

Student Affairs ANNUAL REPORT 1999-2000

Vice President for Student Affairs Office

Assistant Deans for Student Affairs

Associated Students

Career Planning & Placement Center

Counseling & Psychological Services

Dean of Students Office

Disabled Student Services

Enrollment Management/University Outreach

Financial Aid

Honors and Scholars Support Services

Housing and Residence Life

Intercollegiate Athletics

International Education & Exchange

Student Academic Services

Student Affairs Research Center

Student Health and Counseling Center

TRIO and Gear Up Programs

University Learning Center

Women's Center/Adult Re-Entry

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CAL STATE FULLERTON STUDENT AFFAIRS ANNUAL REPORT 1999 - 2000

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CALIFORNIA STATE UNIVERSITY AT FULLERTON STUDENT AFFAIRS MISSION STATEMENT

Student Affairs enhances and supports the academic mission of the University. The Student Affairs mission encompasses the dual paradigms of student development and student services and includes building alliances between the classroom and other aspects of campus life. As a partner in the educational enterprise, Student Affairs contributes to the comprehensive educational experience of students. Through myriad services, programs and activities, the intellectual, vocational, personal, social and cultural development of all students is encouraged. Through these programs and services, students are assisted in acquiring the knowledge, skills and insights that facilitate life-long learning, a sense of personal and interpersonal competence and human understanding.

As a resource for students, administration, faculty, staff, alumni and the broader community, Student Affairs provides a wide variety of university services. These services meet the needs of students as they progress through their college experience and also include problem solving, research assistance and consultation. With a diverse and comprehensive set of responsibilities, Student Affairs contributes to the campus community a special perspective about students, their experience, and the campus environment.

10/98

STUDENT AFFAIRS SERVICES TO STUDENTS AND THE BROADER CAMPUS COMMUNITY

- Assist students in the successful transition to college.
- Encourage development of positive interaction among students and a sense of community within the institution.
- Design opportunities for leadership development.
- Provide opportunities for recreation and leisure time activities.
- Help students clarify career objectives, explore options for further study, and secure employment.
- Create opportunities for students to expand their aesthetic and cultural appreciation.
- Provide services that support the educational, career, social and recreational objectives of students with disabilities.
- Provide medical care for all registered students.
- Provide personal and educational counseling services to students.
- Ensure the orderly and efficient administration of residence life and provide a living environment for students that is safe, clean, and well maintained.
- Provide a variety of academic support services to students (e.g., tutoring, mentoring, developmental courses).
- Provide student testing services.
- Facilitate the opportunity for participation in student clubs and organizations.
- Provide special services to meet the needs of international students.
- Conduct research, provide and interpret information about students during the development and modification of institutional policies, services, and practices.
- Assume leadership for the institution's response to student crises.
- Serve as a resource to other members of the University Community in their work with individual students and student groups.
- Encourage faculty-student interaction in programs and activities.
- Advocate and help create ethnically diverse and culturally rich environments for students.
- Support and advance institutional values by developing and enforcing behavioral standards for students.
- Advocate student participation in institutional governance.
- Plan, conduct, and evaluate outreach and recruitment activities to help ensure that institutional enrollment objectives are accomplished.
- Provide leadership in university-wide enrollment management activities.
- Provide effective and judicious management of Student Affairs resources.
- Encourage students to study abroad through promotion and advisement efforts.
- Provide financial assistance to students who, without such assistance, would not be able to meet their degree objectives.
- 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

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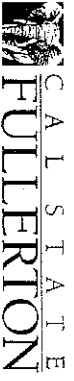
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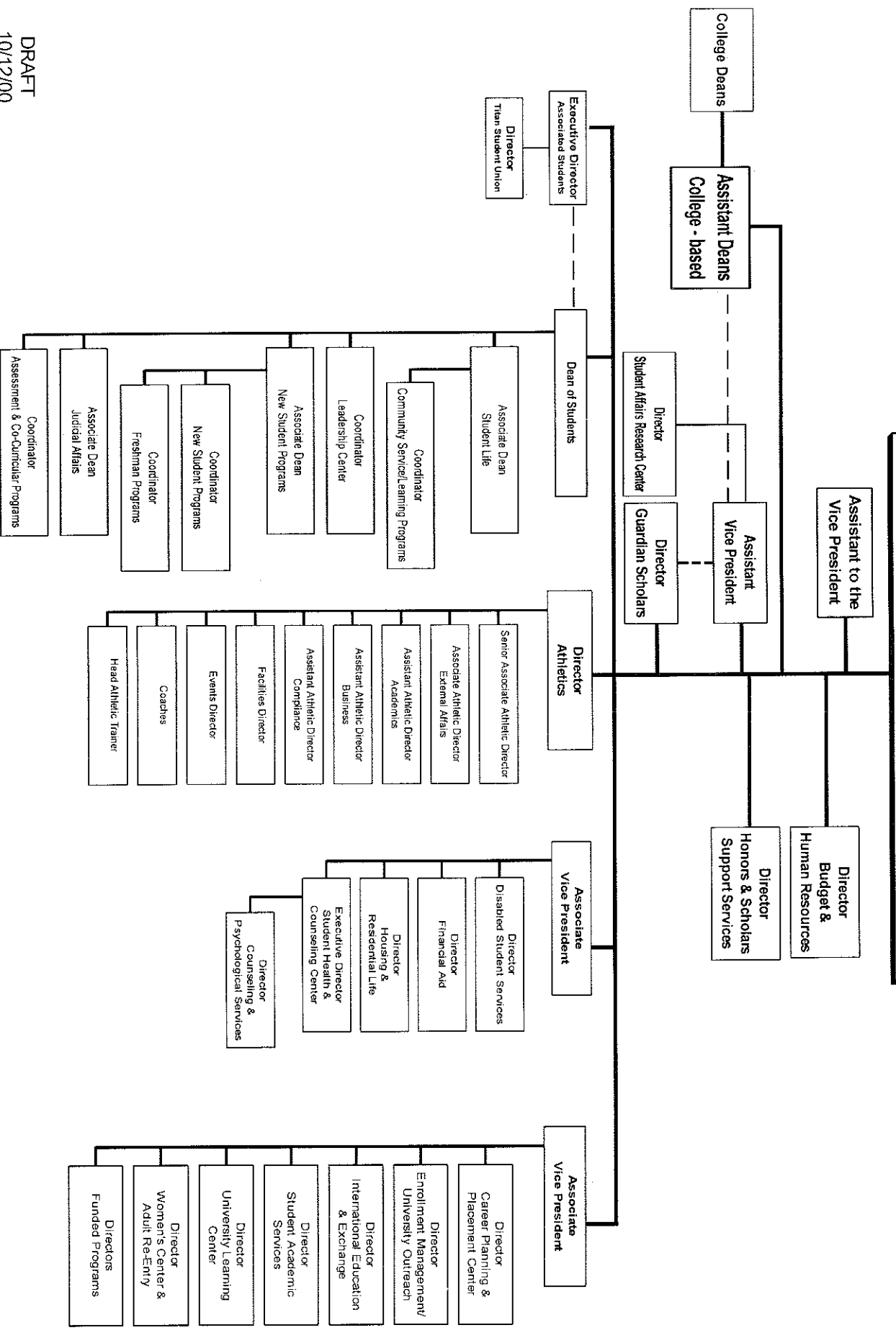
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Division of Student Affairs Organizational Chart



