

Vice President for Student Affairs Office

Associated Students, Inc.

Career Planning and Placement Center

Counseling and Psychological Services

Dean of Students

Disabled Student Services

Financial Aid

Guardian Scholars Program

Honors and Scholars Support Services



STUDENT AFFAIRS ANNUAL REPORT

2003-2004

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





C A L S T A T E
FULLERTON

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

September 2004

Dear Reader:

Despite budget challenges it has been a solid year of accomplishments and achievements in Student Affairs. 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 2004-2005. In this 2003-2004 Annual Report, you will read about the many activities that have been undertaken over the past year by the departments in Student Affairs and by the organization as a whole. This Student Affairs Annual Report includes the executive summary of each department's full text annual report; for more detailed information, contact the Vice President for Student Affairs Office, Langsdorf Hall 805, 714-278-3221.

I appreciate the excellent contributions made by the directors and staff in each department. I believe that Student Affairs at Cal State Fullerton remains among the nation's best in providing quality student services, excellent educational programs, and caring and skilled assistance from staff members. Please take the time to read about our accomplishments of the past year and about our goals for 2004-2005. We are pleased to share this information with you.

Sincerely,

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

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

Front Cover Pictures: 2004 College World Series, Omaha, Nebraska; and various student activities in the quad. Congratulations to the Titans, the 2004 NCAA Baseball Champions.

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
LANGSDORF HALL 805
714.278.3221

Vice President for Student Affairs

Robert L. Palmer
rlpalmer@fullerton.edu

Associate Vice President

Howard Wang
hwang@fullerton.edu

Associate Vice President

Silas H. Abrego
sabrego@fullerton.edu

Assistant Vice President

Karen J. Wall
Langsdorf Hall 206
kwall@fullerton.edu

STUDENT AFFAIRS OFFICES

Associated Students, Inc.

Executive Director
Harvey McKee
Administration Offices
Titan Student Union 218
714.278.2401
hmckee@fullerton.edu

**Career Planning & Placement
Center**

Director
Jim Case
Langsdorf Hall 208
714.278.3121
jcase@fullerton.edu

Associated Students, Inc.

President 2003-2004
L. Matthew Martinez
Student Government Executive Offices
Titan Student Union 207
714.278.4222
aspresident@fullerton.edu

**Counseling & Psychological
Services**

Director
Robert Aylmer
Student Health Center East 116
714.278.3040
raylmer@fullerton.edu

Associated Students Titan Student Union

Director
Kurt Borsting
Titan Student Union 218
714.278.2401
kborsting@fullerton.edu

Dean of Students Office

Dean
Kandy Mink
Titan Student Union 235
714.278.3211
kmink@fullerton.edu

Disabled Student Services

Director
Paul Miller
University Hall 101
714.278.3117
pmiller@fullerton.edu

Intercollegiate Athletics

Associate Athletic Director
Vacant
Titan House 102
714.278.2777

Financial Aid

Director
Deborah McCracken
University Hall 146
714.278.3128
dmccracken@fullerton.edu

International Education & Exchange

Director
Robert Ericksen
University Hall 244
714.278.2787
bericksen@fullerton.edu

Guardian Scholars Program

Director
Jenny Vinopal
Commons 120
714.278.4900
jvinopal@fullerton.edu

Student Academic Services

Director
Jeremiah Moore
University Hall 138
714.278.2484
jmoore@fullerton.edu

Honors & Scholars Support Services

Director
Ryan Alcantara
Pollak Library North 120
714.278.7440
ralcantara@fullerton.edu

Student Health & Counseling Center

Executive Director (Acting)
Howard Wang
Student Health Center 127
714.278.2822
hwang@fullerton.edu

Housing & Residence Life

Director
Darlene Stevenson
NSM-Admin
714.278.2168
[dstevenson@fullerton.edu](mailto:d Stevenson@fullerton.edu)

University Learning Center

Director
Fran Zareh-Smith
McCarthy Hall 78B
714.278.4349
fzareh-smith@fullerton.edu

Intercollegiate Athletics

Director
Brian Quinn
Titan House 103
714.278.2777
bquinn@fullerton.edu

Women's Center/Adult Re-entry

Director
Barbara McDowell
University Hall 205
714.278.3928
bmcdowell@fullerton.edu

ASSISTANT DEANS FOR STUDENT AFFAIRS

College of the Arts

Dean Harris (Acting)
Visual Arts 199C
714.278.3255
dharris@fullerton.edu

College of Human Development & Community Service

Nancee Wright
Education Classroom 323
714.278.4161
nwright@fullerton.edu

College of Business Administration & Economics

Lea Beth Lewis
Langsdorf Hall 700J
714.278.4577
lblewis@fullerton.edu

College of Humanities & Social Sciences

Michael Paul Wong
Humanities 211A
714.278.2969
mpwong@fullerton.edu

College of Communications

Peggy Garcia Bockman
College Park 450
714.278.7083
pbockman@fullerton.edu

College of Natural Sciences & Mathematics

Rochelle Woods
McCarthy Hall 488
714.278.4158
rwoods@fullerton.edu

College of Engineering & Computer Science

Lisa Jones
Computer Science 501
714.278.2887
ljones@fullerton.edu

El Toro Campus

Marsha Daughetee
ETC 105
949.552.2653
mداughtetee@fullerton.edu

EDUCATIONAL ENHANCEMENT PROGRAM DIRECTORS

GEAR UP

David Pagni
University Hall 234
714.278.5117
dpagni@fullerton.edu

Upward Bound South

Patricia Bejarano-Vera
University Hall 216
714.278.7327
pbejarano-vera@fullerton.edu

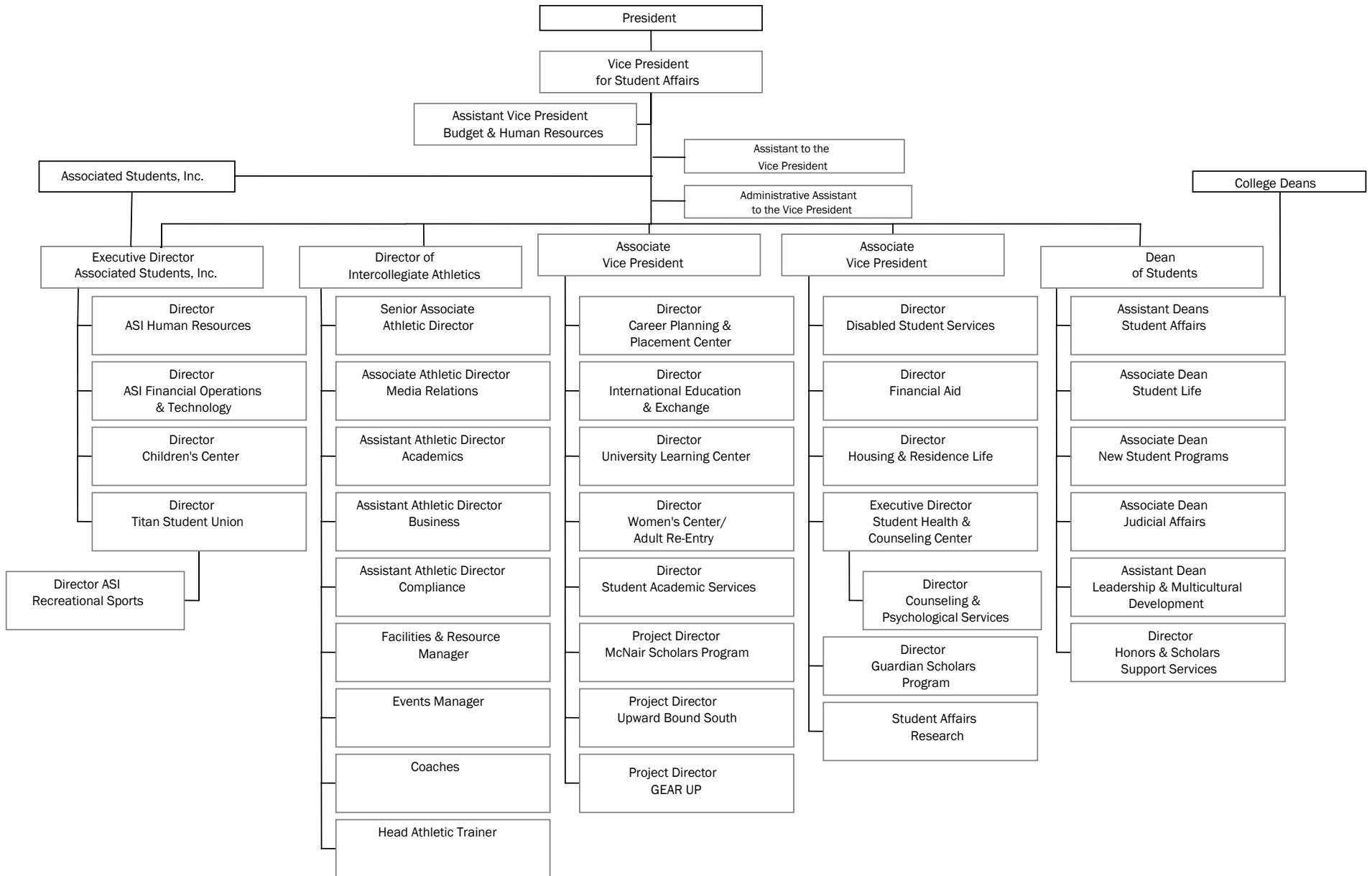
McNair Scholars Program

Gerald Bryant
University Hall 179
714.278.7315
gbryant@fullerton.edu

Student Support Services

Lilivao Tautulo
University Hall 179
714.278.5349
ltautulo@fullerton.edu

Student Affairs Organizational Chart



2003 - 2004 PUBLICATIONS

- “Things I Wish My Mentor Would Have Told Me.” National Association of Student Personnel Administrators, Student Affairs West Newsletter (October 2003, Vol. 23, i.3, Region 6). Assistant Deans for Student Affairs: College of Human Development & Community Service
- “Embedding Student Advocates: Assistant Deans Provide In-College Service.” American College & Personnel Association, About Campus (November/December 2003). Assistant Deans for Student Affairs: College of Human Development & Community Service, and College of Natural Sciences and Mathematics
- “Bridging the Gap Between Student Expectations and Employer Reality: Electronic Tools and College Recruiting.” NACE Technology/Web (June 2004). Career Planning & Placement Center
- “Skills For Success: Skills Employers Look For & How to Develop Them.” (June 2004). Career Planning & Placement Center
- “Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper.” (August 2003). Dean of Students Office: Judicial Affairs
- “Academic Integrity: Guide for Graduate Students.” (August 2003). Dean of Students Office: Judicial Affairs
- “Titan Integrity: Guide to Understanding and Avoiding Academic Dishonesty.” (August 2003). Dean of Students Office: Judicial Affairs
- “Reference for Faculty: Academic Integrity & Disruptive Behavior.” (2004). Dean of Students Office: Judicial Affairs
- “University Standards and Expectations.” (2004). Dean of Students Office: Judicial Affairs
- “International Student Academic Integrity Quiz.” (2004). Dean of Students Office: Judicial Affairs
- “Dealing with Difficult Students.” (2004). Dean of Students Office: Judicial Affairs
- “Disruptive Classroom Behavior.” (2004). Dean of Students Office: Judicial Affairs
- “Maximizing Your Experience in the Student Leadership Institute.” (2004). Dean of Students Office: Leadership & Multicultural Development Programs
- Media guides in 10 of the 17 sports; post-season guides for baseball in the NCAA playoffs, and men's and women's basketball in the Big West Conference tournament. Intercollegiate Athletics
- “Where Have They Gone?” An Employment Survey Report of Class of 2002 Cal State Fullerton Graduates (Fall 2003). Career Planning & Placement Center
- Job Search Guide (September 2003). Career Planning & Placement Center
- Course Reader for Domestic Violence Advocates Training, #6 (August 2003). Women’s Center
- Domestic Violence Joint Task Force Speakers Brochure (September 2003). Women’s Center
- With Honors, newsletter (Fall, Spring and Summer). Honors & Scholars Support Services
- Grey Matter, Council of Honor Societies Annual Newsletter includes listing of campus honor societies (2004). Honors & Scholars Support Services

2003 - 2004 EXTERNAL FUNDRAISING / ACCOMPLISHMENTS

Federal Grant Awards

· Upward Bound - Santa Ana	\$387,703
· Ronald E. McNair Program	\$220,427
· Gear Up! Anaheim	\$212,487
· Student Support Services	\$270,190
· ENLACE	\$59,640
Total Federal Grants	\$1,150,447

