

Student Affairs

Annual Report 1997-98

Accomplishments, Continuing Challenges, Goals

Assistant Deans for Student Affairs
Associated Students, Inc.
Career Planning and Placement
Dean of Students Office
Disabled Student Services
Enrollment Management
Financial Aid
Housing and Residence Life
International Education and Exchange
Student Academic Services
Student Diversity Program
Student Health and Counseling Center
Student Affairs Research Center
University Outreach
Women's Center/Adult Re-entry



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

DECEMBER 1998

DEAR READER:

IT HAS BEEN AN EXCITING YEAR IN STUDENT AFFAIRS! WE HAVE FOCUSED ON A REORGANIZATION, ADDITIONAL UNITS AND SERVICES ADDED, NEW STAFF AND A RENEWED SENSE OF PURPOSE AND COMMITMENT. AS A PART OF OUR ONGOING EVALUATION EFFORTS, EACH DEPARTMENT IN STUDENT AFFAIRS HAS COMPILED INFORMATION ON ITS ACCOMPLISHMENTS, CONTINUING CHALLENGES, MISSION AND GOALS. IN THIS REPORT, YOU WILL READ ABOUT THE MANY ACTIVITIES THAT HAVE BEEN UNDERTAKEN THIS YEAR BY THE UNITS IN STUDENT AFFAIRS AND BY THE ORGANIZATION AS A WHOLE.

HAVING RECENTLY COMPLETED MY FIRST YEAR ON CAMPUS, I AM PROUD TO BE WORKING WITH A GROUP OF PEOPLE SO DEDICATED TO THE TASK OF SERVING STUDENTS. PLEASE TAKE THE TIME TO READ ABOUT OUR ACCOMPLISHMENTS OF THE PAST YEAR, CHALLENGES THAT WE CURRENTLY FACE, AND ABOUT OUR GOALS FOR 1998-99. WE ARE PLEASED TO SHARE THIS INFORMATION WITH YOU.

SINCERELY,

ROBERT L. PALMER, PH.D.
VICE PRESIDENT FOR STUDENT AFFAIRS

Table of Contents

Student Affairs

MISSION STATEMENT..... 5

DEPARTMENTS, UNIT HEADS, LOCATIONS AND PHONE NUMBERS..... 7

ORGANIZATIONAL CHART..... 11

DEPARTMENT ANNUAL REPORT EXECUTIVE SUMMARIES..... 12

 VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE..... 12

 ASSISTANT DEANS FOR STUDENT AFFAIRS..... 13

 ASSOCIATED STUDENTS, INC..... 16

 CAREER PLANNING AND PLACEMENT..... 18

 DEAN OF STUDENTS OFFICE..... 19

 DISABLED STUDENT SERVICES..... 20

 ENROLLMENT MANAGEMENT..... 21

 FINANCIAL AID..... 22

 HOUSING AND RESIDENCE LIFE..... 24

 INTERNATIONAL EDUCATION AND EXCHANGE..... 25

 STUDENT ACADEMIC SERVICES..... 26

 EDUCATIONAL OPPORTUNITY PROGRAM..... 26

 MESA ENGINEERING PROGRAM..... 27

 STUDENT RETENTION SERVICES..... 27

 STUDENT SUPPORT SERVICES..... 28

 TESTING SERVICES..... 29

 STUDENT DIVERSITY PROGRAM..... 31

 STUDENT HEALTH AND COUNSELING CENTER..... 32

 COUNSELING AND PSYCHOLOGICAL SERVICES..... 33

 STUDENT AFFAIRS RESEARCH CENTER..... 34

 UNIVERSITY OUTREACH..... 35

 EDUCATIONAL TALENT SEARCH..... 35

 UNIVERSITY OUTREACH..... 36

 UPWARD BOUND..... 37

 WOMEN'S CENTER..... 38

 ADULT RE-ENTRY..... 38

ACKNOWLEDGEMENTS..... 39

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 INSIGHTS THAT FACILITATE LIFE-LONG LEARNING, A SENSE OF PERSONAL AND INTERPERSONAL COMPETENCE AND HUMAN UNDERSTANDING.

AS A RESOURCE FOR STUDENTS, ADMINISTRATION, FACULTY, STAFF, ALUMNI, AND THE BROADER COMMUNITY, STUDENT AFFAIRS PROVIDES A WIDE VARIETY OF UNIVERSITY SERVICES. THESE SERVICES MEET THE NEEDS OF STUDENTS AS THEY PROGRESS THROUGH THEIR COLLEGE EXPERIENCE AND ALSO INCLUDE PROBLEM SOLVING, RESEARCH ASSISTANCE AND CONSULTATION. WITH A DIVERSE AND COMPREHENSIVE SET OF RESPONSIBILITIES, STUDENT AFFAIRS CONTRIBUTES TO THE CAMPUS COMMUNITY A SPECIAL PERSPECTIVE ABOUT STUDENTS, THEIR EXPERIENCE, AND THE CAMPUS ENVIRONMENT.

STUDENT AFFAIRS ENHANCES AND SUPPORTS THE ACADEMIC MISSION OF THE UNIVERSITY STUDENT AFFAIRS

1997-98 Annual Report

ASSIST ENCOURAGE DESIGN PROVIDE HELP CREATE ENSURE FACILITATE CONDUCT ASSUME SERVE ADVOCATE PLAN

STUDENT AFFAIRS SERVICES TO STUDENTS AND THE BROADER 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 MEDICAL CARE 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 CRISES.
- 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 STUDENTS WHO, WITHOUT SUCH ASSISTANCE, WOULD NOT BE ABLE TO MEET THEIR DEGREE OBJECTIVES.

Student Affairs

STUDENT AFFAIRS STAFF INFORMATION

VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE
Langsdorf Hall 805
(714) 278-3221

VICE PRESIDENT FOR STUDENT AFFAIRS: ROBERT PALMER
rpalmer@fullerton.edu

ASSOCIATE VICE PRESIDENT: CHARLES BUCK
cbuck@fullerton.edu

VICE PRESIDENT: SY ABREGO
sabrego@fullerton.edu

ASSISTANT TO THE VICE PRESIDENT: KANDY MINK
kmink@fullerton.edu

DIRECTOR OF BUDGET AND HUMAN RESOURCES: SUNNIE FOY
sfoy@fullerton.edu

ASSISTANT DEANS FOR STUDENT AFFAIRS

ARTS:

LEA JARNAGIN
Visual Arts 199C
(714) 278-3256
ljarnagin@fullerton.edu

BUSINESS ADMINISTRATION AND ECONOMICS:

RAY MURILLO
Langsdorf Hall 706
(714) 278-4577
rmurillo@fullerton.edu

COMMUNICATIONS:

PEGGY GARCIA BOCKMAN
Humanities 225A
(714) 278-7620
pbockman@fullerton.edu

ENGINEERING AND COMPUTER SCIENCE:

YURI BETANCOURT
Computer Science 501
(714) 278-3362
ybetancourt@fullerton.edu



HUMAN DEVELOPMENT AND COMMUNITY SERVICE:

NANCEE BUCK
Education Classroom 323
(714) 278-4161
nbuck@fullerton.edu

HUMANITIES AND SOCIAL SCIENCES:

KEVIN COLANER
McCarthy Hall 103
(714) 278-2969
kcolaner@fullerton.edu

NATURAL SCIENCE AND MATHEMATICS:

DANIEL STALLINGS
McCarthy Hall 104P
(714) 278-4158
dstallings@fullerton.edu

MISSION VIEJO CAMPUS:

LYNNE McVEIGH
MVC H13
(949) 582-4990
lmcveigh@fullerton.edu

ASSOCIATED STUDENTS

ASSOCIATED STUDENTS, INC. EXECUTIVE DIRECTOR: HARVEY McKEE
ASSOCIATED STUDENTS, INC. ADMINISTRATIVE OFFICES
Titan Student Union 218
(714) 278-2401
hmckee@fullerton.edu

ASSOCIATED STUDENTS, INC. PRESIDENT 98-99: CHRISTIAN TESORO
ASSOCIATED STUDENTS, INC. GOVERNMENT EXECUTIVE OFFICES
Titan Student Union 207
(714) 278-3295
ASPresident@fullerton.edu

CAREER PLANNING AND PLACEMENT

ACTING DIRECTOR: GLORIA SIMS
Langsdorf Hall 208
(714) 278-3121
gsims@fullerton.edu

DEAN OF STUDENTS OFFICE

DEAN OF STUDENTS: LOYDENE KEITH
Titan Student Union 235
(714) 278-3211
lkeith@fullerton.edu

DISABLED STUDENT SERVICES

DIRECTOR: PAUL MILLER
University Hall 101
(714) 278-3118
pmiller@fullerton.edu

Student Affairs

1997-98 Annual Report

ENROLLMENT MANAGEMENT

DIRECTOR: CHARLES MOORE
University Hall 210B
(714) 278-4343
cmoore@fullerton.edu

FINANCIAL AID

DIRECTOR: DEBORAH GORDON
University Hall 146
(714) 278-3128
dgordon@fullerton.edu

HOUSING AND RESIDENCE LIFE

DIRECTOR: DARLENE STEVENSON
Cypress 101
(714) 278-2168
dstevenson@fullerton.edu

INTERNATIONAL EDUCATION AND EXCHANGE

DIRECTOR: ROBERT ERICKSEN
University Hall 244
(714) 278-2787
bericksen@fullerton.edu

STUDENT ACADEMIC SERVICES

DIRECTOR: JEREMIAH MOORE
University Hall 232
(714) 278-2484
jmoore@fullerton.edu

STUDENT DIVERSITY PROGRAM

DIRECTOR: JOHN REID
University Hall 183
(714) 278-5897
jreid@fullerton.edu

STUDENT HEALTH AND COUNSELING CENTER

EXECUTIVE DIRECTOR: CHARLES DARKE
Student Health Center
(714) 278-2822
cdarke@fullerton.edu

COUNSELING AND PSYCHOLOGICAL SERVICES

ACTING DIRECTOR: CHARLES BUCK
Langsdorf Hall 205
(714) 278-3040
cbuck@fullerton.edu



STUDENT AFFAIRS RESEARCH CENTER

ACTING DIRECTOR: VERN PADGETT

Langsdorf Hall 206
(714) 278-2591
vpadgett@fullerton.edu

UNIVERSITY OUTREACH

ACTING DIRECTOR: LARRY LABRADO

University Hall 230
(714) 278-2086
llabrado@fullerton.edu

WOMEN'S CENTER/ADULT RE-ENTRY

DIRECTOR: BARBARA McDOWELL

University Hall 205
(714) 278-3928
bmcdowell@fullerton.edu

Student Affairs

VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE

MISSION

THE VICE PRESIDENT FOR STUDENT AFFAIRS OFFICE FACILITATES, IMPLEMENTS AND ASSESSES STUDENT AFFAIRS PLANNING STRATEGIES, ALLOCATES RESOURCES, AND 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.

1997-98 GOALS/ACCOMPLISHMENTS

- SUCCESSFUL REORGANIZATION OF STUDENT SERVICES ON CAMPUS TO BRING TOGETHER SIMILAR UNITS UNDER STUDENT AFFAIRS.
- DEVELOPMENT AND OPENING OF COUNSELING AND PSYCHOLOGICAL SERVICES.
- SUCCESSFUL COMPLETION OF THE PILOT YEAR FOR FULLERTON FIRST YEAR, A JOINT PROGRAM OF STUDENT AFFAIRS AND ACADEMIC AFFAIRS.
- PLACEMENT OF FULL TIME ASSISTANT DEANS FOR STUDENT AFFAIRS IN EACH SCHOOL.
- THE STUDENT AFFAIRS RESEARCH CENTER HAS BEEN CREATED TO PROVIDE ASSISTANCE WITH EVALUATION AND ASSESSMENT IN STUDENT AFFAIRS AND TO DO RESEARCH ON CAL STATE FULLERTON STUDENTS.
- REVIEW AND REVITALIZATION OF CAREER PLANNING AND PLACEMENT SERVICES.
- THE OFFICE OF STUDENT LIFE HAS BECOME THE DEAN OF STUDENTS OFFICE AND HOUSES STUDENT LIFE, JUDICIAL AFFAIRS AND NEW STUDENT PROGRAMS.
- RESTRUCTURING OF STUDENT AFFAIRS BUDGET AND DAY-TO-DAY MANAGEMENT OF THE DIVISION.

CONTINUING CHALLENGES

- WORK TO INFORM CAMPUS COMMUNITY ABOUT THE ROLE OF STUDENT AFFAIRS AND OUR PROGRAMS AND SERVICES.
- INSURE PRODUCTIVE AND EFFICIENT USE OF ALL AVAILABLE TECHNOLOGY.
- EVALUATE USE OF EXISTING PHYSICAL SPACE.
- MANAGE MULTIPLE PRIORITIES AND MAXIMUM USE OF TALENT AND TIME AVAILABLE.
- FOSTER TEAMWORK AMONG STUDENT AFFAIRS DEPARTMENT LEADERS.

1998-99 GOALS

- REVITALIZE THE LEARNING ASSISTANCE SERVICES ON CAMPUS BY OPENING THE LEARNING CENTER AND BY PROVIDING LEADERSHIP IN THE COORDINATION/CONNECTION OF ALL CAMPUS LEARNING ASSISTANCE FUNCTIONS.
- STRENGTHEN AND EXPAND THE QUALITY AND NATURE OF SERVICES IN THE CAREER PLANNING AND PLACEMENT CENTER.
- DETERMINE THE UTILITY OF CONSTRUCTING ADDITIONAL ON-CAMPUS HOUSING, AND RENOVATE EXISTING HOUSING FACILITIES.
- CREATE AND IMPLEMENT A STUDENT-FOCUSED RESEARCH AGENDA.
- IMPROVE PUBLIC RELATIONS EFFORTS.
- CONTINUE TO IMPROVE COMMUNICATION, COOPERATION AND COLLABORATION WITH THE OTHER VICE PRESIDENTIAL AREAS AS WELL AS OTHER UNIVERSITY STAKEHOLDERS (I.E. ASSOCIATED STUDENTS, ALUMNI, ACADEMIC SENATE) TO ENHANCE STUDENT SERVICES AND STUDENT DEVELOPMENT.
- BEGIN PLANNING FOR A NEW "COLLEGE STUDENT LEADERSHIP INSTITUTE/CENTER."
- EXPAND EFFORTS IN UNIVERSITY OUTREACH, INCLUDING AN EMPHASIS ON RECRUITMENT OF THE "BEST AND BRIGHTEST" STUDENTS FROM TARGETED HIGH SCHOOLS.
- CONTINUE THE GROWTH AND DEVELOPMENT OF ACTIVITIES IN THE STUDENT HEALTH AND COUNSELING CENTER, INCLUDING COMPLETION OF THE DESIGN AND THE BEGINNING OF CONSTRUCTION OF THE COUNSELING CENTER ADDITION.

Student Affairs

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 THE ACADEMIC UNITS. ACTIVELY WORKING WITH STUDENTS, FACULTY AND STAFF, THE ASSISTANT DEANS INTEGRATE THE HOLISTIC DEVELOPMENTAL PHILOSOPHY OF STUDENT AFFAIRS WITHIN THE ACADEMIC SETTING AND ENGAGE THE ENTIRE UNIVERSITY COMMUNITY IN THE TOTAL UNIVERSITY EXPERIENCE.

NOTE: AT THE TIME OF THE PRODUCTION OF THIS ANNUAL REPORT, ONLY FOUR ASSISTANT DEANS HAD SERVED IN THEIR POSITIONS FOR THE PAST YEAR.

ASSISTANT DEAN IN THE SCHOOL OF HUMANITIES AND SOCIAL SCIENCES: KEVIN COLANER

1997-98 GOALS/ACCOMPLISHMENTS

- CONTINUE TO FOSTER THE DEVELOPMENT OF THE SCHOOL BASED STUDENT ORGANIZATIONS WITHIN THE SCHOOL OF HUMANITIES & SOCIAL SCIENCES.
- CONTINUE TO COORDINATE ALL SCHOLARSHIP AND AWARDS FOR OUR SCHOOL. CONTINUE TO PROVIDE THE NECESSARY STRUCTURE FOR THE H&SS SCHOLARSHIP AND AWARDS COMMITTEE TO REVIEW AND SELECT SCHOLARSHIP RECIPIENTS. REPRESENT THE SCHOOL ON THE UNIVERSITY-WIDE SCHOLARSHIP COMMITTEE.
- CONTINUE DESIGNING QUALITATIVE AND QUANTITATIVE EVALUATION METHODS WHICH WILL ASSIST STUDENT AFFAIRS STAFF, FACULTY AND OTHERS TO BETTER UNDERSTAND THE BEHAVIOR OF INDIVIDUAL STUDENTS AND GROUPS OF STUDENTS.
- CONTINUE TO COORDINATE AND/OR PROVIDE LOGISTICAL SUPPORT FOR H&SS SPECIAL PROJECTS, SUCH AS THE AWARDS BANQUET, FIRST QUARTER SCHOLARSHIP FUND, COMMENCEMENT, FALL PREVIEW DAY, WELCOME TO FULLERTON DAY, AND OTHER PROJECTS AS DESIGNATED BY THE DEAN'S OFFICE AND/OR THE VICE PRESIDENT FOR STUDENT AFFAIRS.
- INCREASE EFFORTS TO WORK WITH FACULTY AND DEPARTMENTS.
- INCREASE THE STATURE AND VISIBILITY OF THE ASSISTANT DEANS PROGRAM.
- IMPROVE H&SS PUBLICATIONS AND MARKETING MATERIALS.

