in operating expenditures was achieved.

- An initiative in response to students resulted in a revised student-service schedule. A counselor is available during every hour that the office is open. This has created an environment where a student problem can be resolved at the time of their visit to the office.

- "Performance standards" meeting sessions have been completed with staff. Next, standards are to be reviewed with each staff and additional standards created for individual program activities.

- Accountability and high quality work of staff was performed as evidenced by a successful federal audit where there were no findings.

#### CHALLENGES

- Achieving full staffing to eliminate workload bottlenecks and overtime hours for staff.

- Refine processing for YRO (year round operation). Now that demand has been identified, marketing/information dissemination plan has been developed, and payment has been automated, attention must be directed to orchestrating seamless processing of paper and consideration of reorganizing staff.

- Implement solution for "back-up plan for data" in the event of a national disaster or emergency.

- Improve telephone service provided to clients.

#### GOALS 2002-2003

- Create student-service improvements for applicants.

- Analyze business practices to ensure effective financial aid processing and service is provided.

- Enhance technology to ensure student access to education.

- Ensure compliance with regulations, which includes strategic planning, to create accountability and quality assurance of work performed.

### Guardian Scholars Program

#### MISSION STATEMENT

California State University Fullerton, as part of its civic responsibility to the community, created the Guardian Scholars Program in 1998 to recognize the resilience and academic potential of those youth who have aged out of the foster care system, have sought emancipation or have overcome similar circumstances. Through collaboration with community agencies, corporate sponsors, and individual supporters, the University provides the students a supportive environment designed to enhance their intellectual, social, and civic development. The ultimate goal of the Guardian Scholars Program is to broker the on and off-campus resources needed to contribute to the students' learning, maturation and growth into responsible contributing members of the community.

#### ACCOMPLISHMENTS

- Served thirty-two former foster youth in their transition from foster care to college. Three Guardian Scholars were awarded Bachelor's degrees.

- Established an application process and timeline, awarded eleven additional scholarship awards for the 2002/2003 year, and increased the number of applicants to the program to seventy-four.

- Increased diversity of applicant pools through comprehensive outreach efforts throughout Southern California.

- Increased collaboration within the division of Student Affairs as evidenced by the coordinated efforts with Fullerton First Year Program, University Housing, New Student Orientation Program, Student Health Center, Educational Opportunity Program, Financial Aid and Summer Bridge Program.

- Increased collaboration with Academic Affairs through coordinated efforts with Academic Advisement, Admissions and Records, and Enrollment Management.
- Secured priority registration for all program applicants.
- Partnered with University Advancement to coordinate the end-of-year celebration hosted by Dr. and Mrs. Gordon at the El Dorado Ranch.
- Maintained external funding in the amount of \$274,490 through collaboration with University Advancement.
- Designed and developed a Guardian Scholars logo.
- Created and distributed a Guardian Scholars calendar detailing workshop dates and special events.
- Educated students on teamwork and cohesion through the establishment of a community garden plot.

#### CHALLENGES

- Developing strategies to address the issue of student retention within the program.
- Development of an annual budget that could financially support the operating expenses and the expansion of services to an increased number of students.
- Developing programmatic services that bridge the gap between the student and academic success.
- Monitoring of academic progress of new students during their first two semesters.
- Promoting student academic success through mentoring program.
- Expansion of outreach efforts to address the needs of the growing population of emancipated foster youth in Southern California.
- Address psycho-social barriers that directly affect student academic performance.

#### GOALS 2002-2003

- Organize and host the Guardian Scholars Symposium/Conference at CSUF during the summer of 2003 to highlight the innovations of the CSUF program.
- Develop visual marketing tools targeting prospective donors, foundations and community members.
- Increase collaboration with Public Affairs to promote and increase the visibility of the program.
- Implement a formal mentoring program that addresses the needs of the students by connecting professionals in the community with students who have common interests.
- Design a screening mechanism that ensures the most appropriate fit between students and mentors.
- Strengthen the linkage with community-based organizations that share the common mission of servicing former foster youth.
- Provide the Stuart Foundation with a comprehensive analysis of the three-year study administered by the Center for the Collaboration of Children.
- Increase partnerships with external agencies to provide data to assist in the need assessment of foster youth.
- Design a Guardian Scholars handbook to distribute to incoming freshmen.
- Track student use of the Guardian Scholars Drop-In Center.

### Honors and Scholars Support Services

#### MISSION STATEMENT

The Honors & Scholars Support Services unit was created 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 honors student community.

#### ACCOMPLISHMENTS

- Recruitment of the fourth honors class (fall 2002) yielded over 625 applicants for 125 spaces (last year approximately 180 applications were received) through collaboration with the President’s Scholars application process.
- Further developed the transfer student admission procedure, offering automatic Honors Program admission for high achieving transfer students.
- Provided advisement to the more than 300 students participating in the Honors Program.
- Instituted the University Honors & Scholars Speakers Series, funded by University Advancement, which hosted five speakers for four lecture events including a Nobel laureate. Over 1,500 members of the campus and community attended evening presentations. The visits also included opportunities for honors students to interact with presenters in a classroom or informal reception setting.
- The CSUF Annual Fund, University Advancement, provided an \$18,000 grant for the development of a speaker series. \$14,000 was spent on the 2001/2002 series and the balance will carry forward for 2002/2003 programs.
- Hosted the Second Annual Honors Week in the fall.
- Coordinated a reception for honor society leadership and advisors as a kickoff for Honors Week, hosted by President Gordon.
- Hosted a junior retreat in the summer and a sophomore retreat in the spring to provide students with an overview of upper-division honors.
- Provided general advisement and support for the over 25 honors organizations on campus, and established the Council of Honors Societies that will serve as an umbrella organization for all campus honor societies.
- Advised several students on scholarship and fellowship opportunities and yielded a Truman

Finalist, Stephanie Lomibao, and a CSU Trustee Award recipient, Julia Sutton.