Vice President for Student Affairs



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, and administers and coordinates comprehensive student programs and services related to student growth and development to create a learning environment where all students have the opportunity to succeed.

1999-2000 ACCOMPLISHMENTS

- Completed the CSU approval process for construction of additional 400 on-campus housing beds. Worked with campus private architectural firm and Office of Design and Construction to design new facility. Ground breaking to occur in March 2001.
- Opened the new Honors and Scholars Support Services operation. Created and implemented a comprehensive student support program for honors and scholars students, including honors program participants, President's Scholars and Guardian Scholars.
- Created and implemented a comprehensive staff development program for division employees.
- Continued public relations efforts through publications such as the annual report and web site improvements.
- Incorporated Athletics into the division, and fostered a sense of team across the division.
- Improved the programs and services of the University Learning Center, with focus given to cross collaboration between programs and services that provide learning assistance across campus.
- Provided effective coordination of outreach efforts across campus, including school based activities.
- Implemented division-wide accounting software and common budget formats.
- Created and implemented a campus-wide academic integrity program, in coordination with the Faculty Development Center.
- Provided leadership in university-wide activities and programs such as commencement, Honors Convocation, Student Fee Advisory Committee and other campus wide events.
- Acted in advisory capacity to the Associated Students in the successful passage of the Recreation Center fee referendum.
- Began work on a student-focused research agenda, including common practices in evaluation and assessment across the division.
- In collaboration with the Department of Educational Leadership in the School of Human Development and Community Service, began work on a proposal for a concentration in Higher Education/Student Affairs Administration for the M.S. in Education.
- Continued to increase collaboration both within and outside of the division of Student Affairs as evidenced by Fullerton First Year, coordinated staff and faculty development programs, Co-Curricular Achievement Record, Summer Bridge, University Learning Center and New Student Orientation.
- Participated fully in the University's 40th anniversary celebration.
- Participated fully in a successful WASC review of CSUF.

CONTINUING CHALLENGES

- The creation and implementation of a comprehensive plan for fundraising and development in the division. Planning in this area did not come to fruition this year.
- Publication of a division newsletter and information booklet.
- The development and opening of a Student Leadership Center, including a multicultural leadership component and successfully obtaining off campus funding for the project.

1999-2000 PUBLICATIONS

- 1998-99 Annual Report
- Financial Aid Award Information Booklet
- Housing and Residence Life Calendar/Handbook
- Guide to the Junior Level Examination in Writing Proficiency
- Directory of CSUF Tutoring Services
- Financial Handbook for Student Leaders
- Handbook for Associated Students Funded Programs
- Sports Media Guides
- Student/Athlete Handbook
- Self-Guided Campus Tour
- Campus Safety Guidelines for Study Abroad Programs
- "Guide to Success Handbook" for CBE Cares About Your Success Program
- "Where Have They Gone? An Employment Survey Report of 1998 Cal State Fullerton Graduates"
- "Job Search Guide: 2000-2001"
- "Reference for Faculty: Academic Integrity and Disruptive Behavior"
- "Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper"
- "Academic Integrity: Guide for Graduate Students"
- "Plagiarism and Acquired Papers"
- "Titan Family Handbook," a guide for family members of new students
- "Mentor Handbook," for Co-Curricular Achievement Record mentors
- "Participant Guidebook," for Co-Curricular Achievement Record participants
- "Mentoring Opportunities for Faculty and Staff"
- Senge, J.C. & Dote-Kwan, J. (1999). "Preparing for College and Beyond: A Guide for Students with Visual Impairments," CSU Fullerton. This reference guide was distributed in print and Braille to every DSS program in the CSU system during the 1999-2000 academic year.
- Senge, J.C. (1999). "Technology, Braille and Higher Education," CSU Fullerton (Part 2). This article was published in the "Blind Californian," the quarterly journal of the California Council of the Blind.
- "Conference Ended on Same High Note on Which it Began," published January 2000, Western Association of College Admission Counseling, by Charles L. Moore, Jr. Article described major issues brought forth in educational colloquium focused on post-Prop 209 issues related to reduced access to post-secondary education opportunities.
- "College Is Number One," published March 2000, Western Association of College Admissions Counseling, by Charles L. Moore, Jr. Article described outreach efforts designed to motivate young males from all cultural backgrounds to pursue post-secondary education opportunities.
- Research Report 1 of 1999/2000: Why Do Students Choose CSU Fullerton? An Analysis of Responses to the Intent to Register Survey
- Research Report 3 of 1999/2000: Profile of CSUF Students Fall 1999, Summary of Statistical Handbook
- Research Report 5 of 1999/2000: Information Technology Skills Census of Student Affairs Staff: Before and After the Rollout

- Research Report 6 of 1999/2000: Summary of College Freshman Survey Findings: How Do Our Students Compare to National Norms?
- Research Report 9 of 2000: Portrait of the First Time Freshman
- Research Report 10 of 2000: Portrait of the Cal State Fullerton Student

1999-2000 FUNDRAISING/OUTSIDE ACCOMPLISHMENTS

Federal Grant Awards

• Upward Bound - Santa Ana	\$248,760
• Upward Bound - Norwalk and Whittier	\$205,400
• Upward Bound Math & Science	\$216,000
• Ronald McNair program	\$190,000
• Gear Up! Anaheim	\$205,869
• Student Support Services	\$203,282
Total Federal Grants	\$1,269,311