CONTINUING CHALLENGES

- FINDING TIME TO CONTINUE TO DO ALL EXISTING RESPONSIBILITIES WHILE ADDING NEW AND EXPANDED RESPONSIBILITIES EACH SEMESTER.
- CREATING A TRAINING PROGRAM FOR THE ASSISTANT DEANS.
- LIMITED RESOURCES ALLOCATED TO PROGRAMS.

1998-99 GOALS

- CONTINUE TO PROVIDE STUDENTS WITH QUALITY ADVISEMENT, COUNSELING AND OTHER SUPPORT SERVICES DEEMED NECESSARY FOR EFFECTIVE LEARNING WHICH CONTRIBUTE TO STUDENT SUCCESS, RETENTION AND GRADUATION.
- CONTINUE TO FOSTER THE DEVELOPMENT OF THE SCHOOL-BASED ACADEMIC STUDENT ORGANIZATIONS WITHIN THE SCHOOL OF HUMANITIES & SOCIAL SCIENCES.
- CONTINUE TO COORDINATE ALL SCHOLARSHIPS AND AWARDS FOR OUR SCHOOL.
- CONTINUE DESIGNING QUALITATIVE AND QUANTITATIVE EVALUATION METHODS THAT WILL ASSIST STUDENT AFFAIRS STAFF, FACULTY AND OTHERS TO BETTER UNDERSTAND THE BEHAVIOR OF INDIVIDUAL STUDENTS AND GROUPS OF STUDENTS.
- CONTINUE TO COORDINATE AND/OR PROVIDE LOGISTICAL SUPPORT FOR H&SS SPECIAL PROJECTS AS DESIGNATED BY THE DEAN'S OFFICE AND/OR THE VICE PRESIDENT FOR STUDENT AFFAIRS.
- INCREASE EFFORTS TO IMPROVE PUBLICATIONS IN THE SCHOOL OF HUMANITIES & SOCIAL SCIENCES INCLUDING THE "STUDENT INVOLVEMENT BROCHURE", DEPARTMENTAL VIEW SHEETS, A COMPREHENSIVE BROCHURE ON THE SCHOOL, THE H&SS NEWSLETTER AND THE "OPEN CLASS LIST."
- CONTINUE TO IMPROVE THE ASSISTANT DEANS PROGRAM.

ASSISTANT DEAN IN THE SCHOOL OF HUMAN DEVELOPMENT AND COMMUNITY SERVICE: NANCEE BUCK

1997-98 GOALS/ACCOMPLISHMENTS

- ACQUISITION OF THE RAINBOW SCHOLARSHIP FOR TEACHERS TOTALING \$5000 ANNUALLY.
- SERVED ON "REVITALIZATION OF NURSING" ADVISORY BOARD.
- SUCCESSFUL LEADERSHIP OF THE ASSISTANT DEAN TEAM.
- REWARDING AND MEANINGFUL INTERPERSONAL RELATIONSHIPS WITH FACULTY, STAFF AND STUDENTS.
- INITIATED CONVERSATIONS FOR THE MASTERS DEGREE IN HIGHER EDUCATION STUDENT DEVELOPMENT TRACK AT CSUF
- SELECTED FOR NASPA WESTERN CONFERENCE PRESENTATION.
- MARKETING OF STUDENT ART LOAN PROGRAM.
- TRANSFER OF SPSS DATA RELATED TO THE HDCS FIVE-YEAR LONGITUDINAL STUDY.
- PROVIDED DESCRIPTIVE DATA ABOUT HDCS MAJORS TO ALL DEPARTMENTS AND DIVISIONS FOR DEPARTMENTAL GRANT WRITING, CURRICULUM OFFERINGS AND DEPARTMENT EFFORTS.
- PURSUED ADDITIONAL OPPORTUNITIES FOR ASSUMPTION OF LOANS FOR EDUCATION (APLE).

CONTINUING CHALLENGES

- RESPONDING TO INCREASED DEMANDS OF JOB RESPONSIBILITIES.
- DELAY OF CLASSIFICATION AUDIT OF ASSISTANT DEAN POSITIONS.
- NEED FOR GRADUATE ASSISTANTS/STUDENT ASSISTANTS.
- UNCERTAINTY OF PROGRAM BUDGET.

1998-99 GOALS

- ENHANCE HDCS TEACHER EDUCATION STUDENTS' ACCESS TO FINANCIAL AID BY DEVELOPING A STRATEGY TO UPDATE SIS+ DATA WITH TEACHER EDUCATION STUDENT ADMITS.
- WORK COOPERATIVELY WITH THE SCHOOL TO DEVELOP A HDCS ENROLLMENT MANAGEMENT PLAN.
- WORK WITH HDCS GRAPHIC DESIGNER TO DESIGN EFFECTIVE MARKETING TOOLS FOR THE SCHOOL'S RECRUITMENT EFFORTS.
- INCREASE EFFORTS TO MAKE "PERSONALIZED WELCOMES" TO HDCS MAJORS.
- WORK COOPERATIVELY WITH FINANCIAL AID TO DELIVER INFORMATION AND GARNER APPLICANTS FOR THE NEWLY FUNDED CAL GRANT T PROGRAM AND THE NEWLY EXPANDED APLE PROGRAM.
- WORK WITH SCHOOL TO SELECT HDCS/STUDENT AFFAIRS RESEARCH AGENDA.
- WORK WITH CAMPUS DATABASE PROVIDERS TO GENERATE REPORTS TO SERVE THE NEEDS OF THE SCHOOLS AND THE ASSISTANT DEANS.
- EXPAND AWARENESS OF THE ASSISTANT DEAN PROGRAM THROUGH PRESENTATIONS AT REGIONAL AND NATIONAL CONFERENCES.
- CONTINUE TO REPRESENT THE ASSISTANT DEANS TO THE VICE PRESIDENT OF STUDENT AFFAIRS.
- SEEK AND IMPLEMENT METHODS FOR THE TRAINING AND DEVELOPMENT OF ASSISTANT DEANS.
- CONTINUE TO GENERATE INTEREST IN THE POTENTIAL M.S. EDUCATION/STUDENT DEVELOPMENT PROGRAM.
- ASSIST THE SCHOOL WITH THE EFFORTS TO ENROLL ORANGE COUNTY SOCIAL SERVICES ELIGIBILITY WORKERS IN THE HUMAN SERVICE AND COUNSELING PROGRAMS.
- REPRESENT HDCS/STUDENT AFFAIRS ON UNIVERSITY AND SCHOOL COMMITTEES.
- PROMOTE A "SCHOOL BASED" OUTREACH TRAINING AND RECRUITMENT MODEL.

ASSISTANT DEAN IN THE SCHOOL OF BUSINESS ADMINISTRATION AND ECONOMICS: IRENE MATZ

1997-98 GOALS/ACCOMPLISHMENTS

- INCREASED INVOLVEMENT IN BUSINESS WEEK.
- IMPROVED RETENTION BY CONTINUING TO OFFER SUPPORT FOR PROBATIONARY STUDENTS THROUGH THE P.S. WE CARE PROGRAM.
- INCREASED SCHOLARSHIP DONATIONS BY 26% AND NUMBER OF APPLICATIONS BY 50%.
- INCREASED MEMBERSHIP OF MENTOR PROGRAM BY 25%.

Student Affairs

1997-98 GOALS/ACCOMPLISHMENTS

- INCREASE THE STATURE AND VISIBILITY OF THE ASSISTANT DEAN.
- INCREASE COMMUNICATION WITH DISABLED STUDENT SERVICES AND PROVIDE INCREASED SERVICES.
- STREAMLINE THE DELIVERY OF SERVICES TO TEACHER EDUCATION APPLICANTS.
- INCREASE FREQUENCY OF OUTREACH/ADVISING VISITS TO SADDLEBACK COLLEGE.
- PROVIDE CO-CURRICULAR CULTURAL PROGRAMS.
- RELOCATE THE STUDENT STUDY LOUNGE FROM K TO H BUILDING.
- WORK WITH TITAN STUDENT UNION STAFF TO REPLACE AGING SIGNS FOR TSU FACILITIES.

CONTINUING CHALLENGES

- INCREASING WORK LOAD.
- NEED FOR A GRADUATE STUDENT.
- LACK OF CLERICAL SUPPORT.
- ADVOCATING A PLANNED, INTEGRATED APPROACH TO SCHEDULING CLASSES.
- PROVIDING ADEQUATE SERVICES TO DISABLED STUDENTS.
- CONTINUING TO PROVIDE A SMALL COLLEGE ATMOSPHERE AS ENROLLMENT INCREASES.
- ATTEMPTING TO PROVIDE ONE-STOP SERVICES FOR STUDENTS.
- PROVIDING ACCURATE, TIMELY INFORMATION TO THE COUNSELING STAFF AT SADDLEBACK COLLEGE ABOUT UNIVERSITY POLICIES AND THE TRANSFER PROCESS.
- REMINDING THE LARGER UNIVERSITY COMMUNITY THAT CSUF HAS A BRANCH CAMPUS.

1998-99 GOALS

- SUPERVISE A HALF-TIME ENTRY LEVEL PROFESSIONAL.
- PROVIDE ADDITIONAL CULTURAL CO-CURRICULAR PROGRAMS.
- PROVIDE ADDITIONAL PROGRAMS IN COLLABORATION WITH THE TITAN STUDENT UNION.
- INCREASE FINANCIAL SUPPORT FROM ASSOCIATED STUDENTS.
- DEVELOP NEW WAYS TO PROVIDE MEANINGFUL ACADEMIC ADVISING TO AN EVER-LARGER NUMBER OF STUDENTS.
- COLLABORATE WITH ADMISSIONS AND RECORDS STAFF TO PROVIDE PERIODIC INFORMATION EXCHANGES WITH THE COUNSELING STAFF AT SADDLEBACK COLLEGE.
- CONTINUE TO REPRESENT THE MISSION VIEJO CAMPUS ON VARIOUS UNIVERSITY COMMITTEES.
- WORK MORE CLOSELY WITH STUDENT AFFAIRS DIRECTORS OR APPROPRIATE STAFF TO INSURE THAT RELEVANT PUBLICITY REGARDING STUDENT AFFAIRS PROGRAMS IS SENT TO THE MISSION VIEJO CAMPUS.
- CONDUCT RESEARCH IN CONJUNCTION WITH STUDENT EVALUATIONS.
- INCREASE CAREER SERVICES, ESPECIALLY THOSE AVAILABLE VIA COMPUTER.
- IMPROVE THE AVAILABLE TECHNOLOGY TO ENABLE A GREATER NUMBER OF STUDENTS TO VOTE IN ASSOCIATED STUDENTS ELECTIONS.
- COLLABORATE WITH THE ASSOCIATED STUDENTS ELECTIONS COMMISSIONER AND DEAN OF STUDENTS STAFF TO INCREASE ASSOCIATED STUDENTS CANDIDATE VISIBILITY.
- WORK WITH THE CENTER FOR CAREERS IN TEACHING TO PUBLICIZE THE NEWLY DEVELOPED DEGREES THAT LEAD TO THE MULTIPLE SUBJECT CREDENTIAL.

ASSOCIATED STUDENTS, INC.

MISSION STATEMENT

THE ASSOCIATED STUDENTS, CALIFORNIA STATE UNIVERSITY, FULLERTON, INCORPORATED (A.S.) IS THE RECOGNIZED STUDENT GOVERNMENT AT CALIFORNIA STATE UNIVERSITY, FULLERTON, ADVOCATING STUDENT INTERESTS ON-CAMPUS AND IN LOCAL, STATE AND NATIONAL FORUMS. THE A.S. STRIVES TO DEVELOP RELEVANT AND QUALITY-MINDED SERVICES, FACILITIES, AND EXPERIENCES, WHICH ARE RESPONSIVE TO MEMBERS OF THE CAMPUS AND SURROUNDING COMMUNITIES.

THE A.S. FOSTERS MEANINGFUL STUDENT DEVELOPMENT OPPORTUNITIES THROUGH LEADERSHIP, VOLUNTEER, AND EMPLOYMENT EXPERIENCES. IN ADDITION TO OUT-OF-CLASSROOM LEARNING OPPORTUNITIES, THE A.S. 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 A.S. 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.

1997-98 GOALS/ACCOMPLISHMENTS

- PROVIDE EFFECTIVE ON-GOING MANAGEMENT OF ASSOCIATED STUDENTS AND TITAN STUDENT UNION ORGANIZATIONS DURING INTERIM SEARCH FOR NEW DIRECTOR.
- DEVELOP WRITTEN PROGRAM FOR CHILDREN'S CENTER PROJECT AND BEGIN PROCESS TO IDENTIFY A PERMANENT LOCATION.
- EVALUATE EFFECTIVENESS OF ASI ADMINISTRATIVE INFRASTRUCTURE, INCLUDING ASI ACCOUNTING OFFICE, ASI HUMAN RESOURCES OFFICE, ASI BUDGETING SYSTEM AND OTHER BUSINESS FUNCTIONS.
- CREATE AN ENVIRONMENT OF TRUST AND SUPPORT IN ORDER TO IMPROVE THE WORKING RELATIONSHIPS BETWEEN AS/TSU ADMINISTRATIVE STAFF AND ASI/TSU STUDENT GOVERNMENT LEADERS.
- EVALUATE AND UPDATE ASI COMPUTER TECHNOLOGY PLAN.
- EXPAND VARIOUS ASI/TSU PROGRAMS AND SERVICES TO BETTER MEET THE NEEDS AND INTERESTS OF STUDENTS.

CONTINUING CHALLENGES

- CONTINUE TO DEVELOP EFFECTIVE COMMUNICATION BETWEEN AS/TSU ADMINISTRATIVE STAFF AND ASI/TSU STUDENT LEADERS.
- DEVELOP MORE EFFECTIVE MEANS TO SUPPORT STUDENT LEADERS AS THEY TRANSITION INTO THEIR ELECTED LEADERSHIP ROLES.
- DEVELOP MORE EFFECTIVE SYSTEM OF SUPPORT, AND CREATE OPEN LINES OF COMMUNICATION BETWEEN STUDENT GOVERNMENT AND KEY LEADERS WITHIN THE UNIVERSITY.
- EXPAND ADMINISTRATIVE REVIEW OF ALL ASI BUSINESS AND ACCOUNTING PRACTICES.
- DEVELOP AND IMPLEMENT STRATEGIES TO UNIFY ALL OPERATING COMPONENTS OF THE ASI.

1998-99 GOALS

- HIRE ASSOCIATE DIRECTOR FOR STUDENT UNION.
- HIRE NEW ACCOUNTING TECHNICIAN TO FILL VACANT POSITION.
- PERFORM COMPREHENSIVE REVIEW OF ALL ASI ACCOUNTING, CASH HANDLING, PAYROLL AND FINANCIAL POLICIES, PROCEDURES AND PRACTICES. INITIATE CORRECTIVE ACTION AS NECESSARY.
- IMPLEMENT NEW STAFFING STRUCTURE RECENTLY APPROVED BY ASI/TSU BOARDS.
- DEVELOP MARKETING, ADVERTISING AND PUBLIC RELATIONS EFFORT TO INCREASE AWARENESS OF ASI/TSU PROGRAMS, SERVICES AND SUPPORT TO THE CAMPUS COMMUNITY.
- SEEK FUNDING FOR ADDITIONAL STAFF POSITION IN ASI RECREATION PROGRAM.
- EXPLORE WAYS OF EXPANDING AS RECREATIONAL PROGRAMS AND ACTIVITIES TO STUDENTS, FACULTY AND STAFF.
- IMPLEMENT SYSTEM OF ON-GOING PROGRAM AND NEEDS ASSESSMENT/CUSTOMER SATISFACTION FOR ASI/TSU PROGRAMS AND SERVICES.
- REVIEW AND UPDATE RISK MANAGEMENT AND INSURANCE STRATEGIES TO PROPERLY ADDRESS ORGANIZATIONAL EXPOSURE.
- SELECT SITE FOR PLANNED CHILDREN'S CENTER AND DEVELOP TIMELINE FOR PROJECT IMPLEMENTATION.
- REVIEW, UPDATE AND IMPLEMENT ORGANIZATION'S TECHNOLOGY PLAN.
- DEVELOP FUNDRAISING OPPORTUNITIES TO INCREASE SUPPORT FOR ASI PROGRAMS AND SERVICES, INCLUDING CAMP TITAN AND CHILDREN'S CENTER.