- Expanded support for students pursuing prestigious scholarships, surveying the campus faculty and staff for past recipients and potential mentors and providing mock interviews for the Truman Finalist.
- Instituted the Who’s Who Among Students in American Universities and Colleges recognition program on campus in collaboration with the Dean of Students Office.
- Successfully implemented a University Planning Initiative on Integrating Integrity Into Campus Life in collaboration with the Dean of Students Office. A student advisory committee was formed that examined ways of promoting issues of academic integrity on campus.
- Joined the National Collegiate Honors Council, Western Regional Honors Council and the National Association of Fellowship Advisors.
- Hosted and coordinated university events including Honors Convocation, Receptions, Commencement Hosts, and Honors Orientation.
- Created a database system to improve tracking of students and better manage student records.
- Continued to enhance the University Honors & Scholars Center’s presence on the web, providing advisement material, calendar information, and an online version of the *With Honors* newsletter.

#### CHALLENGES

- The immediate success of the Honors & Scholars Center has led to rapid growth and the need for expanding the physical space to include both a meeting room and quiet study space.
- 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 2002-2003

- Increase the support for new students in the Honors Program by providing them with peer mentors who are seasoned members of the honors and campus community.

- Develop online application system in collaboration with the President's Scholars Program and the office of the Executive Vice President.
- Develop a new University Honors Program brochure for freshmen and transfer students.
- Continue to develop the co-curricular aspect of the Honors Program including the University Honors & Scholars Speaker Series.
- Increase presence of Cal State Fullerton in the local and national honors community by promoting student, faculty and staff participation in honors conferences.
- Expand outreach efforts for the University Honors Program to the transfer population at local community colleges.
- Collaborate with Governmental and Community Relations in developing a Town Hall program that incorporates honors students in the planning and execution of the program.
- Increase external funding for all programs, particularly for scholarships and grants available to honors students.
- Continue to develop support services for 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.
- Hire and train a graduate assistant to serve as primary advisor to honor students and the leadership of student organizations.
- Increase the number and activity level of honor societies on campus and create a central role for the Council of Honor Societies within the community of honor societies.
- Develop a Hispanic Scholarship Fund Scholar Chapter.
- Continue to enhance image of the Center on the web and update website to meet new university standards.

- Build on the current system to improve tracking of students in the program and institute a long-term program assessment plan.

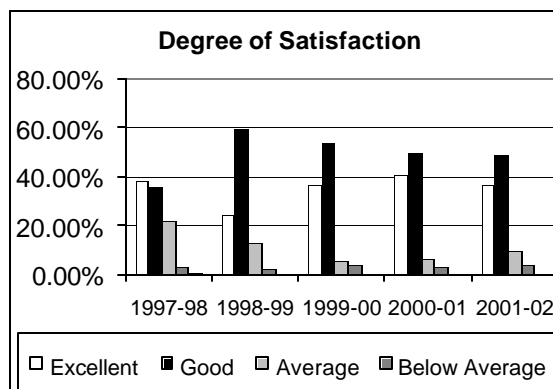
## Housing and Residence Life

### 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.

### ACCOMPLISHMENTS

- Maintained budget and schedule to ensure that the \$23 million New Student Housing Project would open as scheduled August 21, 2002.
- Finalized new administrative structure in support of 100% increase in residential student population.
- Maintained 99% occupancy level in spite of disruption caused by new student housing construction.
- Collected Rental Revenue in excess of \$1.5 million.
- Generated in excess of 3,000 applications to fill 600 on campus housing spaces. 90% of the applications were online applications.



- Maintained housing program such that 90% of students expressed having a good to excellent residence hall experience.

## CHALLENGES

- Determine, in concert with the campus, the appropriate number and location of additional on campus student housing.
- Find the delicate balance between over marketing the limited number of available on campus bed spaces and “failing” to get the word out to those constituents whose matriculation to CSUF is dependent on housing.
- Meet the emotional and developmental needs of a younger residence hall population.

## GOALS 2002-2003

- Establish an automated method for internal tracking of student's accounts.
- Finalize with Business and Financial Affairs the implementation of BRS for housing.
- Implement a strategic plan for bringing on board additional housing that addresses issues of campus/departmental mission, departmental infrastructure, marketing, and maintenance and repair of existing facility.
- Collaborate with Financial Aid to improve service to clients who "inquire" and/or live in the on-campus housing facility.

## 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 CSUF and fits within the overall mission of the university. To ensure a quality academic experience for all student-athletes. To 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 to manage a fiscally responsible program.

### ACCOMPLISHMENTS

- Honored over 100 student-athletes as Big West Scholar-Athletes and 77 student-athletes as CSUF scholar-athletes.
- 14 student-athletes were named to the first-team All Big West selections.

- 5 student-athletes were named to All American teams.
- 5 baseball and softball student-athletes were selected to play on our National teams.
- 2 coaches were selected as Conference Coaches of the Year.
- Baseball, fencing, gymnastics, women's soccer, softball, track & field, and wrestling participated in post-season NCAA championships.
- CSUF was awarded their first annual Big West Women's Soccer Tournament.
- Softball won 3<sup>rd</sup> consecutive conference championship and progressed to the championship game in the West regional. Overall record of 53-13.
- 2 gymnastics student-athletes posted “perfect 10's” in the same meet for the first time in the 26-year history of the program.
- A new Director of Athletics was appointed.
- Hired a new head coach for wrestling, the interim coach for women's soccer was promoted to head coach, and an interim head coach was chosen for volleyball.
- Hired an Assistant Athletic Director for Marketing and Promotions
- Director of Athletics was named chair for soccer in Big West Conference.
- Senior Women's Administrator chaired the most successful NCAA women's basketball tournament in history.
- Head Athletic Trainer served as President of the National Athletic Training Association.
- Softball coaching staff was selected best in the West Region by coaching members of the National Fast pitch Coaches Association.
- Completed renovations to the baseball and softball stadiums, including the movement of staff and students to the stadium.

- Marketing and Promotions dramatically increased the number of corporate sponsors, bringing in \$230,000 in cash and \$150,000 in trade-outs for the department.
- Opened a new ticket office in the Titan House.
- Generated over \$450,000 in ticket revenue and facilities rentals.
- University Advancement raised \$50,000 for athletics.
- Successfully controlled the athletic budget and implemented fiscal responsibility changes.

#### CHALLENGES

- Increase student and community participation at the home athletic events.
- Discover increased sources of funding in order to improve facilities and operations to compete with the top programs in the Big West Conference.
- Find new sources of income to help the programs improve the number of scholarships offered.
- Dramatically improve the success of the basketball and volleyball programs without jeopardizing integrity in admissions and recruitment under limited resources.
- Continue the improvements to the gymnasium, including the possible relocation of the gymnastics program and the construction of 900 new seats on the south side of the building.
- Make improvements to the vacated office space upon the relocation of the Dept. of Kinesiology to the new building.
- Create a much more positive environment in the athletics department and on the campus about the CSUF program.
- Find creative solutions to the dilemma of developing a comprehensive successful Division I athletic program during very tight financial times.

