

2004
2005



STUDENT AFFAIRS



Vice President for Student Affairs Office
Associated Students, Inc.
Career Center
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 and GEAR UP

Annual Report



September 2005

Dear Reader:

Student Affairs has had another year of significant accomplishments and achievements. Above all, we have maintained a continued sense of purpose and direction in advancing our mission. As part of our ongoing evaluation efforts, each department in Student Affairs has compiled information on its accomplishments and continuing challenges of the past year as well as goals for 2005-2006. In this 2004-2005 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 annual report; for more detailed information, contact the Vice President for Student Affairs Office, Langsdorf Hall 805, 714-278-3221.

Efforts made by the directors and staff in each department have made positive contributions to the nature and quality of student life on campus. I believe that Student Affairs at Cal State Fullerton remains among the nation's best in providing quality student services and high quality educational support programs. Please take the time to read about our accomplishments of the past year and about our goals for 2005-2006. We are pleased to share this information with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert L. Palmer".

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: Humanities Building and various student activities in the quad.

CALIFORNIA STATE UNIVERSITY, 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.

STUDENT AFFAIRS STAFF INFORMATION

VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE

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ASSOCIATED STUDENTS, INC.

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ASSOCIATED STUDENTS TITAN STUDENT UNION

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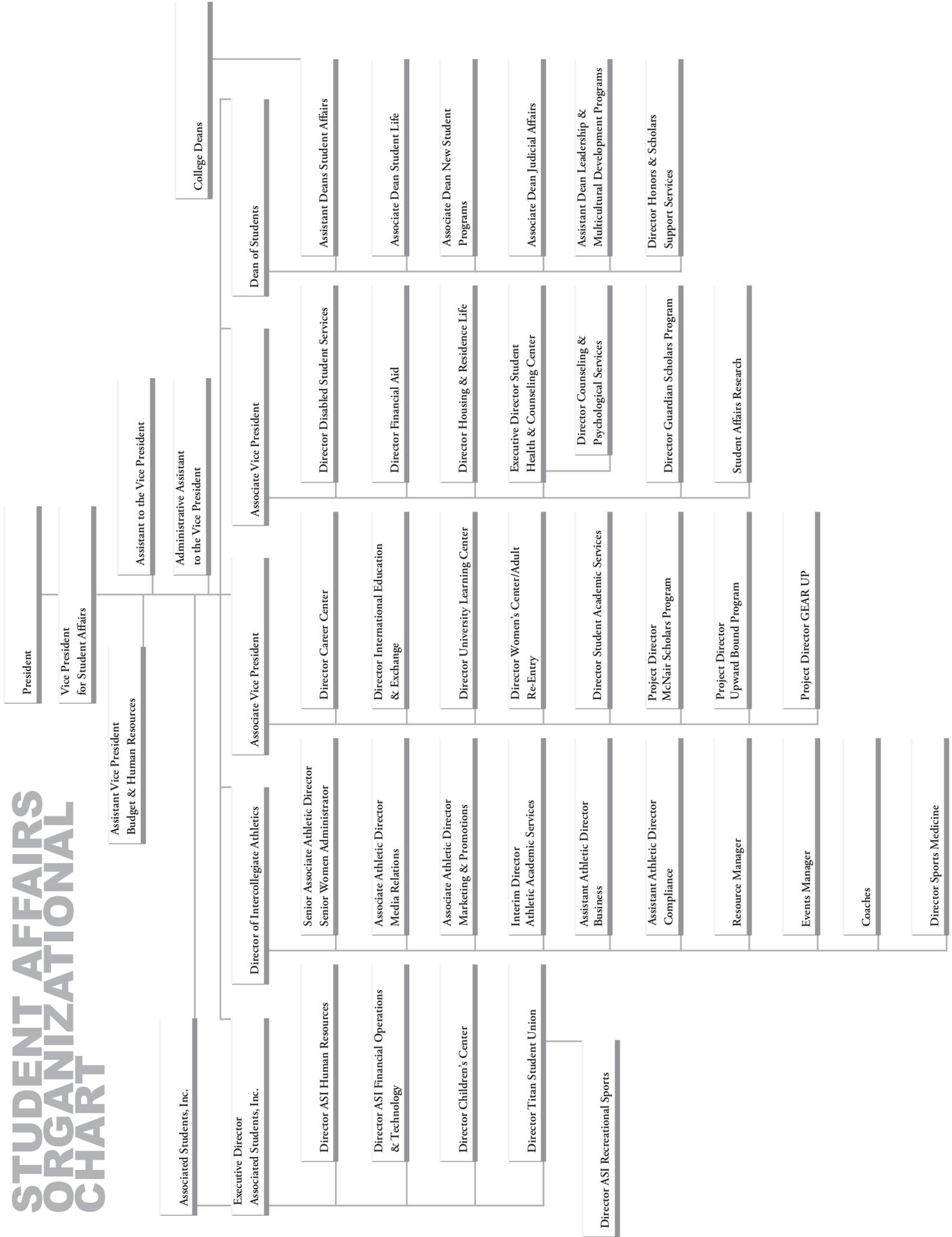
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STUDENT AFFAIRS ORGANIZATIONAL CHART



2004 – 2005 PUBLICATIONS

- “Where Have They Gone? An Employment Survey Report of the Class of 2003 Cal State Fullerton Graduates” (Fall 2004).
- “Job Search Guide” (Third Edition) (June 2005).
- “Reference for Faculty: Academic Integrity & Disruptive Behavior.” (2005). Dean of Students Office: Judicial Affairs.
- “Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper.” (August 2004). Dean of Students Office: Judicial Affairs.
- “Academic Integrity: Guide for Graduate Students.” (August 2004). Dean of Students Office: Judicial Affairs.
- “Titan Integrity: Guide to Understanding and Avoiding Academic Dishonesty.” (August 2004). Dean of Students Office: Judicial Affairs.
- “Civility on Campus” – Senate Forum. Dean of Student Office: Judicial Affairs.
- “Social Event Management and Safety Guidelines for Greek Organizations.” Dean of Students Office: Leadership and Multicultural Development Programs.
- “Family Resource Guide.” (July 2004). Dean of Students Office: New Student Programs.
- “Student Handbook and Planner, 2004-2005.” Dean of Students Office: New Student Programs.
- Media guides in 10 of the 17 sports. Post-season guides for baseball and softball in the NCAA playoffs and men’s and women’s basketball in the Big West Conference tournament.
- Grey Matter, Council of Honor Societies Annual Newsletter. Honors & Scholars Support Services.
- Athletic Therapy Today, three book reviews. Student Health and Counseling Center.
- Clinical Case Studies (June, 2006 expected publication date). Counseling and Psychological Services.
- Special Issue in “Celebrating on the 10th Anniversary of Establishing Canadian Chinese Marriage Enrichment Association” (2005). Counseling and Psychological Services.

- Course Reader for Domestic Violence Advocates Training, #6 (August 2004) Women’s Center/Adult Re-Entry.

2004 – 2005 PRESENTATIONS

- “Advancing Student Learning Together: Student Affairs Collaborating With Faculty.” American College Personnel Association. Nashville, TN.
- “Educating Intentional Learners: New Connections for Academic and Student Affairs” Association of American Colleges & Universities. November 2004. Philadelphia, PA.
- “Online Proposal Writing.” American College Personnel Association.
- “Professional Portfolios: Increase Your Students and Your Own Employability.” International Career Development Conference, October 2004.
- “Making Connections: Using Consultative Selling Skills in Marketing Your Campus to Employers.” Western Association of Colleges and Employers. January 2005.
- “Career Basics Overview.” Orangewood Children’s Foundation. February 2005.
- “Job Search Strategies for Teachers.” Student California Teacher Association. April 2005.
- “Designing Creative Resumes.” California Cooperative Education & Internship Association. April 2005.
- “Resources for Recovery.” Salvation Army Women’s Center. May 2005.
- “Taming Technology: Adding the Personal Touch to Online Recruiting.” Association of Colleges and Employers. May 2005.
- “Being an Effective Team Member.” Career Services Institute. June 2005.
- “New Professionals Roundtable.” NASPA Regional Conference. November 2004. Boise, ID., and NASPA National Conference. March 2005. Tampa, FL.
- “Achieving a New Position in California Colleges.” NASPA Regional Conference. Boise, ID. November 2004.
- “Retention of International Students: The Academic

- Integrity Link.” National Association of Student Personnel Administrators. March 2005. Tampa, FL.
- “Academic Integrity: Working Effectively with Faculty.” California State University Judicial Affairs Officers’ Conference. 2005. Monterey Bay, CA.
 - “Time Management.” Santa Ana College Leadership Conference.
 - “Passion: Your Most Valuable Tool as a Roadmap for the Future.” Chapman University Leadership Conference. March 2005.
 - “New Professionals Workshop.” NASPA Careers in Student Affairs Day. October 2004.
 - “On a Mission: Supporting our GLBT Communities.” National Orientation Directors Association. 2005 Region II Conference.
 - “Inspire greatness: A look into our integrated training model.” National Orientation Directors Association. 2005 Region II Conference.
 - “Getting Involved in NASPA...Imagining & Exploring Your Future.” National NASPA Conference. 2005 Tampa, FL.
 - “Cal State Fullerton – OCR Complaint and Resolution.” CSU Chancellor’s Office, November 2004. Long Beach, CA.
 - “Working with OCR to Establish a Best Practices Model for Information Access.” CSUN “Technology and Persons with Disabilities” International Conference. March 2005. Los Angeles, CA.
 - “Support Services and Opportunities for Students with Disabilities in Post-Secondary Education.” 14th Annual Youth Leadership Forum for Students with Disabilities. July, 2004. CSU Sacramento, CA.
 - “Preparing for and Transitioning to Post-Secondary Education for Students with Disabilities.” Huntington Beach Union High School District, October 2004, and Irvine Unified School District. September, 2004.
 - Independent Living Program “Career Fair” October 2004. Fullerton, CA.
 - Riverside County Social Services Agency November 2004. Riverside, CA.
 - California Youth Connection Statewide Conference. February, 2005. Sacramento, CA.
 - Independent Living Program “Independent City.” February, 2005. Fullerton, CA.
 - “The International Educator as Interculturalist.” NAFSA Region XII Conference. November, 2004. Sacramento, CA.
 - “F-1 Regulations for Beginners.” NAFSA Annual Conference. May 2005. Seattle, WA.
 - “Mentoring Scholars for Academic Success.” Southern California Chapter-Professional Development Seminar. November 2004. Palm Springs, CA.
 - “Best Practices of Successful McNair Programs.” McNair California Statewide Director’s Meeting. January, 2005. CSU Dominguez Hills, CA.
 - “Working with Faculty: Developing Your Future Network.” Compact for Diversity Program. November 2004. Atlanta Marriott Hotel.
 - “Mentoring: Helping Youth Develop Their Potential.” Santa Ana Upward Bound Program. February 2004. Santa Ana, CA.
 - “Self Care Energizing Strategies.” Mariposa Women’s Center. November 2004.
 - “Ways to Add Balance and Energy in Daily Living.” LA County Programs on Aging. December, 2004.
 - “Developing a Student Union Permanent Art Collection.” ACUI Region 15 Conference. November, 2004. Pomona, CA.
 - “Supporting Worthy Community Programs at Your Student Union.” ACUI Region 15 Conference. November, 2004. Pomona, CA.
 - “Creative Programming Involving Faculty.” WACUHO Conference. Fall 2004. UC Riverside.
 - “Turning Confrontations Into Care-frontations.” Annual Student Leadership Conference. Chapman University, Orange, CA.