Student Affairs

Cal State Fullerton Titan Student Union

STATISTICAL INFORMATION OF GENERAL INTEREST

Number of Scheduled Meetings and Events in the TSU During 1997-98

Meetings & Study Room Reservations.....	3,194
Events.....	3,160
Total Activities.....	6,354

Percentage of Room Use by Group Category for 1997-98

Associated Students.....	35.15%
Registered Student Organizations.....	30.63%
Faculty/Staff.....	18.23%
Support Groups.....	27%
Off-Campus.....	13.03%
Extended Education.....	2.42%
Miscellaneous.....	02%
99.75%	

Estimated Attendees Based on Reservation Records for 1997-98

Total Number of TSU Guests.....	239,234
---------------------------------	---------

TSU Room Rental Income

1997-98.....	\$171,000
1996-97.....	\$120,000
1995-96.....	\$101,000

Computer Mainframe (Student Computer Lab) Customer Traffic
October 1997 - June 1998

Visits: Approximately 200 per day

Commencement Ticket Distribution
For Schools of Business and Humanities during May 1998

Total Tickets Distributed.....	23,850
through 4,000 customer interactions	

CAREER PLANNING AND PLACEMENT CENTER

MISSION STATEMENT

THE CAREER PLANNING AND PLACEMENT CENTER SUPPORTS THE PREEMINENCE OF LEARNING BY PROVIDING STUDENTS AND ALUMNI WITH A COMPREHENSIVE SET OF SERVICES AND RESOURCES ENABLING THEM TO DEVELOP, EVALUATE, AND IMPLEMENT CAREER GOALS, CONDUCT A CAREER SEARCH, AND LOCATE EMPLOYMENT.

1997-98 GOALS/ACCOMPLISHMENTS

- TO INCREASE THE NUMBER OF STUDENTS AND ALUMNI PARTICIPATION IN WORKSHOPS, ORIENTATION AND SEMINAR SESSIONS, INCLUDING SPECIAL PROGRAMS AND EVENTS.
- TO ASSIST GRADUATING STUDENTS AND ALUMNI IN IMPLEMENTING CAREER GOALS, INCLUDING JOB SEARCH AND EMPLOYMENT CAMPAIGN AND/OR GRADUATE AND PROFESSIONAL SCHOOL ADMISSION PREPARATION.
- TO PROVIDE STUDENTS ACCESS TO PRACTICAL LEARNING OPPORTUNITIES CONSISTENT WITH ACADEMIC AND CAREER INTEREST.
- TO PROVIDE TRAINING AND DEVELOPMENT OPPORTUNITIES FOR ALL SUPPORT AND PROFESSIONAL STAFF.

CONTINUING CHALLENGES

- INCREASED VISIBILITY OF THE CAREER PLANNING AND PLACEMENT CENTER TO THE INTERNAL AND EXTERNAL COMMUNITIES.
- IMPROVE RELATIONS WITH EMPLOYERS AND ALUMNI, INCLUDING CUSTOMER SERVICE EFFORTS WITHIN THE CENTER.

1998-99 GOALS

- INCREASE THE NUMBER OF STUDENTS AND ALUMNI PARTICIPATING IN CAREER PLANNING AND DECISION MAKING WORKSHOPS, PRESENTATIONS, AND JOB PLACEMENT PROGRAMS BY 15%.
- INCREASE THE NUMBER OF EMPLOYERS PARTICIPATING IN JOB PLACEMENT PROGRAMS AND OTHER PRACTICAL EXPERIENCE PROGRAMS BY AT LEAST 20%.
- INCREASE THE NUMBER OF CAREER TRACK JOB LISTINGS FOR NON-BUSINESS AND NON-TECHNICAL MAJORS BY AT LEAST 20%.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR-END BY \pm .5%.
- ASSESS FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25%.
- CONTINUE THE CENTER'S REORGANIZATION EFFORTS, INCLUDING TEAM BUILDING AND STAFF DEVELOPMENT ACTIVITIES.
- IMPLEMENT THE RESUME-ON-REQUEST FAX LIBRARY SERVICE BY JANUARY 1999.
- ESTABLISH AND HAVE OPERATIONAL THE NEWLY FUNDED CAREER COMPUTER LAB, AS WELL AS THE COUNSELING ON-LINE PROJECT INVOLVING STUDENTS IN THE SCHOOL OF ENGINEERING AND COMPUTER SCIENCE, BY JANUARY 1999.
- INCREASE THE NUMBER OF COLLEGES AND UNIVERSITIES REPRESENTED AT THE ANNUAL GRADUATE AND PROFESSIONAL SCHOOLS DAY BY 15%.

Student Affairs

DEAN OF STUDENTS OFFICE

MISSION STATEMENT

THE DEAN OF STUDENTS OFFICE IS DEDICATED TO THE CREATION OF 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 THE 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 TO BE BETTER ABLE TO CONTRIBUTE TO SOCIETY AS A RESULT OF THEIR PARTICIPATION.

1997-98 GOALS/ACCOMPLISHMENTS

- REORGANIZE EXISTING FUNCTIONS INTO DEAN OF STUDENTS STRUCTURE TO INCLUDE ADDITION OF JUDICIAL COMPONENT.
- IMPLEMENT FULLERTON FIRST YEAR PILOT PROGRAM TO PRODUCE BETTER RETENTION AND INVOLVEMENT WITH COLLEGE LIFE; FOLLOW UP WITH APPROVAL AND FUNDING FOR SUBSEQUENT FFY PROGRAMS.
- IMPLEMENT AND EVALUATE PILOT CO-CURRICULAR ACHIEVEMENT RECORD (CAR) PROGRAM AND DEVELOP FUTURE FUNDING FOR CAR.
- CONTINUE DEVELOPMENT OF INTEGRATED LEARNING AND SERVICE OPPORTUNITIES WITH ACADEMIC AFFAIRS AND OTHER UNIVERSITY DIVISIONS.
- DEVELOP POSITIVE RELATIONSHIPS WITH SURROUNDING COMMUNITY.
- MAKE BETTER USE OF DEVELOPMENT AND FUND-RAISING SUPPORT PROGRAMS.
- IMPROVE OFFICE FUNCTIONS AND SERVICES TO STUDENTS.
- ASSESS PROGRAMS AND SERVICES MORE REGULARLY; ASSESS FOR LEARNING OUTCOMES.

CONTINUING CHALLENGES

- DEFINE SERVICE LEARNING ROLE ON CAMPUS, AVOIDING THE CREATION OF MULTIPLE UNCONNECTED SERVICE LEARNING UNITS.
- DEVELOP A NEW MODEL FOR ORIENTATION/TRANSITION PROGRAMS THAT INTEGRATES FRAGMENTED PROGRAMS AND SERVICES AND MAKE IT MORE COMPREHENSIBLE TO STUDENTS.
- FAMILIARIZE THE CAMPUS WITH LEARNING OPPORTUNITIES AVAILABLE THROUGH THE DEAN OF STUDENTS OFFICE AND OPPORTUNITIES FOR INTEGRATION INTO OR COMPLEMENTING THE CURRICULUM, EMPHASIZING STUDENT LEARNING GOALS.
- CONTINUE DEVELOPMENT OF STUDENT INFORMATION AND REFERRAL CENTER AND INTEGRATION WITH ACADEMIC ADVISEMENT.
- CREATE BETTER DATABASES AND COMPUTER SUPPORT FOR CAR, STUDENT ORGANIZATIONS, WEBPAGES, PUBLICATIONS AND USE OF TECHNOLOGY.
- DESCRIBE AND MARKET THE DEAN OF STUDENTS FUNCTIONS TO THE CAMPUS.
- DESCRIBE, DEVELOP AND FUND CROSS-CULTURAL PROGRAMS AND A CENTER.

1998-99 GOALS

- EDUCATE THE CAMPUS ON THE ROLE OF THE DEAN OF STUDENTS OFFICE, ITS COMPONENTS, AND ITS ROLE IN THE STUDENTS' EDUCATIONAL EXPERIENCE.
- DEVELOP A NEW MODEL FOR ORIENTATION/TRANSITION PROGRAMS THAT CAN BE USED IN TRANSITION PROGRAMS FOR ALL NEW STUDENTS.
- OPEN THE STUDENT INFORMATION AND REFERRAL CENTER.
- CREATE EFFECTIVE LEARNING ENVIRONMENTS.
- IMPLEMENT THE JUDICIAL AFFAIRS PROGRAM.
- CREATE CROSS-CULTURAL PROGRAM COORDINATION AND THEN ESTABLISH A CROSS-CULTURAL CENTER.

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 IN ALL ASPECTS OF CAMPUS LIFE. THE PROGRAM ACTS AS A CATALYST AND AGENT FOR COMPLIANCE WITH FEDERAL AND STATE LAWS AND REGULATIONS MANDATING EQUAL OPPORTUNITY AND ACCESS FOR PERSONS WITH DISABILITIES. DISABLED STUDENT SERVICES PROVIDES CO-CURRICULAR AND ACADEMICALLY RELATED SERVICES WHICH EMPOWER STUDENTS WITH DISABILITIES TO ACHIEVE ACADEMIC AND PERSONAL SELF-DETERMINATION.

1997-98 GOALS/ACCOMPLISHMENTS

- REVISE, PRODUCE AND DISTRIBUTE THE DSS HANDBOOK: "COLLEGE STUDENTS WITH DISABILITIES, A HANDBOOK FOR FACULTY AND STAFF"
- PRESENT A WORKSHOP FOR THE CAMPUS COMMUNITY HIGHLIGHTING THE LEGAL ISSUES OF ACCOMMODATING STUDENTS WITH DISABILITIES IN HIGHER EDUCATION.
- CREATE POSITIONS AND CONVERT CONTRACT INTERPRETERS AND READERS TO STAFF EMPLOYEE STATUS.
- UPGRADE THE COMPUTER ACCESS LAB WITH NEW PENTIUM PC WORKSTATIONS.
- PROVIDE ADMINISTRATIVE OVERSIGHT AND STAFF INVOLVEMENT IN A NEW WORKABILITY IV (WAIV) COOPERATIVE PROGRAM CONTRACT, JOINTLY WITH CDC.
- CONTINUE CAMPUS COORDINATION FOR THE ANNUAL CSUF SPECIAL GAMES - KATHLEEN E. FALEY MEMORIAL.

CONTINUING CHALLENGES

- CONTINUE EFFORTS TO DEVELOP STANDARDS, POLICIES AND PRACTICES THAT WILL ASSURE ACCESS TO ON-LINE INFORMATION, ELECTRONIC PUBLISHING AND INSTRUCTIONAL TECHNOLOGY SYSTEMS FOR INDIVIDUALS WITH DISABILITIES.
- ESTABLISH A FORMAL PROCESS FOR THE RAPID PURCHASE AND DEPLOYMENT OF ADAPTIVE HARDWARE AND SOFTWARE FOR PLACEMENT IN APPROPRIATE STUDENT COMPUTER LABS AND ON THE DESKTOPS OF EMPLOYEES WITH DISABILITIES.
- WITH THE ENDING OF THE THREE-YEAR FEDERAL GRANT FOR THE BRAILLE TRANSCRIPTION CENTER PROJECT, THE CHALLENGE IS TO PROVIDE BRAILLE TRANSCRIPTION SERVICES FOR OUR STUDENTS, WORKING WITH EXISTING STAFF AND RESOURCES.

1998-99 GOALS

- DEVELOP, PRODUCE AND DISTRIBUTE A NEW STUDENT HANDBOOK, WHICH WILL INCLUDE SEVERAL NEW BROCHURES/VIEW SHEETS FOR STUDENTS WITH DISABILITIES, SPECIFIC TO OUR CAMPUS.
- PROVIDE TRAINING FOR THE NEW LEARNING CENTER STAFF RELATED TO ACCOMMODATING STUDENTS WITH DISABILITIES.
- CONTINUE OVERSIGHT AND INVOLVEMENT WITH THE WORKABILITY IV PROJECT.
- EXPLORE THE POSSIBILITY OF A NEW TRIO GRANT FOR TUTORING STUDENTS WITH LEARNING DISABILITIES.
- COORDINATE THE DEVELOPMENT OF A NEW LD/ADD SUPPORT GROUP FOR STUDENTS.
- PLAN AND COORDINATE THE MOVE OF THE COMPUTER ACCESS LAB TO THE FIRST FLOOR OF LIBRARY SOUTH.
- FORMALIZE A PROCESS FOR THE RAPID PURCHASE AND DEPLOYMENT OF ADAPTIVE HARDWARE AND SOFTWARE FOR STUDENTS AND EMPLOYEES WITH DISABILITIES.
- CONTINUE EFFORTS TO DEVELOP STANDARDS, POLICIES AND PRACTICES THAT WILL ASSURE ACCESS TO ON-LINE INFORMATION, ELECTRONIC PUBLISHING AND INSTRUCTIONAL TECHNOLOGY SYSTEMS FOR INDIVIDUALS WITH DISABILITIES.
- ASSESS THE IMPACT OF THE CLOSING OF THE BRAILLE TRANSCRIPTION CENTER AND CONTINUE TO PURSUE OTHER FUNDING SOURCES.
- COORDINATE A SPECIAL TELECONFERENCE FOCUSING ON "PSYCHOLOGICAL DISORDERS IN HIGHER EDUCATION" IN OCTOBER 1998 AND FEBRUARY 1999.

Student Affairs

ENROLLMENT MANAGEMENT

MISSION STATEMENT

TO FACILITATE INTERACTION BETWEEN CAMPUS UNITS TO INCREASE COLLABORATION AND IMPROVE DELIVERY OF ACADEMIC DEVELOPMENT, RECRUITMENT, ENROLLMENT, RETENTION AND GRADUATION SERVICES TO CURRENT AND PROSPECTIVE CSU FULLERTON STUDENTS. ENSURE THAT OBJECTIVES, ACTIVITIES, PROGRAMS, PROJECTS AND WORK GROUPS INITIATED UNDER THE AEGIS OF ENROLLMENT MANAGEMENT ARE CONSISTENT WITH ONE OR MORE OF CSU FULLERTON'S MISSION AND GOALS STATEMENTS. PROVIDE OVERSIGHT AND MANAGEMENT OF SPECIAL PROJECTS INITIATED IN ORDER TO REDUCE ATTRITION RATE AMONG ENROLLED STUDENTS.

1997-98 GOALS/ACCOMPLISHMENTS

- INTEGRATED OPERATION OF TEACHING OMBUDSMAN ACTION PROGRAM (TOAP) INTO ENROLLMENT MANAGEMENT STRUCTURE.
- INCREASED NUMBER OF PROGRAM PARTICIPANTS IN TOAP BY FIFTY PERCENT.
- COMPLETED RESTRUCTURING OF ENROLLMENT MANAGEMENT ORGANIZATIONAL STRUCTURE INCLUDING DEVELOPMENT AND IMPLEMENTATION OF ARTICULATED RESPONSIBILITIES FOR NEW EXECUTIVE EM (EXEM) STRUCTURE AND CONTINUING ENROLLMENT MANAGEMENT ACTION COMMITTEE (EMAC).
- PROVIDED COORDINATION FOR TWO MAJOR CAMPUS RECRUITMENT AND ENROLLMENT FUNCTIONS: FALL PREVIEW DAY AND SPRING'S WELCOME TO FULLERTON DAY EVENTS. PARTICIPATION BY ON-CAMPUS STAFF AND FACULTY AND INVITED STUDENTS AND THEIR PARENTS INCREASED AT BOTH ACTIVITIES COMPARED TO PREVIOUS YEAR ATTENDANCE.
- PROVIDED LEADERSHIP AND COORDINATION FOR SECOND ANNUAL "IT'S OUR SMALL WORLD" ON CAMPUS EVENT DESIGNED TO RECOGNIZE AND CELEBRATE INTERNATIONAL DIVERSITY AT CAL-STATE FULLERTON.
- HOSTED FOURTH CONSECUTIVE PRESIDENT'S ROUNDTABLE EVENT WHERE COMMUNITY COLLEGE PRESIDENTS/DESIGNEES PROVIDED CSU FULLERTON STAFF AND FACULTY RECOMMENDATIONS FOR INCREASING THE NUMBER OF ELIGIBLE TRANSFER STUDENTS MATRICULATING TO THIS CAMPUS FROM THEIR SITES. NUMBER OF 'UNPREPARED' LOWER DIVISION TRANSFERS DECLINED AT CSU FULLERTON FOR FOURTH CONSECUTIVE YEAR AS A RESULT OF COMMUNICATION WITH THIS GROUP AND CONCERTED EFFORT TO REDUCE NUMBER OF ENROLLMENTS FROM THIS CATEGORY OF TRANSFER APPLICANTS.
- PROVIDED COORDINATION AND FACILITATION FOR CHANGES MADE IN NEW ENROLLMENT AND REGISTRATION CALENDAR.
- COMPILED AND DISTRIBUTED THIRD ANNUAL CAMPUS PROBATION AND DISQUALIFICATION REPORT. OBSERVED SUBSTANTIAL REDUCTION IN NUMBER OF PROBATIONARY AND DISQUALIFIED STUDENT IN SBAE FOR FIRST TIME SINCE COMPILATION AND DISTRIBUTION OF INFORMATION IN ITS PRESENT FORMAT.