State Grant Awards

· Workability IV Cooperative Contract California State Dept. of Rehabilitation	\$100,000
· California State Dept. of Education Children's Center	\$371,984
Total State Grants	\$471,984

Other Funding Accomplishments

· All Student Loan Corporation	\$3,040
· Bank of America	\$5,180
· Bank One	\$100
· Camp Titan	\$30,868
· Center for the Study of Popular Culture	\$20,000
· Chafee Scholarship	\$78,304
· Chela	\$100
· Children's Center Parents	\$6,700
· Collegiate Funding Services	\$100
· College Loan Corporation	\$1,500
· Dhont Family Foundation	\$50,000
· Doris Libbea Foundation	\$18,300
· EdFund	\$100
· Educaid	\$1,350
· Educational Fund Services Incorporated (EFSI)	\$100
· Granite Investment Group	\$10,000
· Greek Week	\$15,000
· Hahif Family Foundation	\$1,500
· Hispanic Scholarship	\$47,000
· Jenkins Family Foundation	\$15,000
· Karen Lupinetti	\$1,000
· Kathleen E. Faley Memorial Special Games	\$28,000
· Keynotes and Concert, Inc.	\$4,000
· LA Times Summer Camp Fund	\$13,500
· Nellie Mae	\$100
· Nestle Water North America	\$8,000
· Orange County Teachers Federal Credit Union	\$16,500
· Oranewood Children's Foundation	\$60,000
· Pacer Communities, Inc.	\$4,000
· Prevention Research Center	\$30,000
· Sallie Mae	\$300
· SBC Foundation	\$46,253
· Selman Chevrolet Co.	\$4,000
· STA Travel	\$1,000
· Student Loan Express	\$450
· Sun Trust	\$450
· TELACU	\$7,500
· Titan Athletic Fund	\$59,653
· US Bank	\$100
· Washington Mutual	\$1,375
· Wells Fargo	\$1,750
· Western State	\$1,000
· Youth Gymnastics Parent Booster Club	\$1,800
Total Fundraising	\$594,973

Total Outside Funding Generated by Student Affairs **\$2,217,404**

2003 - 2004 PRESENTATIONS

Presentations given at regional and national conferences.

- "I-LEAD (Institute for Leadership Education and Development)." ACUI (Association of College Unions International) Conference, Bloomington, IN.
- "The Role of the Director as Education Coordinator." Conference of National Coalition of Campus Children's Centers, Seattle, WA.
- "Advocacy Center." Conference of the California Association for the Education of Young Children, San Diego, CA.
- "Common Co-op Challenges." 2003 Conference for Industry and Education Collaboration, American Society for Engineering Education, Tucson, AZ.
- "Strength and Conditioning." National Strength and Conditioning Association Sport Specific Convention, Orlando, FL.
- "Faculty and Career Center Partnerships." Western Association of Colleges and Employers Annual Conference, Newport Beach, CA.
- "The Magic of Conjuring Internships in the Entertainment Industry" and "The Magic of Resumes for Creatives." California Cooperative Education & Internship Association Annual Conference, Santa Monica, CA.
- "Best Practices: Recruiting and Career Services in an Improving/Uncertain Economy." National Association of Colleges and Employers Annual Conference, Orlando, FL.
- "Being an Effective Team Member." Annual Career Services Institute, Cal Poly Pomona, CA.
- "GAMMA: It's Not Just a Letter." Western Regional Greek Leadership Conference, San Francisco, CA.
- "Catch the Wave to Financial Survival." National Orientation Directors Association 2004 Region II Conference, Long Beach, CA.
- "Let's get FISHy: Implementing the FISH! Philosophy in order to better motivate your orientation staff." National Orientation Directors Association 2004 Region II Conference, Long Beach, CA.
- "Support Services and Opportunities for Students with Disabilities in Post-Secondary Education." California Governor's Committee and Employment of People with Disabilities 12th Annual Youth Leadership Forum for Students with Disabilities, CSU Sacramento, CA.
- "Maximizing Resources for Students with Visual Impairments for a Successful College Experience." 2004 CTEVH (California Transcribers and Educators of the Visually Handicapped) Conference, Los Angeles, CA.
- "A Four Year Report Card on AB-422. California's Postsecondary Accessible Textbook Legislation." 2004 CSUN Technology and Persons with Disabilities International Conference, Los Angeles, CA.
- "The Relationships between Marriage and Child Development." Fuo-Kwang-Shan (a non-profit organization), Flushing, NY.
- "Effective Partnerships and Family Involvement Programs: GEAR UP-Anaheim and the City of Anaheim." K-16 Partnership & Student Success Conference, CSU Long Beach, CA.
- "Assessment Strategies That Work for a University Learning Center." ACTLA (Association of Colleges for Tutoring and Learning Assistance) Conference, San Diego, CA.
- "Assessing Outcomes in Academic Support Programs Using Student Tracking." Western Regional NASPA (National Association of Student

Personnel Administrators) Conference in San Diego, CA.

- “The Santa Ana Partnership: A Model for Collaboration.” 17th Annual Hispanic Association of Colleges and Universities Conference, Anaheim, CA.
- “Student Success: Access, Retention and Graduation.” HACU 2003 Higher Education Leadership Institute, 17th Annual Hispanic Association of Colleges and Universities Conference, Anaheim, CA.
- “Early Outreach & Latino Students: Best Practices for Reaching Bilingual/Bicultural Youth in Middle School.” College Board 51st Annual Western Regional Forum, San Francisco, CA.

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

- “Fullerton Chamber of Commerce 2004 Business Expo.” Fullerton, CA.
- “Student leader training for leadership.” Woodbridge High School, Irvine, Irvine, CA.
- “Presentation for Honor’s students.” Saddleback College, Mission Viejo, CA.
- “Valuing Diversity in our Community.” Orangewood Foundation Americorp Program, Santa Ana, CA.
- “Planning for Success in Higher Education.” Long Beach High School, Long Beach, CA.
- “Leadership 101 for Associated Students Leaders.” Central Union High School, El Centro, CA.
- “H.O.T. Association, Presentation to parents on college admissions and financial assistance.” City of Industry, CA.
- “Cesar Chavez Day- Literary Presentation.” Whittier Public Library, Whittier, CA.

- “What CSUF has to offer you!” Rosary High School, Fullerton, CA.
- “Preparing for and Transitioning to Post-Secondary Education for Students with Disabilities.” Annual College Night, Huntington Beach Union High School District, Huntington Beach, CA; Irvine Unified School District, Irvine, CA; and Orange Coast College, Costa Mesa, CA.
- “Preparing for the Transition to College.” 2004 Braille Institute of America National Braille Challenge Invitational, Los Angeles, CA.
- “College Students and Relationships.” Whittier College, Whittier, CA.
- “Community Response to Violence.” Brea, CA.
- “Dating Violence.” Pepperdine University, Malibu & Chapman University, Orange, CA.
- “Domestic Violence.” Orange County Sheriff’s Department Training. Westminster Police Department, Westminster, CA.
- “Gender Issues.” Whittier College, Whittier, CA.
- “Sexual Harassment.” Whittier College, Whittier, CA.
- “Career Fair.” Independent Living Program, Fullerton CA.
- “College Bus Tour.” Independent Living Program, Fullerton, CA.
- “Children’s Trust Fund Recognition.” Orangewood Children’s Foundation, Santa Ana, CA.
- “Higher Education Workshop.” Independent Living Program, Santa Ana, CA.

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

- Coordinated special events including hosting the 10th Annual Hispanic Education Endowment Fund (HEEF) Scholarship Awards Banquet where 128 students were awarded scholarships totaling \$123,000; 7th Annual Veterans Day Celebration: A Tribute to Mexican American POWs and Iraq War Veterans; Special Games; Special Olympics Sports Classic; Foster Youth Symposium; and Batterers (Domestic Violence) Conference.
 - Coordinated scholarship programs, including Future Scholars, TELACU, Hispanic Scholarship Fund, HACER, and HEEF, providing many low-income students the financial assistance they require to attend Cal State Fullerton during the 2004-2005 academic year.
 - Hosted the Philippine International Friendship Organization delegates for an international symposium jointly sponsored by CSUF and UCLA on "multicultural counseling" and "religiosity and dialogue" for international students.
 - Conducted a self-study assessment of all Division of Student Affairs units and services following the Council for the Advancement of Standards in Higher Education (CAS) Standards. Results will be used to provide feedback to each individual unit as well as for the division overall.
 - Produced reports and campus snapshots in areas relevant to Student Affairs using data available through Institutional Research, and identified areas and issues requiring special data collection for informed decision making.
- Established a subcommittee to provide recommendations to the Vice President for Student Affairs and the President on how best to address a variety of challenges that the intercollegiate athletics program is currently facing (i.e., budgetary concerns, gender equity, and appropriate Big West Conference sports).

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 students 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.
- Create and publish a division newsletter and information booklet.

GOALS 2004-2005

- Continue to explore options for additional student housing by identifying potential site options. Develop and implement a plan to substantially increase university student housing.
- Continue the work of the Alcohol and Other Drug Advisory Committee, including campus-wide assessment. Provide campus-wide programs and services that address alcohol use, abuse and education issues on campus. Provide information on campus activities to the Chancellor's Office.
- Review for consideration the recommendations the Subcommittee proposed to the Vice President for Student Affairs on how to address a variety of challenges that the intercollegiate athletics program is currently facing (i.e., budgetary concerns, gender equity, and appropriate Big West Conference sports).
- Continue to coordinate special events including the 11th Annual Hispanic Education Endowment Fund Scholarship Awards Banquet; 8th Annual Veterans Day

Celebration: A Tribute to Mexican American World War II Veterans; Special Games; Special Olympics Sports Classic; Hall of Fame Banquet; and Walk in my Shoes.

- Explore the expansion of facilities for key Student Affairs units, such as the University Learning Center, Guardian Scholars, Women's Center, etc.
- Continue to partner 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.
- Develop and implement 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.
- Create and implement a full complement of student services in the new College of Education.
- Strengthen 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.
- Continue to focus on the recruitment, retention and support of excellent student affairs staff.
- Examine in a systematic way additional funding sources for all departments. Explore all available options including grants, fund raising and new revenue generation ideas.

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

- Worked 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.
- Conducted staff compensation review for staff positions with significant changes in responsibilities/assignments.
- Completed review of Accounting Office policies and procedures to ensure conformity with internal control requirements.
- Continued to maintain high level of support to ASI-funded programs and services in the areas of risk management, financial accountability, and leadership training.
- Through the efforts of the ASI Office of Program Support, continued to maintain and strengthen relationships with University colleagues and provide resource support to Executive Senate advisors as required.
- Finalized plans for a new computerized financial system to replace aging HP3000 used to support ASI accounting and payroll. Entered into an agreement with CSUF Foundation for support and shared access to its UNIX System.
- Children's Center applied for National Association for the Education of Young Children accreditation followed by an extensive review and evaluation by the

NAEYC. Results are expected during the fall 2004 semester.

CHALLENGES

- Increase elements in the Children's Center environment that support its diversity and enhance children's self-expression, logic, thinking and mathematical skills.
- Develop preliminary and working drawings; prepare bid specification for the Recreation Center Project.

GOALS 2004-2005

- Continue progress toward the on-going development of the Children's Center Project. Finalize and seek appropriate approvals for site selection and financial plan, and establish a target date for construction. Begin preconstruction phase to include selection of architect, site analysis and design process.
- Continue to work closely with Executive Senate programs, Councils, and advisors to ensure that financial accountability and risk management issues continue to be properly addressed.
- Continue to develop opportunities for Children's Center parents to interact with one another and to participate in parent training.
- Develop interface between accounting software and Titan Student Union Information Services counterpoint cash register system to allow for greater accuracy and efficiency in daily posting to General Ledger.
- Conduct successful migration of accounting and payroll system from HP3000 MPE Operating System to CSUF Foundation UNIX System.
- Implement BiTech 7i web-based accounting system access. This will enable student leaders to access financial data pertaining to their programs/activities.
- Configure and install all new ASI/TSU desktop workstations and TSU computer lounge.

- Formally implement specific risk management measures in all ASI/TSU departments.
- Continue to provide appropriate resource support to the ASI Executive Team and the ASI Board of Directors.
- Continue to work collaboratively with ASI student leaders in an on-going effort to expand successful student/staff partnership.