2004-2005 EXTERNAL FUNDRAISING ACCOMPLISHMENTS

FEDERAL GRANT AWARDS

Title V Grant	\$113,000
Upward Bound - Santa Ana	\$387,703
Ronald E. McNair Program	\$220,427
Gear Up! Anaheim	\$212,487
Student Support Services	\$270,190
Total Federal Grants	\$1,203,807

STATE GRANT AWARDS

Workability IV Cooperative Contract	\$102,415
California State Dept. of Rehabilitation Children's Center	\$369,116
California State Dept. of Education State Incentive Grant	\$250,000
Total State Grants	\$721,531

OTHER FUNDING ACCOMPLISHMENTS

All Student Loan Corporation	\$2,845	Keynotes and Concerts, Inc.	\$4,000
Ann E. Casey Foundation	\$50,000	LA Times Summer Camp Fund	\$13,500
Bank of America	\$1,750	Lumina Foundation	\$40,000
Bank One	\$40	MISS	\$46,253
Camp Titan	\$38,748	NAFSA: Intl Educators, Association Coop Grant	\$7,000
Chafee Scholarship	\$151,556	National Education	\$120
Chela	\$90	NAWHO	\$10,000
Children's Center Parents	\$6,700	Office of Traffic Safety	\$50,000
Citibank	\$30	Orange County Teachers Fed Credit Union	\$29,900
Clarion Mortgage	\$4,335	Orangewood Children's Foundation	\$108,500
CollEdge	\$25	Pacer Communities, Inc.	\$4,000
College Board	\$100	Sallie Mae	\$3,400
College Loan Corporation	\$530	Selman Chevrolet Co.	\$9,500
Collegiate Funding Services	\$100	STA Travel	\$1,000
Corporation for National Service	\$6,258	Street Dreams Foundation	\$16,000
Daphne Tinsley Scholarship	\$4,000	Student Loan Express	\$60
Dhont Family Foundation	\$50,000	Sun Trust	\$70
Doris Libbea Foundation	\$18,000	TELACU	\$7,500
Draper Family Charitable Fund	\$10,000	Titan Athletic Fund	\$54,577
EdFund	\$40,000	U.S. Dept. of Education	\$33,912
Educaid	\$3,028	U.S. Dept. of State	\$7,500
ENLACE	\$86,326	UBS Foundation	\$800
Enterprise Rent-a-Car Foundation	\$2,000	US Bank	\$400
First Student Financial	\$200	Washington Mutual	\$1,315
Granite Investment Group	\$8,400	Wells Fargo	\$1,700
Greek Week	\$18,536	Western State University	\$2,000
Hahif Family Foundation	\$1,500	Wilson Phelps Foundation	\$8,000
Hispanic Scholarship	\$32,446	Youth Gymnastics Parent Booster Club	\$450
Jenkins Family Foundation	\$15,000	Total Fundraising	\$1,271,000
Job Fair Events	\$200,000	Total Outside Funding Generated by Student Affairs	\$3,196,338
Karen Lupinetti	\$1,000		
Kathleen E. Faley Memorial Special Games	\$56,000		

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

Completed 80% new housing feasibility study by Anderson and Strickler with a supplemental report on a study of implementing a “living-learning” concept by collaborating with academic departments and programs to enhance student learning in the residence halls.

The Alcohol and Other Drugs Advisory Committee (AO-DAC) is very healthy and met each month during the academic year with a full complement of members from on and off campus. Social activities on fraternity row have improved tremendously; coordination with Fullerton Police, University Police, Greek Life student leaders and Dean of Students Office staff has improved and resulted in a very low incidence of inappropriate behavior in the spring semester since new regulations have been in place.

In Intercollegiate Athletics, outstanding progress has been made in addressing budgetary concerns and the deficit has been dramatically reduced by increased fundraising, increased marketing revenue, and better budget management.

Coordinated successfully special events including the 11th Annual Hispanic Education Endowment Fund (HEEF) Scholarship Awards Banquet where 104 students were awarded scholarships; the 8th Annual Veterans Day Celebration which honored Latinos; and the “Walk in My Shoes.” The Disabled Student Services Office continued its major effort in organizing the Special Games and Special Olympics.

Completed one year as Co-chair of the CSU Counsel of Vice Presidents and served on ad hoc committees to address student behavior issues and helped to draft new language

for a Chancellor executive order on this subject as well as proposed changes to Title V of the education code. Continued to provide leadership for the Student Fee Advisory Committee and was Chair of the Common Management System (CMS) Steering Committee. The Committee is on target in carrying its charge.

Continued partnership with the Division of Academic Affairs in the planning and implementation of strategies to shape the enrollment management plan of the university, with an eye toward maintaining the rich diversity of our student body.

Developed and implemented a campus-wide information campaign designed to encourage each student to become involved in at least one co-curricular activity outside of the formal classroom environment. The campus-wide “Get Involved” campaign, funded by an UPI, was a success. An unexpected outcome that occurred was the “adoption” of the “Get Involved” logo on many student life related flyers, posters and websites. Preliminary data show that almost all indicators of student involvement are up.

Continued development of the role of faculty in co-curricular life through student organization advisor development, involvement in professional and employment success, and continued outreach to faculty regarding academic honesty issues.

Continued efforts to attract outstanding professionals to join the Student Affairs Staff resulted in key hires in Athletics and the Associated Students, Inc. with the addition of an exceptional Senior Women’s Administrator and the Executive Director of ASI.

CHALLENGES

Continue efforts to improve the use of technology within the division to set division-wide standards; cut the time between idea and implementation in half; improve efficiency and effectiveness to give student access to information resources and data; and to enhance links between departments/units. Review will be conducted to determine whether a technology coordinator is needed for the division.

Continue the efforts to revitalize the research component of the Student Affairs Division.

Continue to explore options for additional student housing by identifying potential site options. Develop and implement

a plan to substantially increase university student housing.

GOALS

Continue to systematically examine additional funding sources for all Student Affairs departments. Explore all available options including grants, fundraising and new revenue generation ideas.

Complete the Housing Feasibility Study. Develop and submit the Phase III housing proposal to the Chancellor's office for approval.

Work with student leaders in the development of plans and campaigns that will lead to successful referenda and fee increases for Associated Students, Intercollegiate Athletics and the Student Health & Counseling Center.

Effectively meet the tremendous increased demand for University Learning Center services which has tripled over the last five semesters.

Plan and implement a series of academic support programs to significantly improve the academic performance of student athletes.

Continue to partner with the Division of Academic Affairs in the planning and implementation of strategies to maintain the rich diversity of our student body.

Participate in the development of a plan for recruitment of international students with specific goals, objectives, staff support and resources.

Assess resource issues in Disabled Student Services as they relate to accommodation needs of students. Develop a plan to address the increasing demands. Complete development of plans for alt-media/format ("e-text") production per OCR agreement, including collection of information for all course materials, production and delivery to students with disabilities.

Prepare for renewal of accreditation of Student Health and Counseling Center by the Accreditation Association for Ambulatory Health Care, Inc. to be scheduled for January 2006.

Position departments throughout the division for a successful implementation of the CMS People Soft conversion to begin Fall of 2005. Ensure key personnel are involved in planning teams and appropriate staff receives timely training on new systems. Conversion will span 2005-2008.

Finalize multi-year hosting and coordination agreement for the Fall Special Olympics of Southern California.

Maximize use of technology in department web-based services. Develop a plan for addressing department needs given limited departmental and divisional resources.

Examine ways to create a stronger support system for parents of new students, particularly freshmen.

Build a strong athletic spirit support program, including a cheer team and pep band, to encourage school spirit and Titan Pride.

Continue to provide leadership toward the completion of the ASI Recreation Center construction project.

Review divisional hiring practices to ensure consistency of procedures and accuracy of position descriptions, posting practices, selection procedures and compensation levels.

Examine and address student services provided at the CSUF Irvine Campus.

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

Completed the migration of the MPE based Bi-Tech accounting and payroll system to the Foundation's UNIX server.

Purchased and configured two new web servers that are to be used for implementing the Bi-tech 7i web-based component of the new accounting system.

Completed a major upgrade to the Titan Student Union Event Management Systems reservation software.

Created a dedicated web page for the related paperwork for Executive Senate groups.

All ASI departments continued training as needed for all staff on upgraded Bi-Tech software applications.

The Children's Center received NAEYC accreditation as of July 31, 2005 valid through July 31, 2009.

ASI Human Resources updated, revised, and reformatted as ASI policies and procedures.

Completed the upgrade of the IFAS Payroll module to UNIX.

Lowered the worker's compensation modification rate from 1.16 to .83, resulting in \$50,000 of savings.

Continued working with University representatives and Recreation Center Project architectural firm to complete the schematic drawing phase, develop final project cost estimates, and to coordinate financing details with the Chancellor's Office.

Through the ASI Office of Program Support continued to provide support to Executive Senate advisors by creating a dedicated web page for Executive Senate groups.

Conducted a successful search for the ASI Executive Director position with a start date of June 1, 2005.

CHALLENGES

Ensuring a base understanding of and a coordinated effort toward risk assessment and management with the Executive Senate advisors by maintaining good communication lines, developing council/program leadership, and ensuring compliance with ASI policies and procedures.

Linking ABRA human resource module to Bi-Tech payroll system to reduce duplicate efforts.

Solicit and review proposals for banking relationships. Make recommendations to the ASI Board of Directors.

GOALS

Review and revise the operations manual for the Children's Center, which will form the basis for a manual for the new facility.

Finalize and present recommendation for establishment of banking relationships to ASI Board of Directors.

Analyze feasibility and effectiveness of Sungard Bi-Tech's document imaging software program.

Reformat the web page for the Executive Senate groups. Continue to add forms and policies to the website and create a marketing plan to promote fuller use of the site.

Install a major new database application for the Recreational Sports department.

Complete operating system and software updates to all computers in the Mainframe student lounge in time for the fall semester.

Purchase and installation of a new SQL test server.

Integrate ABRA HR to Bi-Tech Payroll.

Review alternative payroll processing options for the organization.

ASSOCIATED STUDENTS, INC. TITAN STUDENT UNION

MISSION STATEMENT

The Titan Student Union, a unit of the Associated Students, CSUF, Inc., serves as a primary gathering place on the California State University, Fullerton campus. 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

Continued development of the planned Student Recreation Center complex. Efforts included: selecting the project's delivery system (CM at Risk); selecting construction management firm; revising project's budget and financial plan based on cost escalations.

Filled four full-time vacant staff positions in the Titan Student Union and Rec Sports programs.

Continued to provide support to El Toro Campus, through funding approximately \$20,000 in additional equipment and public furnishings to the campus. Sponsored various student activities at the branch campus. First ever El Toro Campus Student Representative served on TSU Governing Board.

Building enhancements were made to conserve resources and operate efficiently. These efforts included: a major energy efficient roof replacement for the east-wing of the student union; installing water saving automatic faucets in all public restrooms; and retrofitting lounges with energy saving light fixtures.

Rec. Sports drop-in fitness programs (which offers a health-club-style group exercise instruction throughout the year) realized an approximate five percent increase in overall participation from the prior year.

Intramural sports programs realized a 7.5 percent increase in overall participation levels from the prior year. Evening outdoor field activities were added to intramural sports offerings.

Titan Youth Sports Camp program continued to be successful.

Learn to Swim program had a fourth successful year, since being re-introduced as a featured youth program.

Remodeled Center Gallery space with secured exhibit displays. The modification resulted in increasing gallery operating hours from 20 hours per week (2003-04) to 78 hours per week (2004-05). Gallery attendance increased 167% as a result of the improvements.

Coordinated the collection of Camp Titan Holiday Toy

Drive donations, which brought in 565 toys for underprivileged Orange County children.

Coordinated capital improvements to the Pavilion multipurpose room including: new carpeting event lighting systems (expected completion July 2005).

Graphics program produced 857 work-orders during the year, a significant increase over the prior year.

Mainframe Computer Lounge was incorporated into the Information & Services department, resulting in improved scheduling practices and other operating efficiencies. The area served large numbers of students. Daily counts during the fall and spring averaged 265 patrons, higher than the prior year which averaged 246 guests per day.

90% project completion rate achieved on all work-orders generated to Building Engineering Department. Total of 2,181 work orders completed by this department.

The ASI and Titan Student Union web-sites continued to experience increased exposure. The ASI home page averaged more than 755 daily hits in 2004-2005, up from an average of 727 per day from the prior year. Secondary ASI pages navigated on the site averaged 572 daily hits, up approximately 21% from an average of 473 per day from the prior year.

CHALLENGES

Developing more effective systems to establish and monitor building appearance standards.

Developing successful strategies which meet customer vehicle parking needs (required for both conference center operations and community users of Rec. Sports programs).

Developing improved systems for conducting the annual inventory of student union physical assets.

GOALS

Continue efforts in the development of the Student Rec. Center complex. Goals of this phase includes: receiving Chancellor's Office Schematic Design approval; 100% completion of design drawings; and ground-breaking in June 2006.

Develop a detailed 2005-06 organization marketing plan, successfully executing its goals.

Collaborate with food service managers in an effort to encourage food service improvements in the food concepts located in the lower level of the TSU building (Round Table Pizza and Garden Café).

Develop and implement an assessment process, within one TSU department, to measure learning-outcomes with student employees.

Successfully integrate staff and functions of the former Night & Weekend Management and Building Services departments into one unified department.

Hire qualified University Conference Center Manager and Operations Manager in support of hospitality and logistics goals associated with meetings and events program.

CAREER CENTER

MISSION STATEMENT

The Career 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 service offices in a college or university in the United States.