#### GOALS 2002-2003

- To improve the graduation rate of all student-athletes to be higher than for the general student body.
- To successfully complete the NCAA Interim Certification Report.
- To improve the overall standings in the Big West Commissioner Cup.
- To increase student attendance at home athletic events.
- Both basketball teams will qualify for the Big West Tournament.
- Reduce the number of NCAA violations.
- Complete a balanced budget for the athletic department.
- Work with University Advancement to develop a successful fundraising program for athletics.

## International Education and Exchange

#### 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 (1,163 matriculated students in fall 2001 and 1,174 in spring 2002). Cal State Fullerton was again featured in the Chronicle of Higher Education as number 11 in Master's institutions in international student enrollment.

- Selected 54 students to participate in study abroad in the CSU International Programs, institutional linkage programs, the London Semester, and independent programs. Sixteen students will be abroad in summer 2002.
- Took a visible leadership role in the campus response to 9/11. Fielded media inquiries, dealt with informing student groups of their legal rights, made presentations to the President's Administrative Board (PAB) and Academic Senate. Led "Peace and Healing" event on campus in October in collaboration with student and community groups.
- Conducted a highly successful, partially grant-funded "International Education Week" in November, with multiple workshops on global issues, an international "fair," and the construction of a "building a better world" banner.
- Launched the "Internationally Aware: Log on and Share" interactive culture-sharing website during International Education Week.
- Produced, in collaboration with Titan Communications, a multimedia CD for promotion of Cal State Fullerton.
- The Families Across Cultures/Introducing My Culture (IMC) program expanded significantly. The IMC program brings international students and returned study abroad students into local elementary schools, in collaboration with the Volunteer and Service Center. The IMC received prominent television coverage in a feature on KNBC.
- Played a key role in initiating and leading the campus' first "International Rainbow Festival" in April 2002.
- The Exchange Visitor Program was successfully redesignated by the U.S. Department of State.
- Collaborated with Student Financial Services to conduct financial planning workshops, following the announcement of a 15% increase in non-resident tuition.

#### CHALLENGES

- Limited number of short-term study abroad programs hinders our ability to increase numbers of study abroad students.

- The advent of SEVIS international student monitoring system by INS devotes an increasing share of office resources to the "regulation" of international students. This challenges us to maintain and grow our commitment to student advocacy, leadership development and advising support.

#### GOALS 2002-2003

- To effectively implement the Student and Exchange Visitor Information System (SEVIS) international student monitoring program in collaboration with all appropriate campus units with minimal disruption of normal office activities.
- To educate the international student and campus community on what SEVIS is and what campus and individual responsibilities are associated with SEVIS.
- Increase study abroad participation by 20%, using a comprehensive marketing plan.
- Play an active role in initiating short-term study abroad programs in Mexico and Vietnam.
- Develop a faculty advisory committee on study abroad, with representation from each College.
- Build campus usage of the "Globally Aware-Log on and Share" website as an educational tool.
- Continue technological improvements, including regular email communication with international students.
- Explore and present strategies for external and campus funding for study abroad scholarships.
- Initiate a peer-educator program for international students' health care and insurance needs. This will be done in collaboration with the existing peer educator program in the Student Health and Counseling Center.

#### Student Academic Services

##### MISSION STATEMENT

The Office of Student Academic Services (SAS) coordinates the operation and performance of eight separate and distinct Student Affairs units:



Educational Opportunity Program (EOP), Student Retention Services, Intensive Learning Experience (ILE), MESA Engineering Program (MEP), Student Support Services, University Testing Services, the Student Diversity Program, and Summer Bridge Program.

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

#### ACCOMPLISHMENTS

- Staff appointed to the campus IT committee to ensure EOP Admissions is included in planning for upcoming File Net environment.
- Continued to facilitate the Undergraduate Advisory Network designed to standardize, where possible, Campus Academic Advisement.
- Collaborated with the Office of Financial Aid in designing programs, which increase the utilization of Federal Work Study, and student employment in the Summer Bridge Program and campus populations in general.
- Reduced the number of EOP students disqualified under the implementation of Executive Order 665 by 20%.
- MESA Engineering Program increased Industry Advisory Board participation with student organizations and College of Engineering.
- MESA Engineering Program increased MEP scholarship endowment by 10%.
- University Testing Services Coordinator was awarded the "Titan Excellence Award."
- University Testing Services offered 31 separate test administrations during the 2001/2002 academic year to 18,489 students an increase of 2,414 students over last year.

#### CHALLENGES

- Developing mechanisms that assist the Testing Services office to become fifteen percent self-supporting.
- Moving the EOP Admissions process into the File Net Environment.

- Identifying and securing external funding sources to support loan funds and book grant programs.
- Synchronizing timely enrollment for our continuing students at local community colleges in order to finish compliance requirements.

#### GOALS 2002-2003

- Seek external funding sources to support the William Hernandez Scholarship Program; Martin Luther King Emergency Loan Fund; SAS Text Book Grant Program and the Mentoring for Black Student Success Program.
- To increase the application process in EOP Admissions, facilitate technology, which includes Document Imaging and File Net implementation for the student admissions process.
- In the Student Support Services Program, reduce the disqualification rate by 5% and increase the participation of SSS graduates in the McNair Scholars Program.
- In the Minority Engineering Program, facilitate greater coordination with the Assistant Dean in the College of Engineering and provide academic persistence information on MEP/CSEMS participants.
- In Intensive Learning Experience, provide strategies which increase the number of students completing Executive Order 665 compliance in a timely manner.