Associated Students, Inc. Titan Student Union

MISSION STATEMENT

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

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

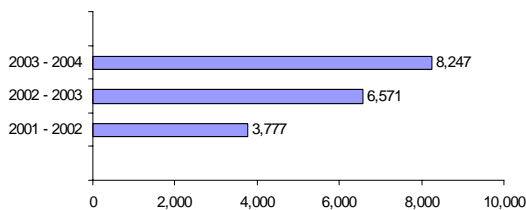
ACCOMPLISHMENTS

- Worked with the Children's Center Planning Committee and University officials to finalize essential elements of the program document, and to identify an appropriate site for the proposed facility. Contracted with a professional estimating firm to develop construction cost estimates for the project. Completed initial financial plan.
- A total of 3,206 meetings were held in the facility. Additionally, 316 Pavilion events were also held in the building. The Titan Student Union continues to meet the high volume meeting room needs of the campus.
- The University Conference Center's operational policies and practices were extensively reviewed as part of a student activities audit conducted by the CSU

Chancellor's Office. No audit findings or recommendations were made in association with the student union's existing practices.

- Continued to provide support to El Toro Branch Campus, through: funding approximately \$30,000 in additional equipment and public furnishings to the campus; sponsored various student activities at the branch campus; and established an El Toro Student Representative position for next year's TSU Governing Board.
- Rec. Sports drop-in fitness programs (which offers a healthclub-style group exercise instruction throughout the year) realized an approximate 25 percent increase in overall participation from the prior year.

Participation level for Rec Sports drop-in fitness programs



- Intramural sports programs realized an 11 percent increase in female participation levels from the prior year.
- Titan Youth Sports Camp program continued to be successful. On average, 150 campers attended each of the eight one-week sessions in 2003. The 2003 youth camp program generated net revenues of approximately \$90,000 that supports programs serving CSUF students during the academic year.
- Learn to Swim program had a third successful year since being re-introduced as a featured youth program; 565 children took part in the 2003 Learn to Swim program, up modestly from the prior year.
- Gallery hosted eight student art exhibits during the fall and spring semesters, overall gallery attendance increased approximately 69 percent over prior year, with more than 5,386 guests viewing exhibits during the year.

- Coordinated the collection of Camp Titan Holiday Toy Drive donations, which brought in more than 300 toys for underprivileged Orange County children.
- Produced a 140 ft. outdoor mural, depicting various on-going and future campus construction projects, featured in both the Orange County edition of the *Los Angeles Times* and the *Orange County Register*.
- Mainframe Computer Lounge continued to serve large numbers of students. Daily counts during the fall and spring averaged 246 patrons, slightly higher than the prior year, which averaged 242 guests per day.
- The ASI and Titan Student Union web-sites continued to experience increased exposure. The ASI home page averaged more than 630 daily hits in 2003-2004, up from an average of 588 per day from the prior year. Secondary ASI pages navigated on the site averaged 494 daily hits, dramatically up (approximately 80 percent) from an average of 274 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); during a period when convenient parking remains limited and visitor parking fees are increasing.
- Developing improved systems for conducting the annual inventory of student union physical assets. Current system takes up inordinate staff resources each year.

GOALS 2004-2005

- Continue efforts in the development of the Student Rec. Center complex. Goals of this phase include: finalizing the selection of a project delivery method; completing preliminary project design; and 90 percent construction documents.
- Develop a detailed 2004-2005 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.
- Complete TSU directional signage project through the production and installation of suspended directional signage in various locations of the building.
- Develop and implement an assessment process, in one TSU department, to measure learning-outcomes with the student employees. The learning outcomes assessment will serve as a student union pilot project, with the goal of expanding into other departments in future years.
- Organized first Diversity Week program in October 2003, targeting the career planning needs of underrepresented and first generation college students.
- One hundred twenty-two (122) employers participated in on-campus recruiting, conducting 902 job interviews on 132 schedules with 539 students. This was a 19 percent increase in the number of interviews over the prior year.
- Offered 347 programs and workshops throughout the year, attended by 11,598 students, a 34 percent increase in student participation from 2002-2003.

Career Planning and Placement Center

MISSION STATEMENT

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

ACCOMPLISHMENTS

- Provided enhanced service to employers and students through new state of the art web-based Titan Connection program, and successfully registered 9,111 students including 29 percent of seniors, and over 3,000 employers. As a result, the Career Planning and Placement Center home page became the most often visited web site on campus other than the University catalogue and home page.
- Continued focused College Relations effort, with particular success in the College of Human Development and Community Service, as indicated by the 41 percent of seniors registered in the Titan Connection.

- Continued to offer the Student Leadership Career Forum in October 2003, the University Initiative supported Resumes Wanted program in February 2004, and the Summer Internship Forum program in March 2004.
- Executed aggressive employer outreach campaign leading to 17 percent increase in Spring 2004 Job Fair participation by employers in an otherwise very competitive employment market.
- Expanded student and employer participation in a full range of events, including University-wide job & internship fairs & graduate school fair, as well as several college targeted events.
- Workability IV program exceeded performance standards in placing disabled students, continuing to be the most efficient program of its kind in California.

CHALLENGES

- Slowly improving job market reinforcing very competitive environment for graduates.
- Budget uncertainty limits resources to expand staff to address escalating service demands from students, departments and employers.
- Emerging technology and fluid vendor relationships require increased flexibility in a time of limited financial resources.

GOALS 2004-2005

- Expand total Titan Connection registration to approximately 15,000 students and alumni.
- Develop a mechanism to provide alumni access to the Titan Connection in partnership with the Information Technology and Alumni offices.
- Enhance employer services including building stronger relationships between key employers and targeted academic programs.
- Expand student involvement in spring Campus Interview Program, through a pilot effort extending the Resumes Wanted program in February 2005.
- Expand student preparation and career development efforts, with particular attention to first time freshman and entering transfer students; this will include building upon existing partnerships with Freshman Programs, New Student Orientation, and Student Academic Services.
- Incorporate targeted outreach efforts into the work of each Industry Specialist to identify and respond to the special needs of first generation, low-income, historically underrepresented and diverse students in their respective Colleges.
- Provide an aggressive schedule of university-wide and targeted events including fall & spring university-wide Internship and Job Fairs, a fall Graduate and Professional School Fair, Diversity Career Week in October 2004, a Student Leadership Career Forum in October 2004, fall 2004 and spring 2005 Teacher Job Fairs, an Engineering and Computer Science Job fair in February 2005, a Resumes Wanted event in February 2005, and a Summer Internship Forum in March 2005.

Counseling and Psychological Services

MISSION STATEMENT

Counseling and Psychological Services (CAPS) is dedicated to providing high quality, effective psychological consultation, referral, and brief psychotherapy to students facing problems in

their lives, studies and relationships as well as consultation and crisis intervention to the campus community. The ultimate objective of CAPS is to contribute to student learning, thereby fostering the development of effective, mature and responsible adults.

ACCOMPLISHMENTS

- With a 40 percent decrease in staff, CAPS continued to pursue its mission, reaching new levels of services to students and staff in the areas of training, outreach, prevention, diversity, retention and campus partnerships with Residential Life, Student Health and Counseling Center, Women's Center, and International Education and Exchange.
- CAPS scheduled a total of 2,567 individual counseling sessions, a decrease of 22.6 percent from 3,317 in 2002-2003. However, the number of sessions per counselor increased by 29 percent from 663 sessions/counselor in 2002-2003 to 856 sessions/counselor in 2003-2004.
- Expanded the number of trainees providing clinical services by 300 percent. However, addressing the serious risk management issues of this strategy required devoting significant staff hours to supervision and thoroughly assessing trainees' readiness for clinical work, which reduced their overall net service contribution.
- A new database was instituted to track presenting problems, ethnicity, risk factors, wait time, and medication use.
- During the 2003-2004 academic year, CAPS counselors offered 17 outreach programs. A total of 337 students and staff attended these programs (up 140.7 percent from 140 in 2002-2003). This increase in individuals reached primarily reflects increases in programming for Residence Life, and other student affairs staff, addressing departmental and divisional goals to increase campus awareness of methods for dealing with distressed students.
- Customer satisfaction surveys continued to indicate that a strong majority of students view the services they receive at CAPS favorably. Student Satisfaction Survey results ranged from 66 to 90 percent favorable ratings, with two out of three students indicating that their problems improved as a result of counseling.

- Collaborated with Student Health Services physicians to provide almost 100 uninsured students with affordable access to low cost psychotropic medication in the past two years since the inception of this collaborative program.
- Provided special advising and counseling to students in the Guardian Scholars Program. Preliminary analyses of anonymous data indicated high retention rate of those students in the program.

CHALLENGES

- Provide excellent services and training in CAPS, while faced with a staff significantly smaller than other CSU campuses of similar size.
- Meet the counseling demands of students with a limited staff. This will be a transition year with a new senior level counselor/training coordinator and administrative assistant.

GOALS 2004-2005

- Maintain the number of trainees providing services and receiving supervised experience at CAPS.
- Bring CAPS clinical staffing more in line with CSU benchmarks. Currently, comparable CSU campuses have counseling staffs nearly four times the size of CSUF (10.75 FTE vs. 2.75 FTE).
- Decrease the average wait time for initial appointment from eight days to the recommended best practice of one week or less.
- Increase number of group counseling sessions offered by CAPS. Increase outreach programs and co-sponsored programs with other campus departments, especially those aimed at minority students who may be underutilizing CAPS.

Dean of Students

MISSION STATEMENT

The Dean of Students Office (DOS) 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

- Provided leadership for the Division of Student Affairs Self Study project. Successfully chaired committee, providing coaching to Principle Investigators from each department.
- Provided leadership to the Alcohol and Other Drug Advisory Committee. Committee had very successful year with five active sub-committees and achievement of Prevention Research Center grant for alcohol use research for \$30,000.
- Creatively managed budget reductions while maintaining quality of service and morale of staff.
- Continued to supplement department funding via University Planning Initiatives and Retention Grants. Funds totaling \$35,450 were awarded to the office in 2003-2004.
- Successful completion of the Chancellor's Office Student Activities Audit with minimal findings.
- In Greek Life, training on risk management and university policies has lowered critical incidents by 25 percent.
- Successful creation of the Multicultural Greek Council, providing support to 14 culturally related Greek organizations.

- Worked collaboratively with campus and local police, city leadership, Greek Life leaders and community members to improve community relations in the surrounding neighborhoods.
- Assisted with the implementation of 60 on-campus activities that celebrated cultural months and holidays.
- 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.
- Provided leadership to Judicial Affairs; department successfully handled 333 cases in 2003-2004.
- Further developed the programs and services of the Student Organization Resource Center; improvement seen in the areas of policy, procedures, and service.
- Recognized over 100 staff and faculty advisors to student clubs and organizations at annual recognition event.
- Documented over 100,000 hours of community service contributed by Cal State Fullerton students, faculty and staff to the surrounding communities.
- Strengthen the collaborative relationship with Alumni Relations.
- Participate fully in the American Democracy Project, a collaborative effort with the Political Science Department, Academic Affairs and other Student Affairs Departments.
- Integration of student athletes more fully into student life, including collaborative efforts with New Student Orientation, Freshman Programs, Drug and Alcohol Education, and hazing education efforts.
- Continue to shape the development of the student web portal through campus committee participation.
- Provide leadership to the Student Affairs Policy Committee and continue to work on revision and creation of student related policy.
- Continue to develop 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.

CHALLENGES

- Finding time to coordinate relevant research on Dean of Students Office programs and services.
- Exploring ways to raise external funds including grant and donor opportunities.

GOALS 2004-2005

- Implement recommendations from the Campus Activities Audit.
- Provide leadership to the "Get Involved!" campaign. Coordinate creation of website, promotional campaign and research project to measure involvement of CSUF students.
- Explore ways of generating funding for DOS programs and services including grant writing, partnerships with University Advancement and revenue generation.

- Continue to give direction to the work of the Alcohol and Other Drug Advisory Committee.

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 preventatively (publications, presentations, interaction) and reflectively (through the judicial process).