ACCOMPLISHMENTS

The Career Center was consistently one of the most used web sites on campus as a result of creatively using technology to enhance services to students, academic departments, colleges and employers. As of June 30, 2005, 17,618 students and alumni were registered in our Titan Connection jobs system, including 13,540 current students and 4,078 recent graduates and alumni, a 49% increase in registered current students from last year (including 49% of Seniors). The Career Center also created new electronic tools, such as a weekly student email newsletter, to broaden communication with students in this process.

Expanded alumni services through the use of the new

Alumni Portal, which allows alums to access jobs on a subscription basis after their free year of service expires.

Utilized technology combined with staff outreach to employers and a quarterly employer e-newsletter to expand employer registration to over 5400 employers in the system, compared to approximately 3000 in the system in July 2004.

Strengthened relationships with key faculty, academic programs, student organizations and employers to tailor services and programs to their needs.

Offered 331 programs and presentations on campus involving 12,334 participants.

Incorporated the Center for Internships and Service Learning and the internship program in the College of Communications into the Titan Connection, enabling students to access opportunities, and new internship employers to access resources from several campus sources from a single location.

Organized pilot experienced-based career development program in conjunction with the Freshman Programs office.

Strengthened walk-in counseling services and conducted quality study through point-of-service survey of students using the service.

Published an expanded and improved third edition of our Job Search Guide for students, paid for entirely by employer contributions and advertising revenue.

Engaged in a partnership with Alumni Affairs to organize a new all day Job Search Conference for recent graduates that successfully engaged 100 recent graduates, three employer presenters, and over 20 alumni.

Initiated new approach to track recent graduates' post-graduate plans through the use of sampling and telephone survey research through the SSRC.

Maintained focus on improving/expanding services to first generation, low income diverse students, including Diversity Week program in October 2004.

CHALLENGES

Continued limited resources to expand staff to address escalating service demands from students, departments

and employers.

Deferred maintenance of the office facility does not reinforce high quality image we seek to project to visiting employers and students.

GOALS

Continue to offer aggressive set of events, programs, and services to all students, academic departments, and colleges to support student success in both their undergraduate career and linking their education to work.

Build deeper and sustained relationships to the Colleges of Humanities and Social Sciences, Natural Sciences and Mathematics, and Health and Human Development through implementing the University Mission and Goals Initiatives proposal: Every Student's Career Center, submitted for the upcoming year.

Continue to aggressively utilize the Titan Connection Program, including expanding total registration to approximately 16,500 current students, 60% of the Seniors on campus, and 5,000 alumni.

Enhance employer services including building stronger relationships between key employers and targeted academic programs; creating a stronger year round presence for those employers seeking such a profile; and further integration of job posting, career fair, and campus recruiting services.

Publish the first Postgraduate Employment Summary based upon the new SSRC contracted research, and generate the additional funds needed through alumni job posting subscriptions to continue publishing the report on an annual basis.

Maintain aggressive outreach and responsiveness to first generation, low income and historically underrepresented students.

Continue to raise approximately \$90,000 net after expenses through job fair events and corporate contributions to support quality career development services for students, alumni, and employers.

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

Coordinated "Get Involved" campaign on campus, including multimedia campaign materials, encouraging all students to get involved in campus activities. Student activity across all programs saw increased involvement in 2004 – 2005.

Awarded funds as a part of the Title V Grant team. Student Affairs departments will receive approximately \$113,000 annually for the next five years; funds will provide support services targeting NSM and ECS students and leadership development programs.

Provided leadership to the Alcohol and Other Drug Advisory Committee. Committee had very successful year with five active sub-committees and achievement of two new grants, a State Incentive Grant in partnership with the County of Orange and UC Irvine totaling approximately \$250,000 over three years and an Office of Traffic Safety Grant of \$50,000 over two years.

Continued to supplement department funding via Uni-

versity Planning Initiatives. Funds totaling \$69,970 were awarded to the office in 04-05.

Successfully recruited and supported 15 Student Affairs professionals to team teach University 100 for Freshman Programs. Financial implication of this contribution is estimated at over \$50,000 annually.

Planned and implemented campus wide events such as Titan Baseball Celebration and Rodney Anderson television taping for "Extreme Home Makeover".

Served in leadership role on the University Planning Committee and in the planning of the Campus Wide Community Forum on "Shaping Our Work Force".

Responded appropriately to a critical incident on fraternity row and, as a result of incident, began implementation of the Greek Safety Task Force Plan for Ensuring Safety in and around Fraternity Residences. This required extensive coordination with University Police and Fullerton Police.

Successfully implemented recommendations from the Campus Activities Audit performed by the CSU Chancellor's Office.

Increased participation in leadership development and recognition programs; the Student Leadership Institute application rate was 33% higher than last year, the University Leadership Conference registration increased by 10%, and attendance at the Student Leaders Recognition Reception had an 11% increase over last year.

Continued to provide programmatic support to four cultural graduation celebrations for African-American, Chicano/Latino, Asian Pacific Islander and Pilipino students enhancing the quality of these events; implemented for the first time the Lavender Graduation Celebration for lesbian/gay/bisexual students.

Provided leadership to Judicial Affairs; department successfully handled 378 cases in 2004-2005. This is a 9% increase over 03-04.

Provided leadership in the hiring process for a new ASI

Executive Director; helped to successfully bring in new employee.

In the Dean of Students Main Office, 11,500 contacts were made with students, faculty, staff and the public.

Participated fully in the CSUF Votes campaign and the

American Democracy Project, collaborative efforts with Associated Students Inc., the Political Science Department, Academic Affairs and other Student Affairs Departments.

Integrated student athletes more fully into student life, including collaborative efforts with New Student Orientation, Freshman Programs, and Drug and Alcohol Education.

Successful implementation of student support services in the new College of Education.

Management of a large number of staffing changes.

CHALLENGES

Finding time to work on campus wide policy revision and the work of the Student Affairs Policy Committee.

GOALS

Continue to develop the programs and services of the Student Life Programs and Services, with goals in the areas of policy, procedures, student development programs, and advisor support.

Continue to improve fraternity/community relations, fraternity behavior and relationship with Fullerton Police Department.

Successful management of funds from outside agencies and the programs created with funds obtained via grants.

Renewed focus on evaluation and assessment in the Dean of Students departments.

Examine the CSUF spirit support programs such as the dance team, band, Titan Tusk Force, mascots, to define further collaborative efforts; create cheerleading squad.

Work with the Student Fee Advisory Committee to examine student fee issues.

Continue the work of the "Get Involved" campaign to encourage students to participate in campus life.

Provide leadership in the collaboration and training of student organization advisors to major councils and boards.

DEAN OF STUDENTS 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 preventively (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

Assisted in university policy development including UPS on Academic Appeals, Alcohol Policy, Drug Policy.

Developed presentations, publications and outreach projects for various student audiences.

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 new faculty and part-time faculty orientations.

Consulted regularly with faculty and staff (over 250) concerning the interpretation and application of University standards for student behavior.

There were 211 students referred to Judicial Affairs for non-academic allegations. This represents an increase in

the number reported last year (190) and only 8 less than the record high of 219 in 2002-03. The six years prior to the establishment of the Judicial Affairs Office in 1999-2000 averaged 7 reports per year. Using lost/stolen or forged parking permits comprised the largest number of non-academic complaints - 28% (62 students) of the total non-academic referrals to Judicial Affairs while alcohol violations represented 20% (42 students) of the total. Almost 62% of the violations (26 students) involved minors in possession of alcohol. Disruptive behavior, both inside and outside the classroom, constituted 12% (24 students) of these reports.

Reports concerning 167 incidents of academic dishonesty were received which represents a 17% increase over last year (143) and is the largest number of academic dishonesty cases referred to Judicial Affairs, a 21% increase in the number of cases reported during 2001-02 (138), a 100% increase over 2000-01 (82 students), a 202% increase (51 students) in the number of cases reporting 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 (119 students, 73% of total).

Received over 1,558 disciplinary referrals over the past six years since the office was established. This is a dramatic increase over the number of cases (213) received during the prior 6 years and reflects both the extensive outreach initiated and the increased credibility of the office on the campus. Twelve students were suspended out of a total of 54 suspended/expelled in the last six years.

CHALLENGES

Members of the University community are not fully aware of the services and programs of the office. The Associate Dean will continue exploring new avenues to better educate the community.

The Associate Dean will continue to expand the dialogue among students on campus to embrace academic integrity themes as well as student responsibilities to the academic community.

As the volume of referred cases continues to grow, it will be more difficult to continue outreach and preventative programs with only one judicial officer on campus.

GOALS

Develop, conduct and evaluate workshops on academic integrity for international students through partnership with Dr. Andi Stein, Department of Communications, under a second Retention Initiative grant. International students are disproportionately represented in academic dishonesty cases.

Consult with the Chair of the Academic Senate concerning development of a Civility Code for our campus.

Consult with the Academic Appeals Board on procedural requirements under the university policy.

Collaborate with the Faculty Development Center and other appropriate offices to provide relevant workshops for faculty (new faculty, current faculty).

Request space in the Daily Titan for appropriate articles and information about consequences for students found responsible for violating university standards.

Assess the effectiveness of office procedures and programs, including conducting follow-up assessment utilizing Council for the Advancement of Standards in Higher Education standards.

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.

Explore possible staffing options in response to increased volume of referrals and to assist with follow up meetings with students as well as outreach and prevention programs.

Hire, train, and support new Administrative Assistant, Judicial Affairs.

DEAN OF STUDENTS LEADERSHIP AND MULTICULTURAL DEVELOPMENT PROGRAMS

Leadership and Multicultural Development Programs in-

cludes Greek Life, the Multicultural Leadership Center, the Student Leadership Institute, the University Leadership Conference and the CSUF Student Leaders Recognition Reception.

MISSION STATEMENT

The Dean of Students Office, Leadership and Multicultural Development (LMDP) programs and services provide training opportunities and out-of-classroom experiences that encourage CSUF students to assess and develop the skills recommended for effective leadership and multicultural understanding. Our programs and services help students understand the emotional, environmental, intellectual, physical, and vocational dimensions of wellness that are important for successful participation in student organizations and/or leadership. The department also serves as a resource to student leaders and cultural and Greek Life organizations through advisement and training on event planning, group development and organizational management.

ACCOMPLISHMENTS

Hired a new Coordinator for Greek Life in Spring 05.

The Assistant Dean of Students and a team of staff across the division provided support to the Greek Life area.

Received four University Mission and Planning Initiative awards totaling \$37,712.69.

Awarded a \$7,000 grant from NAFSA-Association of International Educators to fund a retreat focused on student peace education and cultural training.

Staff provided programmatic support to Orange County Human Relations Commission to plan the Walk in My Shoes Symposium in the 2005 Spring Semester.

Coordinated the implementation of the Melinda Guzman Moore Excellence in Multicultural Leadership Award. The first recipient was chosen in the Spring 05 semester

The Greek Safety Task Force Plan for Ensuring Safety in and around Fraternity Residences was created and implemented in the 05 Spring semester.

Greek Week 2005 raised over \$18,000 for Camp Titan. This amount was an increase of \$3000 (+20%) over last year. In addition, the fraternity and sororities collected

over 13,000 cans which were donated to a local food bank in Orange County.

The Multicultural Leadership Center worked with student leaders to make CSUF the 2nd institution in the CSU system to offer a Lavender Pride Ceremony for the LGBTQA community.

Successfully provided support to over 80 activities for various cultural months, holidays and celebrations for the academic year.

Received a Title 5 educational grant to support staff and increase the number of science and engineering based majors and Hispanic students, specifically women, in leadership training programs.

Achieved a 33% (496) increase in participation numbers for the Student Leadership Institute.

Two hundred seventy seven (277) students registered to attend the University Leadership Conference with 233 students participating.

CHALLENGES

Promotion and visibility of the Leadership and Multicultural Development Programs.

On-going technology and web support is needed for the department.

Shaping fraternity men behavior to demonstrate a stronger understanding of risk management practices.

The need to establish stronger partnerships with academic departments in implementing leadership training programs and resources.

Increase the use and visibility of the Multicultural Leadership Center.

GOALS

Revise position description and conduct a search for the Coordinator for the Multicultural Leadership Center.

Outreach and increase the participation and development of science and engineering majors, Hispanic students, specifically women in leadership training programs.

Provide continuous organizational leadership and risk management training to assist Greek letter organizations in running strong and effective chapters on campus and

recruiting viable members.

Coordinate and revise efforts to implement the Greek Life Plan, as well as implement a recognition system to honor those chapters which are excelling in meeting the standards of the plan.