### Student Health and Counseling Center

#### MISSION STATEMENT

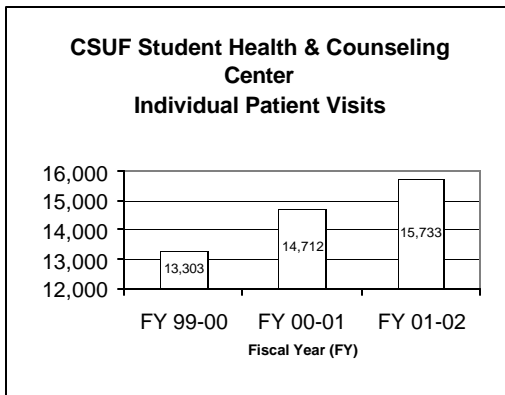
The mission of the Student Health and Counseling Center (SHCC) at CSUF is to provide high quality ambulatory health care essential to the physical and mental well-being of our students; to provide education and counseling in order to promote healthy lifestyles of students; to serve our students in a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

#### ACCOMPLISHMENTS

- Made significant progress toward completion and opening of the new SHCC East Building, which will house Counseling and

Psychological Services (CAPS) and Physical Therapy and Sports Rehabilitation.

- Successfully implemented Executive Order 814, *Policy on University Health Services*, which replaced Executive Order 637 on July 1, 2002.
- Awarded a \$125,000 grant from the Orange County Health Care Agency for collaborative project between the SHCC Health Education and Promotion and Kinesiology departments to address campus tobacco use. Implementation, including significant funded SHCC participation, will begin in fall 2002.
- Hosted the CSU Student Health Center Directors' and Nursing Supervisors' meeting in April 2002, with 50 attendees from 20 CSU campuses participating.



- Increased the number of students utilizing SHCC medical services from 14,712 in 2000/2001 to 15,733 in 2001/2002, a 7% increase, despite one less FTE physician provider. The number of students seen at CAPS remained relatively constant at 1,093 in 2001/2002 compared with 1,079 in 2000/2001, despite the loss of 1.9 FTE providers. Combining both services total 16,826 students seen, or more than 50% of the CSUF student body.
- Installed Cash-Net software to enhance cashiering and cash collection process.
- Continued to improve and update website to include current information on services and costs.
- Continued to refine the program to immunize students, 18 years old and younger against Hepatitis B.

- Implemented Cybervoice message calling technology to inform students of their unmet immunization requirement.
- Funding continues for the Social Norms Marketing Research Project. The \$6,500 per year provided by this project allows CSUF to be in the forefront of testing the social norms approach to reduce binge-drinking levels on campus.

#### CHALLENGES

- Address remedies for decreased staffing and resources across many departments in order to maintain high-quality medical/psychological services and patient satisfaction for a dramatically increased student body and year round operations.
- Explore feasibility of resuming psychiatric consultation. Students in CAPS used 7% more counseling sessions on average (from 2.7 to 2.89), suggesting that many required significant additional counseling time to resolve problems without the availability of psychotropic medication. This additional time per student consumed more than 200 total sessions, which would have provided counseling services to an additional 77 students.
- Facilitate SHCC and CAPS functioning as a more fully integrated student medical and mental health facility.

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

#### GOALS 2002-2003

- Prepare for the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) re-accreditation process and site visit during the fall 2002 semester.
- Plan for a smooth transition to SHCC East for CAPS and Physical Therapy and Sports Rehabilitation.
- Hire a third Family Nurse Practitioner in an effort to reduce patient appointment wait times and allow increased patient usage. This position will fill a vacancy created by the previous retirement of a staff physician.
- Replace the current pharmacist who is retiring in August 2002.

- Successfully implement Executive Order 803, **Immunization Requirements**, which replaces Executive Order 730 beginning fall 2002.
- Prepare for the new Health Insurance Portability and Accountability Act (HIPAA) privacy laws beginning April 2003.
- Begin developing partnerships for improved services to students, taking advantage of CAPS proximity to Physical Therapy and Sports Rehabilitation, Health Education and Promotion, and medical providers.
- Continue to implement “Just the Facts” campaign and participate in implementing the recommendations from the CSU Chancellor’s task force on alcohol education.
- Implement tobacco use intervention project with Kinesiology department.

## 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

- Conducted 405 tutorials in summer 2001, 1,798 in fall 2001, and 1,488 in spring 2002.
- Documented 358 computer uses in summer 2001, 3,258 in fall 2001 and 3,112 in spring 2002.
- Designed a required academic course on the pedagogy of tutoring for all tutors used ULC Staff Manual as a reference document for all new staff.
- Collaborative Learning Tutors was expanded to include an English grammar course.

- Expanded online tutoring to include synchronous and asynchronous options.
- Provided Summer Bridge students with study-skills workshops.
- Provided online tutoring for College of Nursing Distance Learning students.
- Working with the Faculty Development Center and Department of English developed the Faculty Writing Assistance Program.
- Presented two professional papers at national conferences.
- Conducted writing workshop for Faculty Development Center of Writing.

### CHALLENGES

- Meeting the needs of the growing numbers of students visiting the ULC during summer is an ongoing challenge.
- Campus and Acting Director continue to address the challenge of an increase in tutoring centers on campus and a decrease in coherence among centers.

### GOALS 2002-2003

- Continue to assess the needs of the YRO students and make necessary changes and adaptations to the summer tutoring program.
- Continue honing the online tutor-training course to provide training for tutors on campus.
- Foster collaboration with other tutoring centers on campus to provide greater coherence among centers.
- Respond to campus needs for tutor training and information distribution.

## Women’s Center/Adult Reentry

### MISSION STATEMENT

The Women’s Center 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.

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.

#### ACCOMPLISHMENTS

- Provided Lunch-time programs/workshops for 695 participants, representing an 11% increase over previous year.
- Successfully provided Women's History Month events and programming. Attendees: 2,251 for 7 events.
- Collaborated efforts with WSU/CSUF Joint Task Force on Domestic Violence to support the development of the Domestic Violence Certificate Program through Extended Education.
- Enhanced campus/community outreach by providing a total of 83 lectures/workshops, representing a 36% increase over last year.
- Submitted and received two on campus proposals for the center; a Retention Grant \$10,000; and a University Planning Initiatives \$3,850.

#### CHALLENGES

- Expand and evolve partnership with Women's Studies.
- Re-evaluate and strengthen the mission and direction of the Adult Reentry Center.

#### GOALS 2002-2003

- Create mutual goals with Women's Studies to establish the Center for the Study of Gender Equity.
- Expand activities provided by Women of Color Resource Center services.
- Expand the influence and activities of the CSUF/WSU Domestic Violence Task Force.

## 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 and at the El Toro Campus. 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.