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

ACCOMPLISHMENTS

- Received overall high ratings from members of the university community and other Judicial Officers in the CSU, through an extensive self-study, Council for the Advancement of Standards in Higher Education (CAS), developed for the division this year, as well as high marks during the CSU Student Activities Audit initiated by the Chancellor's office.
- Assisted in university policy development including a University Policy Statement on Student Rights and Responsibilities, Alcohol Policy, and Sexual Assault Policy Protocol.
- Maintained currency in state and federal laws pertaining to higher education by attending professional conferences, subscribing to relevant professional journals, and networking with judicial affairs officers at other CSU institutions.
- Maintained efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards.
- 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 275) concerning the interpretation and application of University standards for student behavior.
- There were 190 students referred to Judicial Affairs for non-academic allegations. This

represents a decrease in the record number reported last year (219), but far above the average of seven cases a year prior to the establishment of Judicial Affairs. Alcohol violations represented 22 percent (42 students) of the total non-academic cases, while the use of lost/stolen or forged parking permits comprised 23 percent (45 students) of the total. Illegal drug use comprised 14 percent of the cases (21 students – 18 in the residence halls). A majority of the cases in the residence halls and in the Greek community involved alcohol or drugs.

- Reports concerning 143 incidents of academic dishonesty were received, which is a slight increase over last year (138). This number represents a 20 percent increase in the number of cases reported during 2001-2002, a 70 percent increase over 2000-2001 (82 students), a 165 percent 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 (105 students, 73 percent of total).
- Received over 1,180 disciplinary referrals over the past five years since the office was established. This is a dramatic increase over the number of cases (213) received during the prior six years and reflects both the extensive outreach initiated and the increased credibility of the office on the campus. Sixteen students were suspended out of a total of 42 suspended/expelled in the last five years.

CHALLENGES

- Information collected during the self-study indicated that members of the University community were not fully aware of the services and programs of the office. The Associate Dean will be 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, through activities building on the success of the Integrity Campaign.
- 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.

- International students are disproportionately represented in academic dishonesty cases.

GOALS 2004-2005

- Develop, conduct and evaluate workshops on academic integrity for international students through partnership with Dr. Andi Stein, Department of Communications, funded by a Retention Grant.
- Collaborate with the Faculty Development Center and other appropriate offices to provide relevant workshops for new and 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.
- Maintain efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards.
- Consult with appropriate departments to expedite referrals to ensure a timely response to allegations.
- 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.
- Consult with appropriate students, faculty and staff on campus, including Associated Students, Writing Center, Learning Center, Pollak Library, and Faculty Development Center, to address student conduct issues on campus.

Dean of Students Leadership and Multicultural Development Programs

MISSION STATEMENT

The Dean of Students Office, Leadership and Multicultural Development (LMDDP) 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. The 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

- Met departmental staffing needs by hiring Assistant Coordinator to work with the day-to-day operations of the Student Leadership Institute. Fulfilled selected duties of two staff members on leave, and provided supervision of six interns and four student assistants.
- Successfully completed division-wide self-study in the areas of Greek Life, Student Leadership Programs, and Multicultural and Gay, Lesbian, Bisexual, Transgender (GLBT) Programs and Services, following the Council for the Advancement of Standards for Higher Education.
- Received two University Planning Initiative awards totaling \$16,000 to provide additional resources for on-campus multicultural programming and the creation of a Multicultural Greek Council.
- Communicated on-going messages to the Greek Community regarding university expectations, and values through training and meetings. Accountability of Greek chapters improved this year lowering critical incidents from 24 (2002-2003) to 18. The Certificate of Excellence program was developed by CSUF Greek Alum to recognize those chapters meeting or excelling standards of the Greek Life Plan.
- Advised the Multicultural Greek Council in its inaugural year as part of the Executive Senate of the Associated Students, Inc.
- The Greek Community raised \$15,000 for Camp Titan. This amount was an increase of \$5,000 over last year.

- The Student Leadership Institute awarded 240 (+35 percent) certificates this year. The program received applications from 506 students. Staff and student leaders conducted over 120 outreach presentations. The number of students actively participating in the program increased to 372.
- Attendance at the University Leadership Conference increased by 22 percent over the last year with 230 students attending.
- The Multicultural Leadership Center provided programmatic support to over 60 cultural celebrations and four cultural graduation ceremonies. Attendance at graduation ceremonies increased by 22 percent with over 1,900 guests attending.
- Coordinated a Multicultural Leadership Retreat in January 2004 where over 50 students from 10 organizations/councils/boards/departments were in attendance.
- Staff provided leadership in the planning of the CSUF Student Leaders Recognition Reception hosted by Dr. Milton A. Gordon, President.

CHALLENGES

- Finding resources for on-going marketing of LMDP area programs and services.
- Increasing the recruitment and retention of student leaders serving on councils and committees affiliated with the LMDP area, particularly Inter-Fraternity Council and Pan-Hellenic Council leaders.
- Shaping fraternity member behavior by continuing to improve on-going training on alcohol awareness and conflict management to reduce fighting and incidents of minors in possession on fraternity row.
- Continue to improve the intentional advisement of fraternity social events, including risk management guidelines and mandatory security for parties.

GOALS 2004-2005

- Continue to improve Greek Life programs and services through advisement and training; continue with the development of the Multicultural Greek Council; decrease the number of critical incidents on fraternity

row; revise fraternity recruitment; implement and evaluate the Greek Life Plan; implement the CSUF Certificate of Excellence Program; strengthen communication with campus and city police, and community members.

- Convene committee to review and revise the offerings of the Student Leadership Institute, including tracks offered, workshop curriculum and the addition of a practicum component.
- Provide programmatic support to organizations in planning cultural activities and events, emphasizing outreach to Chicano/Latino organizations in planning a comprehensive Hispanic Heritage Month and providing outreach and support to GLBT students in coordinating events.
- Recruit and train quality student leaders for the department governing councils and coordinating committees by identifying upcoming leaders and revising marketing and outreach of positions.
- Provide quality coordination and programmatic support to programs such as Greek Week, Greek recruitment, the University Leadership Conference, CSUF Student Leaders Reception and other upcoming events associated with the department.
- Serve as a clearinghouse for leadership and diversity issues by collecting and distributing information on training, promotion of the resource library and co-curricular opportunities.

Dean of Students New Student Programs

MISSION STATEMENT

From pre-admission to graduation, New Student Programs (NSP) provides services and programs designed to empower students and their families to create a meaningful educational journey at Cal State Fullerton. New Student Programs connects students to the valuable learning opportunities necessary for this journey via campus tours, new student orientation, information and campus referrals, leadership development and welcome activities. As a result of program participation

and service utilization, students develop character, critical thinking skills and the interpersonal competence requisite for lifelong learning.

ACCOMPLISHMENTS

- Completed research and public relations campaign to move the campus toward a mandatory New Student Orientation (NSO) model for first-time freshmen. Successfully implemented mandatory NSO and increased attendance by 58 percent over last year.
- Created New Student Task Force consisting of key leadership personnel throughout all divisions. Formulated consistent and coherent method of communication with new students.
- In collaboration with Information Technology, designed and implemented on-line NSO registration system for first-time freshmen.
- Increased the numbers of first-time freshmen enrolled in Freshman Programs by 9 percent over 2002-2003.
- Developed and implemented the Visitors Information Programs for participants of Campus Tours in collaboration with University Outreach.
- Facilitated Transfer NSO for 20 percent more students (670 up from 558) due to improved marketing efforts.
- Continued to provide comprehensive, thorough Family Orientation program.
- Created intentional options for family members to discuss and research housing options for their students – a major concern that arises every year at Family Orientation. Included a Roommate Resources board, as well as a local apartment brochure as resources.
- Provided tours for 371 people during Fall Preview Day and 1,298 participants during Welcome to Cal State Fullerton Day.
- Experienced a 58 percent increase in Family Orientation from last year’s program (1,800 up from 1,141). Accommodated all family members who wanted to attend program.

**NEW STUDENT ORIENTATION PARTICIPANT NUMBERS
2001 – 2004**

YEAR	FROSH NSO	TRANSFER NSO	FAMILY NSO
2004	3,650 ²	670 ^{1 & 2}	1,800 ²
2003	2,304 ²	735 ¹	1,141 ²
2002	1,852	566 ¹	884 ²
2001	1,736 ²	597 ¹	820

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

²Data includes participants from summer programs only.

- Served 10,928 people in the Campus Tours Program. This represents a twelve percent increase in participation from last year.
- Successfully recruited and supported 14 Student Affairs professionals to team teach University 100 as part of the Instructional Teams. Financial implication of this contribution is estimated at \$50,000 year.

CHALLENGES

- Collection and analysis of data for a longitudinal study of Frosh/Transfer NSO participants.
- Development of a more intentional training curriculum for the Student Program Coordinators.
- 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.

GOALS 2004-2005

- Create a university-wide information services committee to discuss methods and content of information dissemination on campus.
- Develop a Self-Guided Campus Tour Brochure.
- Conduct an assessment of benchmark institutions’ Campus Tour programs.

- Begin a longitudinal study to compare the academic progress, success and retention of a sample of students who attended NSO with those who did not, beginning with the class of fall 2001.
- Explore the integration of student athletes into the mandatory NSO model.
- Create an on-line Campus Tours reservation and a Transfer NSO system in collaboration with Information Technology.
- Begin tracking the involvement of current and former Freshman Programs students in on-campus leadership positions.

Dean of Students Student Life

MISSION STATEMENT

Student Life Programs and Services' aim is to generate greater involvement in co-curricular activities and clubs and organizations that promotes student development; to be a premiere center for all programs relating to student coordinated activities; and to provide support that encourages active and productive campus involvement and community service. Student Life Programs and Services include the Student Organization Resource Center (SORC), the Volunteer and Service Center (VSC), and America Reads and Counts (ARC).

The Student Life 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) 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 club and organization judicial affairs.

ACCOMPLISHMENTS

- Converted the physical space that was formerly known as the Student Organization

Area and changed it to the Student Organization Resource Center (SORC), which is referred to as the "SOURCE" office.

- 253 student clubs and organizations received recognition through the Student Life department (an increase of 18 since 2002-2003).
- Processed 8,115 facilities reservations (an increase of 1,535 since 2002-2003).
- Documented a total of 5,211 Dean of Students/SORC related walk-ins and 1,142 ASI/TSU related walk-ins.
- CAS self-study of campus activities revealed significant impact of participation in student organizations on student development.
- Hosted the 7th Annual Advisor Recognition Reception.
- Placed 2,000+ students in community and service learning opportunities through student-initiated and coordinated projects.
- Increased number of participants during our 2nd Annual Spring Break Week of Service with 82 students putting in 375 hours of service.
- Collaboration with University Leadership Conference for second annual service project creating 552 hygiene kits for Orange County Rescue Mission.
- "Titan's 100K Hours of Service Campaign" recorded 110,000 hours of service and was recognized by the City of Fullerton at the "State of the City Address."
- America Reads and Counts placed over 25 tutors at four local schools and completed over 4,500 hours of community service.
- Development of a new project/partnership, "Project Buddies" with a focus on developmentally disabled.

CHALLENGES

- Club recognition process is lengthy and perceived as task intensive by students.
- Groups and off-campus individuals continue to indiscriminately post flyers and posters on campus.

- Improving education about and enforcement of campus policies.
- Financial restrictions limiting the ability to provide ideal coverage to assist with front desk operations and provide other clerical support.
- Location of VSC continues to be a challenge with outreach and marketing efforts.
- Transportation is a challenge due to the increased number of students residing near and on campus without transportation to our community-based events.

GOALS 2004-2005

- Develop Student Portal links for Clubs and Organizations.
- Develop and implement Advisor orientation and training programs and increase communications with Advisors.
- Implement Civic Engagement Project (student engagement in community service and civic responsibilities).
- Increase efforts for overall campus communication regarding policies and procedures related to campus activities.
- Work with New Student Programs on implementation of service activities into orientation and welcome-back activities.
- Development of monthly reports and assessments to share in collaboration with campus community (via the 100K Campaign) to assess volunteerism and service outcomes.
- Continue developing specific partnerships related to various CSUF student sub-populations (ethnicity, majors, geographical, etc).
- “Keep the light lit” with the excitement and name recognition of the “Titan’s 100K Hours of Service.” Establish 100K hours of service an institutional annual goal, striving to achieve a higher goal each year.
- 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 (DSS) 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

- Disabled Student Services with Intercollegiate Athletics, provided campus management for the inaugural “Fall Sports Classic” with Special Olympics Southern California (SOSC). Approximately 500 athletes and 200 volunteers participated in a very successful competition.
- Progress was made to secure space and install additional upgraded adapted workstations in Pollak Library.
- Responding to rapidly increasing demand for etext/alternate format instructional material, the university supported and funded a new position, Alternate Format Production Specialist. In spite of increasing expenditures for these mandated accommodations, DSS will continue to explore cost containment strategies, most notable of which is the new CSU Center for Alternate Media (CAM).
- With the production and presentation of the 19th annual Cal State Fullerton Special Games on May 7th, the second longest running event in CSUF’s young history, DSS made significant progress in fundraising, event planning and fiscal management. The Games drew approximately 2,300 special athletes, 500 school staff, and more than 2,500 volunteers from throughout our extended community.
- Now in its seventh year, the Workability IV (WAIV) cooperative project, funded through a contract with the Department of

Rehabilitation (DOR), once again excelled as the most productive and successful WAIV project in the state. Rebounding from economic and employment challenges last year, CSUF WAIV exceeded its contract goals in every category in spite of being one of the lowest funded contracts.