Work closely with chapter leaders to implement the Greek Safety Task Force Plan for Ensuring Safety in and Around Fraternity Residences.

Compile information gathered from SLI Advisory Committee and participant evaluations to establish revisions to the Student Leadership Institute program and implement a practicum component.

Foster relationship with academic departments in offering leadership and multicultural training programs.

Explore the creation of a committee which brings together representatives from the various cross cultural centers on campus to discuss collaborations, partnerships and improved services for students.

Work closely with new staff in the department to help with their transition to the Dean of Students Office and the university.

Create an improved database for the Student Leadership Institute and the University Leadership Conference which meets the informational system needs of the department.

Provide on-going support to the development of cultural Greek organizations on campus, specifically the new National PanHellenic Council which serves as the governing council to historically black Greek organizations.

DEAN OF STUDENTS NEW STUDENT PROGRAMS

MISSION STATEMENT

From pre-admission to graduation, New Student Programs 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

In collaboration with Information Technology, designed and implemented online NSO registration system for transfer students, and enhanced the existing first-time freshmen system.

Improved promotional literature for New Student Orientation, creating common marketing material with University Outreach.

Collaborated with Athletics to incorporate student athletes in mandatory NSO and develop a special population NSO session for them.

Conducted research into the structure and content of family orientation across the California State University system and other local institutions.

Completed a longitudinal study that compares the academic progress, success and retention of a sample of those freshmen who attended NSO with those who did not.

Successfully implemented mandatory NSO for first-time freshmen in the summer of 2004 and served 58% more students than in 2003 (3,667 up from 2,304).

Facilitated Transfer NSO for 20% more students than in summer 2003 (670 up from 558) due to improved marketing efforts. Some transfer students believed NSO was mandatory because of the move to mandatory NSO for first-time freshmen.

Facilitated Transfer NSO for 110% more students in the spring of 2005 (359 students up from 171 in the spring of 2003) due to improved marketing efforts (there was no program in spring 2004).

Experienced a 58% increase in Family Orientation from last year's program (1,800 up from 1,141).

New Student Orientation (NSO) Participants: 2001-2004

Year	Frosh NSO	Transfer NSO	Family NSO	Frosh NSO Exceptions
2004	3,667	1029 ¹	1795 ²	25 ³
2003	2,304 ²	735 ¹	1,141 ²	N/A
2002	1,852	566 ¹	884 ²	N/A
2001	1,736 ²	597 ¹	820	N/A

¹ Did not include on-site registration (summer NSO only).

² Data includes participants from summer programs only.

³ Data does not include intercollegiate athletes or international students who are not required to attend Frosh NSO.

Created a new Self-Guided Campus Tour Brochure.

Served 12,561 people in the Campus Tour Program, a thirteen percent increase in participation from last year.

CHALLENGES

Reassessment of the technology used in NSP services and areas, specifically NSO and Campus Tours.

Increasing student interest in the Freshman Program Student Association to ensure the health of this organization.

Managing staff transition and change while continuing to offer high quality programs and services.

GOALS

Create university-wide information services committee to discuss methods and content of information dissemination on campus.

Continue to improve the on-line registration for Frosh NSO and Transfer NSO.

Complete a longitudinal study that compares the academic progress, success and retention of a sample of those students who attended NSO with those who did not for the transfer student population.

Integrate student athletes into the mandatory NSO model.

Pilot a basic Transfer NSO program focused solely on academic advisement in the fall and monitor student feedback.

Explore programming options for providing Transfer NSO in different ways to meet the varying needs of our new transfer students.

Increase distribution of student handbooks to include transfer students at New Student Orientation and continuing students.

Increase current student leader interaction with new students at Student Life Orientation.

Fill all vacancies and orient new New Student Programs staff.

Successfully implement an on-line campus tours reservation system in collaboration with Information Technology.

Explore developing additional incentives for student affairs professionals serving on instructional teams for Freshman Programs' University 100 courses.

DEAN OF STUDENTS STUDENT LIFE PROGRAMS AND SERVICES

MISSION STATEMENT

The Student Life department includes the Student Organization Resource Center (SORC) and Volunteer and Service Center (VSC). The department coordinates and provides the following programs and services: a) training for student club and organization members in organizational leadership and development; b) advising on event planning and coordination of campus activities; c) student organization advisor training and orientation; d) manages and supports resource centers for the dissemination of information on university policies and procedures that govern campus activities and facilities reservations and serves as the location for reserving campus facilities and outdoor space and for identifying volunteer opportunities e) facilitates and develops opportunities for student participation in community service and civic engagement and participation in community service projects and in-service learning that benefit the broader community; and f) assists the Dean of Students Office in interpreting and developing policies that govern campus life and responding to concerns/complaints from students, faculty and staff and in coordinating student organization judicial affairs.

ACCOMPLISHMENTS

Over 250 student clubs and organizations were recognized. Of all the student organizations recognized, 46 were new clubs.

Student Life department hosted the 8th Annual Advisor Recognition Reception (May 2005). One hundred and fifty of the (approximately) 200 faculty and staff advisors attended with their student guests.

Coordinated two highly successful club and organization information fairs, known as Discoverfest during the Fall 2004 and Spring 2005 semesters.

Conducted successful CSU Chancellors Campus Activities Audit. Recommendations for improvements were minimal and steps have been initiated to correct any deficiencies.

Instrumental in securing the funding for a campus information kiosk in the amount of \$32,000.

Continued to coordinate Blueprints presentation in collaboration with Titan Student Union Meeting & Conferences staff, including the redesign of Blueprints. Seventeen Blueprints sessions conducted. Four hundred and eleven students (411) attended.

Provided orientation on campus posting policies and procedures to candidates who participated in the Associated Students student government elections.

Successful large event coordination such as the Filipino Friendship Games, the Student Leader Recognition Reception, Animal Trax, Aids Quilt Fundraiser.

The SORC front desk logged 7,327 contacts with on and off campus individuals, organization members, individual students, off campus visitors and the broader community seeking assistance with scheduling and planning campus events and activities and distributing information.

The Student Organization Resource Center front desk operations processed and scheduled 7381 reservations for student organization events and activities, university departments, Associated Students programs, off campus groups and student organization.

Coordinated over 1300 students in CSUF volunteer activities providing over 6700 hours of service to our local communities. Initiated 1st Annual "Titan's Day of Service" held the weekend before the first day of school where 80

students went into the community packaging food for the Orange County Food bank and completing a habitat restoration project at Newport Back Bay.

Coordinated “One Day’s Pay” service activity observing September 11 as a “National Day of Kindness” where over 400 pounds of food was gleaned from local fields and donated to Second Harvest Food Bank. Raised \$600 dollars in change along Titan Walkway and collected over 500 cans of food during “National Hunger & Homeless Awareness Week” benefiting the Orange County Rescue Mission.

“CSUF Votes,” co-coordinated by <RE>ACT, ASI, and Community/Governmental Affairs, registered more than 200 new voters, handed out more than 300 education packets, and coordinated “Early Voting” with the Orange County Registrar of Voters. More than 150 people had the opportunity to vote early and on campus.

Coordinated the 3rd Annual “Spring Break of Service” and “Cesar Chavez Day of Service” where volunteers participated in field gleaning, habitat restoration, and packaging non-perishable foods. More than 70 students participated in this year’s event.

Coordinated Cal State Fullerton’s 1st Annual “Social Justice Student Summit” focusing on education, empowerment, and action. This year’s summit attracted more than 200 students, community members, faculty and staff from around the community.

CHALLENGES

Accessible technology to increase efficiency.

Increased web-based communication with students and student organizations.

Improvement and updating of databases and creating an on-line recognition process.

Sufficient office space for advising and archiving organization records.

GOALS

Develop and activate Student Portal club tab for Clubs and Organizations.

Develop and implement Advisor orientation and training programs and increase communications with Advisors for Inter Club Councils and Boards.

Create Student Organizational Leadership Training and Development series.

Continue to make improvements and print a comprehensive Student Organization Handbook.

Increasing online and web based communications (websites, directories and databases).

Increase efforts for overall campus communication regarding policies and procedures related to campus activities.

Assist student organizations in developing much better efforts to promote their campus events and activities.

Implement more productive forms of advising for student organization leaders.

Develop a model civic engagement and social action leadership development and advocacy campaign via REACT from which to build collaborations and campus/community networks.

Increase on-line resources and promotion of community service opportunities and activities.

Increase the number of activities for clubs and organizations including mass marketing of Service Days.

DISABLED STUDENT SERVICES

MISSION STATEMENT

The mission of the Office of Disabled Student Services at California State University, Fullerton is to increase access and retention for students with permanent and temporary disabilities by ensuring equitable treatment and opportunity 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

Although this accomplishment is also a continuing challenge, we have made significant progress with our OCR

Alternate Media/Format plan development. While we originally anticipated having the model plan completed by early June, we have agreed with OCR staff to extend the monitoring and plan development through the end of December, 2005.

The 2nd Annual "Fall Sports Classic" for Special Olympics Southern California (SOSC) held on Saturday, October 23rd, was an unqualified success despite being shortened to a one-day competition due to SOSC budget constraints. SOSC is very appreciative of the considerable value "donated" by our campus in support of this annual event.

Despite the awkwardness of including this in a listing of accomplishments, it is important to note the tragic accidental death of our long-time friend and colleague, Lisa Thies, on January 15, 2005. Lisa had served as Coordinator of Support Services for the past 15 years and her loss has left a "void" in our DSS family. A sentiment we all shared about Lisa was she will be greatly missed and never forgotten.

We celebrated the remarkable 20th Anniversary Cal State Fullerton SPECIAL GAMES- Kathleen E. Faley Memorial, on Friday, May 6th. This annual event, the second longest running campus special event, continues to grow, with approximately 2,400 special athletes, 600 school staff and more than 2,500 volunteers from throughout our extended community, participating this year.

Each year, for the past eight years, we recognize and applaud our WorkAbility IV (WAIV) cooperative project, as the #1 most productive and successful WAIV project in the state. We again exceeded contract goals in every category in spite of being one of the lowest funded contracts.

Our Director was asked to continue his campus leadership role for the annual United Way/State Employees Charitable Campaign during the fall, while also serving on the Orange County United Way Leadership Council/Campaign Steering Committee. (Cal State Fullerton was the number one total dollar contributor among state agencies in Orange County.)

CHALLENGES

Due to the extensive challenges resulting from the OCR Resolution Agreement in Spring, 2004, the Plan Development for Alternate Media/Format instructional

texts/material will continue to challenge us through the end of December, 2005. While much progress has been made, OCR staff requested one additional semester of monitoring before closing this case.

As a result of other priorities, the completion of the adapted technology upgrades at the El Toro Campus has been delayed. Hardware and software assessment has been completed with purchase and installation expected by the end of the fall semester.

GOALS

Working closely with Academic Affairs, Information Technology, Titan Bookstore and the OCR staff, finalize the Alternate Media/Format Instructional Materials Plan and conclude monitoring by OCR.

Train Alternate Format Services and Production staff to provide the highest quality Alternate Format instructional materials to our students, using our new production facility in McCarthy Hall.

Upgrade and refresh the computer hardware in the Computer Access Lab, Library Access Center and the DSS testing rooms.

Conclude search and hire a new Coordinator of Support Services to replace Lisa Thies. Create position, search, and hire a new Administrative Analyst/Specialist to work with the Alternate Format Services and Production staff.

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

For thirteen consecutive years, federal audits have been finding-free.

Staff work has yielded the campus \$26.3 million dollars, which was paid on behalf of students, for registration fee payment.

More than 44% (14,454 students) of the campus population enjoyed \$108 million from grants, scholarships, loans and employment; yet, \$158.6 million is needed to fully fund our Cal State Fullerton students' educational expenses. Shortfall is \$50.6 million.

The second year of a 4-year planning process for 2008/2009 PeopleSoft implementation has resulted in many processes being "mapped", consultation with other campuses, and contribution to the campus readiness assessment.

An annual savings of \$155,000 is secured because of the Office of Financial Aid FANmail (Financial Aid Notification eMAIL) project. Electronic notifications have eliminated the need for many postage-paid letters and for printing letter enclosures.

On April 11, 2005, community recognition was received from our local congressional representatives for our good work with literacy programs through the Federal Work Study program at the Placentia library. Formal recognition was received at the Annual Friends of Placentia meeting.

For the second consecutive year, the Office of Financial Aid participated in the Chancellor Office Customer Service Survey to validate staff behavior attributes of a preferred customer service environment-respect, trust, empowering, friendly, approachable, and knowledgeable.