CONTINUING CHALLENGES

- DEVELOP AND DISTRIBUTE WRITTEN VERSION OF STRATEGIC SHORT AND LONG-RANGE ENROLLMENT GOALS FOR CAMPUS.
- DEVELOP AND DISTRIBUTE WRITTEN VERSION OF STRATEGIC SHORT AND LONG-RANGE RETENTION GOALS AND PROCESSES FOR CAMPUS.

1998-99 GOALS

- FACILITATE DISCUSSIONS AMONG APPROPRIATE CAMPUS BODIES TO DEVELOP STRATEGIC SHORT AND LONG-RANGE ENROLLMENT GOALS FOR CAMPUS.
- COLLECT, COLLATE, AND FORMAT ENROLLMENT AND RETENTION DATA NECESSARY TO EVALUATE RECRUITMENT AND RETENTION EFFORTS ON AN ANNUAL BASIS.
- PROVIDE FISCAL SUPPORT AND ADMINISTRATIVE COORDINATION NECESSARY TO CONDUCT CAMPUS WIDE APPLICATION-GENERATION (FALL) AND ENROLLMENT YIELD (SPRING) EVENTS.
- FACILITATE ON-CAMPUS DISCUSSIONS WITH EXTERNAL CONSTITUENCIES TO STIMULATE DEVELOPMENT OF PROJECTS, PROGRAMS, OR ACTIVITIES TO INCREASE NUMBER AND/OR ACADEMIC PREPAREDNESS OF STUDENTS MATRICULATING FROM THESE INSTITUTIONS.
- ENCOURAGE COLLABORATIVE VENTURES WITH NON-PROFIT ORGANIZATIONS TO INCREASE ACADEMIC PREPARATION, RETENTION, AND GRADUATION OF ENROLLED STUDENTS.

ASSIST ENCOURAGE DESIGN PROVIDE HELP CREATE ENSURE FACILITATE CONDUCT ASSUMES SERVE ADVOCATE PLAN

FINANCIAL AID

MISSION STATEMENT

THE MISSION OF THE OFFICE OF FINANCIAL AID IS TO PROVIDE FINANCIAL ASSISTANCE TO STUDENTS ADMITTED TO THE UNIVERSITY WHO, WITHOUT SUCH ASSISTANCE, WOULD BE UNABLE TO ENROLL AND COMPLETE THEIR DEGREE OBJECTIVES. THIS ALLOWS STUDENTS, WHO OTHERWISE COULD NOT AFFORD TO PAY EDUCATIONAL EXPENSES, TO ENROLL AT CALIFORNIA STATE UNIVERSITY, FULLERTON. IN ADDITION, THE OFFICE OF FINANCIAL AID SHALL PROVIDE AN ENVIRONMENT THAT ENCOURAGES STUDENTS TO SEEK FINANCIAL ASSISTANCE AND COUNSELING AND ASSURES THOSE ENCOUNTERING DIFFICULTIES THAT THE SERVICE THEY RECEIVE IS PROFESSIONAL AND HELPFUL.

1997-98 GOALS/ACCOMPLISHMENTS

- AS STATED IN THE UNIVERSITY MISSION STATEMENT, TO PROVIDE AN EFFICIENT AND EFFECTIVE FINANCIAL AID SYSTEM. TO CONTINUE TO DEVELOP METHODS AND PROCEDURES TO ENSURE COMPLIANCE WITH REGULATIONS GOVERNING THE STUDENT AID PROGRAMS AND IMPROVE THE EFFICIENCY OF DELIVERY OF FINANCIAL AID TO STUDENTS.
- TO IMPLEMENT, MODIFY AND ENHANCE THE SIS+ SYSTEM WHICH INCLUDES THE FINANCIAL AID MANAGEMENT (FAM) MODULE AND OTHER FEATURES ASSOCIATED WITH FINANCIAL AID PROCESSING WITH EMPHASIS ON IMAGING FOR THE 1997-98 AND 1998-99 ACADEMIC YEAR.
- IMPLEMENT AND SUPPORT A SERVICE-ORIENTED APPROACH IN ALL AREAS OF FINANCIAL AID APPLICATION PROCESSING AND DIRECT STUDENT CONTACT.
- TO UTILIZE STAFF EXPERTISE AND CREATIVITY BY "COLLABORATING," "SIMPLIFYING," AND "PLANNING" THE 1998-1999 FINANCIAL AID DELIVERY PROCESS.

CONTINUING CHALLENGES

COMPLAINTS HAVE BEEN RECEIVED FROM STUDENTS IN REGARDS TO WAITING FOR SERVICE, EITHER STANDING IN LINE, OR WAITING ON THE TELEPHONE. AS A RESULT A "CUSTOMER SERVICE" PROJECT HAS BEEN ESTABLISHED AND IS UNDER WAY.

1998-99 GOALS

- TO PROVIDE AN ENVIRONMENT THAT IS SUPPORTIVE, ENCOURAGING, AND WHERE LEARNING IS PREEMINENT.
 - A. TO COLLABORATE TO PROVIDE AN OFFICE ENVIRONMENT WHERE LEARNING IS PREEMINENT.
 - B. TO EMPOWER STAFF SO THAT THEY MAY BE ABLE TO RESOLVE A STUDENT ISSUE DURING THE STUDENT VISIT.
 - C. TO ENFORCE THE "NO-WAIT" POLICY. IF WAIT IS LONGER THAN 5 MINUTES, TO INVOLVE ALL STAFF IN "IN-PERSON" CONTACTS SO THAT THE STUDENT'S ISSUE CAN BE RESOLVED QUICKLY AND EFFICIENTLY.
 - D. TO REVIEW ALL CONTACTS WITH APPLICANTS (IN-PERSON AS WELL AS WRITTEN) WITH THE GOAL OF CREATING A SERVICE-ORIENTED APPROACH TO ALL FINANCIAL AID ACTIVITIES, TO INCLUDE, BUT NOT LIMITED TO, RECOMMENDING READER-FRIENDLY TEXT IN NOTIFICATIONS AND IN SCRIPTING TOPICS FOR IN-PERSON AND TELEPHONE CONTACTS.
- TO ENSURE ACCESS TO EDUCATION BY PROVIDING INFORMATION WHEN NEEDED.
 - A. TO AUDIT THE WORK-FLOW OF APPLICANT PAPER DOCUMENTATION WITH THE GOAL OF STREAMLINING AND SIMPLIFYING THE PROCESS AS A RESULT OF THE IMPLEMENTATION OF IMAGING.
 - B. TO ACCELERATE THE FINANCIAL AID NOTIFICATION PROCESS TO ALL STUDENTS.
 - C. TO AUDIT THE PROCESS OF DELIVERING LOANS TO STUDENTS BY COLLABORATING WITH OTHER STAFF MEMBERS WITH THE GOAL OF SIMPLIFYING THE PROCESS.
 - D. TO DEVELOP A WEB SITE.
 - E. TO IMPLEMENT A VOICE-INFORMATION SYSTEM THAT ALLOWS STUDENTS TO ACCESS THEIR AUTOMATED RECORD.
 - F. TO AUTOMATE THE PROCESS OF PARTICIPATING IN THE FEDERAL WORK-STUDY PROGRAM.
- TO ENSURE COMPLIANCE WITH REGULATIONS WHICH INCLUDES CREATING ACCOUNTABILITY AND CREATING QUALITY ASSURANCE OF WORK PERFORMED.
 - A. TO IMPLEMENT A PROCESS FOR QUALITY-CONTROL TO ENSURE COMPLIANCE WITH REGULATIONS AND A SUCCESSFUL AUDIT WITHOUT MATERIAL FINDINGS.
 - B. ASSESS THE TRAINING NEEDS OF STAFF AND CREATE A MODULAR TRAINING PROGRAM.
 - C. TO DETERMINE THE FEASIBILITY OF AUTOMATING "VERIFICATION."

Student

CSUF FINANCIAL AID APPLICATION DOCUMENTS RECEIVED 1997-98	
<u>TOTAL NUMBER OF APPLICANTS</u>	<u>18,588</u>
PRIORITY ONE APPLICANTS	12,889
FILES COMPLETED	15,269
FILES CLEARED (READY FOR PACKAGE)	13,860
SYSTEMS	7,973
STAFF	5,887
INITIAL AWARDS	13,008
REVISED AWARDS	4,508
STAFFORD LOAN APPLICATIONS RECEIVED	9,314
PLUS APPLICATIONS RECEIVED	51
LOAN APPLICATIONS CERTIFIED	8,467
 <u>Documents Received</u>	 <u>84,963</u>
Standard Application Documents	18,590
Additional Supporting Documents	65,281
Financial Aid Transcripts	1,092

CSUF FINANCIAL AID DISBURSEMENT ACTIVITIES 1997-98	
Financial Aid Checks Printed and prepared by Student Financial Services	22,335
Stafford Loans	8,538
Number of Loans	
Subsidized	6,377
Unsubsidized	<u>2,161</u>
Funds Received	\$31,368,258
EFT (85.6%)	\$27,419,751
Bank Checks (14.4%)	<u>\$ 3,948,507</u>
PLUS Loans	32
Number of Loans	
Funds Received	\$167,616
Fee Payment Activity	
Fees paid from FA programs on behalf of students	\$12,898,241
Fees Collected from Stafford Bank Checks	Unknown
Uncollected Fees from Financial Aid Applicants which became Accounts Receivable. Percent of Total Fees Collected	Less than 1%

HOUSING AND RESIDENCE LIFE

MISSION STATEMENT

THE RESIDENCE HALLS AT CAL STATE FULLERTON EXIST TO PROVIDE STUDENTS A CLEAN, SAFE, AND STIMULATING ENVIRONMENT IN WHICH THEY CAN PURSUE THEIR ACADEMIC PROGRAMS. THE HALLS ALSO SERVE AS A STIMULANT FOR CULTURAL AND SOCIAL EDUCATION, COMMUNITY LIVING EXPERIENCES, AND LEADERSHIP TRAINING.

THE CALIFORNIA STATE UNIVERSITY, FULLERTON RESIDENCE HALLS EXIST TO:

- PROVIDE AN ENVIRONMENT WHICH ALLOWS OPTIMUM CONDITIONS FOR THE ACADEMIC PURSUITS OF THE RESIDENTS.
- SUPPORT THE ACADEMIC PROGRAMS OF THE UNIVERSITY BY BROADENING THE INTELLECTUAL AND CULTURAL INTEREST OF THE STUDENTS.
- PROMOTE INDIVIDUAL AND GROUP ACTIVITIES WHICH PROVIDE OPPORTUNITY TO EXERCISE LEADERSHIP ABILITIES IN SELF-GOVERNANCE AND COMMUNITY DECISION MAKING.
- DEVELOP A COHESIVE COMMUNITY WHERE STUDENTS OF ALL RACIAL, ETHNIC, AND SOCIO-ECONOMIC GROUPS, AND STUDENTS FROM VARIOUS BACKGROUNDS AND LIFESTYLES CAN LIVE AND LEARN TOGETHER IN A PLEASANT AND RELAXING ATMOSPHERE.
- PROVIDE WHATEVER SUPPORT IS NEEDED TO INSURE THE PERSONAL GROWTH AND ACADEMIC SUCCESS OF OUR RESIDENT STUDENTS.

1997-98 GOALS/ACCOMPLISHMENTS

- IMPLEMENT CAMPUS TECHNOLOGY INTO THE HOUSING AND RESIDENCE LIFE OPERATION WHEREVER POSSIBLE.
- IDENTIFY AND MAKE AVAILABLE TECHNOLOGICAL ADVANCEMENTS TO RESIDENCE HALL STUDENTS.
- INCORPORATE TECHNOLOGY AS A HOUSING "OUTREACH" TOOL.
- MOVE FURTHER TOWARD A "PAPERLESS" OFFICE.
- MAINTAIN HIGH OCCUPANCY LEVEL.
- MAINTAIN A HIGH LEVEL OF STUDENT SATISFACTION.
- SUPPORT UNIVERSITY RETENTION.

CONTINUING CHALLENGES

- CONFLICT RESOLUTION AND MEDIATION.
- INCREASED NEEDS FOR TECHNOLOGY SUPPORT.
- A MORE COMPLEX STUDENT BODY WHICH REQUIRES EVER INCREASING AND DIVERSE SKILLS, ABILITIES AND KNOWLEDGE ON THE PART OF PROFESSIONAL STAFF AS WELL AS STUDENT STAFF.

1998-99 GOALS

- DETERMINE FEASIBILITY OF CONSTRUCTING NEW ON-CAMPUS HOUSING.
- INCREASE STUDENT/FACULTY INTERACTION IN THE RESIDENCE HALLS.
- PLAN AND EXECUTE CAPITAL IMPROVEMENTS TO THE HOUSING AND RESIDENCE LIFE FACILITY.
- IMPLEMENT ON-LINE HOUSING APPLICATION.

Student Affairs

INTERNATIONAL EDUCATION AND EXCHANGE

MISSION STATEMENT

THE OFFICE OF INTERNATIONAL EDUCATION AND EXCHANGE (IEE) SERVES AS A RESOURCE TO THE UNIVERSITY COMMUNITY FOR THE DEVELOPMENT OF INTERNATIONAL AND INTERCULTURAL COMPETENCIES. THESE COMPETENCIES ARE DEVELOPED THROUGH SERVICES TO INTERNATIONAL STUDENTS IN THE AREAS OF ADMISSIONS, ORIENTATION, ADVISEMENT, AND CULTURAL PROGRAMS. U.S. STUDENTS ARE SERVED THROUGH ADVISEMENT AND INFORMATION REGARDING OVERSEAS OPPORTUNITIES FOR WORK, STUDY AND TRAVEL. STUDENTS WHO ARE RECENT IMMIGRANTS FROM SOUTHEAST ASIA RECEIVE SERVICES DESIGNED TO ENHANCE THEIR ACADEMIC AND CAREER SUCCESS THROUGH THE INTERCULTURAL DEVELOPMENT CENTER (IDC). THE IDC ALSO ARRANGES FOR SERVICE LEARNING, RESEARCH AND INTERNSHIP OPPORTUNITIES IN THE COMMUNITY. FACULTY AND STAFF BENEFIT FROM CULTURAL AWARENESS AND TRAINING PROGRAMS AND CULTURAL SEMINARS. IEE IS AN ADVOCATE FOR INDIVIDUAL STUDENTS AND INTERNATIONAL/INTERCULTURAL EDUCATION IN GENERAL. ACTIVE COMMUNITY OUT-REACH EFFORTS LINK STUDENTS AND SCHOLARS WITH A WIDE RANGE OF COMMUNITY ACTIVITIES AND PROGRAMS.

1997-98 GOALS/ACCOMPLISHMENTS

- ESTABLISH FOR THE FIRST TIME A REALISTIC BASELINE BUDGET.
- CREATE AND RECRUIT FOR AN OFFICE RECEPTIONIST POSITION.
- WORK WITH THE ASSOCIATE VICE PRESIDENT FOR ACADEMIC AFFAIRS.
- DETERMINE THE DEPARTMENT'S ROLE IN COORDINATING THE VISITING SCHOLAR PROGRAM.
- PROCURE FUNDING FOR A FULL-TIME FOREIGN STUDENT ADVISOR.
- OFFER TWO WORKSHOPS TO IMPROVE THE INTERCULTURAL COMMUNICATION SKILLS OF UNIVERSITY STAFF MEMBERS.

CONTINUING CHALLENGES

- INITIATE EFFORTS TO CONTACT AND INFORM INTERNATIONAL ALUMNI.
- SEEK A PERMANENT SPACE FOR THE INTERCULTURAL DEVELOPMENT CENTER.
- EXPAND EXISTING PROGRAMS TO PROVIDE FOR MORE IMMEDIATE AND EFFICIENT ASSISTANCE TO INTERNATIONAL STUDENTS.