- The Director assumed the campus leadership role for the annual United Way/State Employees Charitable Campaign during the fall. The campaign exceeded the target campus contribution and Cal State Fullerton was, once again, the number one total dollar contributor among state agencies in Orange County.

CHALLENGES

- As a result of a formal complaint filed by a student with the Office for Civil Rights (OCR), U.S. Department of Education, related to alternate format instructional material, the challenge will be implementing the settlement agreement required plan addressing this critical unfunded Federal and State mandate. A critical element in the institutional compliance with OCR's expectations is the timely and accurate availability of required and suggested instructional materials information for all courses offered by our university.

GOALS 2004-2005

- Fully implement and monitor the effectiveness of an innovative plan with OCR requiring the accurate and timely delivery of alternate format instructional materials to a growing number of students with disabilities.
- In partnership with Intercollegiate Athletics, provide continuing campus leadership and management for the 2nd annual "Fall Sports Classic" with Special Olympics Southern California (SOSC), scheduled for October 2004.
- Consider the enrollment growth at the El Toro Campus in the plans to increase and upgrade available adapted technology.

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

- The Office of Financial Aid is committed to providing eligible students with the necessary financial aid resources and services to ensure their academic success. During 2003-2004, more than 43 percent (13,340 students) of the campus population enjoyed \$100 million from grants, scholarships, loans and employment; yet, \$135.7 million is needed to fully fund our Cal State Fullerton students' educational expenses, a shortfall of \$35.7 million.
- Compliance with regulations was confirmed by the outcome of a successful 10-year federal audit where there were no findings. State auditors praised the administrative capabilities of the campus for the success of the audit.
- 484 Federal Work Study (FWS) participants have earned more than \$1.3 million dollars, which has expanded the program and assisted the campus with employment during this budget restricted year; last year \$1,094,896 was earned.
- The campus enjoyed \$23.3 million financial aid dollars, paid on behalf of students for registration fee payments, \$14.3 million more than in 1995-1996.
- Initial planning and design has been completed for the Financial Aid Freshman project.

UTILIZATION OF FEDERAL AND STATE FINANCIAL AID FUNDS 2003/2004

PROGRAM	TOTAL DOLLARS	NUMBER OF STUDENTS	AVERAGE AMOUNT
FEDERAL FUNDS (Title IV)			
Federal Supplemental Educational Opportunity Grant (FSEOG)	\$720,273	961	\$750
Pell	\$19,977,157	7,456	\$2,679
Federal Work-Study	\$1,300,831	555	\$2,344
Federal Perkins Loan	\$1,305,366	627	\$2,082
Federal Stafford Loan	\$27,159,445	6,874	\$3,951
Federal Stafford Loan/Unsubsidized	\$16,538,825	3,957	\$4,180
Federal PLUS	\$1,402,595	168	\$8,349
Alternative Loans	\$1,195,935	153	\$7,817
SUB-TOTAL	\$69,600,427	20,751	
STATE FUNDS (State Funded and/or Administered)			
Educational Opportunity Program Grant (EOPG)	\$668,898	914	\$804
State University Grant (SUG)	\$12,874,163	6,794	\$1,026
Cal Grant A	\$1,640,489	1,648	\$995
Cal Grant B and Stipend	\$6,555,524	1,576	\$4,160
Cal T	\$46,470	44	\$1,056
SUB -TOTAL	\$21,785,544	11,016	
OTHERS			
Scholarships	\$3,917,556	2,044	\$1,819
Student Assistant Employment thru June '02 (estim.)	\$3,800,000	1,500	\$2,500
Athletic Grant	\$573,025	148	\$3,872
Fee Programs	\$314,500	270	\$1,165
Emergency Student Loan	\$64,703	197	\$328
SUB-TOTAL	\$8,669,784	4,159	
			Average per Individual
GRAND TOTAL	\$100,005,575	35,926	\$7,497
		(Unduplicated 13,340)	

- Hiring of new "Client Services Coordinator" with expertise in customer service issues has provided focus and priority for analyzing and improving student-service and for orchestrating and implementing a "preferred" customer service environment.
- Staff maintained processing and achieved a high level of productivity in the Records Department, without permanent staff, due to the vacancy of all three departmental positions.
- The Work Request System (WRS), a web-based system for creating specifications for systems staff projects and tracking project status, time spent and completion was used to produce 282 requests to enhance the financial aid automated systems.
- The third year of the FANmail (Financial Aid Notification eMAIL) project resulted in postage and printing savings of \$155,000 or one half million dollars over 3 years.

- To streamline the student placement process, a new FWS job openings webpage was created, maintained by the Office Manager, and job availability is communicated via email to applicants weekly, who have indicated that they are in need of a FWS job.
- Campus-Wide ID (CWID) implementation required modification of dozens of programs and reports with the capability to convert CWID to SSN and SSN to CWID, for processing of incoming and outgoing files for federal and state aid programs.
- Implemented Common Origination and Disbursement (COD), the Department of Education's streamlined method for processing, storing and reconciling Pell Grant financial aid data.
- Achieved 93.1 percent staffing by fiscal year-end. Even with a hiring freeze, a tribute to the important work of the staff in the Office of Financial Aid has been the ability to conduct four recruitments with the successful hiring of one Counselor Assistant, a Client Services Coordinator, and two Records support staff.
- As a result of our published challenge to assess the quality of work produced to ensure "program reviews" are not required, the Office policy for "quality control" was modified from a quarterly review to a monthly review initiated in May 2004 for the 2004-2005 academic year.
- As a campus team, Student Financial Services and Financial Aid staff prepared and mailed 26,636 checks, facilitated \$21,337,697 to be directly deposited to banking accounts, and arranged for \$23.3 million to be paid in registration fees on behalf of students.

CHALLENGES

- Improve telephone service provided to clients.
- Position the office for implementation of the PeopleSoft system planned for 2007-2008 so that a smooth transition is made.
- Creating web-based publications that are easy to access and written so that the information is clearly understood.

- Retaining staff to eliminate workload bottlenecks and overtime hours.

GOALS 2004-2005

- Create student-service improvements.
- Enhance technology to ensure student access to education.
- Ensure compliance with regulations.

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. Provide a comprehensive program that contributes to the quality and depth of the student's university experience. 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

- Thirty-four Guardian Scholars received financial and academic support.
- Twelve new students were accepted into the program for 2003-2004.
- Six Guardian Scholars students received Bachelor's degrees in May 2004.
- Nine students attended EOP Summer Bridge.
- Awarded over \$300,000 in scholarships from private funding sources.
- One student studied abroad in London, England.
- Two current Guardian Scholars students served as active members on the Advisory Board.
- Developed a student advisory committee consisting of current Guardian Scholars students to promote student retention through peer mentoring.

- Hosted a statewide symposium through a grant from the Stuart Foundation called “Growing Success: Empowering Foster Youth Through Higher Education” to assist other educational institutions in replicating the Guardian Scholars program model.
- Hosted the “Thanks For Giving” luncheon with special guest speaker Jack Canfield, co-author of the *Chicken Soup for the Soul* book series. Raised over \$15,000 for scholarships through this event.
- Hosted several visits from national child welfare organizations such as the Casey Family Programs in Seattle and the Annie E. Casey Foundation in Maryland.
- 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.
- Testified at hearing for the House of Representatives, Committee on Health and Human Services. CSUF was selected as a program of innovation in the State of California.
- Submitted a joint proposal with Orangewood Children’s Foundation to the Lumina Foundation to implement a tutoring project.

CHALLENGES

- Meeting the needs of the students with limited financial resources and limited support staff.
- Securing student mid-term grade reports from instructors who are not aware of the program and are reluctant to respond to inquiries.
- Building cohesive collaborative relationships with internal and external agencies/organizations.

GOALS 2004-2005

- Raise additional funds for scholarships through external resources to meet the growing need of the students the program currently serves.
- Increase collaboration with campus departments and external

agencies/organizations to assist in the recruitment of mentors and students.

- Increase mentoring and support opportunities for students to promote greater accountability.

Honors and Scholars Support Services

MISSION STATEMENT

The 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

- Coordinated the recruitment process for the sixth honors class (Fall 2004), which for the third year yielded over 600 applications to fill 110 spaces in the freshmen cohort. The process was conducted in collaboration with the President’s Scholars application process, which included a newly implemented on-line application system.
- Supported senior honors students as they completed honors projects. Twenty-six honors students completed and presented their senior honors projects over the academic year.
- Increased the number of Honors Peer Mentors to twenty-four.
- Provided advisement to the more than 300 students participating in the Honors Program, through individual advisement, group advisement activities, as well as the sophomore retreat, which provides second year honors students with an overview of upper-division honors.
- Hosted the Fourth Annual Honors Week, through which over 2,500 pounds of non-perishable food items were collected and donated to the Orange County Rescue

Mission as part of Make A Difference Day, an increase of 1,000 pounds over 2002.

- Maintained a very strong presence at national and regional honors conferences, with 21 students attending and 20 students giving presentations.
- Welcomed the development of new honor societies, including Kappa Omicron Nu (Kinesiology), Eta Sigma Gamma (Health Sciences), and Kappa Omega (Counseling), providing support and advisement as appropriate.
- Provided general advisement and support for the over 30 honors organizations on campus.
- Implemented a University Planning Initiative on prestigious scholarships seeking to engage students in pursuing excellence. Through the initiative, scholarship advocates among faculty and staff were identified and promotion for scholarship opportunities was increased.
- Advised several students on scholarship and fellowship opportunities. Successful applicants included two Fulbright scholars and a CSU Trustee/Hearst awardee, in addition to applicants for the Truman, Goldwater, and Jack Kent Cook scholarships.
- Conducted a self-study of the department in coordination with the Student Affairs division-wide plan.

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.
- Providing service and support for an increasing population of students in the midst of difficult budget times.
- 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 2004-2005

- Administer an assessment of the Honors Program in the fall to collect feedback from honors students on their curricular and co-curricular experience in the program.
- 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.
- Pursue alternative funding sources to meet the increasing interest of honors students to attend and present at national and regional conferences, as well as to support honors students completing their senior honors projects and for honors student scholarships.
- 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 on-line 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.
- Implement new strategies for communicating with students about opportunities and events in the program, on campus, and in the community. This includes more regularized email updates, as well as better utilization of the web and the student portal.
- Continue to develop the co-curricular aspect of the Honors Program including the University Honors & Scholars Speaker Series.
- Increase the visibility of honor societies on campus and create a central role for the Council of Honor Societies within the community of honor societies.
- Further develop support services for students interested in pursuing prestigious

national and international fellows and scholars programs including, but not limited to, Truman, Rhodes, Marshall, Fulbright, Goldwater, Gates/Cambridge, Udall, Soros and Mitchell.

- Develop a heightened awareness of the Honors Program and requirements to apply at local community colleges in order to increase the number of eligible applicants.

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 98 percent occupancy in housing program.
- Generated \$3.8 million in revenue with accounts receivable on June 30, 2004 of \$13,212.00 or 0.0034 percent. This translates into the fact that 99.67 percent of the revenue that was due to the housing program was collected.
- Completed what is hoped to be the last of the issues related to Phase II Construction.
- Opened the Convenience Store in October of 2003.
- Convenience Store naming contest in April 2003 resulted in the name "THE HUNGRY TITAN."
- Installed voice activated alarms on all exterior doors of Phase II.
- Completed Residence Hall Phase III Pre-Planning document in preparation for beginning the feasibility study for new student housing.
- Generated in excess of 4,000 applications to fill 500 on-campus housing spaces. Ninety-

eight percent of the applications were on-line applications.