State Grant Awards

• Workability IV contract with California State Department of Rehabilitation	\$96,127
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Other Fundraising Accomplishments

• California Campus Compact	\$3000
• Camp Titan Fundraising	\$19,200
• Titan Shops Scholarship Donation	\$6000
• Senior Class Gift	\$8000
• Council Travel Donation	\$1000
• Weber Scholarship	\$2500
• Kathleen E. Faley Memorial Special Games	\$45,000
• Chase Bank	\$8000
• Citibank	\$1500
• Americorps	\$94,480
• General Electric Corporation, Elfun grant	\$12,802
• NAFSA: Association of International Educators' Cooperative Grants Program - "Its My Culture"	\$1950
• Jenkins Family Foundation	\$37,000
• Hahif Family Foundation	\$2000
• Western State College of Law	\$350
• Phi Kappa Phi	\$2800
• Golden Key National Honor Society	\$2300
• Employer Job Listing Service	\$15,000
• American Humanics	\$10,000
• CSU Service-Learning 2000	\$4,200
• KNBC Minority Graduate Fellowship	\$8,000
• Hispanic Scholarship	\$29,000
• TELACU	\$6,500
• Peggy Hammer Scholarship	\$5,400
• Los Angeles Times Scholarship	\$2,500

Total Fundraising	\$328,482
Total Outside Funding Generated by Student Affairs	\$1,693,920

1999-2000 WORKSHOPS/PRESENTATIONS

- Over 45 presentations were given at regional and national conferences including those sponsored by:
 - National Association for Student Personnel Administrators
 - Association of College Personnel Administrators
 - American Association for Higher Education
 - Golden Key
 - CSU International Programs Coordinators
 - Advanced Placement Counselors
 - NAFSA: Association of International Educators
 - Institute for Contemporary Leadership
 - Western Association of College Admissions Counseling
 - CSU Testing Officers
 - CSU Institute for Teaching and Learning
 - California Transcribers and Educators of the Visually Handicapped
 - California Governor's Commission for Employment of Disabled Persons
 - Technology and Persons with Disabilities International Conference
 - American Association of Business Women
 - CSUF Annual Assessment Conference
 - National Fastpitch Coaches Association
 - First Year Experience National Conference
 - Organization for Counseling Center Directors in Higher Education
 - National Orientation Directors Association
 - Center for Academic Integrity
 - Association of Fraternity Advisors
 - California Teaching English to Speakers of Other Languages (TESOL) Conference
 - Pacific Association of College and University Residence Halls
 - Western Association of College and University Housing Officers
- Over 50 workshops/speeches/clinics were given at community oriented events, including those sponsored by:
 - Independent Living Programs
 - Orangewood Foundation
 - Refugee and Immigrant Forum of Orange County
 - CSUF Faculty Development Center
 - President's Committee on Employment of People with Disabilities
 - Long Beach City College
 - Whittier College
 - North Orange County YWCA
 - Yorba Linda Library
 - Orange County Social Services
 - Fullerton Boys and Girls Club
 - NCAA YES Clinic
 - National Coaches Clinic
 - Southgate High School Football Banquet
 - Fullerton Chamber of Commerce

Pacific Drive Elementary
SCATS Gymnastics, Huntington Beach
Pinecrest Elementary School Softball Clinic
Bobby Sox Leagues in La Habra, La Mirada and Orange Coast
American Cancer Society Golf Tournament
San Bernardino Sheriff's Department
Cal Poly Pomona

ASSOCIATION LEADERSHIP POSITIONS

- Members of the Student Affairs staff hold leadership positions in the following regional and national professional associations:
 - National Association of Student Personnel Administrators
 - Association of College Personnel Administrators
 - National Collegiate Athletics Association Division I Executive Baseball Committee
 - National Collegiate Athletics Association Division I Executive Basketball Committee
 - National Athletics Trainers Association
 - Academic Professionals of California
 - National Association for Campus Activities
 - National Orientation Directors Association
 - National Association of Women Educators
 - California Association of State Financial Aid Administrators
 - California Association of Black Social Workers
 - Court Appointed Special Advocates
 - California Association of Post-Secondary Education and Disability
 - NAFSA: Association of International Educators
 - Phi Beta Delta Honor Society for International Scholars

2000-2001 DIVISIONAL GOALS

- Improve the information we have about students through increased research, assessment, data collection and dissemination.
- Continue to utilize technology to advance our mission, including service delivery, current hardware and software, and student access to information.
- Continue to improve the public relations image of Student Affairs through publications, marketing, web based communication, etc.
- Move Athletics program forward by increasing support and resources for Intercollegiate Athletics goals.
- Provide leadership for facilities and space related projects such as the new housing project, Student Health and Counseling Center addition, Physical Education building renovation and Recreation Center; participate fully in the Master Development Planning Project.

ASSISTANT DEANS FOR STUDENT AFFAIRS

MISSION STATEMENT

The Assistant Deans for Student Affairs assist students in their matriculation at the university by providing an environment conducive to academic and personal growth. The Assistant Deans serve a vital role representing the Division of Student Affairs within the academic units. Actively working with students, faculty and staff, the Assistant Deans integrate the holistic developmental philosophy of student affairs within the academic setting and engage the entire university community in the total university experience.

1999-2000 ACCOMPLISHMENTS

Increased Professional Development Opportunities

- Held leadership positions in national professional organizations
- Presented programs at NASPA, ACPA, WACUBO, WABCA and NODA
- Contributed to the formation of the Student Affairs Staff Development program
- Contributed to the formation of the proposed CSUF MA in Higher Education

Increased Public Relations to Promote Assistant Deans Program

- Presented program overview to PAB and the Student Affairs Executive Committee
- Supported faculty development and student leadership
- Recognized faculty and student organizations in college recognition events
- Provided customer service training for college staff
- Distributed promotional items

Increased Research, Assessment and Evaluation Efforts

- Conducted a commencement survey in each of the colleges
- Participated in the Retention Research Project Committee
- Conducted program evaluations

Finalized and Implemented "College Enrollment Management Plan"

- Implemented individual college plans
- Continued to develop collaborative relationship with Enrollment Management
- Enrollment Management provided computers and salary for graduate assistants
- Colleges contributed office space and staff support

Pursued Resources as Appropriate for Staff, Budget and Physical Space from Colleges

- Obtained space and staff support for graduate assistants
- Obtained financial and staff support for student programs
- Obtained resources to support events that focused on retention
- Clerical support was partially provided by the Deans' Offices

2000-2001 GOALS

- Collaborate with Enrollment Management/University Outreach to clarify retention issues.
- Develop and implement a strategic plan for the Assistant Dean program.
- Collaborate with Academic Affairs to develop strategies to utilize student evaluations, assessing student needs as per the WASC report.
- Continue research, assessment, and evaluation efforts.
- Develop strategies to assist student club and organization success.
- Increase working relationships and collaboration with other Student Affairs units.