1998-99 GOALS

- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY \pm .5%.
- ASSESS FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25%.
- ALLOCATE \$5000 TO \$10,000 OF NON-STATE FUNDING TOWARD SCHOLARSHIPS FOR STUDY ABROAD.
- INCREASE THE NUMBER OF STUDY ABROAD STUDENTS BY 20%.
- WITH THE ASSISTANCE OF THE INTERNATIONAL EDUCATION COMMITTEE OF THE ACADEMIC SENATE AND THE OFFICE OF ACADEMIC PROGRAMS, BY JANUARY 1999, DEVISE POLICIES AND STRATEGIES WHICH WILL FACILITATE THE AWARDING OF TRANSFER CREDIT FOR WORK DONE AS PART OF AN APPROVED STUDY ABROAD EXPERIENCE.
- HIRE AND TRAIN A NEW DEPARTMENT SECRETARY BY JANUARY 1999.
- BY JANUARY 1999, THE OFFICE WILL HAVE DEVISED ADDITIONAL MECHANISMS TO PROTECT THE ENROLLMENT OF INTERNATIONAL STUDENTS FROM COUNTRIES MOST AFFECTED BY THE ASIAN ECONOMIC CRISIS (INDONESIA, MALAYSIA, S. KOREA, THAILAND, AND THE PHILIPPINES), AND HAVE DEVISED MEANS TO REDUCE THE TIME AND EFFORT REQUIRED TO ADMINISTER THE WORK SCHOLARSHIP PROGRAM AND THE "SPECIAL STUDENT RELIEF" PROGRAM.
- DEVELOP AN INTERACTIVE COMPONENT OF OUR WORLD WIDE WEB SITE. THIS REQUIRES ESTABLISHMENT OF A DATABASE, USING SELECTED DATA ELEMENTS FROM SIS+ AND HARD COPY FROM THE STUDENT'S FILE. STUDENTS WILL THEN BE ABLE TO UPDATE CONTACT INFORMATION AND CHECK ON THE REASON AND STATUS OF ANY REGISTRATION HOLD IMPOSED BY THIS OFFICE.
- REGULARLY ASSESS OFFICE ACTIVITIES.
- WITH THE COOPERATION OF THE OFFICE OF ALUMNI RELATIONS, PREPARE BY JANUARY, 1999 AN INTERNATIONAL ALUMNI NEWSLETTER AS A FIRST STEP IN DEVELOPING COMPREHENSIVE SERVICES FOR INTERNATIONAL ALUMNI.
- BY THE END OF THE ACADEMIC YEAR, DEVELOP AN "OFFICE PROCEDURAL HANDBOOK" TO FACILITATE THE ORIENTATION AND ADJUSTMENT OF NEW CLERICAL STAFF AND STUDENT ASSISTANTS, AND TO IMPROVE THE WORK OF CONTINUING STAFF.
- IN COLLABORATION WITH THE WOMEN'S CENTER, ESTABLISH THE GRANT FUNDED "FAMILIES ACROSS CULTURES" PROJECT ON CAMPUS. THIS IS A NEW INITIATIVE CREATED TO SERVE THE SPECIFIC NEEDS OF INTERNATIONAL GRADUATE STUDENTS AND THEIR FAMILIES, AS WELL AS AMERICAN RESIDENT ADULT RE-ENTRY LEARNERS AT CAL STATE FULLERTON. TO SEEK ADDITIONAL FUNDING FOR THE PROJECT THROUGH NAFSA: ASSN. OF INTERNATIONAL EDUCATORS.

STUDENT ACADEMIC SERVICES

STUDENT ACADEMIC SERVICES IS COMPRISED OF THE FOLLOWING OFFICES: EDUCATIONAL OPPORTUNITY PROGRAM, MESA ENGINEERING PROGRAM (MEP), STUDENT RETENTION SERVICES, STUDENT SUPPORT SERVICES, AND TESTING SERVICES.

EDUCATIONAL OPPORTUNITY PROGRAM (EOP)

MISSION STATEMENT

THE MISSION OF THE EDUCATIONAL OPPORTUNITY PROGRAM (EOP) IS TO IMPROVE THE ACCESS AND RETENTION OF LOW INCOME AND EDUCATIONALLY DISADVANTAGED STUDENTS AND TO PROMOTE AND EMPOWER STUDENTS WHO HAVE THE POTENTIAL TO PERFORM SATISFACTORILY, BUT MAY BE UNABLE TO REALIZE THIS POTENTIAL DUE TO EDUCATIONAL OR ECONOMIC BARRIERS.

EOP USES A MULTIPLICITY OF RESOURCES TO DEVELOP A VARIETY OF SERVICES THAT MEET THE INDIVIDUAL NEEDS OF OUR STUDENTS. IN PARTNERSHIP WITH SEVERAL ON-CAMPUS PROGRAMS, EOP OFFERS PRE-ADMISSION COUNSELING, ADMISSION ASSISTANCE, REFERRALS FOR TUTORIAL AND LEARNING ASSISTANCE, FINANCIAL AID ADVISEMENT AND SUMMER PROGRAMS. ONLY DISADVANTAGED STUDENTS WITH A HISTORY OF LOW INCOME WHO NEED ADMISSIONS ASSISTANCE AND SUPPORT SERVICES ARE ADMITTED TO EOP.

1997-98 GOALS/ACCOMPLISHMENTS

- THE EOP ADMISSIONS OFFICE WILL ADMIT 500 STUDENTS FOR THE FALL 1998 TERM, APPROPRIATELY SPLIT EQUALLY BETWEEN EXCEPTION AND REGULAR ADMITS. APPROXIMATELY 80% OF THEM WILL ACCEPT THE OFFER.
- THE EOP ADMISSIONS OFFICE WILL ADMIT 180 FTES INTO THE SUMMER BRIDGE PROGRAM TO PRODUCE A YIELD OF 140 PARTICIPANTS BY JUNE 30.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY $\pm .5\%$.
- DEVELOP PROCEDURES TO INCREASE BY 5% THE NUMBER AND SUBSEQUENT YIELD OF ELIGIBLE APPLICANTS TO THE PRESIDENT'S SCHOLARS PROGRAM, THE HISPANIC SCHOLARSHIP PROGRAM, THE FUTURE SCHOLARS SCHOLARSHIP PROGRAM, AND OTHER SCHOLARSHIP PROGRAMS ADMINISTERED BY THE UNIT.

CONTINUING CHALLENGES

- THE EOP ADMISSIONS OFFICE WILL CONVERT ALL ADMISSIONS PROCESSING AND RECORD KEEPING TO A COMPUTERIZED SYSTEM BY SUMMER OF 1998. A MORE SIMPLIFIED ADMISSIONS SYSTEM USING THE LATEST IN TECHNOLOGY WILL BE DEVELOPED. SUPPORTING DOCUMENTS FOR EACH APPLICANT WILL BE SCANNED AND WILL BE AVAILABLE FOR RAPID ACCESS AND DECISION MAKING WHEN NEEDED.
- DEVELOP STRATEGIES WITH UNIVERSITY OUTREACH TO INCREASE THE NUMBER OF AFRICAN-AMERICAN MALE APPLICANTS.

1998-99 GOALS

- THE EOP ADMISSIONS OFFICE WILL ADMIT 500 STUDENTS FOR THE FALL 1999 TERM, APPROPRIATELY SPLIT EQUALLY BETWEEN EXCEPTION AND REGULAR ADMITS. APPROXIMATELY 80% OF THEM WILL ACCEPT THE OFFER. IN AN EFFORT TO PROVIDE GENDER EQUITY, THE ADMITS WILL BE SPLIT BETWEEN MALE AND FEMALE PARTICIPANTS.
- THE EOP ADMISSIONS OFFICE WILL PROVIDE AT LEAST 140 STUDENTS TO SUMMER BRIDGE. IN AN EFFORT TO PROVIDE GENDER EQUITY, THE SUMMER BRIDGE PROGRAM WILL BE SPLIT BETWEEN MALE AND FEMALE PARTICIPANTS.
- DEVELOP AN EOP STUDENT PROFILE BASED ON APPLICATION DATA FOR INTERVENTION MEASURES FOR OTHER SAS COMPONENTS.
- DEVELOP PROCEDURES TO INCREASE BY 5% THE NUMBER AND SUBSEQUENT YIELD OF ELIGIBLE APPLICANTS TO THE PRESIDENT'S SCHOLARS PROGRAM, THE HISPANIC SCHOLARSHIP PROGRAM, THE FUTURE SCHOLARS SCHOLARSHIP PROGRAM, AND OTHER SCHOLARSHIP PROGRAMS ADMINISTERED BY THE UNIT.
- THE EOP ADMISSIONS OFFICE WILL CONVERT ALL ADMISSIONS PROCESSING AND RECORD KEEPING TO A COMPUTERIZED SYSTEM BY SUMMER OF 1999. A SIMPLIFIED ADMISSIONS SYSTEM USING THE LATEST IN TECHNOLOGY WILL BE DEVELOPED. SUPPORTING DOCUMENTS FOR EACH APPLICANT WILL BE SCANNED AND WILL BE AVAILABLE FOR RAPID ACCESS AND DECISION MAKING WHEN NEEDED. IT IS ANTICIPATED THAT THIS CHANGE WILL MAXIMIZE THE EFFICIENT USE OF RESOURCES.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY $\pm .5\%$.
- ASSESS THE DEPARTMENT'S FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25% BY YEAR-END.
- IN COOPERATION WITH DEAN HARRIS, RESUME ADMINISTRATIVE RESPONSIBILITIES FOR THE PRESIDENT'S SCHOLARS, FUTURE SCHOLARS, AND HISPANIC SCHOLARSHIP PROGRAMS BY THE 1999/2000 APPLICATION CYCLE.
- INCREASE THE DIVERSITY OF THE RECIPIENT POOL OF THE FUTURE SCHOLARS SCHOLARSHIP.

MESA ENGINEERING PROGRAM (MEP)

MISSION STATEMENT

THE MESA ENGINEERING PROGRAM (MEP) IS AN ACADEMIC SUPPORT PROGRAM DESIGNED TO RECRUIT, RETAIN AND GRADUATE STUDENTS IN ENGINEERING AND COMPUTER SCIENCE. MEP SERVES EDUCATIONALLY DISADVANTAGED STUDENTS AND EMPHASIZES PARTICIPATION BY STUDENTS FROM GROUPS WITH LOW ELIGIBILITY RATES FOR FOUR-YEAR COLLEGES.

1997-98 GOALS/ACCOMPLISHMENTS

- DEVELOP A STRONG INDUSTRY ADVISORY BOARD (MSP & MEP) FOR THE PROGRAM.
- INCREASE STUDENT RETENTION ABOVE 60%.
- INCREASE SCHOLARSHIP FUNDING BY 25%.

CONTINUING CHALLENGES

- FORM COLLABORATIVE RELATIONSHIPS WITH SUPPORT PROGRAMS ON CAMPUS.

1998-99 GOALS

- BY THE END OF THE ACADEMIC YEAR, CREATE A NEW INDUSTRY ADVISORY BOARD (IAB) FOR MEP.
- THE 18 MEP STUDENTS WHO WERE ON ACADEMIC PROBATION THIS PAST YEAR WILL COMPLETE CERTAIN ACTIONS TO ENSURE THEIR EDUCATIONAL SUCCESS.
- FORM COLLABORATIVE RELATIONSHIPS WITH SUPPORT PROGRAMS ON CAMPUS: EOP, ILE, TALENT SEARCH, AND POSSIBLY OTHERS.
- INCREASE SCHOLARSHIP OPPORTUNITIES TO MORE THAN \$10,000 THIS COMING YEAR, AND MAKE SCHOLARSHIP OPPORTUNITIES AND INFORMATION AVAILABLE TO MEP STUDENTS.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY \pm .5%.
- ASSESS THE DEPARTMENT'S FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25% BY YEAR-END (THIS MAY INCLUDE FUNDS RAISED FOR GOAL 4).

STUDENT RETENTION SERVICES

MISSION STATEMENT

STUDENT RETENTION SERVICES (SRS) STAFF PROVIDE SERVICES AND ACTIVITIES THAT ACTIVELY SUPPORT CSUF MISSIONS BY PROMOTING THE DEVELOPMENT OF THE WHOLE STUDENT-ACADEMICALLY, INTELLECTUALLY, AND SOCIALLY. A RESEARCH-BASED PROGRAM, SRS PROVIDES A COMPREHENSIVE SET OF "STRATEGIC INTERVENTIONS" DESIGNED TO IMPROVE RETENTION AT CSUF AND THE EDUCATIONAL OUTCOMES OF STUDENTS. THE INTERVENTIONS ASSUME A VARIETY OF FORMS, INCLUDING: ASSESSMENT, COURSE SELECTION, PERSONAL AND ACADEMIC COUNSELING, REFERRALS, FINANCIAL AID ASSISTANCE, ACADEMIC SKILL ENHANCEMENT, GRADUATE SCHOOL AND SCHOLARSHIP INFORMATION, AND ACQUISITION OF COMPUTER SKILLS.

1997-98 GOALS/ACCOMPLISHMENTS

- PLAN AND IMPLEMENT A COMPREHENSIVE EVALUATION SYSTEM FOR STUDENT RETENTION SERVICES ACTIVITIES.
- INCREASE THE FALL-TO-FALL RETENTION RATE OF EOP FIRST-TIME FRESHMEN EXCEPTION ADMITS BY 5%.
- INCREASE THE FALL-TO-FALL RETENTION RATE OF EOP REGULARLY ADMISSIBLE STUDENTS BY 5%.
- REDUCE THE NUMBER OF EOP STUDENTS DISQUALIFIED BY 10%.
- INCREASE STUDENT CONTACTS IN THE INTENSIVE LEARNING PROGRAM SO THAT 80% OF THE ILE STUDENTS WILL SEE THEIR COUNSELORS THREE TIMES (TWO FOR SPECIAL PROGRAMS) EACH SEMESTER.
- INCREASE STUDENT USAGE OF THE COMPUTER LAB (LEARNING AXIS) BY 10%.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP LONG-TERM BUDGETING STRATEGY SO THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY \pm .5%.

CONTINUING CHALLENGES

- ESTABLISH A GRADUATE SCHOOL OPPORTUNITIES PROGRAM.
- ESTABLISH A NEW LEARNING CENTER.

1998-99 GOALS

- REDUCE THE NUMBER OF EOP STUDENTS DISQUALIFIED BY 10%.
- COMPLETE A COHORT STUDY THAT COMPARES THE RETENTION AND GRADUATION RATES OF THE EOP STUDENTS ADMITTED IN FALL 1992 WITH THE RETENTION AND GRADUATION RATE IN THE CALIFORNIA STATE UNIVERSITY SYSTEM.
- CREATE A FRESHMAN LEARNING COMMUNITY BLOCK PROGRAM FOR 150 INCOMING EXCEPTIONAL ADMIT EOP STUDENTS.
- MAINTAIN STUDENT CONTACTS IN ILE SO THAT 90% OF THE ILE STUDENTS WILL SEE THEIR COUNSELORS THREE TIMES (TWO FOR SPECIAL PROGRAMS) EACH SEMESTER UNLESS THE STUDENTS ARE IN A SPECIAL ESL PROGRAM SUBJECT TO THE DISCRETION OF THE DIRECTOR OF DEVELOPMENTAL WRITING.
- IMPROVE SERVICE TO ILE STUDENTS, THE OFFICE WILL COLLABORATE CLOSELY WITH THE DIRECTOR OF THE DEVELOPMENTAL WRITING IN THE ENGLISH DEPARTMENT AND MEET REGULARLY WITH THE STAFF TO TRAIN AND EXCHANGE INFORMATION.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY \pm .5%.
- ASSESS THE DEPARTMENT'S FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25% BY YEAR-END.
- CONTINUE COLLABORATING WITH FACULTY, DEPARTMENT CHAIRS, CAREER PLANNING AND PLACEMENT, STUDENT SUPPORT SERVICES, EDUCATIONAL EQUITY, MINORITY ENGINEERING PROGRAM, INTERNATIONAL EDUCATION AND EXCHANGE, AND OTHER SPECIAL PROGRAMS TO ENHANCE THE QUALITY OF SERVICES TO STUDENTS.
- REDUCE THE USE OF STUDENT ASSISTANT FUNDS BY 10% AND INCREASE THE USE OF WORK STUDY FUNDS BY 10%.

STUDENT SUPPORT SERVICES

MISSION STATEMENT

THE STUDENT SUPPORT SERVICES (SSS) PROGRAM IS ONE OF THREE PROGRAMS 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 FOR STUDENT SUCCESS.