- Maintained housing program such that 90 percent of students expressed having a positive to very positive 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 2004-2005

- Complete Phase III Housing Feasibility Study.
- Create web based off-campus housing assistance.
- Expand and update Emergency Preparedness Plan for department.
- Evaluate current Housing and Residence Life mission and goals in light of campus' enrollment issues and trends.
- Determine with Business and Financial Affairs the feasibility of implementing SIS+ Billing and Receiving (BRS) for housing.
- Implement a strategic plan for bringing on board additional housing which addresses issues of campus/departmental mission, departmental infra structure, marketing, and maintenance and repair of existing facility.

Intercollegiate Athletics

MISSION STATEMENT

The Mission of the Department of Intercollegiate Athletics is to provide an intercollegiate athletics program that is an integral part of the total educational experience at CSUF and fits within

the overall mission of the university. To ensure a quality academic experience for all student-athletes. To enhance the image of CSUF, both locally and nationally; 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

- Graduated 59 student-athletes. Honored 90 student-athletes as Big West Scholar-Athletes. A total of 100 student-athletes (49 in the fall and 51 in the spring) made the Dean's List. Honored 126 student-athletes in the fall and 121 in the spring as CSUF scholar-athletes.
- Seven student-athletes were selected first-team All-Big West Conference. Five student-athletes were selected to or earned All-America team status. Five student-athletes were selected to Olympic teams—one (Jenny Topping, softball) for the United States, three (Nadia Hernandez & Marlene Sandoval for women's soccer; Giovanni Lanaro, track and field) for Mexico and one (Lindsey Bashor, softball) for Greece
- Twenty-three student-athletes were selected to All-Big West Conference academic teams and three wrestlers gained the Pac-10 academic team.
- Topped all Big West Conference institutions in the annual National Association of Collegiate Directors of Athletics standings by placing 76th nationally in composite National Collegiate Athletic Association (NCAA) Championship events. Baseball (first), fencing, gymnastics, men's track & field and wrestling all qualified for NCAA Championships.
- Baseball team won its fourth national championship, sweeping Texas, 2-0, in the championship series after winning a College World Series bracket that included South Carolina, Miami and Louisiana State University. Senior pitcher Jason Windsor was selected the Outstanding Player of the College World Series. All six games were televised nationally on ESPN or ESPN2.
- Junior Kurt Suzuki won the Johnny Bench Award, presented annually to the top collegiate catcher.

- Hosted NCAA regional and super regional baseball tournaments. Hosted four-team men's and women's soccer tournaments and a women's volleyball tournament over Labor Day Weekend. Hosted Kia Baseball Bash and Kia Klassic and Worth (softball) Tournaments in the spring.
- Wrestling program had best finish ever as a Pac-10 member by finishing third at the conference championship meet. Jesse Miramontes won the individual Pac-10 title at 125 pounds and was selected Wrestler of the Meet.
- Fencing teams both did well in the Intercollegiate Fencing Conference of Southern California championships with the women placing first and the men second.
- Women's gymnastics team qualified for the NCAA championships for the fourth year in a row and placed sixth at regionals.
- Women's tennis team posted first winning season (13-11) since 1994-1995 and the 13 wins were the most since 1990-1991, equaling best total of Coach Bill Reynolds' 15-year Titan career.
- Men's basketball player Bobby Brown was selected Freshman of the Year in the Big West Conference, becoming the first Titan to win the award since Tony Neal in 1982.

CHALLENGES

- Find creative solutions to the dilemma of developing a comprehensive and successful Division I athletics program during very tight financial times.
- 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 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 2004-2005

- Seek and admit more academically proficient student-athletes.
- Find more creative ways to generate revenue.
- 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 higher than that of the general student body.
- Improve the overall standing in the Big West Commissioner's Cup results and maintain our lead in the NACDA Cup standings.
- Assist the Big West Conference in a smooth transition of membership, welcoming UC Davis as Utah State and Idaho depart for the Sunbelt Conference.

International Education and Exchange

MISSION STATEMENT

The Office of International Education and Exchange (IEE) 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, IEE strives 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; 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 (1,421 matriculated students in fall 2003 and 1,298 in spring 2004).

- Most of the 13,351 student office visits were to meet with staff and advisors for Student and Exchange Visitor Information System (SEVIS) related matters.
- Provided campus-wide coordination and leadership for the implementation of the SEVIS Program.
- Selected 74 students to participate in study abroad in the CSU International Programs, institutional linkage programs, the London Semester, and independent programs.
- The Intercultural Development Center has continued its very successful series of community visits. Visits this year to Little Saigon and Korea Town area of Orange County attracted over 100 CSUF participants.
- Continued to improve technology: using webform for collecting SEVIS information, regular email news to students, and on-line health insurance purchase.
- Assumed new responsibilities for the admission of international students through direct collection and review of financial documents, improving efficiency.

CHALLENGES

- SEVIS continues to challenge staff time and workloads, but with the integration of SIS+ with our client software in coming months, IEE will move into a more "routine" mode.
- Limited number of short-term study abroad programs hinders our ability to dramatically increase numbers of study abroad students. A short-term program in La Paz, Mexico should become operational in 2005.

GOALS 2004-2005

- To move to "routine" SEVIS operations with the integration of i1440 and SIS+ and the hiring of staff to do ongoing data maintenance.
- Implement the new SEVIS fee regulation, which takes effect September 1, 2004.
- Fully implement our Titan Card tracking of student visitors, which allows us to identify purpose of visit.

- Re-shape international student orientation into a semester-long program, more fully integrated with existing programs in the Dean of Students Office.
- Establish an International Student Honors Program in collaboration with the Honors and Scholars program.
- Integrate Intercultural Development Center activities with the Judicial Affairs program and Career Planning and Placement Center to achieve better utilization of those services by our southeast-Asian American students.
- Develop a clear written marketing plan for study abroad with a goal of an additional 20 percent increase in participation.
- In collaboration with Information Technology, set up an announcement and posting system for international students via the student web portal.
- Design and implement an assessment instrument to receive feedback on student services.
- Explore strategies for external funding for study abroad scholarships.

Student Academic Services

MISSION STATEMENT

The Mission of Student Academic Services (SAS) is the integration and coordination of activities, which 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: Educational Opportunity Program (EOP), Student Retention Services, Intensive Learning Experience (ILE), MESA Engineering Program (MEP), Student Support Services, University Testing Services, the Student Diversity Program, and Summer Bridge Program.

ACCOMPLISHMENTS

- In consultation with the Office of Financial Aid, developed new FA Packaging Policy for 2002-2003, which will increase funding in a

more equitable process for all EOP participants.

- Received University Retention Initiative funding in the amount of \$32,000 to support the Student Diversity Program and the Intensive Learning Experience.
- Facilitated the inclusion of all 100 Summer Bridge students into Year Round Operation for 2003 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.
- University Testing Services offered 30 separate test administrations, testing over 17,000 students. In addition, six examinations in Writing Proficiency (EWP) essay readings were organized and conducted through the office.

CHALLENGES

- Providing same level of services to special action students with fewer staff members due to frozen positions.
- Developing mechanisms that assist the Testing Services office to become fifteen percent self-supporting.
- Moving the EOP Admissions process into the FileNet Environment.
- 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 2004-2005

- 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 2005 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 2005 semester.
- EOP 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.
- ILE: Implement strategies that will increase the number of students completing Executive Order 665 compliance in a timely manner.

Student Health and Counseling Center

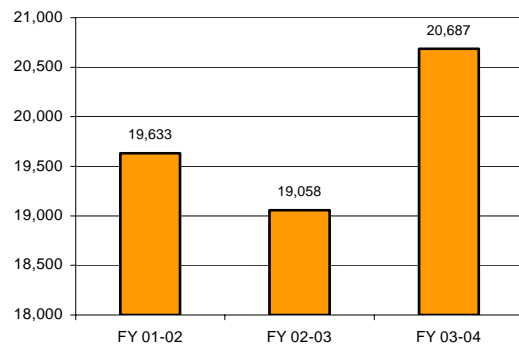
MISSION STATEMENT

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

ACCOMPLISHMENTS

- Individual patients served by the SHCC increased to 20,687 from 19,058 during 2002-2003, and 19,633 in 2001-2002.

Individual Patient Served by the SHCC



- Formed an “implementation team” which spearheaded the effort to fully implement the Family PACT program as a way to provide no-cost family planning services to needy students, and to provide an alternate revenue source for the health center.
- Implemented a decentralized model of purchase order payment process to make various ancillary units more accountable; a payroll records tracking system to closely monitor salary and wage expenses; a cost allocation accounting system to attribute costs by service units and to monitor overall departmental expenses; and coordinated a system of scheduling and patient check-in numbering close to 43,000 patients for 2003-2004.
- Upgraded its information system server (MedPro) to ensure compliance with the Health Insurance Portability & Accountability Act (HIPAA) and in preparation for implementation of the Family PACT program.
- The Health Promotion and Education department sponsored 10 health awareness and outreach events, as well as 30 health promotion presentations reaching 5,830 students.
- The Health Education staff continued to work collaboratively with campus departments and national organizations to address alcohol use and abuse on campus.
- The Nursing department provided almost 2,000 immunizations for Hepatitis B and approximately 1,250 for MMR.
- The SHCC Health Care providers continue to provide on-site clinical experience to nurse practitioner students from UCLA and

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, and the Emergency Operating Center Planning Committee.
- The Physical Therapy & Sports Rehabilitation (PTSR) department conducted a quality improvement study, which showed that there were 4,504 visits made to PTSR, an increase by 899 visits compared to 2002-2003. Sixty-five percent of the total visits were made by the general student population with various majors; 27 percent came from the Athletics department; and eight percent from Music, Dance/Theater Arts and Fine Arts. The highest demand for therapy involved knee and/or shoulder injuries.
- Staff in PTSR continued to be involved with the campus community: forming partnerships with the Athletic department; overseeing student volunteers majoring in Kinesiology and Biology; supervising clinical education rounds for the Athletic Training Education Program (ATEP); and serving as Clinical Instructors for ATEP.
- The Laboratory continued to assess its efficiency using the assessment tools provided by American Proficiency Institute and College of American Pathologists, and had 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.

CHALLENGES

- Expansion of what constitutes “basic medical care” mandated by Executive Order 814 has resulted in increased utilization of certain laboratory and radiological services that remain “free” to students, but which have become “costly” to the health center’s operation due to uncontrollable inflationary increases in costs for those services.
- Continue to implement a cost accounting and allocation (direct and indirect costs) system so that cost per unit service can be

readily available to accurately reflect the true cost of each type of service.

- Accurately assessing staffing needs (unfunded open staff positions, staff shortages, etc.) to balance issues related to staff productivity and burn-out/stress, and providing quality service to students.
- 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.

GOALS 2004-2005

- Provide leadership in evaluating progress made (i.e. enrollment, billing, etc) and revenue projections for Family PACT.
- Coordinate efforts with multiple student health departments and submit a proposal for a referendum to increase the mandatory student health fee.
- Fully integrate administrative functions for Student Health Services and Counseling and Psychological Services.
- Re-organize the Health Promotion and Education Department within existing budgetary limitations.
- Complete implementation of HIPAA privacy notification and documentation.
- Continue to assess and evaluate the process for complying with CSU immunization requirements and its impact on the nursing staff.
- Establish a “Forms Review” work group within Quality Assessment and Improvement to review and update all Student Health Service forms.
- Review support for continuing education needs for staff members in various clinical and ancillary units, including Physical Therapy and Sports Rehabilitation.
- Explore various automation projects to include improved information technology system that interfaces with other systems for clinical laboratory, pharmacy, and radiology, as well as cashiering system capable of linking to the campus CashNet system that

allows students to pay with credit cards or Titan Cards, and minimize the need for cash or checks.

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 University Learning Center (ULC) sustained current levels of services regardless of the budget issues. Student use of University Learning Center tutoring services increased by 52 percent. During the 2003-2004 academic year, 6,146 students sought and received academic assistance while another 5,938 visited the computer lab.
- Comparison of the mean scores for Collaborative Study Groups in History 110B and Political Science 100 to the mean scores of their lecture classes shows that in each case, the mean score of the study group was significantly ($P < .01$) higher than the class mean.
- On-line tutoring services increased by 30 percent. There were 13 on-line tutorials during the fall 2003 semester and 55 during spring 2004. Tutors hired to do on-line tutoring also provided individual and/or small-group tutoring at the center.
- In response to a program of vigorous recruitment, tutors at the University Learning Center became reflective of the diverse student population.
- Increased faculty involvement in ULC activities and programs by at 20 percent. Faculty from Biology, Chemistry, Child Development, English, Modern Languages and Literature, History, Human Services, Mathematics, Philosophy, Political Science, Psychology, Sociology, and Speech Communications collaborated with ULC staff in various ways.