## Assistant Dean for Student Affairs COLLEGE OF THE ARTS

#### ACCOMPLISHMENTS

- Completed constitution for new Arts Inter Club Council (AICC) to serve as the funding body for student organizations located at the college. This will provide more direct service to students seeking funds for co-curricular activities.
- Promoted college-wide community development opportunities including the Dean's Picnic, meetings with club officers and President's scholars.
- Served as liaison between the Ceramics Club and department to address resources, maintenance and personnel needs. Helped with problem-solving strategies to accomplish goals.
- Coordinated student ushers for the new Performing Arts Building Reception. Worked with both President's Scholars and Guardian Scholars to provide hosts and hostesses for the event. Helped with check-in, socializing, and stage preparation.
- Completed revision of Terms and Conditions for Grand Central Art Center. Identified needed revisions in several areas and committed to yearly updates in order to address changing program dynamics.
- Developed a spreadsheet for tracking individual scholarship accounts under the general college account. Leads to more accurate

balance summaries and more accurate scholarship histories.

- Participated in new faculty orientation and continued outreach to faculty during the year by maintaining contact with the department heads and offices.

#### CHALLENGES

- Development of community across the entire arts complex. Overcoming geographical distance to provide a more unified identity as majors in the arts.
- Development of recognized and supported integrated academic/student life programs to serve student needs.
- Continue to develop instruments to assess delivery of services necessary for student success.
- Navigating cost/benefit issues surrounding programs in a fiscally conservative environment.

#### GOALS 2002-2003

- Attend department meeting each semester and present Student Affairs related topic to faculty.
- Refine and revise housing procedures for Grand Central including reapplication process and procedures, revision of time limit requirements, and notification of apartment availability.
- Develop visibility for new Arts InterClub Council, including working on dissemination of information, recruiting leaders from all of the departments, and developing 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.

### Assistant Dean for Student Affairs COLLEGE OF BUSINESS AND ECONOMICS

#### ACCOMPLISHMENTS

- Provided success strategy workshops to 34% of the students on probation in the College of Business and Economics (CBE).

- Along with the Business InterClub Council, coordinated a comprehensive Business Week program attended by approximately 1,700 students.

- Recruited three outstanding high school students into the Dean's Scholars program.

- Approximately \$51,000 was awarded in CBE scholarships.

- Provided tutoring to approximately 1,200 students through the CBE Tutoring Center.

#### CHALLENGES

- Improving the efficiency of the CBE scholarship process.
- Increasing the number and variety of students participating in CBE programs.
- Evaluating the impact of student programs within the CBE.

#### GOALS 2002-2003

- Design employer survey to assess employer's perceptions of CBE student's job readiness skills.
- Further develop and maintain student services portion of CBE website to develop innovative new features that focus on student advocacy, referrals, scholarships, and involvement.
- Increase the number of students participating in the probation workshops to 50% of target group.
- Create two-tier Mentor program to meet the needs of the Honors program and the general CBE student population.

### Assistant Dean for Student Affairs COLLEGE OF COMMUNICATIONS

#### ACCOMPLISHMENTS

- Coordinated New Student Orientation (NSO) programs for frosh, transfer, international, and adult reentry students during fall and spring semesters.

- Collaborated with Admissions & Records to select CoComm as one of two participants in the pilot program: Phase I of the Titan Degree Audit generated directly from the college advisement center.
- Facilitated training and service of volunteers in the Peer Mentor Program and developed peer mentor guidebooks for CTP/CD volunteers.
- Continued to develop and maintain a professional exhibit display for college/university events. Also, coordinated College of Communications efforts for Fall Preview Day and Welcome to Fullerton, in addition to other University & College sponsored events.
- Directed CommWeek efforts, which were designed to heighten involvement of alumni.
- Developed orientation advisement notebooks, including transfer guides & frosh/transfer academic plans for all areas of study/majors.
- Established & maintained web presence for all active student organizations, including new web sites for CommGrads and Entertainment & Tourism.
- Worked with Associated Student, Inc. (ASI) student representatives and secured ASI funding for the third year of SOAR/ ICC (Interclub Council for the College).
- Led para-professional efforts of student taskforce, including three subcommittees guided by chairs who interfaced with the Executive Board resulting in the largest comprehensive program of its type on campus.
- Made great strides in working with Career Planning and Placement Center Industry Specialist to more fully serve our Communications students.
- Collaborated with fellow Assistant Deans to edit University sponsored scholarship publication 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

- Continue to focus on integration efforts to better serve the student affairs and academic affairs partnership.
- Ongoing need to further develop advisement services through the college Advisement Center and a continuing need to advocate for full-time staff support.

#### GOALS 2002-2003

- Continue to provide students with quality advisement, counseling and other support services that enhance learning and promote retention and graduation rates.
- Continue to coordinate and/or provide logistical support for College of Communications special projects, such as Alumni Mentor Program (collaborative project with ASI, Career Center, Alumni Association), scholarships and commencement.
- Continue to serve as the advisor for the new SOAR/ ICC; support student leadership as the structure and function of the ICC evolves.
- Continue to provide advisement support for probationary students.
- Develop and implement Dean's Scholars Program.
- Implement graduation survey; administer through the "grad check process" via the College Advisement Center and the College website.

### Assistant Dean for Student Affairs COLLEGE OF ENGINEERING AND COMPUTER SCIENCE

#### ACCOMPLISHMENTS

- Reorganized and re-strategized a comprehensive enrollment management plan with attention to recruitment and retention and targeting feeder high schools and community colleges.

- Worked closely with engineering & computer science faculty, MEP, and MESA throughout the year for Engineering and Computer Science (ECS) events and recruitment efforts.
- Developed strategies to assist student club and organization success by fostering student leadership and development through a variety of activities.
- Provided support and advisement to student leaders of ECS organizations. Worked closely with ASI and its board members to create a bond between ASI and ECS Inter Club Council (ICC).
- Advised and counseled ECS students with complex issues, academic advising, matriculation information, problem solving, and resolution of student issues.
- Supervised, hired, and trained ECS Webmaster, Student Assistant, Retention Coordinator, and Enrollment Management Assistant.
- Coordinated ECS Scholarships, Awards Brunch, and Commencement Reception.
- Wrote and submitted a retention proposal aimed at lowering probation numbers of ECS students. Received \$10,160 in funds.
- Created, implemented and presented Probation Workshop for 150 ECS students on probation.