1997-98 GOALS/ACCOMPLISHMENTS

- TO SELECT AND ENROLL BY OCTOBER 15, 150 PARTICIPANTS WHO MEET THE SELECTION CRITERIA AND WHO WILL BENEFIT FROM THE PROGRAM. THE ENROLLMENT COUNT WILL BE MAINTAINED THROUGHOUT THE PROGRAM CYCLE.
- WITHIN 45 DAYS FROM PROGRAM ENROLLMENT AN INDIVIDUAL EDUCATIONAL PLAN THAT IDENTIFIES STRENGTHS, PERSONAL AND ACADEMIC BARRIERS, AND LAYS OUT A STRATEGY TO OVERCOME THESE BARRIERS, WILL BE DEVELOPED FOR EACH PARTICIPANT.
- ENSURE THAT 100% OF PARTICIPANTS ARE OFFERED AN AID PACKAGE WHICH MEETS THEIR FINANCIAL REQUIREMENTS.
- ENSURE THAT 78% OF EACH YEAR'S PARTICIPANTS WILL ACHIEVE ACADEMIC SUCCESS BY PERSISTING THROUGH THREE CONSECUTIVE SEMESTERS, TAKING A FULL-TIME CLASS LOAD.
- ENSURE THAT 60% OF PARTICIPANTS MAINTAIN A MINIMUM G.P.A. OF 2.5 THROUGHOUT THEIR PARTICIPATION. NINETY PERCENT WILL BE IN ACADEMIC GOOD STANDING AT THE END OF EACH YEAR.
- ASSIST STUDENTS IN DEVELOPING A RELATIONSHIP TO THE UNIVERSITY, THEIR PEERS, AND UNIVERSITY FACULTY. THE STUDENT SUPPORT SERVICES PROGRAM WILL SPONSOR 2 CULTURAL EVENTS, ONE EACH SEMESTER. NINETY PERCENT OF THE PARTICIPANTS WILL ATTEND ONE OR BOTH EVENTS.
- BY AUGUST 1, GENERATE A REPORT ASSESSING THE PROGRAM'S PROGRESS TOWARDS ITS GOALS. THE REPORT WILL CONSIST OF AN EVALUATION OF THE EFFECTIVENESS OF THE PROGRAM'S PLAN OF OPERATION IN BRINGING ABOUT ACADEMIC ACHIEVEMENT WITH THE COMPARISON COHORT. IT WILL ALSO CONTAIN A DISCUSSION OF MODIFICATIONS MADE TO THE PROGRAM UPON THE RECOMMENDATION OF THE EVALUATORS.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP LONG-TERM BUDGETING STRATEGY SO THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY \pm .5%.

Student Affairs

CONTINUING CHALLENGES

- ENSURE THAT 20% OF PARTICIPANTS ACHIEVE ACADEMIC SUCCESS BY GRADUATING AFTER FIVE YEARS; 31% AFTER SIX YEARS.
- ENSURE THAT 100% OF PARTICIPANTS ARE OFFERED AN AID PACKAGE THAT MEETS THEIR FINANCIAL REQUIREMENTS.

1998-99 GOALS

- SELECT AND ENROLL BY OCTOBER 15, 150 PARTICIPANTS WHO MEET THE SELECTION CRITERIA AND WHO WILL BENEFIT FROM THE PROGRAM. THE ENROLLMENT COUNT WILL BE MAINTAINED THROUGHOUT THE PROGRAM CYCLE.
- WITHIN 45 DAYS FROM PROGRAM ENROLLMENT, DEVELOP AN INDIVIDUAL EDUCATIONAL PLAN THAT IDENTIFIES STRENGTHS, PERSONAL AND ACADEMIC BARRIERS, AND LAYS OUT A STRATEGY TO OVERCOME THESE BARRIERS.
- ENSURE THAT 78% OF EACH YEAR'S PARTICIPANTS WILL ACHIEVE ACADEMIC SUCCESS BY PERSISTING THROUGH THREE CONSECUTIVE SEMESTERS, TAKING A FULL-TIME CLASS LOAD.
- ENSURE THAT 60% OF PARTICIPANTS MAINTAIN A MINIMUM GPA OF 2.5 THROUGHOUT THEIR PARTICIPATION. 90% WILL BE IN ACADEMIC GOOD STANDING AT THE END OF EACH YEAR.
- TO ASSIST STUDENTS IN DEVELOPING A RELATIONSHIP TO THE UNIVERSITY, THEIR PEERS, AND UNIVERSITY FACULTY, THE STUDENT SUPPORT SERVICES PROGRAM WILL SPONSOR 2 CULTURAL EVENTS, ONE EACH SEMESTER. 90% OF THE PARTICIPANTS WILL ATTEND AT LEAST ONE EVENT.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY \pm .5%.
- ASSESS THE DEPARTMENT'S FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25% BY YEAR-END.
- BY AUGUST 1, GENERATE A REPORT ASSESSING THE PROGRAM'S PROGRESS TOWARDS ITS GOALS. THE REPORT WILL CONSIST OF AN EVALUATION OF THE EFFECTIVENESS OF THE PROGRAM'S PLAN OF OPERATION IN BRINGING ABOUT ACADEMIC ACHIEVEMENT WITH THE COMPARISON COHORT. IT WILL ALSO CONTAIN A DISCUSSION OF MODIFICATIONS MADE TO THE PROGRAM UPON THE RECOMMENDATION OF THE EVALUATORS.

TESTING SERVICES

MISSION STATEMENT

TESTING SERVICES SUPPORTS THE PREEMINENCE OF LEARNING AT CALIFORNIA STATE UNIVERSITY, FULLERTON BY PROVIDING INFORMATION AND REGISTRATION MATERIALS FOR A NUMBER OF TESTING PROGRAMS, AND BY ADMINISTERING A VARIETY OF STANDARDIZED TESTS TO EVALUATE STUDENT LEARNING AND DEVELOPMENT. THE TESTS INCLUDE THOSE REQUIRED FOR ADMISSION, PLACEMENT AND GRADUATION. STAFF STRIVE TO ARRANGE OPTIMAL CONDITIONS FOR CONVENIENT, ACCESSIBLE AND AFFORDABLE TESTING, AND ACCURATE SCORE REPORTING AND RECORD KEEPING.

TESTING SERVICES SUPPORTS THE COUNSELING SERVICES AVAILABLE THROUGH THE CAREER PLANNING & PLACEMENT CENTER BY ADMINISTERING A VARIETY OF CAREER AND PSYCHOLOGICAL INSTRUMENTS DESIGNED TO HELP STUDENTS GAIN A BETTER UNDERSTANDING OF THEMSELVES, AND OF THEIR ACADEMIC GOALS AND CAREER INTERESTS. THESE INVENTORIES ARE ADMINISTERED INDIVIDUALLY AND IN CLASSROOM SETTINGS, IN RESPONSE TO COUNSELOR OR INSTRUCTOR REFERRALS. RESULTS ARE RETURNED TO COUNSELORS OR INSTRUCTORS FOR INTERPRETATION.

1997-98 GOALS/ACCOMPLISHMENTS

- CONTINUE TO OFFER A VARIETY OF ENTRANCE, PLACEMENT, AND GRADUATION EXAMS STRIVING TO PROVIDE HIGH QUALITY PROGRAMS THAT MEET THE NEEDS OF STUDENTS, FACULTY, AND THE COMMUNITY.
- INCREASE THE NUMBER OF ENTRANCE, PLACEMENT, AND GRADUATION EXAMS ADMINISTERED TO SPECIAL POPULATIONS ON CAMPUS BY 10%.
- IN CONJUNCTION WITH THE OFFICE OF ADMISSIONS AND RECORDS, TESTING SERVICES WILL ASSIST WITH THE IMPLEMENTATION OF EO665 BY ADMINISTERING EXTRA EPT/ELM TESTS, IF NECESSARY.

CONTINUING CHALLENGES

- COORDINATE WITH OTHER SUPPORT PROGRAMS AND UNITS IN THE DIVISION OF STUDENT AFFAIRS TO PROVIDE TESTING SERVICES AND WORKSHOPS THAT ARE BOTH ACADEMICALLY AND DEVELOPMENTALLY RELATED.

1998-99 GOALS

- THE COORDINATOR WILL MAKE AVAILABLE APPROPRIATE TRAINING OPPORTUNITIES FOR THE CLERICAL SUPPORT STAFF BY NOVEMBER 1998.
- IN CONJUNCTION WITH THE OFFICE OF ADMISSIONS AND RECORDS, TESTING SERVICES WILL CONTINUE TO ASSIST WITH THE IMPLEMENTATION OF EO665 BY ADMINISTERING EXTRA EPT/ELM TESTS, AS NEEDED, AND BY REPORTING SYSTEM-WIDE AND NATIONAL TESTING TRENDS.
- DEVELOP A TESTING SERVICES WEB PAGE THAT OFFERS COMPREHENSIVE TESTING INFORMATION IN A CONVENIENT AND ACCESSIBLE MANNER, AND INCLUDES ON-LINE REGISTRATION FOR THE EPT AND ELM, BY SEPTEMBER, 1998.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY \pm .5%.
- THE UNIT WILL ASSESS ITS FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25%.

Student Affairs

STUDENT DIVERSITY PROGRAM

MISSION STATEMENT

THE STUDENT DIVERSITY PROGRAM ADDRESSES THE LOW RETENTION AND GRADUATION RATES OF STUDENT ATHLETES AND OTHER AT-RISK STUDENTS BY IMPROVING THEIR USE OF CAMPUS ACADEMIC SUPPORT SERVICES, AND BY ENHANCING THEIR ACADEMIC DEVELOPMENT AND ACHIEVEMENT THROUGH ADDITIONAL SUPPORT SERVICES TAILORED TO MEET THEIR INDIVIDUAL NEEDS.

1997-98 GOALS/ACCOMPLISHMENTS

- WITH THE ASSISTANCE OF THE ASSOCIATE VICE PRESIDENT DEVELOP A LONG-TERM STRATEGY TO ENSURE THAT THE PROGRAM WILL BALANCE ITS BUDGET BY YEAR END \pm .5% WITH NO OVERRUNS.
- THE PROGRAM WILL INCREASE ITS BUDGET BY 50%.
- DEVELOP SCOPE-OF-WORK (SOW) CLARIFYING SDP SYSTEMIC OPERATIONS.
- DESIGN A 'FAIL-SAFE' PLAN TO MINIMIZE HIGH ATTRITION EXPERIENCED BY 'AT-RISK' STUDENT POPULATION.

CONTINUING CHALLENGES

- INCREASE STUDENT DIVERSITY BY 50%.
- CREATE OUTREACH EFFORTS TO BOND WITH PROFESSIONAL ORGANIZATIONS.

1998-99 GOALS

- ASSIST IN THE DEVELOPMENT AND IMPLEMENTATION PLANS FOR THE MULTICULTURAL STUDENT CENTER (MCSC) OR CROSS-CULTURAL STUDENT CENTER (CCSC).
- ACCELERATE RETENTION EFFORTS BY PLACING CONTINUING AND NEW STUDENTS IN 'CATCH-BACK' PLANS.
- AMPLIFY INTERFACING ACTIVITIES WITH OTHER INSTITUTIONS TO ENSURE CSUF'S PRESTIGE IN THE WORLD OF MULTICULTURALISM;
- IMPROVE RELATIONSHIPS WITH PROFESSIONAL ORGANIZATIONS.
- EXPAND RESOURCE POOL OF PROFESSIONAL AND PARAPROFESSIONAL MENTORS.

ASSIST ENCOURAGE DESIGN PROVIDE HELP CREATE ENSURE FACILITATE CONDUCT ASSUME SERVE ADVOCATE PLAN

STUDENT HEALTH AND COUNSELING CENTER

COUNSELING AND PSYCHOLOGICAL SERVICES

MISSION

- To PARTNER WITH THE STUDENT PATIENT TO PREVENT ILLNESS AND INJURY AND TO PROVIDE AMBULATORY HEALTH CARE SERVICES FOR CALIFORNIA STATE UNIVERSITY, FULLERTON STUDENTS.
- To PROVIDE THE NECESSARY HIGH QUALITY AMBULATORY HEALTH CARE ESSENTIAL TO THE PHYSICAL AND MENTAL WELL-BEING OF STUDENTS.
- To PROVIDE EDUCATION AND COUNSELING RELATIVE TO HEALTHFUL LIFESTYLES ON AN IN-HOUSE AND OUTREACH BASIS TO STUDENTS.
- To PROVIDE MEDICAL EXPERTISE AND ADVICE TO CALIFORNIA STATE UNIVERSITY, FULLERTON PRESIDENT, VICE PRESIDENT FOR STUDENT AFFAIRS, FACULTY AND STAFF.

1997-98 GOALS/ACCOMPLISHMENTS

- THE HEALTH CENTER HAD APPROXIMATELY 32,116 PATIENT VISITS DURING THE 97/98 FISCAL YEAR.
- IN JANUARY 1998, HEALTH CENTER HOURS WERE CHANGED TO ACCOMMODATE THE NEEDS OF THE STUDENT PATIENT POPULATION BY REMAINING OPEN ON FRIDAYS UNTIL 5:00 PM.
- THE PRESIDENT'S ADVISORY BOARD (PAB) APPROVED A PROPOSAL FOR A HEALTH CENTER ADDITION. THIS ADDITION WILL ENHANCE THE FUNCTIONALITY AND SCOPE OF SERVICES OF OUR HEALTH CENTER. THIS ADDITION WILL HAVE A TWO-FOLD PURPOSE. ONE PURPOSE IS TO PROVIDE ADDITIONAL SPACE FOR THE PHYSICAL THERAPY AND REHABILITATIVE MEDICINE DEPARTMENT. THE SECOND PURPOSE IS TO PROVIDE ADEQUATE SPACE FOR THE COUNSELING AND PSYCHOLOGICAL SERVICES DEPARTMENT AND OUR WELLNESS CENTER.
- IMPLEMENTED A COLPOSCOPY CLINIC TO PROVIDE PATIENTS WITH TIMELY AND EFFECTIVE FOLLOW UP CARE.
- NURSE PRACTITIONER STUDENTS FROM UCLA , OPTOMETRY STUDENTS FROM SOUTHERN CALIFORNIA COLLEGE OF OPTOMETRY, AND VOLUNTEER NURSE PRACTITIONERS RECEIVED CLINICAL EXPERIENCE AT THE HEALTH CENTER UNDER THE SUPERVISION OF STAFF PHYSICIANS AND NURSE PRACTITIONERS.
- OVER 3,700 MEASLES, MUMPS, RUBELLA (MMR) IMMUNIZATIONS WERE GIVEN IN THIS FISCAL YEAR.
- TOTAL NUMBERS OF PATIENTS SEEN IN THE LABORATORY FROM JUNE 1, 1997 TO MAY 31, 1998 WERE 7,149.
- THE OTC (OVER-THE-COUNTER) MEDICATION PROGRAM WHICH ALLOWS STUDENTS TO PURCHASE NON-PRESCRIPTION MEDICATIONS DIRECTLY FROM THE PHARMACY. 1,120 OTC MEDICATIONS WERE DISPENSED.
- 2,463 PATIENT VISITS OCCURRED IN THE PHYSICAL THERAPY/REHABILITATIVE MEDICINE DEPARTMENT. ADDITIONALLY, THAT DEPARTMENT ASSISTED OUR ORTHOPEDIC SURGEON AND PODIATRIST WITH 508 PATIENT VISITS. SIX ATHLETIC TRAINING INTERNS COMPLETED CLINICAL ROUNDS IN THE DEPARTMENT UNDER THE DIRECTION OF OUR PHYSICAL THERAPIST AND ATHLETIC TRAINER.
- THE RADIOLOGY DEPARTMENT HAD 1,049 RADIOLOGICAL EXPOSURES ON 1,004 PATIENTS COVERING A VARIETY OF EXAMINATIONS.
- THE FAMILY PLANNING COUNSELOR HAD 515 PATIENT CONTACTS AND GUEST LECTURED IN NINE CLASSES, INCLUDING HEALTH EDUCATION, HUMAN SEXUALITY, ORIENTATION AND NURSING CLASSES FOR THE 97/98 FISCAL YEAR.
- BIMONTHLY CASE CONFERENCES WITH DISABLED STUDENT SERVICES, COUNSELING AND PSYCHOLOGICAL SERVICES, AND WOMEN'S CENTER HAVE ENHANCED OUR SERVICES.
- OVER 1,600 MMR (MEASLES/MUMPS/RUBELLA) IMMUNIZATION VERIFICATION DOCUMENTATIONS WERE BROUGHT INTO THE HEALTH CENTER AND ENTERED INTO SIS+.