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF THE ARTS

1999-2000 ACCOMPLISHMENTS

- Developed and implemented a comprehensive enrollment management plan for the college. Worked with department chairs to determine enrollment goals.
- Coordinated ARTS efforts and faculty involvement for New Student Orientation. Coordinated registration for first year students. Served 196 ARTS students during summer 2000.
- Advised the Musical Theatre students in coordinating the Drama Prom; over two hundred students and faculty attended this inaugural event.
- Coordinated the Dean's Picnic involving over two hundred students, staff and faculty. Expanded the program this year to include highlighting the student leaders in the College.
- Created and implemented an End of the Year Recognition Event for club officers and faculty advisors, Spring 2000.
- Created and implemented leadership training for student club officers focused on program planning, funding opportunities, marketing strategies and membership development.
- Coordinated ARTS scholarships; increased the application rate of Art Department scholarships by 250% (from 6 applications to 30).
- In consultation with department chairs, designed and administered commencement survey of ARTS graduates for 1999-00. Results will be compiled and delivered to department chairs by fall 2000.
- Recruited two first time frosh to be involved with Associated Students and hold leadership positions in the college.
- Directed a comprehensive residential program at Grand Central Art Center. Resolved complex issues, negotiated resolution with variety of constituency groups and addressed community concerns. Hired, trained and supervised resident advisors. Achieved and maintained goal residency rate.
- Developed the Student Employment Development Program on behalf of the Dean of Students Office; presented pilot program to key Student Affairs staff.
- Held leadership positions in two professional associations: NASPA - So. California Executive Leadership Committee (International Issues Liaison) and NAWE - 2001 National Conference Local Arrangements Chair.

CONTINUING CHALLENGES

- Obtain adequate staff to support programmatic goals (enrollment management, career development, leadership development)
- Continue to increase sense of community in the college
- Continue assessment of student needs
- Continue to balance college needs with Student Affairs/Assistant Dean program priorities

2000-2001 GOALS

- Continue to refine enrollment management plan for the college. Expand targeted outreach activities and explore counselor's roundtable program for spring.
- Improve communications between Career Planning and Placement and ARTS departments: explore the development of career related programming for ARTS students; plan workshop focused on portfolio development and job searching skills.
- Continue the development of student organizations and leadership opportunities for ARTS students. Explore faculty club advisor training.
- Continue to increase sense of community in the college via Dean's Picnic, Fall leadership training for club officers, and End of Year Recognition Event for club officers/faculty advisors.
- Increase assessment activities; assess staff and faculty perception of Assistant Dean impact/effectiveness. Develop and administer assessment instrument on students' needs.
- Expand programmatic offerings for residents at Grand Central Art Center focusing on healthy lifestyle issues. Develop and deliver resident orientation program in early fall semester. Expand training for Resident Advisors. Develop emergency preparedness protocol.
- Publish article in professional journal highlighting Assistant Dean program.

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF BUSINESS AND ECONOMICS

1999-2000 ACCOMPLISHMENTS

- Increased Business Week 2000 involvement with over eight hundred students attending and eighteen faculty members assigning courses to attend.
- Increased scholarship funds by 13% (\$5,750) and an endowment by \$7,730
- Implemented the first CBE newsletter in the Spring 2000 semester
- Hired a full tutoring staff that provided over 1,200 tutoring sessions for the CBE Tutoring Center
- Developed and implemented a Presidential Mixer and Forum to promote faculty/student interaction, increase collaboration among the student groups, and improve communications throughout the year.
- Increased the participation rate for the CBE Cares About Your Success program. Fifty-two percent (188 out of 365) of the targeted student population attended the probationary workshops.
- Developed the new CBE Dean's Scholars program that accepted four students for 1999-2000.
- Coordinated CBE special events: Scholarship Donors' Thank You Luncheon, Dean's Honor List Receptions, CBE Awards & Scholarships Ceremony
- Coordinated a CBE Workshop for Fall Preview Day and Welcome to Fullerton Day and assisted with the general coordination of the events.

- Provided training for Enrollment Management/University Outreach staff and graduate assistance; provided training for New Student Programs student orientation staff.
- Coordinated the CBE efforts for the Parent Orientations and Transfer Student Orientations through New Student Orientation; assisted with the coordination of the Freshmen Student Orientations.
- Advised Business Inter-Club Council; served as a resource for all business student organizations.
- Advised the Industry Night Planning Committee for the Fall 1999 Industry Night.

CONTINUING CHALLENGES

- Expectations of continually adding new programs while maintaining a demanding workload.
- Limited resources for programs and projects.

2000-2001 GOALS

- Improve the overall planning for Business Week.
- Increase faculty involvement in Business Week.
- Increase the involvement of the Career Planning & Placement Center in Business Week.
- Increase participation of first-time freshmen in CBE Cares About Your Success Program.
- Increase participation of probationary students in CBE Cares About Your Success Program.
- Assess the effectiveness of the probationary workshops.
- Increase visibility and awareness of CBE Tutoring Center.
- Improve customer service in CBE Tutoring Center.
- Improve administrative functions in CBE Tutoring Center.