#### CHALLENGES

- Recruitment for Engineering majors.
- Creating and implementing assessment strategies for the ECS enrollment management plans specifically targeting high schools in service area.

#### GOALS 2002-2003

- Create, implement, and maintain assessment strategies for ECS enrollment management plan specifically targeting high schools in service area.
- Create a stronger liaison between student organization advisors, ECS Inter Club Council and Assistant Dean.

- Create and build ECS student clubs and organizations.
- Improve ECS student involvement with the Associated Students.

### Assistant Dean for Student Affairs COLLEGE OF HUMAN DEVELOPMENT AND COMMUNITY SERVICE

#### ACCOMPLISHMENTS

- Co-Investigator for Log-On and Share: An English Writing and Speaking Mentoring Program for At-risk Student Populations (Retention Grant Submission).
- Initiated Human Development and Community Service (HDCS) Inter-Club Council.
- Attended the Teaching and Learning Academy Certificate Program (Faculty Development Center): Dealing With Problematic Students; Instructional Systems Design; Classroom Assessment Techniques; Using Various Instructional Technologies; Developing Syllabi; Enhancing Active Learning In The Classroom.
- Supervised recruitment efforts of three HDCS graduate students and designed and trained student assistants for the Dean's Office complex.
- Surveyed 453 HDCS student commencement participants.
- Surveyed 400 HDCS graduate students with a 25% response rate; data presented at ACPA.
- Served on Mt. SAC Advisory Board for Colleges for transfer students.
- Presented Student Affairs information to the CHDCS Untenured Faculty and Full Time Lecturers Organization (ULO).
- Initiated a college effort to address the language and writing needs of CSUF Vietnamese immigrants. A university-wide committee was formed and the Dean of Extended Education funded a pilot project.

## CHALLENGES

- Finding locations for student lounge space in the Education Classroom and Physical Education Building.

## GOALS 2002-2003

- Working with the other Assistant Deans, evaluate and enhance Assistant Dean website and presentations.
- Collaborate with the Dean of Students Office to explore resources and future partnerships; assess student, faculty and staff needs in colleges; identify DOS programs and services to bring to college(s); and advocate for DOS to outreach to “uninvolved” students.
- Respond to Dean Rikli’s request to increase assessment of HDCS students.
- Advise the newly formed HDCS Inter-Club Council.

## Assistant Dean for Student Affairs COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

### ACCOMPLISHMENTS

- Successfully founded an Evening Advising Center, 5:00 –7:00 pm, Monday-Thursday.
- Continued monthly Dean’s Council meetings between the Dean and college-affiliated student organizations.
- Sponsored a series of welcome lunches for new President’s Scholars in the college.
- Started work to establish Vietnam student study tour for Intersession 2003.
- Expanded distribution of bi-weekly e-mail student newsletter and made it available via PDF download from the College of Humanities and Social Sciences (H&SS) website.
- Coordinated college chairs and coordinators overnight retreat.
- Advised Associated Student Board of Directors in writing the constitution/by-laws for the new H&SS InterClub Council,

recruitment/selection of the ICC’s first officers, and initial budget.

- Coordinated Assistant Dean budgets.
- Presented keynote presentation at Mesa Cooperativa Annual Retreat.
- Included sessions on “Preparing for Professional School” and “Careers for H&SS Majors,” in H&SS New Student Orientation.
- Provided departments with rates of transfer student application and acceptance, and calendars/contact information for community colleges.
- Coordinated college’s participation in university alumni and community outreach events. Established college alumni list and invited alumni to departmental events and activities.
- Article, “Reforming Faculty Work,” was accepted to the *Teachers College Record*.
- Served as Chair of Special Events for the American College Personnel Association National Conference in Long Beach, March 2002.

- Served as Coordinator for Professional Opportunities for the California College Personnel Association, the state division of ACPA.

### GOALS 2002-2003

- Support student organizations and their faculty advisors in the College of H&SS.
- Create a shared community of students, staff, and faculty in the College of H&SS.
- Promote early and continuous exploration of careers for students in the College of H&SS.
- Create opportunities for alumni to be more involved in the daily life of the College of H&SS.
- Implement college-based Enrollment Management Plan, in collaboration with faculty and departments.



- Increase leadership impact on the Division of Student Affairs and the Colleges by Assistant Deans.
- Increase communication between departments/college and students.
- 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

### ACCOMPLISHMENTS

- Continued advising responsibility for all majors other than Business and Economics. Arranged to have on-site faculty assume responsibility for advising Child and Adolescent Studies majors.
- Provided graduation checks for Liberal Studies majors.
- Provided "Information Booth" advising and services in the MVC quad during the first week of the fall and spring semester.
- Worked with department chairs to identify an individual who will provide advising for each of the majors that will be offered at the El Toro Campus. Contacted each adviser and devised a way of delivering advising services, and providing co-curricular support.
- Continued to provide increased services to faculty and candidates in the Multiple Subject Credential Program.
- Arranged for overviews for the Single Subject and Special Education credential programs.
- Worked with the Director of the Center for Careers in Teaching to provide center services at the El Toro Campus.
- Presented information to Community College Transfer Center Directors to inform them of services, programs and classes at the El Toro Campus.

- Worked with Student Affairs and other University staff in planning and implementing appropriate and quality student services and support programs and activities at the El Toro Campus.
- Worked with Public Affairs in the development of an El Toro Campus brochure for use on and off-campus. Approximately 35,000 copies were distributed.
- Gave tours of the El Toro Campus to interested individuals and groups and worked with New Student Program and TSU staff to develop welcome week activities.

- Developed a job description and chaired a successful search for an Assistant Student Affairs Coordinator.

### CHALLENGES

- Determine and provide adequate clerical support at the El Toro Campus.
- Finding ways to enable the "average" student to connect to the university.
- Providing adequate testing space for disabled students during peak exam periods.

### GOALS 2002-2003

- Develop a web presence for Student Affairs at the El Toro Campus.
- Assist the Assistant Coordinator in making the necessary campus connections to enable him to develop suitable programs and skills.
- Obtain full-time, permanent clerical assistance in the Student Affairs Office at the El Toro Campus.
- Locate a sufficient number of rooms to meet the need for disabled student testing.
- Collaborate with Student Affairs staff, including TSU/ASI, to ensure that sufficient programs are offered at the El Toro Campus.
- Successfully coordinate all academic advising services at the El Toro Campus.
- Include an assessment component in all programs.