More than 1,800 applications were received for Summer 2005 with anticipation of distributing more than \$2.6 million to 2,000 eligible students by summer end; a 96% increase from \$103,020 distributed in summer 2000, five years ago.

The initial year of a 3-year project to design a streamlined process for processing scholarship checks, with a goal to process "without check" has yielded enhanced service

to students and collaboration with Student Financial Services.

The Work Request System (WRS), a web-based system for creating specifications for systems staff projects and for tracking project status, time spent and completion was used to produce 295 requests to enhance the financial aid automated systems.

An analysis, in consultation with the campus Information Technology Office, was completed to determine the financial aid office "risk" of hackers. As a result, all servers were placed behind the campus firewall and an enhanced server with up-to-date capability was purchased. It is reported that all potential failings have been corrected.

A freshman mailing was initiated to inform 2005/2006 applicants of our use of e-mail and TITAN Online.

A web-based publication to assist applicants with the application process has been designed.

The NASFAA (National Association of Student Financial Aid Administrators) "self-evaluation" project is 50% completed; detailed analysis will be completed in the new year.

To ensure a finding-free audit, quality of work produced has been assessed on a scheduled basis and results are used to provide "focused" training programs.

Cal State Fullerton participated in the once in every four years study by the National Center for Education Statistics. This NPSAS (National Postsecondary Student Aid Study) study provides necessary information on the effectiveness of student financial aid programs in meeting the needs of postsecondary students and their families.

As a campus team, Student Financial Services and Financial Aid staff: prepared and mailed 25,094 checks, facilitated \$31 million to be directly deposited to banking accounts, and arranged for \$26.3 million to be paid in registration fees on behalf of students.

The Financial Aid Advisory Committee reviewed the packaging plan; changes have been made to create a conservative approach to awarding funds for 2005/2006. Trends will continue to be monitored and information provided.

86% staffing was achieved by fiscal year-end. According to the National Association of Student Financial Aid

Administrators Staffing Model our staffing level is minimally met. Nine additional staff is needed when a five percent risk level is assumed.

CHALLENGES

Improve telephone service provided to clients and the campus.

Position the office for implementation of the PeopleSoft system planned for 2008/2009 so that a smooth transition

is made.

Retain staff to eliminate workload bottlenecks and over-time hours.

GOALS

Ensure compliance with regulations.

Enhance technology to ensure student access to education.

Create student-service improvements for applicants.

UTILIZATION OF FEDERAL AND STATE FINANCIAL AID FUNDS 2004/2005

PROGRAM	TOTAL DOLLARS	NO. OF STUDENTS	AVERAGE AMOUNT
FEDERAL FUNDS (Title IV)			
Federal Supplemental Educational Opportunity Grant (FSEOG)	\$650,035	965	\$674
Pell	\$20,111,150	7,854	2,561
Federal Work-Study	\$1,086,000	385	\$2,821
Federal Perkins Loan	\$1,130,961	508	\$2,226
Federal Stafford Loan	\$31,648,460	7,721	\$4,099
Federal Stafford Loan/Unsubsidized	\$18,868,325	4,485	\$4,207
Federal PLUS	\$2,513,965	228	\$11,026
Alternative Loans	\$2,003,488	226	\$8,865
SUB-TOTAL	\$78,012,384	22,372	
STATE FUNDS (State Funded and/or Administered)			
Educational Opportunity Program Grant (EOPG)	\$682,000	888	\$768
State University Grant (SUG)	\$12,819,990	7,094	\$1,807
State University Grant (SUG) Summer	\$1,283,464	1,655	\$776
Cal Grant A	\$2,097,790	2,105	\$997
Cal Grant B and Stipend	\$8,629,234	2,559	\$3,372
Cal T	\$64,493	63	\$1,024
SUB -TOTAL	\$25,576,971	14,364	
OTHERS			
Scholarships (Estim.)	\$4,000,000	2,000	\$2,000
AmeriCorps	\$110,230	129	\$854
Athletic Grant	\$581,454	140	\$4,153
Fee Programs	\$375,876	166	\$2,264
Emergency Student Loan	\$58,002	180	\$322
SUB-TOTAL	\$5,125,562	2,615	
GRAND TOTAL	\$108,714,917	39,351	Average per Individual \$7,502
		(Unduplicated 14,454)	

GUARDIAN SCHOLARS PROGRAM

MISSION STATEMENT

Cal State Fullerton's Guardian Scholars program is committed to supporting ambitious college-bound students exiting the foster care system. We provide a comprehensive program that contributes to the quality and depth of the student's university experience. We serve as a resource for young adults by assisting them with the educational and interpersonal skills necessary to become self-supporting, community leaders, role models, and competent professionals in their selected fields.

ACCOMPLISHMENTS

Forty-one Guardian Scholars received financial and academic support.

Fifteen new students were accepted into the program for 2004-2005.

Eleven Guardian Scholars received bachelor degrees in May 2005.

Twelve students attended EOP Summer Bridge.

Raised over \$370,000 in private donations from individuals and corporations.

Ten Guardian Scholars took part in the digital storytelling workshop in Berkeley, CA funded by a grant from the Annie E. Casey Foundation.

Six Guardian Scholars served on the Student Advisory Committee to promote student retention through peer mentoring.

Hosted the Guardian Scholars Recognition Banquet at El Dorado Ranch.

Hosted the Independent Living Program Graduation Celebration in conjunction with Orangewood Children's Foundation and the Orange County Social Services Agency for emancipating foster youth at the Titan Student Union.

Presented at the national "It's My Life" conference in Sacramento, CA for the Casey Family Program.

Secured \$40,000 from the Lumina Foundation to

implement a tutoring and mentoring project.

CHALLENGES

Support the needs of students with limited staffing.

Develop a comprehensive system of care for students through partnerships with various departments on campus.

GOALS

Secure additional funding through foundations to infuse innovative services and support to students in their professional and psychological development.

Provide a comprehensive service delivery model that enhances the academic progress of students through tutoring, mentoring and academic monitoring.

Increase student participation in on-campus programs that promote the development of interpersonal and leadership skills.

Increase corporate, foundation and individual giving to support forty-one students.

HONORS & SCHOLARS SUPPORT SERVICES

MISSION STATEMENT

Honors & Scholars Support Services addresses the needs of the honors 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 advisement, 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

Administered an assessment of the Honors Program in the fall to all current honors students on their curricular and co-curricular experience in the program. Surveys were collected from over 75% of the students in the program, who indicated general to strong satisfaction in the quality of

instruction, the co-curricular experience, and staff support received through their participation in the program.

The University Honors & Scholars Speakers Series, funded by University Advancement, brought Barbara Ehrenreich, who presented on her acclaimed book *Nickel and Dimed: On (Not) Getting By in America* to an audience of over 900 campus and community members.

Hosted a meeting of the Honors Transfer Council of California (HTCC).

With Honors, the University Honors Program newsletter, received first place in the staff/student publication division of the 2004 National Collegiate Honors Conference newsletter competition.

Coordinated the recruitment process for the seventh honors class (Fall 2005), which for the fourth year yielded over 500 applications to fill 110 spaces in the freshmen cohort.

Supported 24 senior honors students as they completed honors projects.

Recruited the fourth cohort of Honors Peer Mentors.

Provided advisement to the more than 350 students participating in the Honors Program.

Hosted the Fifth Annual Honors Week.

Three students attended and presented at the National Collegiate Honors Conference in New Orleans; and four students attended and presented at the Western Regional Honors Conference in Las Vegas, Nevada.

Advised several students and supported faculty representatives through prestigious scholarship and fellowship opportunities.

Organized plenary sessions, special workshops, field trips, and an honors faculty-student mixer to complement the honors seminars and promote a sense of community among honors students.

Provided advisement and support to the Honors Student Advisory Committee, Council of Honor Societies, Hispanic Scholarship Fund Scholar Chapter and also served as co-advisor of Golden Key International Honour Society.

Hosted and coordinated university events (including Honors Convocation and Honors New Student Orientation).

Enhanced database system to better manage the application process of honors students.

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

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, Udall, and Soros.

Develop a system of tracking and contacting alumni of the Honors Program in order to continue their involvement with the program, particularly as potential donors.

Develop an annual publication of senior honors projects, including a profile of senior honors students and a summary of their projects.

Pursue the development of an online application system for applications made directly to the Honors Program, making it consistent with the President's Scholars Program application process.

Analyze applicant data from past several years to identify patterns of those who apply and are successful in the process. This analysis would determine whether targeted recruitment efforts are necessary and among which populations.

Prepare alternate venue plans for accommodating the growing number of attendees at Honors Convocation.

HOUSING AND RESIDENCE LIFE

MISSION STATEMENT

The Housing and Residence Life program at Cal State Fullerton exists to provide students a clean, safe and stimulating environment in which they can pursue their academic programs. The housing and residence life program also serves as a stimulus for cultural and social education, community living experiences and leadership training.

ACCOMPLISHMENTS

Maintained 99% occupancy in housing program.

Generated \$3.8 million in revenue with an accounts receivable on June 30, 2005 of \$11,450 or 0.0033%. This translates into the fact that 99.67% of the revenue that was due to the housing program was collected.

Completed successful search for the Associate Director of Housing and Residence Life and additional Facilities Maintenance Mechanic.

Convened a campus wide committee to participate in the New Student Housing Feasibility assessment process.

Re-designed Housing web site including new layout, graphics and pictures.

Resident Advisor staff (21) hosted a total of 252 programs with a combined attendance of 6,344 residents in attendance. About 40 CSUF faculty and staff volunteered to present programs.

Maintained 90% satisfaction rate in terms of students being happy with their 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.

Meeting the emotional and developmental needs of an ever younger residence hall population.

GOALS

Finalize decision as to next phase of student housing. Determine housing configuration type and number.

Create web based off campus housing assistance as well as explore the computerization of housing forms and procedures.

Conduct a successful search for and fill the position of Associate Director of Housing for Facilities Maintenance.

Evaluate current Housing and Residence Life mission and goals in light of campus' enrollment issues and trends.

Strengthen weekend programming in response to data from student satisfaction survey.

Develop consistent faculty involvement in the residence halls.

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. 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

Continued graduation rates higher than the student body and achieved above average success on the fields of competition.

A total of 60 student-athletes and student-athletic trainers earned bachelor's degrees. A total of 90 student-athletes were honored as Big West Scholar-Athletes. 115 made the Dean's List. 139 students in Spring were designated CSUF scholar-athletes and 17 earned academic all-conference honors.

While the baseball team was unable to return to Omaha to defend its national championship, the Titans did win the Big West Conference title and advanced to the final game of the NCAA Super Regionals. They enjoyed six weeks of the season atop the national polls and finished up at No. 9 in the rankings.

The resurgence of the men's basketball team was the brightest note of the year. Second-year Coach Bob Burton and his young staff weathered several serious injuries to produce arguably the second most successful season in the school's history. The Titans went 21-11 to post the best record of any Div. I program in Southern California.

The women's soccer team opened the year by winning a share of the Big West Conference championship with UC Santa Barbara. A 7-match winning streak including the last four by shutout earned the tie atop the standings.

The women's volleyball and men's wrestling teams reached new heights in 2004-05. With a 13-3 home record, best in school history, the volleyball team finished with a 14-14 record, only the third non-losing season in the program's history. Six conference wins were a highwater mark. The wrestlers tied the school record for dual meet victories and their 14-4-1 slate produced a record .763 winning percentage.

Fourteen Titans advanced to post-season NCAA competition on an individual basis.

The softball team won its last nine regular season games to return to the NCAA Tournament after a rare one-year hiatus.

Two special events off the field garnered national attention. The 2004 baseball team visited Washington, D.C., in May with the highlight of the 4-day trip being a visit with President Bush in the White House. In January, ABC-TV's "Extreme Makeover: Home Edition" program provided not one but two new homes for former Titan basketball player Rodney Anderson and his family. Rodney graduated this Spring, five years after he was left paralyzed from the waist down by a mistaken-identity gang shooting near his home in Los Angeles.

The Titans also reveled in the accomplishments of former student-athletes during 2004-05. In the professional ranks, Bruce Bowen earned a second NBA Championship ring

with the San Antonio Spurs, running back Mike Pringle became the career rushing leader in the Canadian Football League before retiring, quarterback Damon Allen capped his 19th year in the CFL as the MVP of the Grey Cup and relief pitcher Chad Cordero of the Washington Nationals pitched in the All-Star Game. Four current or former Titans competed in the 2004 Olympic Games in Athens.

CHALLENGES

Find creative solutions to the dilemma of developing a comprehensive and successful Div. I athletics program during very tight financial times.

Maintain a quality experience for our student-athletes despite staff reductions.