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF COMMUNICATIONS

1999-2000 ACCOMPLISHMENTS

- Identified initial steps to be taken in the formulation of a College enrollment management plan; developed a 4-phase plan to represent college and department activities for use on the outreach exhibit/display.
- Restructured and developed a 2-year plan-of-action for the E-Mentoring component of the Partners with Communications Program; provided academic advisement to over 200 communications students.
- Developed College publications as companion pieces, such as the brochure and bookmark, and the student newsletter and bragsheet; provided oversight of departments' Viewsheet preparation and production; produced a 4-page monthly newsletter for Comm students; designed College of Communications pages for the 40th Anniversary Yearbook sponsored and developed by the Office of Alumni Relations.
- Administered program and workshop surveys for probation advisement program receiving consistent high marks in both categories; collected probation student data from workshop participants; designed graduation survey.
- Forged alliances with faculty advisors and student leaders through advisement, meeting attendance, and email communications; worked with Associated Students student representatives and secured AS funding to develop an Interclub Council for the College.

- Provided individual counseling appointments, including probation and academically disqualified students; administered small group sessions as part of the Probation Advisement Program.
- Established a web presence for all active student organizations; partnered with webmaster to further develop enhanced CommWeek web information and a site developed by a student taskforce member.
- Worked closely with Career Center Industry Specialist to develop projects relevant to College needs; as liaison, coordinated mutually agreed upon plan for spring Career Fair in conjunction with CommWeek.
- Served as an advisor to student taskforce; as a liaison between College and departments, contributed to a highly successful CommWeek 2000 program.

CONTINUING CHALLENGES

- Continued need for integration efforts to better serve the student affairs and academic affairs partnership.
- Ongoing commitment to fund two graduate assistants to provide consistency for ongoing projects such as ProComm and Partners with Communications.

2000-2001 GOALS

- Continue to coordinate and/or provide logistical support for College of Communications special projects, such as E-mentoring project, graduate assistant supervision and commencement.
- Continue to forge partnerships with Student Affairs directors to provide increased services to Comm students (specifically the University Learning Center and the Honors and Scholars Program).
- Continue to provide students with quality advisement, counseling and other support services that enhance learning and promote retention and graduation rates.
- Complete an annual enrollment management plan, including department level goals and strategies.
- Serve as the advisor for the new ICC - SOAR; support student leadership as the structure and function of the ICC evolves.
- Continue to provide advisement support for probationary students.
- Develop and implement Dean's Scholars Program.
- Revise and implement graduation survey; administer through the "grad check process" via the College Advisement Center and on the College website.

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF ENGINEERING AND COMPUTER SCIENCE

1999-2000 ACCOMPLISHMENTS

- Planned and implemented enrollment management activities including the High School Counselor Workshop, Community College Counselor Workshop, Fall Preview Day, Welcome to CSUF Day, Transfer Fairs and High School College Nights.
- Coordinated systematic mailings to prospective students.
- Held receptions/open houses for prospective students.
- Planned and advised the Engineering/Computer Science Week/Career Expo.
- Coordinated ECS efforts for New Student Orientation.
- Coordinated ECS scholarship programs, Awards Brunch, and Commencement Reception.
- Fostered student leadership and development through the Open House BBQ, Freshmen Pizza Social, Fall 1999, and advisement of ECS Interclub Council.
- Team-taught Fullerton First Year's University 100A & B (Fall and Spring)

CONTINUING CHALLENGES

- Assessment of ECS enrollment management plan.
- Assessment of ECS recruitment and retention committee.

2000-2001 GOALS

- Print the undergraduate engineering view sheets by first week of September 2000.
- Work more closely with the MESA Engineering Program and all its components.
- Assist faculty student organization advisors in understanding their roles as advisors.
- Improve the communication between Career Planning and Placement, the Internship and Cooperative Education Office, and ECS departments.
- Continue to improve communication between ECS and Enrollment Management.
- Work with Associated Students on getting more AS information posted around ECS.
- Continue to improve ECS student involvement with the ECS Inter Club Council and AS.
- Continue to work on budget management
- Improve the Recruitment and Retention Committee for ECS

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF HUMAN DEVELOPMENT AND COMMUNITY SERVICE

1999-2000 ACCOMPLISHMENTS

- Designed "Tip Sheets" and "Scripts" for each undergraduate major and the military science minor. These information guides will inform outreach staff, enrollment management graduate/student assistants, faculty, staff, potential students and community partners about the undergraduate majors in HDCS.
- Edited and designed the CSUF Social Services Agency handbook.

- Supervised the college based enrollment management efforts for HDCS. Two hundred and eighty-seven lead cards were received from potential students. Yield rates will be assessed post fall, 2000 census.
- Received college-funding support for a half-time ASA 1 staff position, graduate assistant, student assistant and for the registration fees for the National Council of Race and Ethnicity (NCORE) conference, March 2000.
- Collaborated with Human Resources to design a college based "Customer Service" training series (10) for 9 staff supervisors and 23 front line HDCS staff. "Customer Service" training was designed with the intent of encouraging a welcoming environment for HDCS students. Completion of series, fall 2000.
- Supervised the HDCS 2000 on-campus outreach effort to inform 2000 CSUF/undeclared students about the majors and careers related to the College of HDCS.
- Served on the Dean's Dalai Lama Event Team.
- Raised \$20,000 for potential teachers: Miriam K. Herman Endowment, 2000
- Presented workshop at NASPA National, March, 2000, Assistant Dean Program
- Served as the coordinator of the marketing materials for the Student Affairs Conference featuring Dr. Laura I. Rendon.
- Sponsored Staff Development and Training Grant Recipient.

CONTINUING CHALLENGES

- Lack of scholarship funding for students who do not qualify for financial aid but have financial need while completing the teacher education/credential program.
- Lack of adequate space (to be resolved in 2001).
- Continue to adjust the college Enrollment Management plan for recruitment and retention.
- Continue the collaborative effort for the future Master of Science in Education/Higher Education concentration
- Analysis of HDCS longitudinal data (6 years/12 semesters of raw data) for retention study.
- Write journal article.