- Locating sufficient space to meet the growing needs of Student Affairs at the El Toro Campus.
- Work with the various staff in the Student Affairs area to enable them to come together as a team with a common set of goals.

## Assistant Dean for Student Affairs COLLEGE OF NATURAL SCIENCES AND MATHEMATICS

### ACCOMPLISHMENTS

- Continued to streamline services from the Assistant Dean and in Opportunity Center for Science and Mathematics Students (OCSAMS).
- Developed a productive, well-rounded experience for the graduate assistant position.
- Improved the Enrollment Management activities of the college by utilizing faculty, current students, and an Enrollment Management Consulting Firm.
- Letters from the dean to incoming students were sent on a monthly basis instead of annually.
- Implemented action plans agreed during visits to community colleges and high schools to enhance student recruitment. Action plans were informal agreements between the chairs and the faculty at community colleges.
- Assisted in the development of the Natural Sciences and Mathematics (NSM) video and CD and developed a strategy to maximize its use for recruitment. The NSM CD is being distributed to transfer center directors and faculty at our local community colleges and science/math high school teachers and counselors.
- Coordinated the establishment of a Student Advisory Board and Student Organization for Future Teachers. A student chapter of the National Science Teachers Association was established in spring 2002 and recognized officially by the University.
- Served on various campus-wide committees.
- Responsible for the daily operations of the NSM Opportunity Center. Supervised one

graduate assistant, six student assistants, and ten tutors. Managed a \$50,000 budget. The number of student visits tracked in the center rose to over 1,000 per month.

- Individually advised NSM students on probation. Advised approximately 80 students in the fall semester and 140 students visits in the spring semester.

### CHALLENGES

- Developing an effective year round enrollment management plan.

### GOALS 2002-2003

- Organize a transfer day to target science/math students in our top feeder schools.
- Analyze the results of mandatory advisement of probation students.

## TRIO Programs, GEAR UP, and Computer Science, Engineering & Mathematics Scholarship Program

### TRIO Programs

#### MISSION STATEMENT

The federal funded TRIO Programs (Ronald E. McNair Post-Baccalaureate Achievement Program, Upward Bound North, South, Math Science), Project Gear Up, and Computer Science, Engineering & Mathematics Scholarship Program (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.

## Ronald E. McNair Post- Baccalaureate Achievement Program

#### MISSION STATEMENT

The Ronald E. McNair program has as its mission the preparation of economically disadvantaged and traditionally underrepresented students for doctoral studies. The objectives of the program include providing opportunities for students to define goals, engage in research and develop the skills and

student/faculty mentor relationships critical to success at the doctoral level.

#### ACCOMPLISHMENTS

- Seven Scholars conducted summer research at five major U.S. universities and one in England.
- The program successfully received the fourth year grant award from the U.S. Department of Education based on positive program performance.
- Four Scholars attended the McNair Research Symposium at the University of Maryland.
- Scholars attended a statewide McNair Scholars Conference at UC Berkeley where they presented scholarly research.
- Initiated McNair Scholars Advisory Board.
- Upgraded the McNair website to offer current information and resources to both program participants and other interested students.
- Nine Scholars graduated and were admitted to graduate programs including Master's programs at CSU Fullerton, Chapman University and USC and Ph.D. programs at Brown, UCSB, UCLA, University of Maryland and the London School of Economics.

#### CHALLENGES

- Developing methods of collaboration and partnerships with other campus programs that provide similar services in order not to duplicate efforts.
- Ensuring participants have the appropriate financial aid assistance to support their education/goals.

#### GOALS 2002-2003

- Provide academic support services to ensure 80% of McNair Scholars will maintain a minimum cumulative GPA of 3.5 upon acquiring their baccalaureate degree.
- Retain 90% of McNair Scholars in the project from year to year.
- One hundred percent of the eligible Scholars will apply to grad school.

- Finalize McNair scholarly journal and begin editing accepted research projects for publication.

- Network with university graduate school deans and administrators to assist Scholars in financing their graduate studies.

- Work with the McNair Scholars Advisory Board to develop methods of attaining higher campus visibility.

### Upward Bound North, Upward Bound South, Upward Bound Math Science

#### MISSION STATEMENT

The three Upward Bound Programs at California State University, Fullerton are designed to assist eligible low-income and first generation high school students to acquire the skills and motivation necessary to complete a program of secondary education and to provide preparation to enter and succeed in a program of post-secondary education. The Upward Bound Math Science Program places an emphasis on providing academic preparation in the fields of Math and Science, in addition to providing program services similar to the traditional Upward Bound Programs. Each Program serves between 50-70 students from local high school districts including Anaheim, Norwalk-La Mirada, Whittier, Santa Ana, Fullerton, and Corona-Norco. The Upward Bound Programs are funded by the U.S. Department of Education and are committed to assisting students to overcome social, class, academic, and cultural barriers to higher education.

### Upward Bound North

#### ACCOMPLISHMENTS

- Secured University course credit for all summer program participants.
- Received \$85,000 supplemental grant under the Upward Bound Initiative to serve twenty additional students.
- Implemented the Career Exploration/Work Study Internship component, which exposes students to careers requiring a postsecondary degree. Students were provided work experience in addition to workshops that

included work etiquette and interviewing techniques.

- Twenty-four seniors have graduated and all have been accepted to institutions of higher education.
- One hundred percent of the Limited English Proficient (LEP) students maintained a minimum 2.5 GPA in their core English classes.
- In conjunction with CSUF's Enrollment Management/University Outreach Department and high school counselors from each target school site, organized an Upward Bound Family Day for parents and students of the program. Workshops provided parents with an orientation to the program, as well as information regarding college admission criteria, and financial aid.
- Established a comprehensive, six-week, summer residential enrichment program for participants at CSUF combining academic instruction, personal development, and exposure to various cultures, all in a post-secondary education environment.
- Incorporated computer literacy into summer program curriculum, which required students to access the Internet for research, as well as receive instruction in Web Page Design.

#### CHALLENGES

- Many program participants are unable to participate in the summer residential program because they are required to enroll in a summer session at their high schools to complete repeats.
- Developing greater visibility of the Upward Bound Program on CSUF Campus.