Find new sources of income to offset the increased cost of scholarships due to fee increases.

Create a more positive environment in the athletics department and on the campus about the CSUF program.

Increase student and faculty/staff participation at home athletics events.

Continue to maximize rental income for facilities without disrupting our own programs and overburdening our facilities.

Better publicize our programs in an era of shrinking local newspaper coverage.

GOALS

Seek and admit more academically proficient student-athletes.

Find more creative ways to generate revenue.

Stabilize the staffing in the athletics academic advisement area.

Fill the re-organized events and facilities management and ticket manager/marketing positions.

Attract and retain qualified assistant coaches for softball and women's gymnastics.

Increase student attendance at home events.

Locate funding for overdue renovation of the running track and continue to upgrade other overburdened facilities.

Maintain the graduation rate of student-athletes at a higher

level than that of the general student body.

Improve the institution's overall standing in the Big West Commissioner's Cup results and maintain the lead in the cumulative NACDA Cup standings.

Improve the athletics academic resource center.

Move NCAA eligibility certification from the faculty athletic representative to admissions and records.

Establish the Titan Sports Hall of Fame with inaugural banquet / induction ceremony in November.

OFFICE OF 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: a) provide high quality student-centered services with genuine sensitivity to the needs of students transitioning between countries and cultures; b) uphold the highest professional standards in an environment of mutual understanding and respect; and c) empower students to reach their full educational and professional potential through participation in international and intercultural experiences.

ACCOMPLISHMENTS

Maintained and supported a near-record international student enrollment (1465 matriculated students in Fall 2004 and 1444 in Spring 2005).

Office visits and calls from students totaled 18,763, nearly a 35% increase, though partially explained by a more effective Titancard tracking system.

Selected 74 students to participate in study abroad in the CSU International Programs, institutional linkage programs, the London Semester, and independent programs.

Launched a very successful weekly "International Coffee Hour" to facilitate networking among the international

community and to provide informal access to staff advice for students.

Completed a very successful Academic Integrity workshop series for international students in collaboration with Judicial Affairs and faculty (Mission and Goals Initiative).

CHALLENGES

SEVIS (Student and Exchange Visitor Information System) Program implementation continues to present significant challenges. Made great progress in implementing SEVIS as SIS+ integration is not yet complete. SEVIS continues to make major changes. These dual challenges mean an inordinate share of time and resources continue to be devoted to SEVIS.

Expanding numbers of US students studying abroad is a continuing challenge. These competing priorities are a major challenge.

GOALS

To successfully integrate the SEVIS data entry assistant position into an effective role for institutional SEVIS reporting and data requirements. Complete the SEVIS/SIS+/i1440 integration. Establish a calendar of SEVIS activities. Establish a SEVIS "council" of reporting offices which meet on a regular basis.

Take a leadership role in the committee created by the Vice President for Academic Affairs to look at recruitment of international students.

In collaboration with Academic Affairs, establish a more efficient and user-friendly means of students pursuing approval for transfer credit done through study abroad, including securing General Education credit.

Establish an International Student Honors Program in collaboration with the Honors and Scholars program.

Explore means to offer greater support for administration of and student support for inbound exchange programs.

Take a leadership role in the project which is working on coordination of international websites.

Enable international students to request standardized letters via a webform.

Finalize a marketing plan for increasing study abroad participation.

Take a leadership role in the ad hoc “International Programs Council” with Dean Norman and AVP Young to move to improvement in overall international programs coordination.

Fully implement the new database of overseas students with the Office of Risk Management.

In collaboration with IT, set up an announcement and posting system for international students via the student web portal.

STUDENT ACADEMIC SERVICES

MISSION STATEMENT

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

The Office of Student Academic Services coordinates the operation and performance of eight separate and distinct Student Affairs units: Education Opportunity Program (EOP), Student Retention Services, Intensive Learning Experience, MESA Engineering Program, Student Support Services, University Testing Services, the Student Diversity Program, and Summer Bridge Program.

ACCOMPLISHMENTS

In consultation with the Office of Financial Aid, developed new FA Packaging Policy for 2004-2005, which will increase funding in a more equitable process for all EOP participants.

Received University Planning Initiative funding in the amount of \$29,000 for programs linking students to the university; Student Diversity Program, the Intensive Learning Experience, and the LINKS Mentoring Program.

Facilitated the inclusion of all 131 Summer Bridge students into a year round operation for 2005 summer courses, allowing each student the opportunity to enroll in general education courses as well as remediate in English and mathematics. All students received the required

Financial Aid.

Collaborated with University Advancement and was successful in developing a Summer Scholarship program for EOP students in the amount of \$1,000.

CHALLENGES

Providing same level of services to special action students with fewer staff members.

Identifying and securing external funding sources to support loan funds and book grant programs.

Synchronizing timely enrollment for continuing students at local community colleges in order to finish compliance requirements.

Ensuring that every student is correctly enrolled in appropriate English and/or mathematics course(s).

GOALS

Seek external funding sources to support the William Hernandez Scholarship Program; the Martin Luther King Emergency Loan Fund; The SAS Text Book Grant Program and the Mentoring for Black Student Success Program.

Increase the seven-year persistence and graduation rates for EOP regularly admitted students to approximate that of the general campus population by the end of the spring 2006 semester.

Increase the seven-year persistence and graduation rates for EOP exception-admit students to be equal to or greater than that of exception admits in the CSU by the end of the spring 2006 semester.

Educational Opportunity Program Admissions: Continue to facilitate technology, which includes Document Imaging and FileNet implementation for the student admissions process. Increase the ability to process 10,000 application files, while also increasing the humanistic element of selecting students most in need of program services.

Student Diversity Program: Continue to support the concept of blended services with other SAS units and increase staff support in the areas of graduate assistant advisors.

Minority Engineering Program: Facilitate greater coordination with the Assistant Dean in the College of Engineering and provide academic persistence information on MEP/CSEMS participants.

Intensive Learning Experience: Provide strategies, which increase the number of students completing EO 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 improve and support the overall health and wellness of all CSUF students.

ACCOMPLISHMENTS

Two key positions were hired, an Assistant Director and a Director of Health Education and Promotion.

Partnership was developed with Admissions and Records to sunset the immunization requirement for all new students per EO 803 thus reducing the enrollment requirements for students and lessening the workload for the department.

A scheduling software was implemented for Counseling and Psychological Services to improve patient privacy and access and to track and archive statistical data.

Continuous customer service training has been provided to staff to improve the level of service and improve communication among staff.

Family PACT (planning, access, care and treatment), a comprehensive family planning service to eligible low income men and women, was introduced to increase access to free healthcare services; as much as 1,600 eligible students qualified and received free services.

The Health Promotion and Education department sponsored 10 health awareness and outreach events. The department continued to participate in the Safer California Universities alcohol research project.

The SHAC (Student Health Advisory Council), composed of student leaders and faculty representatives, was rejuvenated.

Two nursing staff served on the Advisory Committee for the North Orange County Regional Occupational Program for Medical Assisting and another two nursing

staff participated in the California College Health Nurse Association's fall conference in Los Angeles. During the past year, the nursing department provided immunizations for the following: 1,851 Hepatitis B, 1,621 MMR, 974 PPD skin tests, and 632 other types of injections. In addition, the nursing staff performed 272 various nursing procedures from ear lavage, EKG, inhalation therapy and spirometry.

The Pharmacy department continues its licensing goal to become a Family PACT provider to complete the needs of students that are eligible for the service. In spite of a national shortage, SHCC was able to immunize high risk patients with the influenza vaccine due to advance planning.

The Healthcare Providers (physicians and nurse practitioners) continue to provide on-site clinical experience to nurse practitioner students from UCI, as well as to students from the Southern California College of Optometry. Providers continue to provide services and consultations to campus and community entities by lecturing, providing workshops, and participation on various campus committees such as the Institutional Review Board, Radiation and Safety Committee, Fibromyalgia Research Project, and the Emergency Operating Center Planning Committee.

The PTSR (Physical Therapy & Sports Rehabilitation) department continues to be involved with the campus community: forming partnerships with the Athletic department; overseeing student volunteers majoring in Kinesiology and Biology; providing clinical presentations to various KHP classes; supervising clinical education rounds for the Athletic Training Education Program (ATEP); and serving as Clinical Instructors for ATEP. There were 3,164 patient visits for the year 2004-2005. The Athletic Trainer had three (3) book reviews published in the journal "Athletic Therapy Today".

The Laboratory department continues to assess its efficiency annually using the assessment tools provided by American Proficiency Institute (A.P.I.) and the College of American Pathologists (C.A.P.). The department maintained high standards in quality control and assurance, record keeping, cost analyses, inventory control, equipment maintenance and reviewing and revising laboratory policies and procedures manual. These efforts resulted in satisfying the requirements of state regulations and Commission on

Office Laboratory Accreditation (C.O.L.A.). There were 5,537 patients seen in Laboratory for 2004-2005.

The Radiology department continues to maintain safe, timely and high quality radiological services to students. In addition, intensifying screens were replaced to improve the quality of film.

The Counseling and Psychological Services department has improved access to counseling services for students. The recruitment of additional counselors has resulted in an increase in individual patient visits by 21% from the previous year. With the increase in counselors, management of risk factors have also increased such as early referrals to specialists, timely crisis intervention, and sufficient counseling hours for high risk students.

CHALLENGES

Recruitment for a Director of Counseling and Psychological Services and ongoing streamlining of CAPS as a department.

Successful merging of some departments together, such as Medical Reception and Medical Records, to encourage cross-training and collaboration to improve services to students and ensure sufficient coverage at all times.

Continuing challenge of accurately assessing staffing needs (unfunded open staff positions, staff shortages, etc) and to balance issues related to staff productivity and providing quality service to students.

Continue to provide customer service training to all staff members.

Continue to facilitate team-building and team work.

Re-organize the Health Promotion and Education department in order to fulfill its mission of promoting preventive health, healthy behaviors and overall wellness among the student population.

Conversion to CMS, PeopleSoft, along with the entire campus and adapting to new changes in information management.

Continue to observe opportunities to improve patient flow, provide sufficient clinical services to students, and maintain quality customer service in a timely manner.

GOALS

Achieve another 3-year accreditation from AAAHC (Accreditation Association for Ambulatory Health Care) with no deficiencies.

Obtain approval and support from students for the MSHF increase during the Fall 2005 Fee Referendum.

Efficiently remodel the Front Area of the health center for a more effective utilization of the space.

Refine the budgetary reporting and documentation of SHCC to coincide with the campus implementation of CMS (PeopleSoft).

Successfully purchase and implement an Electronic Medical Records System (EMS) and effectively train all staff for full implementation.

Explore various automation projects to include a cashiering system capable of linking to the campus CashNet system that allows students to pay with credit cards, Titan Cards and minimize the need for cash or checks.

Become a fully licensed provider for Family PACT for all services available to students.

Complete implementation of HIPPA privacy notification and documentation.

Explore feasibility of a centralized nursing station to increase work efficiency through team work.

Enhance the Quality Assurance and Improvement Program to include a Risk Management Program, an Infection Control Committee, and a Forms Committee.

Increase Health Promotion outreach and visibility to students and identify and address the specific needs assessment for health education.

UNIVERSITY LEARNING CENTER

MISSION STATEMENT

The mission of the Learning Center is to create learning opportunities outside of the classroom which involve collaborative activities for students, faculty, and staff. The goal of the Learning Center is to support the academic

enterprise and ensure that every student has the opportunity to succeed.

ACCOMPLISHMENTS

The ULC increased current levels of services using federal work study funds and funding acquired by coordinating with other units on campus. Student use of University Learning Center tutoring services increased by 27% while computer lab use increased by 18%. During the 2004-2005 academic year, 8229 students sought and received academic assistance while another 7480 visited the computer lab. In these two areas, the ULC served well over 15,000 students during the academic year.

Comparison of the mean scores for Collaborative Study Groups in History 110B, History 180, and Philosophy 100 to the mean scores of their lecture classes shows that in each case, the mean score of the study group was significantly ($P < .001$) higher than the class mean. These results are displayed in Table 1.

Increased the visibility and use of ULC by providing two tutors housed at El Toro campus supervised by the Assistant Dean.

Continued recruiting a diverse tutoring staff, so that students could identify with role models. In response to a program of vigorous recruitment, tutors at the University Learning Center have remained reflective of the diverse student population.

Increased faculty involvement in ULC activities and programs by 10%. Faculty from Biology, Chemistry, Child Development, English, Modern Languages and Literature, History, Human Services, Mathematics, Philosophy,

Political Science, Psychology, Sociology, and Human Communications collaborated with ULC staff in various ways.