- During the academic year, 24 students completed the ULC on-line tutor-training course.

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.

GOALS 2004-2005

- Increase current levels of services and student usage by 10 percent using additional Federal Work Study funds.
- Increase the visibility and use of the on-line tutoring services by 30 percent by collaborating with the new Assistant Dean at the El Toro campus.
- To pilot a computerized reading comprehension program for approximately thirty 2004 Summer Bridge students who scored below 132 on the reading dimension of the EPT, and if successful, provide the program to students enrolled in the 2004-2005 academic year.

Women's Center/Adult Reentry

MISSION STATEMENT

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

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

- Developed and implemented a strategic plan for the Women of Color Resource Center.
- Expanded the influence and activities of the CSUF/WSU Domestic Violence Task Force.

- Increased the number of sexual assault prevention activities by 25 percent over last year.
- Developed and implemented four major activities and educational components to build a strong Crime Prevention component to decrease crimes against women on campus.
- Collaborated with Dean of Students Office, Judicial Affairs to complete and distribute the first CSUF Sexual Assault Response Protocol.
- Established the implementation of the Gender Alliance Program in the University 100 classes.
- Provided 107 classroom and community lectures and workshops on topics germane to contemporary women.
- Formed the CSUF Women's Advisory Network for Non-profit Organizations.
- Successfully hosted the First Annual Regional Women's Centers Meeting for university and college women's centers in this geographical area.

CHALLENGES

- Developing and implementing a strategic plan for the Women of Color Resource Center.

GOALS 2004-2005

- Design and implement the domestic violence prevention curriculum for Asian/Pacific Islander women through grant money from the National Asian Women's Health Organization (NAWHO) \$10,000.
- Contingent on funding from the CSUF University Planning Initiative process, design and implement a conference, workshops and services entitled "Advancing the Status of First Generation College Women."
- Increase the number of speaking engagements and presentations provided by the Women's Center's Speakers Bureau by 20 percent.

- Seek and secure community funding and collaboration to provide internship opportunities for Women's Center interns.
- Explore the feasibility of expanding clinical staff in 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.

ACCOMPLISHMENTS

- Showcased student leadership and academic achievement in each college.
- Expanded efforts to develop alumni relations.
- Enhanced communication with faculty and staff colleagues.
- Strengthened the relationship with Associated Students Incorporated and the elected college representatives on the ASI Board of Directors.
- Organized and committed college resources for the newly instituted mandatory New Student Orientation for first-time freshmen.
- Improved networking, services and resources provided to college-based student leaders, officers, Inter-Club Council Executive Board members, academic club ICC representatives and ASI Executive Committee representatives.

CHALLENGES

- Maintenance of full complement of programs and services in an environment of reduced budgets and increased number of students.

- Develop methods for the integration of student leaders into the college environments.

GOALS 2004-2005

- Further inform the campus community about the mission, programs and services provided by the Assistant Dean Program.
- Foster the growth and importance of co-curricular learning within colleges, especially student leadership development. As appointed advisors to the Inter-Club Councils in each College, provide leadership, risk management, and other training for ICC officers and representatives.
- Work with Industry Specialists, College Directors of Development, and other campus liaisons to effectively inform students of financial and career opportunities such as internships, part-time jobs, and scholarships.
- Coordinate student support services and programs in the newly established College of Education.
- Continue to strengthen the relationship between the College and the Associated Students Inc.
- Continue to learn about appropriate University and ASI policies and procedures related to finances, human resources and risk management.

Assistant Dean for Student Affairs COLLEGE OF THE ARTS

ACCOMPLISHMENTS

- Developed and executed a calendar of monthly email communications to fall 2004 applicants to the art department in an effort to increase yield.
- Resumed regular cultivation activities with the California China Painters Association, which yielded the resumption of scholarship funding for 2004-2005.
- Planned and coordinated the Dean's Luncheon for all College of the Arts President's Scholars and Honors students.

- Coordinated modifications to the College of the Arts web page and to the art department website to ensure compliance with ADA regulations.

- Co-hosted a focus group for art department club members to gauge their needs for career advising, and to evaluate the scope and efficacy of current career development services provided by the Career Planning and Placement Center.
- Commenced regular probation advising workshops for all music and visual art students on probation.

CHALLENGES

- Continue to develop relationships with department chairs, faculty and staff. Attend faculty meetings to present on student affairs issues on a semester basis. Present at faculty orientation, attend campus faculty development opportunities and serve on committees to cultivate close ties.
- Attend at least two Arts related events during each month to promote visibility and engage students in activities.

GOALS 2004-2005

- Coordinate with the director of the Grand Central Art Center and an appropriate representative from University Police the development and regularly scheduled presentation to GCAC residents of a training workshop on personal safety in the downtown urban setting.
- Provide close guidance and advisement to members of visual arts clubs members and the ARTS Interclub Council as they plan the inaugural spring Visual Arts Days event, to be modeled on Comm Week.
- Increase visibility in the Performing Arts Building and other opportunities to interact with music, theatre, and dance students and faculty.
- Assist the Interclub Council chair and vice-chair in the development and presentation of training programming for incoming ICC representatives.
- With the assistance of art department staff, refine and expand last year's calendar of

email communications to visual arts applicants.

- In partnership with the assistant dean from the College of Natural Sciences and Mathematics, plan the information table component of the 2005 Commencement exercises.

Assistant Dean for Student Affairs COLLEGE OF BUSINESS AND ECONOMICS

ACCOMPLISHMENTS

- Designed an MBA student survey to determine incoming students career development needs.
- Developed detailed planning timelines and actions for CBE events as a reference tool.
- Developed and pushed a student newsletter at the beginning of semester through portal and in print.
- Assisted the Business InterClub Council (BICC) with the planning and execution of successful Industry Night and Business Week events.
- Increased the satisfaction rate of the “CBE Cares about Your Success” first-time-probation workshops.
- Created a Workplace Readiness program for CBE Honors students that concluded with an etiquette dinner.
- Coordinated selection process and served as advisor to the CBE Dean’s Scholars.
- Coordinated the Dean’s Honor List Receptions, which honors the students who have attained excellence in academics in the College.
- Planned, coordinated and emceed the Scholarship and Awards Ceremony in May where over \$121,000 was awarded to students and faculty.

CHALLENGES

- Finding relevant methods for alumni and employers to connect with students.

- Increasing the number of students participating in student clubs and organizations.

GOALS 2004-2005

- Assist the Business InterClub Council with reformatting weekly meetings, and implementing a succession strategy to begin training future members.
- Encourage student development of the BICC and the CBE Tutors by promoting and rewarding participation in the Student Leadership Institute and serving on the SLI Curriculum review committee.
- Strategize with the BICC to enhance the Industry Night and Business Week events to incorporate workplace preparation.
- Strengthen the services provided for students in academic difficulty, including the CBE Tutoring Center and the CBE Cares Probation workshops.
- Continue the strides made in outreach activities at community colleges and recruit new and transfer students into the CBE Honor’s program earlier in their University planning.
- Take the lead in providing assessment component to MBA orientation in conjunction with Business Industry Specialist.
- Explore setting up Workforce Preparation program for CBE students.

Assistant Dean for Student Affairs COLLEGE OF COMMUNICATIONS

ACCOMPLISHMENTS

- Showcased student success by increasing the recognition 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.

- Provided guidance and support for all college-based student clubs/organizations and actively promoted leadership development.
- Held the first Leadership Recognition Brunch at the Arboretum in June. Each clubs/student organization president received a Leadership Award and certificates were given to honor the efforts of faculty advisors.
- Continued to provide students with quality advisement, counseling and other support services; implement expanded website services within the college.
- Received positive evaluations from the Probation Advisement Program participants. Over 500 students received assistance through the college advisement center despite staffing shortage in that area. All three departments continued to offer academic, career advisement services from discipline-based faculty advisors, and a core group of college administrators consistently provided key support for new student orientation programs. College website offered another avenue to access advisement resources.
- To streamline the Grad Check process for Communications majors, as well as improve the tools available for advising students, the Advisement Coordinator initiated several revisions of the Titan Degree Audit, in collaboration with Admissions and Records. Changes were made to the structure, language, and calculation of units on the TDA to improve its clarity.
- Continued to coordinate and/or provide logistical support for College of Communications special projects, such as website development, E-mentoring project through partnership with the National Association of Women Business Owners (NAWBO); and Communications Week, including campus collaborations that sponsor the Alumni Mentor Luncheon Program.
- Marked the 26th annual Communications Week at California State University, Fullerton. The Assistant Dean serves as one the advisors and provides leadership for all Comm Week special events.

CHALLENGES

- Continued need to assess advisement program and provide improved services to students.
- Continued need for full-time SSPI (Advisement Center Coordinator position), clerical and graduate assistant to support services to students in the college.

GOALS 2004-2005

- Continue to promote co-curricular learning and student leadership development in the college.
- Continue to implement a full range of advisement services to students via the college advisement center.
- Increase Assistant Dean visibility to current communications students.

Assistant Dean for Student Affairs COLLEGE OF ENGINEERING AND COMPUTER SCIENCE

ACCOMPLISHMENTS

- Implemented an outreach plan focused on high school students, including mailings to high school seniors and high school administrators.
- Made outreach presentations on and off campus, attended district-wide college fairs and the CSU counselor conference.
- Compared to fall 2002 and 2003 cohorts, the College received more applicants, admitted students, and freshmen registered for fall 2004.
- Developed relationships with College of Engineering and Computer Science Alumni by obtaining training on the BSR alumni database.
- Obtained articles on Engineering and Computer Science alumni achievements and sent congratulations notes on behalf of the Dean.
- Coordinated the publication of *DATALINE* alumni newsletter for Engineering and Computer Science.

- Organized the first Alumni Mentor Luncheon for Engineering and Computer Science.
- Increased Assistant Dean's visibility to current Engineering and Computer Science students by attending student organization meetings, visiting ECS classes to promote Engineering and Computer Science Week, and attending student-organized events, such as softball tournaments and sand castle competitions.
- Organized a variety of events for the College of Engineering and Computer Science focusing on enrollment management, student life, career exploration, and student recognition.

CHALLENGES

- Recruitment and retention of Engineering and Computer Science students.
- Continuing to build relationships with alumni and other Engineering and Computer Science constituents, working in the coming year with the recently hired Director of Development for the College of Engineering and Computer Science.

GOALS 2004-2005

- Develop systematized approach to meeting ASI and risk management requirements for travel sponsored by Engineering and Computer Science Inter-Club Council.
- Obtain some training in management/supervision of staff and improve the learning experience of Engineering and Computer Science student leaders and student staff supervised.
- Improve the organization and dissemination of internship and career opportunity information from multiple sources.

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

ACCOMPLISHMENTS

- Facilitated the formation of three college honor societies (Kappa Omega Graduate Counseling Society, Eta Kappa Gamma

Health Science Honor Society, and Kappa Omicron Nu [Kinesiology]).

- Provided counsel to all HDCS academic student organizations and faculty advisors.
- Coordinated forty-five outreach visits to target community colleges resulting in 400 potential HDCS student contacts.
- Coordinated the gift and installation of benches from Parking Services for the Kinesiology & Health Sciences (KHS) patio.
- Worked with KHS faculty advisor and TSU to secure funding and installation of a TSU/KHS student computer/lounge open to all majors.
- Collaborated with HDCS Career Planning & Placement (CPP) liaison to survey 100 HDCS majors related to their career needs (outcome: 40 percent use Titan Connection).
- Worked with CPP liaison to provide College of the Month and New Student Orientation presentations to hundreds of HDCS potential and current students.
- Met individually with new tenure track HDCS faculty to inform them of Student Affairs programs and services.
- Counseled and advised students regarding academic appeals, petitions, financial aid, "Teacher Education" fit and behavioral challenges.
- Sent congratulatory letters to all Dean's list students and invited them to join their student colleagues in the leadership efforts of the college.
- Worked with the Student California Teachers Association student leadership to encourage their growth and development.

CHALLENGES

- Creating successful transition to a new college/dean.
- Assisting the current ICC prepare/request an ICC budget for the College of Education.
- Developing avenues for the uninvolved student to become active in the college.

- Locating a suitable student lounge space for students in both colleges housed in the EC building.