2000-2001 GOALS

- Serve as the HDCS representative to the CSUF/Birch Street partnership.
- Supervise the "stop out" retention effort for HDCS (N: 250 students).
- Hire and train new enrollment management graduate and student assistants.
- Move enrollment management to the new HDCS 2nd floor complex which will house student organization space, major advising and the fieldwork office for Child, Family and Community Services and all Enrollment Management staff and storage space for marketing/outreach materials. (EC-207).
- In collaboration with Jennifer Clark (Miami University, Ohio), write proposal for National NASPA Conference, Spring, 2001.
- Complete HDCS/Human Resources customer service staff training.
- Contribute to the Assistant Dean strategic plan.
- Initiate the development of a HDCS retention plan.
- Meet with new Student Affairs Research Center director to initiate analysis of longitudinal data of HDCS majors.
- Enhance the HDCS/CPP service to HDCS students and student organizations

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

1999-2000 ACCOMPLISHMENTS

- Four drafts of the College Based Enrollment Management Plan submitted to Vice President for Student Affairs, University Enrollment Management, and Dean of College of H & SS (committee in process to incorporate in 2000-2001 goals).
- Met with faculty advisors of each of the College of H & SS student organizations at least once.
- Made one-on-one contact with student organization leaders and attended meetings of almost all College of H & SS student organizations and clubs.
- Created Bi-monthly College of H & SS Dean's Council and e-mail newsletter for College of H & SS student leaders.
- Created a calendar of externally offered scholarships, internships, and fellowships, available to CSUF students to help students and faculty anticipate deadlines in the coming year.
- Coordinated college-wide Commencement reception
- Programmed first annual CSUF Student Affairs Conference with a national speaker and just under 100 attendees.
- Co-presented at national conference of the American College Personnel Association: "Assistant Deans for Student Affairs: A Blueprint for the Future."
- Participated in the steering committee to establish M.S.Ed. in Postsecondary Student Affairs at CSUF.

CONTINUING CHALLENGES

- Create a shared community of students, staff, and faculty in the College of H&SS; finding ways to incorporate alumni into this community.
- Promote early and continuous exploration of careers for students in the College of H&SS
- Implement college-based Enrollment Management Plan, in collaboration with faculty and department

2000-2001 GOALS

- Support Student Organizations and their Faculty Advisors
- Create a shared community of students, staff, and faculty
- Promote Early and Continuous Exploration of Careers for Students
- Create Opportunities for Alumni to be more involved in the Daily Life of the College of H&SS.
- Implement College-based Enrollment Management Plan, in collaboration with faculty and departments.
- Increase leadership impact on the Division of Student Affairs and the Colleges by Assistant Deans.
- Increase communication between departments/college and students.
- Reengineer Policies and Procedures for Students at CSUF so that they are reasonable, fair, and student-centered.

ASSISTANT DEAN FOR STUDENT AFFAIRS: COLLEGE OF NATURAL SCIENCES AND MATHEMATICS

1999-2000 ACCOMPLISHMENTS

- Supervised and oversaw daily operations of the Opportunity Center for Science and Mathematics Students (OCSAMS), the NSM Graduate Assistant and the student workers.
- Organized and implemented the 17th Annual NSM Awards Banquet.
- Supervised nine tutors as part of the Interactive Tutorial Center.
- Represented NSM at High School AP Conference, CSUF at Fullerton Day, Community College Day and the Irvine Valley College Fair.
- Advised Natural Sciences and Mathematics Inter-Club Council.
- Advised the editors of Dimensions: The Journal of Undergraduate Research in Natural Science and Mathematics.
- Organized events linking NSM students to Career Planning and Placement Center.
- Organized NSM representation at Welcome to Cal State Fullerton Day.
- Served as liaison between Financial Aid and NSM for selection of the NSM general scholarships and awards.
- Developed and distributed NSM surveys at commencement.
- Organized NSM portions of New Student Orientation.

CONTINUING CHALLENGES

- Equitable division of resources spread between recruiting new students, serving current students and developing consistent relationships with industry leaders, alumni and emeriti.
- Securing long-term fiscal support for Dimensions.

2000-2001 GOALS

- To strengthen the existence of the college based clubs and organizations.
- To inform NSM faculty and staff about the Assistant Dean's responsibilities and services as a resource.
- To increase awareness of OCSAMS and its services among the NSM students
- To continue the successful publication of the Dimensions Journal
- To plan/implement a successful 18th Annual Awards Banquet
- To publish at least 2 college wide newsletters during the year
- To develop and execute a year round enrollment management recruitment plan
- To explore ways to increase numbers of incoming freshman that participate in New Student Orientation
- To increase the success of the Interactive Tutorial Center
- To explore viability of NSM programs designed to aid students on academic probation.
- To work with University Advancement to increase involvement of emeriti faculty and science related companies.
- To continue working with Career Planning and Placement to improve programming and providing industry information geared towards NSM students.

ASSISTANT DEAN FOR STUDENT AFFAIRS: MISSION VIEJO CAMPUS

1999-2000 ACCOMPLISHMENTS

- Changed the format and frequency of outreach activities at Saddleback College from individual appointments to group presentations, thus increasing the number of students served.
- Supplemented the Elementary Education credential overview workshops with three additional workshops provided by the Assistant Dean.
- Collaborated with the Office of the VP for Student Affairs to fund a .5 program assistant.
- Provided for the distribution of commencement tickets at MVC.
- Provided orientation advising for all newly admitted CAD majors.
- Completed graduation checks for Liberal Studies majors.
- Completely funded the annual graduation reception.
- Increased student programs at the beginning and end of each semester.

CONTINUING CHALLENGES

- Identifying students who are eligible for disabled student services early in the year so they may better understand the services the university can provide, and what they need to do to request services.
- Compiling meaningful statistical student data.
- Refining the role of the Assistant Dean in the area of outreach and enrollment management, and clarifying how those issues at MVC fit into the broader, university-wide picture.

2000-2001 GOALS

- Provide graduation checks for CAD majors.
- Collaborate with University Outreach to host a welcome activity for freshmen from South County high schools that are admitted for fall 2001.
- Collaborate with University Outreach and Admissions and Records to insure the counselors at Saddleback College have accurate, timely information regarding university policies and admission requirements.
- Request increased funding for student programs from the Associated Students, Inc.
- Improve the computer skills of the Assistant Dean.
- Work closely with the program assistant and staff in the Titan Student Union to offer a wider range of student programs.
- Continue working closely with the CSUF Center for Careers in Teaching and with the faculty in the Multiple Subject Credential program.
- Provide Elementary Education workshops at Saddleback College. Provide similar workshops for counselors at Saddleback College.
- Develop a specific, meaningful array of career services.
- Work with the University Learning Center to provide tutoring using e-mail and video-conferencing technology.
- Continue to support programs and a campus environment which foster a sense of community.