Piloted a computerized reading comprehension program for approximately 30, 2004 Summer Bridge students who scored below 132 on the reading dimension of the EPT. This program was successful and was incorporated into selected sections of University 100 during YRO 2005.

CHALLENGES

Space constraints hamper the ULC's ability to increase services to meet student demand. The ULC Staff will work with the appropriate administrators to address this problem.

Meeting student demand for tutoring services is a constant challenge. ULC staff will work with administrators and faculty to seek additional funding sources.

GOALS

To expand overall services to students to meet the constantly increasing demand.

To update and expand technology, including workstations, hardware and software.

To increase full-time professional staff and increase the number of tutoring hours available to students.

TABLE 1

Collaborative Learning Groups Mean Scores versus Their Class Means
Spring 2005

Course	Instructor	No. of Students	CL Group Mean GPA	Class Mean	T Score	Prob.
History 110B	Rietveld	17	3.65	2.63	*8.54	$P < .001$
History 180	Shumway	48	3.46	2.83	*4.31	$P < .001$
Philosophy 100	Starrett	12	3.33	2.44	*4.73	$P < .001$

Table 1 displays the comparisons of the Collaborative Study Groups' mean scores to the mean scores of their lecture classes. In each case, the mean score of the study group was significantly higher than the class mean. This indicates that attendance in study groups results in higher grades for the participants.

* Significantly different from chance

WOMEN'S CENTER/ADULT REENTRY

MISSION STATEMENT

The Women's Center mission provides education for the campus and surrounding community on the status of women and men in society today; fosters an environment to increase knowledge of gender-constructed norms; and focuses on the elimination of stereotypes, including racial, gender, sexual orientation, age and socioeconomic status.

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

Designed and implemented a domestic violence prevention curriculum for Asian/Pacific Islander women for two semesters through grant money from the National Asian Women's Health Organization (NAWHO) (\$10,000).

Designed and implemented the Clear Vision; Strong Voices Conference targeted for first generation college women. This conference was funded by the UPI process. 475 women attended.

Hosted and organized the 6th Annual Domestic Violence Prevention Conference sponsored by our CSUF/WSU Joint Task Force on Domestic Violence.

Increased the number of speaking engagements and presentations provided by the Women's Center's Speakers Bureau by 46%: thirty-eight (38) lunch-hour programs with an average attendance of thirty-one (31); 156 workshops & presentations for a total of 4709 participants.

Secured funding for interns to facilitate the Gender Alliance Program. Funding provided by the Retention Grant Process.

Designed and implemented universityblues.org, an interactive website responding to the social and emotional needs of our students.

CHALLENGES

Explore the feasibility of expanding clinical staff in the Women's Center.

GOALS

Implement a series of culturally-based programs educating women on sexual assault and domestic violence from an ethnic perspective.

Increase educational efforts on campus in the areas of sexual assault, sexual harassment, gender communication and family violence by 20%.

In collaboration with CAPS, increase counseling offered through the Women's Center.

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 academic and co-curricular learning.

ACCOMPLISHMENTS

Continued to inform the campus community about the mission and services provided by the Assistant Dean Program by creating new brochures, writing articles, making presentations, interacting with faculty, holding college-based open houses, and training new student leaders.

Fostered co-curricular learning within the colleges by advising Inter-Club Councils, promoting research opportunities, and encouraging participation in a range of student leadership opportunities.

Provided risk management as well as advisement related to

risk management for student events and travel.

Partnered with Career Center Industry Specialists to collaborate on college-wide events, College of the Month presentations, New Student Orientation, and to effectively inform students about internships, part-time jobs, and other Career Center services.

Collaborated with Financial Aid office by editing scholarship guide, coordinating selection of scholarship recipients, and ensuring appropriate student and college follow-up with scholarship donors.

Worked with college Directors of Development to provide additional resources and fundraising opportunities for students, student organizations, student events, and student publications.

Ensured a full complement of student services in the College of Education.

Strengthened relationships between the colleges and the Associated Students Inc. by coordinating Alumni Mentor Luncheons, developing relationships with Board of Directors representatives from each college, and promoting the commencement civility campaign.

Increased knowledge about appropriate University and ASI policies and procedures related to finances, human resources, and risk management. In addition, encouraged refinement of these policies and provided interpretation and training for others.

CHALLENGES

Work collaboratively to support activities of the College of Education Assistant Dean to ensure resources and equitable services for students in this newly established college.

GOALS

Examine educational pipeline to identify challenges to timely degree attainment. Formulate strategies for effective intervention.

Work actively to promote strategic goals of the Vice President for Student Affairs Office within the academic colleges.

Utilize information from recent community college counselors' conference to review and revamp individual college outreach practices.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF THE ARTS

ACCOMPLISHMENTS

In partnership with the director of the Grand Central Art Center (GCAC) and University Police, established the first regularly scheduled workshop for residents on personal safety in an urban setting. Offerings to be expanded 05-06.

Provided close guidance and advisement to the ArtsWeek subcommittee of the ARTS Interclub Council (AICC) as members planned the inaugural spring ArtsWeek event. The mid-April event was a great success, including four days of events hosted by a half-dozen faculty, guest speakers, a jazz orchestra, a co-sponsorship of the Barbara Ehrenreich visit, and a number of student art exhibitions and artist demonstrations.

Assisted the AICC chair and vice-chair in the development and presentation of training programming for incoming ICC representatives, thereby smoothing the transition between administrations.

Planned the information table component of the 2005 Commencement exercises in partnership with the assistant dean from the College of Natural Sciences and Mathematics. Planning incorporated extensive feedback from 2004 Commencement volunteers

CHALLENGES

Establish a regular electronic newsletter to be pushed to all College of the Arts students.

Increase my visibility in the Performing Arts Building and other opportunities to interact with music, theatre, and dance students and faculty.

Continue working with COTA faculty and students on ArtsWeek: expand and diversify offerings, boost event visibility, increase faculty involvement, solidify financial commitments including securing IRA funding for the

2006/07 event, and align events with the spring semester's general celebration of the arts.

GOALS

Partner with the director of the Grand Central Art Center to design and implement a review of the residential component of the Center. Seek implementation of the recommendations for improvement.

Design and implement a promotional campaign for visual arts scholarship that not only encourages students to apply but also seeks to cultivate in students a desire to compete against their peers in such contests.

Collaborate with appropriate department representatives on reviewing and updating department viewsheets.

Work more closely with ASI BOD members and AICC officers and club representatives to better identify and represent the needs and desires of COTA students for the benefit of ASI, academic departments, and the Dean's office.

Act as coordinator of the 2006 COTA commencement ceremony.

Continue collaborating with Fullerton Boys & Girls Club staff to develop and provide monthly art programming.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF BUSINESS AND ECONOMICS

ACCOMPLISHMENTS

Directed Probation Program "CBE Cares" which targets all undergraduates to participate in thirteen workshops offered over a two-week period each fall and spring. The program's total target population was 850 students, which is a decrease of 9% from 03-04 and the total served population was 323 students, which was a decrease of 8% from the previous year. The program has averaged 40% participation of the target population.

Managed College Tutoring Center. Our tutors held 2,571 tutoring sessions for the fall and spring semesters.

Coordinated selection process and served as advisor to the College Executive Council Dean's Scholars.

Coordinated the Fall and Spring Dean's List Receptions to honor students who have attained academic excellence in the College. In 2004, 1056 students made the list and over 300 students and guests attended each event.

Provided additional services for the College Honor's program, including social and networking events and a mentoring component.

Published a student newsletter written and edited by College students and pushed through the portal.

Coordinated and emceed the annual College Scholarships & Awards Ceremony. Nearly two hundred students, donors, faculty and guests attended the event, where over \$77,000 in student and faculty awards were announced.

Participated in the Community College Connections conference, Community College Deans Luncheon and the Orange Coast College Advisory panel.

Provided training for New Student Programs and University Outreach staff.

Presented three Family Orientations and 5 Student Life orientations; assisted with the presentation of 13 Transfer and Freshmen Student Orientations through New Student Programs.

Coordinated the classrooms and services for the Summer Business Institute sponsored by the Academy of Business Leadership, a non-profit organization serving at risk high school youth.

CHALLENGES

Increasing the number of student officers on the BICC Executive Council board.

Integrating the BICC activities and events into the planning processes for the College.

GOALS

Strategize with the BICC to enhance the Industry Night and Business Week events to incorporate workplace preparation. Continue to reach out to the College faculty to

encourage involvement and commitment to these events.

Strengthen the services provided for students in academic difficulty, by working with the Assistant Dean for Academic Services to revamp the probation workshop to focus on success strategies.

Continue outreach activities at community colleges with Assistant Dean, Academic Services to recruit new and transfer students into the CBE Honor's program earlier in their University planning.

Add new students and Executive Council members to the Honor's program mentoring component. Continue to track their progress and provide support to both groups.

Collaborate with ASI to set up an Alumni Mentoring event for CBE students as part of Business Week 2006.

Recruit new tutors and continue to evaluate returning tutors to provide for an increase in wages when they have completed six months in employment.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF COMMUNICATIONS

ACCOMPLISHMENTS

Changed the structure, language, and calculation of units on the TDA to improve its clarity and make it a better advisement tool.

Garnered positive reviews and feedback from the Probation Advisement Program participants. Over 500 students received assistance through the college advisement center despite staffing shortage in that area.

Showcased student success by increasing the recognition of student leadership and academic achievement within the college.

Continued to use the Student Communiqué as a vehicle to disseminate time-sensitive information, a means to promote the value of co-curricular learning, an opportunity to highlight student success, and a monthly reminder of the

benefits of involvement.

Continued oversight of the In the News section of the college web site. Monthly updates provided the opportunity to showcase co-curricular learning through feature articles and photos of students in action. Established & updated WEB presence for all active student organizations, including sites for new groups: Lambda Pi Eta and Associated Grad Students in Communications (AGSC).

Provided guidance and support for all college-based student clubs/organizations and actively promoted leadership development (frequent interface with Daily Titan advisors, writers, editors, business management student-staff).

Continued to provide space, professional tools (scanner, laminator, fax machine, computers & printers) and facilities designed to support a myriad of projects and programs that are student-led or initiated.

Initiated the inaugural scholarship that was given by a donor (alumni and former CommWeek Executive Director) who wished to recognize outstanding performance in the planning and execution of our annual Communications Week event.

Continued to coordinate and/or provide logistical support for College of Communications special projects, such as website development, college promotion and displays, and Communications Week, including oversight of 15 special events.

CHALLENGES

Continued need to promote the value of the advisement center services for the growing number of students/majors in the college.

Continued need to find resources to support a full-time SSPI (Advisement Center Coordinator) position.

GOALS

Develop advisement MAPS for all majors in the college.

Continue to work with campus colleagues to provide quality advisement, counseling and other support services that enhance student learning and promote retention.

Continue to promote leadership development in college-based student organizations.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF ENGINEERING AND COMPUTER SCIENCE

ACCOMPLISHMENTS

Developed a systematized approach to meeting ASI and Risk Management requirements for travel sponsored by the Engineering and Computer Science Inter-Club Council.

Obtained training in management and supervision of staff by attending workshops and improved the learning experience of Engineering and Computer Science student leaders and student staff by providing incentives for attending Student Leadership Institute sessions.

Improved the organization and dissemination of internship and career opportunity information from multiple sources.

Member of team who received a \$1.2 million, 5-year Title V Grant.

Primary advisor to American Society of Civil Engineers Pacific Southwest Regional Conference, which hosted nearly 700 students and raised over \$61,000.

Named “Outstanding Staff Employee” for California State University, Fullerton.

With a team of Assistant Deans, presented at a national conference for Student Affairs.

Coordinated 12 large events for the College of Engineering and Computer Science.

CHALLENGES

Recruitment and retention of Engineering and Computer Science students.

GOALS

Assist students in overcoming challenges to timely degree attainment.

Promote strategic goals of Dean of Engineering & Computer Science and Dean of Students.

Provide excellent supervision for the “Student Assessment and Retention Coordinator,” a student assistant position funded by the Title V grant.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF EDUCATION & HEALTH AND HUMAN DEVELOPMENT

ACCOMPLISHMENTS

Served as Assistant Dean for both the Colleges of Education and Health and Human Development.

Served as Inter-Club Council advisor for the Colleges of Education and Health and Human Development.

Coordinated enrollment management/outreach efforts for the colleges resulting in 35 visits to target community colleges and contacts with 400 potential majors.

Coordinated a Human Service department faculty-community college luncheon at the Irvine campus. Designed as a pilot program, this effort is intended to increase dialogue across systems to encourage student transitions to our CHAD major.