#### GOALS 2002-2003

- The program will retain eighty-five percent (85%) of participants.
- Eighty percent (80%) of Upward Bound participants will enroll in and complete the Academic Enrichment Summer Residential Program.
- Ninety-five percent (95%) of participants who graduate from high school, will enroll in a post-secondary institution, 65% of which will enroll into a 4-year institution.

- Ninety-five percent (95%) of Upward Bound participants will maintain a grade point average of 2.0 or above. Eighty percent (80%) of the participants enrolled for a least two years will maintain a grade point average 2.5 or above.
- Increase the visibility of the Upward Bound Program at CSUF by encouraging staff to participate in more campus wide activities.

## Upward Bound Program South

#### ACCOMPLISHMENTS

- Upward Bound-South was awarded \$3,803 in additional grant funds for a Work Study component during the Summer Program.
- Upward Bound-South students participated in TRIO ThinkQuest, a nation-wide competition for Upward Bound participants that challenges learners to create high quality, innovative and content-rich educational web sites.

#### CHALLENGES

- How to achieve greater involvement by parents in student's Individual Educational Plans.
- How best to serve limited English proficiency among parents.

#### GOALS 2002-2003

- To empower parents to participate in the development of the Individual Educational Plans for their children in the Upward Bound-South Program.
- To collaborate with target schools in utilizing English to Spanish translation services.

## Upward Bound Math Science

#### ACCOMPLISHMENTS

- Two CSUF Upward Bound Math Science students 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 three 2-unit college

courses (Biology, Environmental Biology, Engineering) for UBMS participants.

#### GOALS 2002-2003

- Offer additional college credit elective courses in the math and science fields to Upward Bound Math Science participants during the Upward Bound Math Science Summer Residential Program.
- Establish and maintain a CSUF Upward Bound Math Science Alumni Program.

### GEAR UP

#### MISSION STATEMENT

The program's main goal is to help students improve in their mathematics skills to assist them in fulfilling math entrance requirements for four-year universities, community and private colleges.

#### ACCOMPLISHMENTS

- Hosted parent kick-off meetings to reintroduce parents to GEAR UP—Anaheim and welcome new ninth grade parents to the program.
- Conducted Freshman Focus classroom presentations to all ninth graders on GEAR UP program services and college information.
- Started the GEAR UP—Club for all ninth grade students.
- Offered weekly Mathematics Enrichment Sessions and targeted “at risk” students.
- Worked collaboratively with Titan Choices, YMCA, and Project S.A.Y.
- Administered **MDTP** to all ninth graders to obtain a standard of measurement.
- Offered and strengthened Teacher Professional Development Workshop Series.
- Published monthly newsletter to update students and parents on GEAR UP events and initiatives. The newsletter included a Spanish translation, important dates, and a spotlight section for GEAR UP accomplishments and established partnerships.

- Administered and collected survey information about college to students and parents for the purpose of effectively measuring program success and monitoring participant involvement.

- Improved student tracking database system for all 499 remaining from the original cohort of 838.

- Provided GEAR UP students with resources on community involvement; Anaheim Achieves trained GEAR UP students on mentoring elementary school children and allowed them to participate in their after-school program.

- Hosted the Summer Math Academy at California State University, Fullerton for 100 students, including students from our original cohort that were retained from Sycamore Junior High, from June 17<sup>th</sup> through June 21<sup>st</sup> 2002. Added a new writing component.

- Created and implemented two new summer programs: Math Competition Club and the Junior MISS program for students who will be ready to take Geometry next year from July 8<sup>th</sup> through Aug 2<sup>nd</sup> 2002.

- Awarded six trust scholarships to GEAR UP students based on their involvement in program activities and GPA.

#### CHALLENGES

- The transition to Anaheim High School from Sycamore Junior High was difficult for our students. GEAR UP has helped students make the transition.

- Students who did not pass pre-algebra during their ninth grade year will be able to repeat the course under a different title and receive credit for two years of math thereby decreasing their chances to take AP classes in their senior year.

- Increasing parent involvement is a continuing challenge that will be addressed this upcoming year.

- Our mentoring program has not been accomplished. The telementoring program described in the grant did not meet the district's criteria.

## GOALS 2002-2003

- Increase community involvement in education.
- Increase parent and student involvement in GEAR UP.
- Increase the number of partnership agreements and reiterate GEAR UP initiatives with partners mentioned in the grant.
- Collaborate with Title I, PUENTE and Upward Bound, PASS, and AVID.
- Provide teachers, parents, and students with annual updates.
- Begin a new parent pilot program.
- Provide monthly workshops for students and parents; faculty advisors for tutors; a new pilot mentoring program; SAT/PSAT preparation; more university tours; and a new writing component.
- Continue the Math Competition Club.

## Computer Science, Engineering & Mathematics Scholarship Program

### MISSION STATEMENT

The mission of the Computer Science, Engineering & Mathematics Scholarship (CSEMS) program is to provide educational opportunities to low-income, academically talented students through scholarships and programming that promote full-time enrollment and timely degree achievement in higher education.

### ACCOMPLISHMENTS

- The program awarded \$3,125 scholarships to a maximum of forty students.
- The program far exceeded its goal of seven graduates by graduating nineteen participants.
- The program increased the number of internships available to participants by twelve percent, exceeding its goal of ten percent.
- At the end of the fall semester, the program surveyed the participants as to their satisfaction

with the program and the services provided. On average, eighty to ninety percent of the respondents agreed that the program was effective and serving their needs.

- The program met its goal for scholarship fundraising a year early. The scholarship endowment increased by twenty percent, from \$50,000 to \$60,000.
- A comparison cohort for the program's evaluation was developed.

### CHALLENGES

- Increase the number of internships available by ten percent by program end.
- Increase the number of businesses on the MEP Advisory Board by twenty percent.

## GOALS 2002-2003

- Win funding to continue the program beyond the first cycle of two years.
- Award forty CSUF students who meet all NSF and CSUF eligibility criteria a scholarship up to \$3,125.
- Graduate an additional twenty-six participants to meet the two-year goal of forty-five graduates.
- Ensure that the graduation rate of the participant cohort surpasses the rate of a comparison group by twenty-five percent.
- In a survey of participants, eighty percent will agree that the services provided to them through the Program have improved or significantly improved their education experience.
- The placement rate of participants into jobs or postgraduate education will surpass the rate of a comparison cohort by twenty percent.

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