

June 29, 2015

Dr. Mildred Garcia
President
California State University, Fullerton
PO Box 34080
Fullerton, CA 92834-9480

RE: WSCUC Interim Report, Spring 2015

Dear President Garcia:

At its meeting by conference call on June 23, 2015, a panel of the Interim Report Committee (IRC) convened to consider the Interim Report submitted by California State University, Fullerton (CSUF) on March 1, 2015. The panel reviewed your Interim Report, the Commission letter of July 3, 2012 and the memo of June 27, 2014 providing more details about CSUF's Interim Report.

The panel appreciated the opportunity to discuss the report with you, Provost and Vice President for Academic Affairs Jose Cruz, outgoing Chair of the Academic Senate Sean Walker, Vice President for Student Affairs Berenecea Johnson Eanes, Vice President for Administration and Finance Danny Kim, Associate Dean Lynn Sargeant, Professor of Economics Robert Mead, and ALO and Associate Vice President for Academic Programs Peter Nwosu. The conversation was very informative and helped the panelists better understand the progress the institution has made in addressing the areas cited in the Commission letter.

The panel was extremely impressed with CSUF's Interim Report: it was well structured, clearly focused, comprehensive, and self-reflective. The panel also praised the considerable improvement that has taken place since the Educational Effectiveness Review in 2012: establishment of a robust infrastructure for ongoing assessment, including revitalization of the central assessment office and creation of faculty assessment liaisons; a nicely developed strategic plan that is aligned with the budget; a well-funded and comprehensive advising effort that is making a difference in student success; an improved timeline for delivery of the budget; and a renewed commitment to diversity.

The July 3, 2012 Commission letter identified several areas that required attention and further development by CSUF: strategic planning; assessment; advising; and finances. The Interim Report Committee noted significant and meaningful progress in each of these areas.

- a. Strategic planning.** The panel appreciated the detailed information about the university's strategic plan. CSUF has developed a strategic plan, based on campus-wide input, with four goals and fifteen objectives and has aligned budgetary considerations with the plan. Implementation is being tracked with metrics and indicators of quality. CSUF provided good evidence of the activities undertaken related to the development and implementation of the plan. (CFRs 4.5, 4.6, 4.7)
- b. Assessment.** Through a faculty driven process, CSUF has defined and adopted University Learning Goals (ULGs) and General Education student learning outcomes. The Office of Assessment and Educational Effectiveness has been reinvigorated, and the institution has put in place a uniform six-step assessment process to support program improvement. An online system (Compliance Assist) is used to manage and document assessment activities. Fourteen professional development workshops have also been offered to help faculty and staff understand assessment and make use of assessment

results. CSUF has been strategic in transferring ownership of assessment to individual departments and units while providing centralized support, training and guidance. Assessment is also linked to Program Performance Reviews (PPRs) of departments. The panel praised CSUF for creating a well-crafted assessment process; developing, aligning and assessing student learning outcomes; conducting robust program reviews; and integrating quality assurance procedures into the fabric of the university. (CFRs 2.2a, 2.3, 2.4, 2.6, 2.7, 4.1, 4.3)

- c. **Advising.** The panel commended the strategies CSUF has put in place to bolster advising: expanding the number of professional advisors; adding graduation specialists for each college; creating Student Success teams; instituting mandatory advising; emphasizing advising training; strengthening degree audits; and developing evaluation and assessment procedures for advising efforts. The panel praised CSUF for its robust integrated advising system. As a result of these efforts, retention and completion rates have improved (six-year graduation rate is at 62% and the achievement gap is narrowing). (CFRs 2.12, 2.13)
- d. **Finances.** CSUF has put in place a collaborative budget process that ties resource allocation decisions to campus priorities and aligns them to the strategic plan. The university is monitoring its budget well and appears to be providing a solid education for its students with the resources available. Overall, CSUF appears to be in a good financial position. However, deferred maintenance is an ongoing issue. (CFR 3.4)

In addition to addressing what was cited in the Commission letter, CSUF reported on two additional topics: 1) diversity and 2) the Irvine satellite. In terms of diversity, the panel applauds the Human Resources, Diversity and Inclusion division, the ongoing efforts in diversity training, and the success that CSUF has had in recruiting underrepresented faculty. With regard to the Irvine satellite, the panel wondered about growth. CSUF plans to increase the student population and expand course offerings. The panel urges the university to ensure that the academic quality at Irvine is at the same high level of excellence as on the main campus.

After discussion of the progress that has been made by CSUF in addressing areas cited by the Commission, the panel acted to:

1. Receive the Interim Report.
2. Require no further interaction with WSCUC until the time of CSUF's Mid-Cycle Review (scheduled for spring 2016) and its comprehensive review (Offsite Review scheduled for spring 2019; Accreditation Visit scheduled for fall 2019).
3. Recommend that CSUF include in its institutional report for its comprehensive review an update on:
 - a. Deferred maintenance. The university is currently studying the replacement and renewal of its facilities. Please provide a plan for deferred maintenance and a current status report. (CFR 3.4)
 - b. Irvine. CSUF has purchased another building in Irvine and plans to expand the number of students and offer more courses. Please describe the status of the Irvine satellite including:
 - i. Number of degree programs offered at this site (with an indication of which, if any, are programs where students' entire course of study is only at the Irvine satellite)
 - ii. FTE of students and faculty
 - iii. Steps taken to ensure the academic quality of the curriculum

- iv. Assessment of student learning for those programs, if any, which all courses required for the major may be taken at the Irvine satellite.
(CFRs 2.1, 2.3, 2.7)

The panel, again, reaffirms the hard work and important steps that CSUF has taken to address the issues that were the focus of the Commission letter. The Interim Report Committee looks forward to the institution's continued progress.

I am available to help in any way that I can. If I can be of assistance, please do not hesitate to contact me.

Sincerely,



Barbara Gross Davis, Ph.D.
Vice President

cc: Peter Nwosu, ALO
Members of the Interim Report Committee