Initiated a conversation with ASI and the College of Education leadership to design a viable Inter-Club Council funding plan for the COE graduate and credential student population.

Advised student leadership and faculty advisors regarding university policies, procedures (academic field trip participation list, delegate contract for traveling, etc.).

Reviewed the Division of Student Affairs services for all new tenure track faculty in COE and HHD.

Provided student profiles/demographic data to faculty and staff.

Coordinated the Counseling/Nursing Commencement and assisted with the COE credential commencement

Collaborated with the COE/HHD ICC Chair to create a promotional brochure for ASI funding opportunities for students.

Served on the College of Health & Human Development Prevention of Obesity Committee.

CHALLENGES

Student Lounge/Gathering place in the Education Classroom Building is needed.

College of Education: Identification of student leaders, ICC constitution and ICC funding process is presenting a challenge.

GOALS

Assist the new Assistant Dean transition to the College of Health and Human Development.

Create an appropriate orientation for COE students.

Create a funding process for COE students to access ASI funding.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

ACCOMPLISHMENTS

The college's partnership with the Career Center continued to improve. The Assistant Dean and the Career Center liaison designed "Careers for H&SS Majors" at NSO to the college's majors who were interested in exploring careers in fields other than education.

The college introduced "Majorquest," an interactive publication that allowed students to explore majors, careers, and marketable skills in the College of H&SS.

The college continued to publish its on-line newsletter twice each month, with news about student club and leadership opportunities, jobs, scholarships, and internships.

The College of H&SS Dean's Council, a gathering of student leaders in the college meeting for lunch with the dean, continued to meet monthly.

In collaboration with the Alumni Association and the Associated Students, the college successfully implemented an Alumni Mentor Program in the spring.

The college played a key role in founding and establishing the university's new African American Resource Center.

With a Retention Grant of \$6,000, the H&SS Student Retention Program offered 60 one-hour workshops to 250 H&SS majors on academic probation on topics of time management, balancing competing demands from family, work and school, and campus resources for student success.

The H&SS Student Access Center provided peer academic advising in the evening hours on a drop-in basis to H&SS majors, continued to offer its late night (2-9 pm) assignment turn-in service, and provided meeting space for the college's 65 student clubs and organizations.

Through a strong partnership with the Associated Students, the college's InterClub Council offered \$39,000 in grants to students traveling to present at academic conferences and planning major academic events on campus.

Assistant Dean received award for Staff Advisor of the Year.

This year the college provided leadership for several university-wide events. H&SS faculty and staff were important members of organizing committees for the Martin Luther King Jr. Celebration and the Asian Pacific Islander Graduate Recognition Reception.

CHALLENGES

Career choice and exploration: finding ways to get students to access the services of the Career Center, as well as integrated into continuing activities of the departments.

Getting high achieving students to take advantage of opportunities through leadership programs in student affairs and academic affairs.

The Student Access Center must continue to expand its services, and make its current services known to students in the college.

Seek permanent funding for the Retention Workshops. Continue to insist on the high standards and low student-instructor ratio. Continue to demonstrate the tangible benefits of the program for students and faculty advisors.

GOALS

Continue to develop outreach and recruitment plans for departments and programs for undergraduates and graduate students.

Improve advising in the departments and the college through improvements in internal communication with current majors and prospective majors.

Continue to support student leadership and participation with faculty in scholarship/research.

Organize a conference on “Serving Asian American Students.”

Support community building in departments and programs through informal events for students, staff, and faculty.

ASSISTANT DEAN FOR STUDENT AFFAIRS EL TORO (IRVINE) CAMPUS

MISSION STATEMENT

The Student Affairs program at El Toro campus has the following specific goals:

To contribute to the recruitment, enrollment, retention and graduation of students through the provision of essential services that support involvement in active learning and academic success. To encourage comprehensive student learning and development by creating and facilitating experiences, programs and other opportunities to extend instruction beyond the classroom. Providing intentional co-curricular learning experiences through counseling, mentoring, workshops and programs that directly

contribute to the personal and academic goals of El Toro students. To contribute to the design of an overall campus community that results in a caring and diverse community, where meaningful involvement in campus life and positive interaction is promoted. To represent the Division of Student Affairs.

ACCOMPLISHMENTS

Developed identity and branding for the El Toro Campus Student Affairs.

Maintained a master calendar of all campus activities.

Coordinated the restructuring and maintenance of the El Toro Campus website, which resulted in an efficient, comprehensive and user friendly website. Used publicity materials to place high visibility on the site.

Outreached to over 13,000 continuing, new and prospective students via the El Toro Spring 2005 and Fall 2005 brochures and accompanying Assistant Dean for Student Affairs letter.

Created and produced El Toro Campus magnets and bookmarks to be distributed at university wide functions and El Toro advisement sessions.

Proposals funded through the University Wide Initiative process to develop and support an academic advisement program and a learning assistance program.

Awarded \$2,000 to 5 students in scholarship money.

Created multifunction space to accommodate tutoring, DSS exams, study group space and visiting academic advisors from main campus providing individual advisement.

In collaboration with the Titan Student Union: (1) began the Readership Program, which provides the El Toro Campus with free daily issues of USA Today and the OC Register throughout campus newsstands, (2) identified study areas on campus were outfitted with new furniture for student use and (3) provided a variety of programs.

Coordinated with the Career Center to provide individual career counseling and career workshops as needed.

CHALLENGES

Providing academic advisement to undergraduate non-

business majors with limited staffing resources.

Access to adequate food service.

GOALS

Work with appropriate campus administrators to insure that food services will be provided.

Collaborate with Admissions & Records and Irvine Admissions, Registration and Cashier to explore options for securing OCR equipment and staff in providing more comprehensive admissions and registration services.

Coordinate with the Center for Internships and other department internship offices to provide more visibility and usage of service from the Irvine campus.

Initiate discussions with CSUF Philanthropic Foundation to develop fundraising activities and increase outside contributions to scholarship funds at Irvine.

Continue to publicize the website as a primary source of information and communication. Assign higher priority to the maintenance and updating of the website.

Engage faculty in co-curricular opportunities.

Increase club and organization participation from Fullerton to Irvine.

Seek funding assistance from the College of Business to offer tutoring at Irvine for high risk courses such as ACCT 301 and ISDS 361.

ASSISTANT DEAN FOR STUDENT AFFAIRS COLLEGE OF NATURAL SCIENCES AND MATHEMATICS

ACCOMPLISHMENTS

Hired 4 new tutors for the Opportunity Center.

Worked with NSM Deans and faculty to develop a first year biology student cohort learning group to be implemented fall, 2005.

Worked with NSM Director of Development to solicit funds for Dimensions.

Presented workshops for a Greek Sorority, the African American Resource Center and the College of Communications Inter-Club Council.

Co-coordinated the volunteers for 2005 Commencement.

Coordinated the budget of the Assistant Dean Program.

Co-presented "Advancing Student Learning Together: Student Affairs Collaborating with Faculty" (ACPA, 2005).

Individually advised over 100 NSM students on academic probation.

Co-Taught University 100 for the 2004 Summer Bridge Program.

GOALS

Maintain an updated OCSAMS budget.

Work closely with colleagues to implement aspects of the Title V grant.

Utilize the information from the Community College Counselors Conference to review/revamp current enrollment management practices and encourage science and math majors to transfer to CSUF.

TRIO PROGRAMS AND GEAR UP TRIO PROGRAMS

MISSION STATEMENT

The federally funded TRIO Programs (Ronald E. McNair Post-Baccalaureate Achievement Program, Upward Bound South, Student Support Services Program), and Project Gear Up 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

Three McNair Scholars were selected to do summer research outside of California: 1) University of Nebraska, Lincoln; 2) University of Chiang Mai, Thailand; 3) University of Paris Sorbonne.

Two Scholars were accepted directly into a Ph.D. program.

CHALLENGES

Heighten the McNair visibility on campus.

Producing quality scholarly research for publication in the CSUF McNair Journal.

Work closer with faculty to enhance the mentor experience for McNair Scholars.

Identifying outside funding to assist Scholars with research and travel.

Develop a more comprehensive tracking system for McNair alumni.

GOALS

Academic support services will be provided to ensure 80% of our Scholars will maintain a minimum cumulative GPA of 3.5 upon acquiring their baccalaureate degree.

One hundred percent of our Scholars obtaining a B.S. will complete a research internship.

Retain 90% of our Scholars in the project from year to year.

After being accepted into the program, 70% of the

participants will graduate with their baccalaureate degree within five years.

One hundred percent of the Scholars will apply to grad school and at least 60% will enroll within two years after graduation.

Ensure that 65% of the participants who enroll in a doctoral program attain their Doctorate Degree within seven years of their enrollment.

TRIO PROGRAMS AND GEAR UP UPWARD BOUND PROGRAM

MISSION STATEMENT

The Upward Bound Program is a federally funded, comprehensive educational program designed to assist low-income and first-generation students to: acquire skills and motivation necessary to complete a secondary education, and to provide preparation to enter and succeed in a program of post-secondary education. Students are selected from Century, Saddleback, Santa Ana and Valley high schools, all in the Santa Ana Unified School District. All students participate in activities during the academic-year and summer.

ACCOMPLISHMENTS

100 percent of Upward Bound program seniors graduated from the target high schools.

100 percent of the 2005 Upward Bound program graduates enrolled in 4-year post-secondary institutions.

Increased parent participation in Upward Bound Program activities from 16% to 55%.

CHALLENGES

Increase the number of CSUF college credit elective courses in English, Mathematics and Science for Upward

Bound participants during the Upward Bound Summer Residential Program.

Increase the number of participants that will attain a degree within 6 years of post-secondary enrollment.

Increase parent involvement in Upward Bound Program components.

GOALS

Retain 80 percent of participants through high school graduation.

95 percent of Upward Bound program participants will graduate from target high schools.

75 percent of Upward Bound program graduates will enroll in a post-secondary institution, 50 percent of which will enroll into a 4-year institution.

42 percent of participants entering into a post-secondary institution will attain a degree within 6 years of post-secondary enrollment.

TRIO PROGRAMS AND GEAR UP STUDENT SUPPORT SERVICES PROGRAM

MISSION STATEMENT

The Student Support Services (SSS) Program is one of three programs at CSUF funded by the U.S. Department of Education to assist disadvantaged students in reaching their educational goals. SSS targets low income and first generation college students, and provides them with educational services to ensure that they graduate, and then continue their education at the post-secondary level. The objective of the program is to increase educational opportunity, raise academic performance, improve retention, and motivate students for their academic success.

ACCOMPLISHMENTS

The SSS staff successfully selected and enrolled 150 program participants.

An Individual Education Plan, which highlighted areas of strength along with strategies on how to strengthen areas of weakness, was created for each participant.

Through program services, the SSS staff ensured that 90%

of participants enrolled in three consecutive semesters, taking a full-time class load. Sixty percent of participants maintained a G.P.A. of 2.8 throughout their participation.

CHALLENGES

Developing effective services that address the needs of the participants so that 60% maintain a minimum grade point average of 2.80.

GOALS

The SSS program has set goals to meet the changing academic challenges of its program participants. The SSS program will continue to provide academic support to ensure that at least 90% of each year's participants are in good academic standing at the end of the year.

The SSS staff will continue to foster relationships with outside funding sources in which current funding attempts are in progress.

The SSS staff will generate a report assessing the program's progress towards its goals. Lastly, the SSS program will balance the budget at the end of the year by +.5%.

TRIO PROGRAMS AND GEAR UP GEAR UP

MISSION STATEMENT

The mission of the GEAR UP-Anaheim program is to prepare Anaheim High School students, the class of 2005, to pursue and succeed in a post secondary education.

ACCOMPLISHMENTS

GEAR UP-Anaheim offered a Financial Aid night in collaboration with Anaheim High School. More than 200 parents participated in the event.

GEAR UP- Anaheim doubled the number of Anaheim High School students attending the CSU system, compared to the last five years.

GEAR UP-Anaheim had the highest number of Anaheim High School students attending CSUF in 10 years (33 students).

80% of the GEAR UP-Anaheim students plan to pursue a post secondary education.

CHALLENGES

Family Involvement – Although family involvement has increased significantly, it continues to be a challenge to motivate parents to be involved in school events and activities.

Student Participation – Competing for student time with other extra curricular activities, sports, and other outreach programs.

Raising Expectations – Creating a college going culture and helping administration/counselors have higher expectation of students.

Tracking of original cohort students over time. GEAR UP-Anaheim started with 838. Implementing an effective student tracking system continues to be a challenge.

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