GOALS 2004-2005

- Provide leadership related to the needs of students in the newly established College of Education (COE).
- Make necessary divisions of college related roles, files, and functions for the two colleges.
- Provide leadership training to ICC leadership.
- Provide direction to current ICC leadership for the formation of COE ICC budget/leadership.
- Draft article related to student success

Assistant Dean for Student Affairs COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

ACCOMPLISHMENTS

- Added career exploration components to most “department days” with the Career Planning and Placement Center.
- Encouraged strong mentoring and encouragement of high achieving students in the college. This resulted in two Fulbright Fellowships for CSUF students, an American Political Science Association Minority Fellow, a California Senate Fellow, and the 2nd Coro Fellow for CSUF. The Model United Nations also won Most Outstanding Delegation this year in New York.
- Continued to support and expand the H&SS Student Access Center, the InterClub Council, the Evening Information and Advising Center, and the Dean’s Student Council.
- In its second year of funding, the H&SS Retention Program gave 60 student success, time management, and life balancing workshops to 500 students on academic probation.

CHALLENGES

- Career choice and exploration: finding ways to get students to access the services of the Career Planning and Placement Center in Langsdorf Hall, as well as integrated into continuing activities of the departments.
- Getting high achieving students to take advantage of both the opportunities that are available to them through leadership programs in student affairs offices and high achievement programs offered through academic affairs settings.
- The H&SS InterClub Council needs to take the knowledge gained in its first two years and use it to create a smoothly running program.
- The InterClub Council needs to address concerns about accessibility and low profile.
- 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. Continuing to demonstrate the tangible benefits of the program for students and faculty advisors.
- Provide quality service in all of the other aspects of the Assistant Dean’s position, given increasing demands, particularly those services provided to current students and outreach populations.

GOALS 2004-2005

- Continue to integrate career exploration, including graduate and professional school, into all departmental and college-wide activities, including the many new departmental events that are planned this year and New Student Orientation.
- Build on this year’s successes with student achievement to create a culture of achievement within the college.
- Continue to support and expand the H&SS Student Access Center, the InterClub Council, the Evening Information and Advising Center, and the Dean’s Student Council.

- Support student and faculty collaboration in research, presentation, and program creation.
- Create a full series of student success workshops aimed at a non-academic probationary audience and a mentoring program that could offer probationary students more long-term support.
- Create linkages between students and alumni, including alumni that are currently pursuing graduate and professional degrees.

Assistant Dean for Student Affairs EL TORO CAMPUS

ACCOMPLISHMENTS

- Maintained individual advisement appointment schedule for Child and Adolescent Development, Center for Careers in Teaching, and Liberal Studies.
- Provided General Education advising and advisement on university policy and procedure by hiring two Graduate Assistants who were based at El Toro and maintained strong relationship with the CSUF Academic Advisement Center.
- Provided a variety of programs designed to welcome or include students. Programs numbered approximately 20 each semester, and included Week of Welcome (WOW) activities, computer tutorials, Artist presentations in the TSU Lounge, Financial Aid and career workshops, and Yogurt Sundaes, etc.
- Hosted a highly successful fall Student Resource Fair to educate students on the services available to them and paid for by student fees.
- Received approval from ASI for a new position on the TSU Governing Board for an El Toro representative effective 2004-2005 academic year.
- Began the initial stages of bringing Student Leadership Institute workshop tracks to El Toro for the 2004-2005 academic year.
- During June 2004, outreached to over 7,000 continuing, new and prospective

students via the El Toro Fall 2004 brochure and accompanying Assistant Dean for Student Affairs letter.

CHALLENGES

- Creating a seamless “one-stop” process for El Toro academic advisement.
- Providing Graduation Checks for majors in Communications, Psychology, and Liberal Studies.
- Locating additional areas for campus programming so as not to limit use of the TSU Lounge.
- Providing adequate space for proctoring exams especially during peak exam periods.
- Student request for counseling will most likely require a half-time professional staff person from CAPS.

GOALS 2004-2005

- Develop and implement a comprehensive academic advisement program for undergraduate majors.
- Provide university sponsored New Student Orientation.
- Increase club and organization participation from Fullerton to El Toro.
- Strengthen the role of faculty in co-curricular life.
- Develop and implement programs and activities to increase the presence of Career Planning and Placement Center services.
- Strengthen the relationship with Dean of Students Office by implementing the Student Leadership Institute and New Student Orientation.

Assistant Dean for Student Affairs COLLEGE OF NATURAL SCIENCES AND MATHEMATICS

ACCOMPLISHMENTS

- Worked with NSM Deans and faculty to develop a retention plan for the college.

- Provided leadership to the First Time Freshmen Profile project.
- Co-coordinated the volunteers for 2004 Commencement.
- Co-authored an article that appeared in the November/December issue of About Campus Journal: *Embedding Student Advocates: Assistant Deans Provide In-College Service*. Co-authored with Assistant Dean of HDCS, Nancee Wright.
- Individually advised over 100 NSM students on probation.
- Co-Taught University 100 for the Summer Bridge Program.
- Received a Staff Development Grant to Attend the Mid-Level Management Institute.

GOALS 2004-2005

- Hire additional tutoring staff for the Opportunity Center.
- Work with NSM Deans and faculty to develop first year cohort learning groups.
- Work with NSM Director of Development to solicit funds for student related activities.

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

- The Scholars visited Boston University, Harvard, Northeastern University, MIT and Harvard Medical School during a one-week graduate university academic field trip.
- Scholars attended a statewide McNair Scholars Conference at UC Berkeley where they presented scholarly research.
- McNair Website provides increased functionality, more effectively providing current information and resources to both program participants and other interested students. The site is the fifth most used of McNair sites nationally.
- Fifteen Scholars attended a six-week GRE preparation course conducted by Princeton Review. Only 30 percent of McNair Programs provide a comprehensive GRE preparation workshop for Scholars.
- Nine Scholars graduated and seven were admitted to graduate programs including Master's programs at CSU Fullerton, New York University and UCI; Ph.D. programs at UCSB, UCLA and Louisiana State University.
- McNair Scholars were awarded scholarships/fellowships for graduate school matriculation: Hispanic Scholarship Fund (2); Lilly Endowment Inc. Scholarship; LSU GAANN Fellowship; and Gilman International Scholarship to study abroad.
- McNair Scholars were selected for internships and winners of academic competition: Sally Casanova Pre-Doctoral Scholar; National Institute of Health (2); Minority International Research Training; and 18th Annual CSU Student Research Competition.

CHALLENGES

- Developing methods of collaboration and partnerships with other campus programs which provide similar services in order not to duplicate efforts.
- Ensuring participants have the appropriate financial aid assistance to support their education/goals.
- Attaining higher campus visibility so more students and faculty are aware of the McNair Scholars Program.

GOALS 2004-2005

- The program will stay in compliance with the Government Performance and Results Act (GPRA) to ensure the goals we have set for the coming year are results based.
- Utilize national CAS standards for program enhancement.
- Identify and maintain 22 students annually. At least two-thirds will be both low income and first generation, and at least one-third will be students from groups underrepresented in doctoral education.
- Provide academic support services to ensure 80 percent 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.
- One hundred percent of Scholars who complete the research internship will publish their research project paper in the McNair Scholars Journal and submit it to a professional journal for consideration: present their research at a McNair Scholar Symposium.
- Retain 90 percent of our Scholars in the project from year to year.
- After being accepted into the program, 70 percent 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 80 percent will enroll in a graduate program.

- Ensure that 65 percent of the participants who enroll in a doctoral program attain their Doctorate Degree within seven years of their enrollment.
- Collaborate with campus colleagues on presenting research symposiums, workshops and other academic venues to support the McNair Scholars.
- Network with university graduate school deans and administrators to assist Scholars in financing their graduate studies.
- Work with the McNair Scholars Advisory Board to develop methods of attaining higher campus visibility and more academic opportunities through various funding sources.

Upward Bound Program

MISSION STATEMENT

The Upward Bound Program is a federally funded, comprehensive educational program designed to assist 78 low-income and first-generation students to acquire the skills and motivation necessary to complete a program of secondary education and to provide preparation to enter and succeed in a program of post-secondary education. Students are selected from Century, Saddleback, Santa Ana and Valley high schools, all in the Santa Ana Unified School District. All students participate in academic-year and summer activities.

ACCOMPLISHMENTS

- 100 percent of Upward Bound program seniors graduated from the target high schools.
- 100 percent of Upward Bound program 2004 graduates enrolled in post-secondary institutions.
- Received a four-year continuation grant beginning September 2004.
- Implemented a comprehensive, six-week, summer program with a residential component for participants.
- Offered a one-unit Biology course in collaboration with several CSUF departments, faculty and staff including the

Arboretum and the College of Natural Sciences and Mathematics.

- Initiated activities to increase parent participation in the Upward Bound Program (Parents were involved in year-end recognition activities).

CHALLENGES

- Increasing parent involvement in Upward Bound Program components.
- Increasing the number of CSUF college credit elective courses in English, Mathematics and Science for Upward Bound student participants during the Upward Bound Summer Residential Program.

GOALS 2004-2005

- To empower Upward Bound students' parents to participate in the development of the students' Individual Educational Plans.
- To develop greater participation among Upward Bound parents in the activities connected to the Achieving College Strand of the Santa Ana Network.
- To collaborate with target schools in utilizing English to Spanish translation services.
- To offer additional CSUF college credit elective courses in English, Mathematics and Science to Upward Bound student participants during the Upward Bound Summer Residential Program.
- Continue to foster and increase partnerships with community-based organizations and businesses to promote the Upward Bound Program.
- Continue to promote the CSUF Upward Bound Alumni Association.

Student Support Services Program

MISSION STATEMENT

The Student Support Services Program is one of four 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 for student success.

ACCOMPLISHMENTS

- The SSS staff successfully selected and enrolled 150 program participants by September and maintained a waiting list of 25 eligible students.
- 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 GPA 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 2004-2005

- To continue to provide academic support to ensure that at least 90% of each year's participants will enroll in at least 3 consecutive semesters of full-time credit.
- All individual education plans will be maintained, updated, and created for new SSS participants
- A minimum GPA of 2.8 will be maintained by at least 60% of participants.
- 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.

- The SSS program will balance the budget at the end of the year by +.5%.

GEAR UP

MISSION STATEMENT

The purpose of GEAR UP—Anaheim is to ensure that Anaheim High School students who will be graduating in the year 2005 are prepared for, pursue, and succeed in postsecondary education.

ACCOMPLISHMENTS

- Staff and partners from the City of Anaheim visited more than 30 homes this year, which increased the number of in-house assessments and academic counseling in order to reach more parents this year.
- With Anaheim High School counselors, developed a one-to-one counseling program and created educational plans for more than 100 students.
- Developed a leadership training program by creating a club at Anaheim High School titled LEAD (Leadership Education Academic Development).
- Created an interterm intensive Mathematics Review Session in January of 2004, which was hosted at Cal State Fullerton to help students prepare for final examinations in the spring semester.
- Collaborated with PUENTE and offered a second annual “College Night” at Anaheim High School for parents and students to help them learn about the different university systems.
- Developed a new evening tutoring program hosted at the Downtown Community Center for students who were involved in extracurricular activities.
- Provided professional development classes for teachers throughout the school year and sponsored 6 Anaheim High School mathematics teachers to attend “Beyond the Basics” conference on March 29, 2004.
- Provided SAT I preparation Classes: May 10th through May 21st to more than 20 students.
- Sponsored Anaheim High School students to participate in the (MISS) Mathematics Intensive Summer Session: July 6th through July 30, 2004.
- Created a new Summer Program titled the Pre-Calculus Summer Session: July 6th through July 30, 2004.

CHALLENGES

- Effectively serving the 115 out of 557 of cohort students who fall under the “at risk” category (GPA 1.7 and below).
- Low staffing of tutors resulting in less tutoring coverage in mathematics classes.
- Loss of original cohort students over time resulting in the loss of student performance tracking.

GOALS 2004-2005

- Create a summer program titled Summer Math Academy: “Gearing Up for Senior Year!” to provide assistance and information for the subsequent year of the program.
- Provide preparation workshops for college admissions and financial aid by sponsoring events for students and parents.
- Provide bilingual workshops for parents and students on completing college admission applications.
- Work closely with partners and strategically plan the year’s events and programs at the annual partner Advisory Board meeting.
- Repeat the event titled “College Night” and focus on what college freshman need to know in order to provide assistance for students and parents in understanding their first year of college.
- Provide entry level mathematics (ELM) & English placement test (EPT) preparation workshops throughout the school year.
- Provide ELD (English Language Development Workshops) for parents.
- Recruit Anaheim High School students for Summer Bridge in the year 2005.

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