ASSOCIATED STUDENTS

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.

1999-2000 ACCOMPLISHMENTS

- Filled five full-time vacant staff positions.
- Successfully completed the Trustees audit recommendations and implemented majority of recommendations, initiated comprehensive review of Accounting Office policies, procedures and workflow.
- Educated student program managers on relevant risk management strategies.
- Successfully re-accredited Camp Titan program through American Camping Association.
- Received \$40,000 Federal Children's Center Grant to provide for low income students in January and summer enrollments.
- Implemented Y2K compliance strategies in coordination with campus standards.
- Implemented new Retirement Structure (2%@55), Retirement Health Benefit Trust Fund, new vesting requirements for post-retirement health benefits and Domestic Partners Benefits.
- Restructured student leader positions and wages.
- Developed and implemented successful informational campaign for Student Recreation referendum.
- Expanded ticket sales to local attractions.
- Implemented web-based software in Conference Center.
- Partnered with campus to plan for expansion of child care to Faculty and Staff in new facility.

CONTINUING CHALLENGES

- Finalize assessment and improvement of AS/TSU Recreation Sports program.
- Complete accounting manual.
- Expand review of possible consolidation of Camp Titan and Titan Youth Sports program.
- Complete risk management manual to be utilized by full-time and part-time AS/TSU staff in managing programs and services.
- Finalize development of a methodology to assess benefits of involvement for students in both AS/TSU volunteer and employment positions.

- Develop long range financial analysis to project the need for future ASI/TSU fee increase.
- Recruit vacant staff positions.

2000-2001 GOALS

- Continue assessment and implementation of services designed to support and enhance our service mission to students, including the expansion of our website potential and computer technology support.
- Gain site approval for new Children's Center and Recreation Fitness Center facilities.
- Improve Accounting Office services.
- Develop, coordinate and implement various administrative and management policies, procedures and systems to include implementation of Trustee audit recommendations, various HR functions, transition of existing computer technology system to campus standard, comprehensive risk management assessment of sport clubs and related activities, and preparation for Children Center accreditation by National Association for Education of Young Children.
- Recruit for various professional staff positions.
- Qualitatively improve and expand staff interactions and support of student leaders, develop and implement a more effective system for short and long-range needs assessment to meet challenges of growing enrollment, and develop set of learning outcomes for student employee and leadership positions.

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 opportunities and graduate education in the larger community.

1999-2000 ACCOMPLISHMENTS

- **Customer Service:** Hired eight staff and promoted one staff member to implement comprehensive restructuring of office services and programs, focusing upon improving customer service and satisfaction for students, alumni and employers. Focused on team building through staff development and space reorganization initiatives.
- **Technology:** Implemented a new web-based job listing and campus recruiting service for students: TitanTrak/TitanView. Over 5,300 students and alumni registered for service in the system during the year, including 22% of the enrolled seniors. During the year 11,872 unique employers listed 36,135 positions in the system, with 46,350 total openings.

- Outreach: Created an employer outreach model focused upon industry. Enhanced services for key industries through this effort. Developed aggressive plan to expand career related student employment opportunities off-campus during upcoming year. Utilized direct mail to reach out to Orange County non-profit, government, and private sector employers. Initiated Employer Advisory Council with key employers to enhance relationships among employers, faculty, academic programs, and colleges. Developed aggressive outreach to colleges, departments, and student service units to expand service, target programs, and improve college relations. Conducted 198 programs and workshops serving 6,184 students, with 2 highly successful all-campus job fairs, including the first co-sponsored fair with the Internship office with 210 employers represented. Developed new support for students pursuing admission to graduate and professional school after graduation, including program, print and electronic resources. Continued delivery of services through the Workability IV contract. Initiated a new Center for Career and Employment Research to conduct additional research on employment trends, employer needs, and a longitudinal study of alumni.

CONTINUING CHALLENGES

- Building a superior staff team in the upcoming year as measured by outcomes impact and customer satisfaction.
- Develop creative solution to expanded space needs to support expanded program activity.
- Increase student and employer utilization of services through expanded outreach.
- Enhance quality and credibility of services through targeted program development responsive to the diverse needs of CSUF students.

2000-2001 GOALS

- Customer Service: Develop and implement new experience-based model of career management to serve all students throughout their careers at CSUF. Expand personalized communication and follow-up with employers and students through use of targeted email and promotions related to all aspects of the career management and job search process.
- Outreach: Aggressively expand college relations and employer relations program to engage students, academic departments, faculty and key employers. Increase student utilization of programs and services. Register at least 10,000 students and alumni by the end of the fiscal year, and at least 3,000 graduating students. Successfully implement the research agenda and report results of the new Center for Career and Employment Research.
- Technology: Further develop web site as an effective tool to support career development and job search success of students and alums, including adding a web based contact database for students to identify potential employers who have expressed interest in hiring CSUF students.

COUNSELING AND PSYCHOLOGICAL SERVICES

MISSION STATEMENT

Counseling and Psychological Services is dedicated to providing high quality, effective psychological counseling and brief psychotherapy to students facing problems in their lives, studies and relationships. The ultimate objective of CAPS is to contribute to student learning, fostering the development of effective, mature and responsible adults.

1999-2000 ACCOMPLISHMENTS

- CAPS continued to provide quality service to students in need of personal counseling, offering a total of 2,018 counseling sessions to 613 students during 1999/2000. Of these sessions, 135 were crisis related. Compared with 1998/1999 data, 304 additional sessions were provided to students.
- CAPS counselors also provided outreach and preventative services, including 80 hours of work shops, 76 hours of group therapy, and bereavement support.
- A Case Assignment Team, comprised of all counselors and interns, was initiated with counselors conducting intake assessment sessions, meeting weekly to discuss clinical issues and determining by consensus the most appropriate counseling referral within CAPS or off campus.
- Same-day counseling sessions were continued and expanded to provide walk-in counseling and crisis intervention services to students and readily available faculty/staff consultations concerning students.
- An off-campus referral guide was revised and updated.
- A part-time pre-doctoral psychology intern was hired to expand CAPS services.
- A national search was conducted to replace Dr. Lee Broadbent who retired at the end of Spring Semester, 2000. Dr. Cindy Martinez, a licensed psychologist, joined the staff in a tenure-track position in August, 2000.