CONTINUING CHALLENGES

- CASHIERING HAS BEEN WORKING WITH COMPUTER ANALYST ON AN UPDATED BILLING SYSTEM TO KEEP ACCOUNTS CURRENT.
- CONTINUE TO OFFER DERMATOLOGY SERVICES ONE EVENING A WEEK.
- PROVIDE NUTRITIONAL COUNSELING AND EDUCATION.
- STRIVE TOWARD 80/20-APPOINTMENT/URGENT-CARE SCHEDULE.

1998-99 GOALS

- UPDATE COMPUTERIZATION OF EQUIPMENT INVENTORY IN THE HEALTH CENTER.
- ORGANIZE AND INPUT A LIST OF ALL STUDENTS TESTED FOR HIV INTO COMPUTER.
- FINALIZE A MANUAL FOR STUDENT VOLUNTEER/ASSISTANT, TO INCLUDE A PHLEBOTOMY PROGRAM.
- RESTRUCTURE APPOINTMENT SCHEDULE TO ACCOMMODATE MORE PATIENTS WITH NEW REHABILITATION SPECIALIST.
- INTEGRATE FAMILY PLANNING SERVICES WITH A NEW HEALTH EDUCATION PROGRAM TO BE ESTABLISHED WITH NEW HEALTH EDUCATOR.
- CONTINUE TRAINING PROGRAM AND UPGRADE TO INCLUDE PSYCHIATRIC RESIDENTS, WHO ARE LICENSED PHYSICIANS. PSYCHOLOGY INTERNS AND NURSE PRACTITIONERS ARE PERMITTED IN TRAINING PROGRAM UNDER A VOLUNTEER STATUS.
- ESTABLISH WRITTEN PROTOCOL FOR RECEPTIONIST, REGISTERED NURSE, AND TRIAGE ADVICE NURSE, FOR TELEPHONE TRIAGE.
- INCREASE OUR EXPOSURE IN THE COMMUNITY AND ON CAMPUS BY PROVIDING GROUP PSYCHOTHERAPY, ATTENTION DEFICIT TESTING, LECTURES, AND "BROWN BAG" QUESTION AND ANSWER SESSIONS.

COUNSELING AND PSYCHOLOGICAL SERVICES

MISSION STATEMENT

IN SUPPORT OF THE UNIVERSITY'S COMMITMENT TO BE A COMMUNITY WHERE LEARNING IS PREEMINENT, THE COUNSELING AND PSYCHOLOGICAL SERVICES STAFF IS DEDICATED TO PROVIDING HIGH QUALITY AND EFFECTIVE PSYCHOLOGICAL COUNSELING AND BRIEF PSYCHOTHERAPY TO REGISTERED STUDENTS WHO ARE FACING PROBLEMS IN THEIR LIVES, THEIR STUDIES, AND THEIR RELATIONSHIPS. THE ULTIMATE OBJECTIVE OF CAPS IS TO CONTRIBUTE IN A SIGNIFICANT WAY TO STUDENT LEARNING AND TO THE DEVELOPMENT OF OUR STUDENTS AS EFFECTIVE, MATURE, AND RESPONSIBLE ADULTS.

1997-98 GOALS/ACCOMPLISHMENTS

- ESTABLISH A NEW STUDENT PSYCHOLOGICAL COUNSELING SERVICE WITHIN STUDENT AFFAIRS, SEPARATE FROM CAREER PLANNING AND PLACEMENT SERVICES BUT LINKED TO THE STUDENT HEALTH AND COUNSELING CENTER AS A SUB-UNIT OR "SATELLITE."
- MAKE THE NECESSARY PHYSICAL, BUDGETARY, PROCEDURAL AND PERSONNEL CHANGES TO ENABLE THE UNIT TO BEGIN FUNCTIONING AS A SEPARATE COUNSELING SERVICE (CAPS). MAINTAIN AND EXPAND THE INDIVIDUAL COUNSELING SERVICES ALREADY UNDERWAY AND CONTINUE THE WORKSHOP AND SUPPORT GROUP PROGRAM FROM PREVIOUS SEMESTERS. HIRE A REGULAR AND BACKUP RECEPTIONIST AND DESIGN AND CONSTRUCT AN APPROPRIATE RECEPTION AND CLIENT WAITING AREA. UPDATE AND REFINE CRISIS INTERVENTION/ URGENT ASSESSMENT STAFFING, PROTOCOLS AND PROCEDURES.
- INITIATE AND EXPAND COLLABORATIVE, COOPERATIVE, AND INTEGRATIVE MEASURES BETWEEN CAPS PROFESSIONAL COUNSELORS AND HEALTH CENTER PROVIDERS. IN PARTICULAR, BEGIN JOINT STAFF MEETINGS, CASE CONFERENCES, AND PROFESSIONAL DEVELOPMENT AND TRAINING SESSIONS INVOLVING CAPS COUNSELORS AND THE HEALTH CENTER PSYCHIATRIST AND HIS PSYCHOLOGICAL ASSISTANTS.
- ESTABLISH REGULAR AND FREQUENT OPPORTUNITIES FOR PROFESSIONAL, CLINICAL CONSULTATION AND CASE REVIEW AMONG CAPS COUNSELORS; IN PARTICULAR, INCREASE STAFF CONSULTATION AVAILABILITY OF THE PART-TIME LICENSED CLINICAL PSYCHOLOGIST, DR. NILES.
- PREPARE POSITION DESCRIPTION FOR A CAPS DIRECTOR, CONDUCT A SEARCH AND HIRE AN EXPERIENCED, LICENSED PSYCHOLOGIST INTO THIS POSITION.
- REVIEW RECEPTION AND INTAKE ASSESSMENT PROCEDURES AND FORMS AND MAKE NECESSARY CHANGES AND IMPROVEMENTS.
- DEVELOP AND IMPLEMENT A TRAINING PROGRAM FOR THE RECEPTIONIST AND STUDENT ASSISTANT STAFF, INCLUDING CRISIS MANAGEMENT AND EMERGENCY REFERRAL PROCEDURES.

CONTINUING CHALLENGES

HIRE AN EXPERIENCED AND TALENTED DIRECTOR OF CAPS.

1998-99 GOAL

- CONDUCT A NATIONAL SEARCH FOR AND HIRE A COMPETENT DIRECTOR.
- DEVELOP AND IMPLEMENT AN ACTIVE AND EFFECTIVE PROMOTION AND PUBLICITY CAMPAIGN FOR CAPS TO INFORM THE CAMPUS COMMUNITY OF THE AVAILABILITY AND SERVICES OF THE PSYCHOLOGICAL COUNSELING OFFICE. THIS WILL INCLUDE THE DESIGN AND DISTRIBUTION OF AN ATTRACTIVE AND INFORMATIVE CAPS BROCHURE.
- EXPAND THE COLLABORATIVE PROGRAMS BEGUN IN THE SPRING INVOLVING THE HEALTH AND COUNSELING CENTER PSYCHIATRIC STAFF AND THE CAPS COUNSELING STAFF, INCLUDING JOINT CASE CONFERENCES AND PROFESSIONAL DEVELOPMENT IN-SERVICE TRAINING.
- IMPROVE AND ENHANCE THE CLINICAL ASSESSMENT AND DIAGNOSTIC SKILLS OF COUNSELORS THROUGH ADDITIONAL TRAINING PROGRAMS; EVALUATE AND IMPROVE INTAKE, ASSESSMENT AND CRISIS INTERVENTION PROCEDURES; CONSIDER THE DESIGN OF A SPECIAL INTAKE OR TRIAGE PROCESS WHEREBY COUNSELORS ROTATE ON "INTAKE ASSESSMENT" TO DETERMINE THE MOST APPROPRIATE COUNSELOR FOR AN INDIVIDUAL CLIENT.
- DEVELOP A PLAN FOR A SUPERVISED PROFESSIONAL INTERNSHIP PROGRAM AT THE MASTERS, AND PRE- AND POST-DOCTORAL LEVELS, WHICH ULTIMATELY CAN QUALIFY FOR ACCREDITATION BY THE AMERICAN PSYCHOLOGICAL ASSOCIATION. SUCH A PROGRAM WOULD INCREASE SERVICE AVAILABILITY BY ADDING COUNSELING TRAINEES AND INTERNS TO THE STAFF AS WELL AS PROVIDE OPPORTUNITIES FOR SUPERVISION AND TRAINING ON THE PART OF THE SENIOR STAFF.

STUDENT AFFAIRS RESEARCH CENTER

ASSIST ENCOURAGE DESIGN PROVIDE HELP CREATE ENSURE FACILITATE CONDUCT ASSUME SERVE ADVOCATE PLAN

Student Affairs

MISSION STATEMENT

THE MISSION OF THE STUDENT AFFAIRS RESEARCH CENTER IS TO PROVIDE LEADERSHIP IN THE PERFORMANCE OF QUALITY RESEARCH ON STUDENTS. THE CENTER IS A RESOURCE FOR INFORMATION ABOUT STUDENTS AND PERFORMS AND SUPPORTS SECONDARY AND PRIMARY RESEARCH OF ALL FORMS ABOUT STUDENTS. THIS INCLUDES INFORMATION GAINED BY ALL FORMS OF SURVEY RESEARCH, CAMPUS CLIMATE ASSESSMENT, QUALITATIVE RESEARCH INCLUDING FOCUS GROUPS, AND SECONDARY DATA ANALYSIS, SUCH AS RECORDS REVIEW AND DATABASE ANALYSES. THE STUDENT AFFAIRS RESEARCH CENTER ALSO PROVIDES CONSULTATION ON SURVEY RESEARCH, INSTRUMENT SELECTION, AND DEVELOPMENT.

1997-98 GOALS/ACCOMPLISHMENTS

- PLANNED AND ESTABLISHED THE NEW STUDENT AFFAIRS RESEARCH CENTER.
- PERFORMED SEVERAL RESEARCH AND EVALUATION STUDIES INCLUDING:
 - SELF-STUDY: CAS STANDARDS EVALUATIONS
 - INFORMATION TECHNOLOGY SKILLS CENSUS
 - CAMPUS CLIMATE SURVEY, DEC. 1997
 - CAMPUS CLIMATE SURVEY, FEB. 1998
 - FRESHMEN SURVEY, SUMMER 1998 (HERI/CIRP)
- SUPPORTED WASC COMMITTEE ASSESSMENT ON LEARNING CLIMATE AND PHYSICAL CLIMATE
- CATALOGUED ASSESSMENT ACTIVITIES IN STUDENT AFFAIRS
- PROVIDED SUPPORT FOR RESEARCHERS BOTH IN AND OUT OF STUDENT AFFAIRS

CONTINUING CHALLENGES

- ONGOING RESEARCH:
 - FRESHMAN SURVEY (HERI/CIRP)
 - POSTTEST ON COMPUTER AND INFORMATION TECHNOLOGY SKILLS FOR STUDENT AFFAIRS STAFF
 - "FRESHMEN V. SOPHOMORES: HOW ARE THEY TREATED?"
 - "NIGHT VS. DAY STUDENTS: HOW ARE THEY TREATED?"
 - SENSE OF COMMUNITY

1998-99 GOALS

- COORDINATE RESEARCH, EVALUATION, AND ASSESSMENT CURRENTLY PERFORMED IN STUDENT AFFAIRS UNITS.
- COORDINATE TRAINING IN SPSS VERSION 8.0.
- PROVIDE TRAINING IN RESEARCH METHODS.
- ESTABLISH DATABASE ABSTRACTION ABILITY.
- HIRE RESEARCH ASSOCIATE.
- FINISH WWW PAGE WITH LINKS TO INFORMATION ON STUDENTS AND "CLICKABLE" LINKS TO ALL CSU FULLERTON STUDENT AFFAIRS RESEARCH CENTER RESEARCH REPORTS AND DATA SETS.
- DEVELOP STRONG LINKS WITH THE OFFICE OF ANALYTICAL STUDIES, SOCIAL SCIENCE RESEARCH CENTER, AND OTHER CAMPUS RESEARCH ENTITIES IN THE DEVELOPMENT OF A STUDENT-FOCUSED RESEARCH AGENDA.

UNIVERSITY OUTREACH

UNIVERSITY OUTREACH IS COMPRISED OF THE FOLLOWING OFFICES: EDUCATIONAL TALENT SEARCH, UNIVERSITY OUTREACH, AND UPWARD BOUND.

EDUCATIONAL TALENT SEARCH

MISSION STATEMENT

THE PURSUIT OF HIGHER EDUCATION IS PARAMOUNT TO THE EDUCATIONAL TALENT SEARCH PROGRAM (ETSP) AT CALIFORNIA STATE UNIVERSITY, FULLERTON. ETSP OFFERS SUPERIOR OUTREACH SERVICES AND KNOWLEDGEABLE STAFF TO ENSURE THAT QUALIFIED YOUTH WITH POTENTIAL FOR EDUCATION AT THE POST-SECONDARY LEVEL COMPLETE SECONDARY SCHOOL AND UNDERTAKE A PROGRAM OF POST-SECONDARY EDUCATION.

ETSP STRIVES TO PROVIDE SERVICES THAT ARE CONDUCIVE TO THE PREEMINENCE OF LEARNING IN STUDENTS' LIVES. THROUGH ACADEMIC AND PERSONAL COUNSELING, TUTORING, ASSISTANCE WITH COMPLETING APPLICATIONS FOR COLLEGE ADMISSIONS, FINANCIAL AID, COLLEGE ENTRANCE EXAMS, CAREER FAIRS/CULTURAL ACTIVITIES, AND FIELD TRIPS TO COLLEGE CAMPUSES, STUDENTS DEVELOP THE SKILLS AND OBTAIN THE INFORMATION NEEDED TO SUCCESSFULLY GRADUATE FROM SECONDARY SCHOOL AND ENTER A POST-SECONDARY INSTITUTION.

1997-98 GOALS/ACCOMPLISHMENTS

- IDENTIFY 800 QUALIFIED YOUTH FROM 11-27 YEARS OF AGE, CONSISTING OF 250 6TH THROUGH 8TH GRADERS, 500 9TH THROUGH 12TH GRADERS, AND 50 REENTRY STUDENTS.
- BY NOVEMBER 30, ALL PARTICIPANTS' PERSONAL, AND ACADEMIC NEEDS WILL BE ASSESSED AND INDIVIDUAL LEARNING PLANS PREPARED.
- PUBLICIZE THE AVAILABILITY OF STUDENT FINANCIAL AID, AND ASSIST PARTICIPANTS TO COMPLETE THE FAFSA AND SCHOLARSHIP APPLICATIONS.
- ENCOURAGE AND ASSIST AT LEAST 50 INDIVIDUALS THAT DID NOT COMPLETE SECONDARY EDUCATION TO PASS THEIR GED AND/OR ENTER POST-SECONDARY EDUCATION AT A COMMUNITY COLLEGE.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR-END BY $\pm .5\%$.
- ENSURE THAT THE TRANSFER OF PARTICIPANT DATA TO A NEW SOFTWARE PACKAGE WILL MAKE POSSIBLE THE EFFICIENT COLLECTION AND ANALYSIS OF PERFORMANCE DATA REQUIRED BY THE GRANT PROPOSAL AND THE US DEPARTMENT OF EDUCATION.
- WITH THE APPROVAL OF THE SAS/UC DIRECTOR, UPDATE THE US DEPARTMENT OF EDUCATION CONCERNING ANY MAJOR MODIFICATIONS OF THE GUIDING GRANT PROPOSAL.
- EVALUATE THE CURRENT STATE OF COLLABORATION AMONG TALENT SEARCH STAFF MEMBERS. IF NECESSARY, DESIGN AND IMPLEMENT GUIDELINES AND PROCEDURES TO ENSURE THAT COLLABORATION AMONG TALENT SEARCH STAFF IS THE RULE RATHER THAN THE EXCEPTION.
- CONDUCT A THOROUGH REVIEW OF THE UNIT'S MAINTENANCE OF PARTICIPANT RECORDS TO ENSURE THE PROGRAM IS IN FULL COMPLIANCE WITH US DEPARTMENT OF EDUCATION REGULATIONS AND PROGRAM REQUIREMENTS.

CONTINUING CHALLENGES

- ENCOURAGE AND FACILITATE THE PARTICIPATION OF PARENTS IN THE TALENT SEARCH PROGRAM AND IN THEIR CHILDREN'S EDUCATION THROUGH A SATURDAY COMPONENT MODELED AFTER THE FORMER CSUD UNIVERSIDAD DE LA FAMILIA PROGRAM.
- PROGRAM STAFF WILL ASSIST WITH INTERVENTION STRATEGIES RESULTING IN ADVANCING 95% OF 6TH THROUGH 11TH GRADERS TO THE NEXT GRADE, GRADUATING 90% OF THE 12TH GRADERS, AND ENROLLING 75% OF THE GRADUATION SENIORS IN POST-SECONDARY EDUCATION.

1998-99 GOALS

- IDENTIFY 800 QUALIFIED YOUTH FROM 11-27 YEARS OF AGE. THE PARTICIPANTS WILL CONSIST OF 250 6TH THROUGH 8TH GRADERS, 500 9TH THROUGH 12TH GRADERS, AND 50 REENTRY STUDENTS.
- BY JUNE 30TH, ALL PARTICIPANTS' PERSONAL AND ACADEMIC NEEDS WILL BE ASSESSED AND INDIVIDUAL LEARNING PLANS PREPARED.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY $\pm .5\%$.
- PROGRAM STAFF WILL ASSIST EACH OF THE 50 ELIGIBLE PARTICIPANTS WHO HAVE NOT COMPLETED SECONDARY OR POST-SECONDARY EDUCATION IN APPLYING FOR FINANCIAL AID.
- FROM JANUARY THROUGH APRIL OF EACH YEAR, PROGRAM STAFF WILL PROVIDE ALL PARTICIPANTS AND THEIR PARENTS WITH INFORMATION ON THE REQUIREMENTS AND OPPORTUNITIES FOR FINANCIAL AID, SCHOLARSHIPS, AND FINANCIAL PLANNING FOR HIGHER EDUCATION.
- PROGRAM STAFF WILL ASSIST 100% OF POST-SECONDARY ELIGIBLE PARTICIPANTS IN APPLYING FOR FINANCIAL ASSISTANCE.
- DURING THE PROGRAM YEAR ENDING ON EACH AUGUST 31, PROGRAM STAFF WILL ASSIST WITH INTERVENTION STRATEGIES RESULTING IN ADVANCING 95% OF THE 6TH TO 11TH GRADERS TO THE NEXT GRADE LEVEL, GRADUATING 90% OF THE 12TH GRADERS, AND ENROLLING 75% OF THE GRADUATING SENIORS IN POST-SECONDARY EDUCATION.
- PROGRAM STAFF WILL COUNSEL AND REFER EACH OF THE 50 PARTICIPANTS WHO HAVE NOT COMPLETED SECONDARY OR POST-SECONDARY EDUCATION TO THE APPROPRIATE AGENCIES TO REMEDY ANY EXISTING ACADEMIC DEFICIENCIES. THIS WILL RESULT IN 65% COMPLETING HIGH SCHOOL EQUIVALENCY OR RE-ENROLLING IN POST-SECONDARY EDUCATION.
- BY NOVEMBER 30, 1998, DEVELOP AN ACCEPTABLE PLAN TO PHASE OUT THE EDUCATIONAL TALENT SEARCH PROGRAM.

UNIVERSITY OUTREACH

MISSION STATEMENT

THE MISSION OF UNIVERSITY OUTREACH IS TO IDENTIFY AND ATTRACT PROSPECTIVE STUDENTS FOR ADMISSION TO CAL STATE FULLERTON. TO ACCOMPLISH THIS MISSION, UNIVERSITY OUTREACH PROVIDES SERVICES THAT INCLUDE PRE-ADMISSIONS, HIGHER EDUCATION AWARENESS TO STUDENTS, PARENTS, AND SCHOOL COUNSELORS, CSU AND CSUF PRESENTATIONS, APPLICATION WORKSHOPS, STUDENT SUPPORT SERVICES, AND THE DISSEMINATION OF INFORMATION TO THE GENERAL PUBLIC AND COMMUNITY ABOUT THE UNIVERSITY'S ADMISSION PROCESS AND PROCEDURE. UNIVERSITY OUTREACH ALSO HOSTS PROGRAMS DESIGNED TO MOTIVATE AND ENCOURAGE STUDENTS TO PURSUE POST-SECONDARY OPTIONS.

1997-98 GOALS/ACCOMPLISHMENTS

- INCREASE THE NUMBER OF UNDERGRADUATE APPLICATIONS FOR FALL 1998 BY 5%. THIS GOAL SUPPORTS THE UNIVERSITY GOAL TO PROVIDE AS MANY STUDENTS AS POSSIBLE WITH THE OPPORTUNITY TO ATTEND CSUF.
- EVALUATE THE UNIT'S PERFORMANCE BY SURVEYING PARTICIPANTS IN THE DEVELOPMENTAL PROGRAMS. THE DATA WILL BE COMPARED TO HISTORICAL DATA ON FILE. THIS INFORMATION WILL ASSIST IN DETERMINING HOW TO BETTER SERVE OUR MANY CONSTITUENCIES.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY $\pm .5\%$. THIS GOAL SUPPORTS THE UNIVERSITY MISSION TO ASSESS ACTIVITIES AND PROGRAMS TO ENSURE PROBLEMS AND CHALLENGES ARE IDENTIFIED.

CONTINUING CHALLENGES

- CONTINUE AND STRENGTHEN THE UNIT'S MANY PARTNERSHIPS WITH LOCAL EDUCATIONAL INSTITUTIONS TO MAXIMIZE THE EFFICIENT USE OF RESOURCES AND ENHANCE THE OPPORTUNITIES FOR ALL LEARNERS.

1998-99 GOALS

- INCREASE THE NUMBER OF UNDERGRADUATE APPLICATIONS FOR FALL 1999 BY 5%.
- INCREASE THE PARTICIPATION OF DEVELOPMENTAL PROGRAMS BY 5%.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY $\pm .5\%$.
- ASSESS THE DEPARTMENT'S FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25% BY YEAR-END.
- INCREASE THE NUMBER OF APPLICATIONS FROM AFRICAN AMERICANS BY 5% FOR THE FALL OF 1999.

Student Affairs

UPWARD BOUND

MISSION STATEMENT

UPWARD BOUND IS A FEDERALLY-FUNDED, COMPREHENSIVE EDUCATIONAL PROGRAM DESIGNED TO ASSIST 50 LOW-INCOME AND FIRST-GENERATION STUDENTS IN ACQUIRING THE SKILLS AND MOTIVATION NECESSARY TO COMPLETE A PROGRAM OF SECONDARY EDUCATION AND TO ENTER AND SUCCEED IN A PROGRAM OF POST-SECONDARY EDUCATION. PARTICIPANTS ARE SELECTED FROM THE SANTA ANA UNIFIED SCHOOL DISTRICT AND PARTICIPATE IN ACADEMIC-YEAR AND SUMMER ACTIVITIES.

1997-98 GOALS/ACCOMPLISHMENTS

- 80% OF UPWARD BOUND PARTICIPANTS ENROLLED AT LEAST ONE YEAR WILL MAINTAIN A GPA OF 2.0 OR ABOVE; 85% OF PARTICIPANTS ENROLLED AT LEAST TWO YEARS WILL MAINTAIN A 2.5 GPA; 90% OF PARTICIPANTS ENROLLED AT LEAST THREE YEARS WILL MAINTAIN A 3.0 GPA.
- 90% OF LIMITED ENGLISH PROFICIENT (LEP) STUDENTS ENROLLED IN UPWARD BOUND AT LEAST ONE YEAR WILL MOVE TO THE NEXT LEVEL OF ENGLISH LANGUAGE DEVELOPMENT, AND MAINTAIN A GPA OF 2.5 GPA OR HIGHER, IN CORE ENGLISH CLASSES.
- 90% OF PARTICIPANTS ENROLLED AT LEAST ONE YEAR IN UPWARD BOUND WILL SCORE AT OR ABOVE AVERAGE ON STANDARDIZED STATE ACHIEVEMENT EXAMS ADMINISTERED AT THE PARTNER HIGH SCHOOLS.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY $\pm .5\%$.

CONTINUING CHALLENGES

- 95% OF PARTICIPANTS WILL GRADUATE FROM HIGH SCHOOL.
- 90% OF PARTICIPANTS WILL ENTER INTO POST-SECONDARY EDUCATION.

1998-99 GOALS

- 80% OF UPWARD BOUND PARTICIPANTS ENROLLED AT LEAST ONE YEAR WILL MAINTAIN A GPA OF 2.0 OR ABOVE; 85% OF PARTICIPANTS ENROLLED AT LEAST TWO YEARS WILL MAINTAIN A 2.5 GPA; 90% OF PARTICIPANTS ENROLLED AT LEAST THREE YEARS WILL MAINTAIN A 3.0 GPA.
- 90% OF LIMITED ENGLISH PROFICIENT (LEP) STUDENTS ENROLLED IN UPWARD BOUND AT LEAST ONE YEAR WILL MOVE TO THE NEXT LEVEL OF ENGLISH LANGUAGE DEVELOPMENT, AND MAINTAIN A 2.5 GPA, OR HIGHER, IN CORE ENGLISH CLASSES.
- 90% OF PARTICIPANTS ENROLLED AT LEAST ONE YEAR IN UPWARD BOUND WILL SCORE AT OR ABOVE AVERAGE ON STANDARDIZED STATE ACHIEVEMENT EXAMS ADMINISTERED AT THE TARGET HIGH SCHOOLS.
- BALANCE THE BUDGET AT THE END OF THE YEAR BY $\pm .5\%$.
- THE UNIT WILL ASSESS ITS FUNDRAISING ACTIVITIES AND IMPLEMENT A STRATEGY TO INCREASE THE AMOUNT OF FUNDS RAISED BY 25%.

Annual Report

WOMEN'S CENTER/ADULT RE-ENTRY

WOMEN'S CENTER

MISSION STATEMENT

THE WOMEN'S CENTER AT CALIFORNIA STATE UNIVERSITY FULLERTON IS DEDICATED TO ISSUES OF GENDER EQUITY ON THE CAMPUS AND THE SURROUNDING COMMUNITY. THE CENTER'S MISSION IS TO DISSEMINATE INFORMATION ON THE STATUS OF WOMEN AND MEN IN SOCIETY TODAY, TO FOSTER AN ENVIRONMENT TO ENHANCE GENDER KNOWLEDGE AND AWARENESS, AND TO FOCUS ON THE ELIMINATION OF STEREOTYPES, INCLUDING RACIAL, GENDER, SEXUAL ORIENTATION, AGE AND SOCIOECONOMIC STATUS. INTELLECTUAL/EMOTIONAL DEVELOPMENT, GROWTH, AND SUPPORT OF THE STUDENT BODY AT CSUF ARE IMPLICIT IN ALL OF THE CENTER'S GOALS.

1997-98 GOALS/ACCOMPLISHMENTS

- INCREASE SERVICE PROVISION AND DEPARTMENTAL EFFECTIVENESS VIA THE HIRING OF AN ASSOCIATE DIRECTOR.
- PURCHASE EQUIPMENT TO PROVIDE MODERN FACILITIES FOR CENTER.
- INCREASE OUTREACH EFFORTS BY 100%.
- STRENGTHEN THE LINKS TO ACADEMIC AFFAIRS BY 10% BY INCREASING THE NUMBER OF CO-SPONSORED EVENTS.

CONTINUING CHALLENGES

- PREPARE AN ARTICLE FOR PUBLICATION ON WOMEN'S CENTERS/ADULT RE-ENTRY CENTERS IN THE YEAR 2000.

1998-99 GOALS

- DEVELOP, ADMINISTER, ANALYZE, AND REPORT ON A SURVEY OF CHOSEN CAREER PATHS FOR HUMAN SERVICE, ADULT LEARNERS WHO HAVE GRADUATED FROM CSUF.
- PLAN AND HOST A GRADUATION EVENT SPONSORED BY THE WOMEN'S CENTER AND AAUW FOR MAY 1999 FOR 75 STUDENTS AND THEIR FAMILIES, WITH A FOCUS ON DIVERSE POPULATIONS.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT BALANCES ITS BUDGET AT YEAR END BY \pm .5%.
- ASSESS FUNDRAISING ACTIVITIES AND INCREASE FUNDS RAISED BY 25%.
- INCREASE PROGRAMMING AND RESOURCES FOR WOMEN OF COLOR BY 20% OVER LAST YEAR, RESULTING IN A 100% INCREASE IN CENTER DIVERSITY.
- IN CONCERT WITH THE WOMEN'S CENTER'S CHICANA RESOURCE CENTER, PROVIDE A MOTHER AND DAUGHTER LUNCHEON IN CELEBRATION OF THE CHICANA STUDENT ON CAMPUS.

ADULT RE-ENTRY

MISSION STATEMENT

THE ADULT REENTRY CENTER AT CALIFORNIA STATE UNIVERSITY FULLERTON IS DEDICATED TO MEETING THE EDUCATIONAL NEEDS OF THE ADULT LEARNER. THE CENTER'S MISSION IS TO PROVIDE SUPPORT SERVICES TO STUDENTS WHO ARE 25 YEARS OF AGE OR OLDER WHO ARE RETURNING TO THE COLLEGE ENVIRONMENT, AS WELL AS TO THOSE STUDENTS WHO HAVE MULTIPLE RESPONSIBILITIES, ONLY ONE OF WHICH IS THAT OF BEING A STUDENT. THE CENTER ALSO SERVES AS A RESOURCE TO THE CSUF COMMUNITY IN PROVIDING AN EDUCATIONAL ENVIRONMENT FOR ADULT LEARNERS' SUCCESS AND RETENTION.

1997-98 GOALS/ACCOMPLISHMENTS

- MAINTAIN APPOINTMENT TIMES FOR PERMISSION ADVISEMENT AND CURRENTLY ENROLLED STUDENTS.
- ASSESS THE NEEDS AND PROFILE THE POPULATION OF NON-TRADITIONAL STUDENTS AT CSUF.
- PROVIDE SUPPORT SERVICES TO ADULT STUDENTS ASSOCIATED WITH THE NEWLY ESTABLISHED CALWORKS PROGRAM.

Student Affairs

CONTINUING CHALLENGES

INCREASE THE VISIBILITY AND UTILIZATION OF THE CENTER'S SERVICES TO POTENTIAL STUDENTS, CURRENTLY ENROLLED STUDENTS, CSUF ADMINISTRATION, FACULTY, AND STAFF, AND SURROUNDING COMMUNITY MEMBERS.

1998-99 GOALS

- PUBLISH THE RESULTS AND ANALYSIS OF THE FUNDED RETENTION SURVEYS TO THE CSUF COMMUNITY, AND PRESENT AT PROFESSIONAL CONFERENCES. PREPARE THE RESULTS FOR PUBLICATION IN A PROFESSIONAL JOURNAL.
- INCREASE THE USAGE OF ADULT REENTRY CENTER SERVICES BY 30%.
- INCREASE COMMUNICATION WITH CURRENT UNDERGRADUATE STUDENTS AGE 25+ AND GRADUATE STUDENTS AGE 30+ BY 75% THROUGH THE DISTRIBUTION OF A MONTHLY NEWSLETTER.
- INCREASE INTERNSHIP PARTICIPATION BY 30%.
- IMPLEMENT A TRACKING SYSTEM FOR OUTCOME ASSESSMENT AND RETENTION PROGRAMMING FOR ADULT LEARNERS.
- PROVIDE OUTREACH PRESENTATIONS TO COMMUNITY GROUPS, THEREBY REDUCING THE APPOINTMENT WAIT TIME BY 20%.
- INCREASE PARTICIPATION IN COLLABORATIVE CAMPUS PROJECTS BY 20%.
- WITH THE ASSISTANCE OF THE BUDGET OFFICE, DEVELOP A LONG-TERM BUDGETING STRATEGY TO ENSURE THAT THE UNIT WILL BALANCE ITS BUDGET AT YEAR END BY $\pm 5\%$.
- ASSESS FUNDRAISING ACTIVITIES AND INCREASE FUNDS RAISED BY 25%.
- DESIGN UNIVERSITY 200 COURSES FOR THE SPRING 1999 TO PROVIDE FORTY RE-ENTRY STUDENTS WITH AN EFFECTIVE ORIENTATION TO THE EDUCATION EXPERIENCE.

ACKNOWLEDGEMENTS

SPECIAL THANKS TO ALL DEANS, DIRECTORS, AND COORDINATORS FOR THEIR HELP IN COMPILING THIS REPORT. VERY SPECIAL THANKS TO DEAN HARRIS FOR HIS ASSISTANCE IN WRITING THE FINAL DOCUMENT AND TO VERN PADGETT FOR HIS HELP IN PROOFREADING THE DOCUMENT. THANKS ALSO TO EDWARD B. SALAS FOR HIS ASSISTANCE WITH GRAPHICS AND LAYOUT. FOR MORE INFORMATION ON THIS ANNUAL REPORT, CONTACT KANDY MINK, ASSISTANT VICE PRESIDENT FOR STUDENT AFFAIRS, (714) 278-3221, OR VIA EMAIL AT KMINK@FULLERTON.EDU.