CONTINUING CHALLENGES

- Continue to address the conflict inherent in developing and implementing an active promotion and publicity campaign to inform the campus community of the availability of services in CAPS, while faced with a staff, significantly smaller than other CSU campuses of similar size, already working at high capacity.
- Increase team building and enhance communication among CAPS staff.

2000-2001 GOALS

- Hire new administrative support assistant for CAPS by August, 2000.
- Initiate national search for new SSP-AR-II position, department training coordinator, to allow expansion of current professional internship program and in-service training.
- Conduct peer review evaluations of all CAPS faculty, part-time and tenure-track.
- Continue to evaluate and revise reception, intake assessment and crisis intervention procedures, as part of on-going training for clerical and counseling staff.
- Obtain on-line computer access to student records for director and support assistant to allow immediate verification of student status, and as needed, review of students' academic progress.

- Continue work with SHCC executive director and university staff to facilitate completion of proposed new building for CAPS during 2001.
- Expand availability of individual counseling services, workshops and support groups.
- Re-design crisis intervention coverage to maximize use of staff time.
- Develop formal policies and procedures for CAPS.

DEAN OF STUDENTS OFFICE

MISSION STATEMENT

The Dean of Students Office is dedicated to the creation of learning environments in which students may explore their intellectual, emotional, social, ethical, and identity development with the support of professional staff resources. Students are empowered to embrace all the learning opportunities at the university, as they become responsible community members through program planning, leadership opportunities, and development and enforcement of community standards. Students are challenged and also supported as they participate and learn. Programs and support services are provided to student organizations, student leaders, new students, and other members of the campus. In turn, students then provide programs and services to the student body, the broader CSUF community, and the local area through community service and service learning activities. We want students to graduate having developed character, civility towards others, sensitivity to community needs, and an improved ability to contribute to society as a result of their participation.

1999-2000 ACCOMPLISHMENTS

- Finalized planning and began financial development plan for Student Leadership Center
- Implemented initial stages of American Humanics certificate program
- Opened Multi-Cultural Leadership Center
- Developed and began implementation of comprehensive assessment and evaluation plan
- Developed plan to incorporate student employment and study to support educational goals
- Reorganized freshman and transition programs; oriented record numbers of new students
- Expanded service and service-learning programs and placements
- Educated and consulted with university community about university conduct standards
- Adjudicated substantial increase in behavior complaints (six times previous year's number)
- Developed and began implementation of comprehensive marketing plan
- Reviewed Facility Use Manual; made recommendations for updating policies, procedures

CONTINUING CHALLENGES

- Better systematic data collection and analysis to achieve measurable outcomes
- Better policy formulation, distribution, and review systems. Need for better identification and integration of university systems
- Marketing the Student Information & Referral Center and expanding services and programs integrating technology as vehicle for information distribution
- Identifying and obtaining adequate space for existing and future growing student programs
- Technology support for student organizations, website support, database management; personnel to help with computer needs
- Obtaining outside grants and program funding
- Development of educational judicial model

2000-2001 GOALS

- Obtain and move into enlarged space for Community-based Learning and Service Center
- Reconfigure orientation and intake process for Student Information and Referral Center
- Expand technological response to student issues (Digital Dean, student organizations on-line, on-line reservations, student calendar, student e-mail addresses, up-graded web-site)
- Implement coordinated calendar system with Titan Student Union
- Develop and implement marketing plans for Co-Curricular Achievement Record and Student Information and Referral Center
- Develop expanded agenda for Multi-Cultural Leadership Center
- Focus on and revitalize "traditional" student life/student activities programs and services
- Implement Transitions plan
- Improve university systems related to student conduct, adjudication, data collection, policy development and implementation

DEAN OF STUDENTS OFFICE: COMMUNITY-BASED LEARNING AND SERVICE CENTER

MISSION STATEMENT

The mission of the Community-based Learning And Service Center is to provide quality volunteer service to the surrounding community while broadening the knowledge and experience of the servers, developing their character and sensitivity as they become responsible and active members in a democratic society.

1999-2000 ACCOMPLISHMENTS

- Established American Humanics at Cal State Fullerton
- Implemented Elfun grant; corporate, community, campus partnership
- Developed an evaluation system for community service projects and assessment plan for student outcomes
- Personal, professional and leadership development through two retreats and bi-monthly meetings for 27 CLASC project and assistant project directors
- Placed students in community and service-learning sites who volunteered 12,202 hours and served more than 4,997 children, elderly and community members
- Held CLASC Volunteer Appreciation Banquet for volunteer students, faculty, staff and community members
- Collaborated with the Fullerton First Year program to place over eighty students in service-learning sites
- Collaborated with Blended Teacher Education Program to assist in providing service learning opportunities
- Collaborated with faculty to develop a faculty service-learning liaison to assist in promoting service-learning
- Collaborated with Fieldwork Office and related student organizations in sponsoring a fall service-learning/internship fair
- Provided training for agency supervisors to provide quality service-learning environments for students.

CONTINUING CHALLENGES

- Maintaining databases and records of student service through volunteering
- Collaboration and implementation of service-learning courses and administrative systems
- Development of model for allocation of campus-wide funds for expansion of service-learning and service center
- Transitioning officers and project directors to ensure quality leadership and project management
- Recruitment and training of volunteers who are serving the community
- Participation in national service days/events
- Expansion of the American Humanics Program
- Accommodating space needs of both project directors and CLASC programs
- Developing a role for faculty and agencies to serve in an advisory capacity to CLASC programs including expectations and responsibilities
- Identifying and building collaborations with others involved in service-related activities (faculty, Career Center, Internship Office, Fieldwork Office, Center for Nonprofit Research, etc.)

2000-2001 GOALS

- Implement the American Humanics, undergraduate non-profit management certificate program, enrolling 25 students
- Implement Introducing my Culture as per NAFSA grant
- Seek additional funding sources to provide stipends for leaders in service
- Provide service grants to students participating in CLASC programs (offered through AmeriCorps/Campus Compact grant)
- Recruit faculty service-learning liaisons from each college to use as resources and promoters of service-learning; collaborative effort with faculty
- Implement an assessment plan to record the number of service-learning courses and number of students participating, as well as community impact
- Develop an incentive program to reward volunteers and student leaders
- Improve database to record the number of students serving, hours students serve, sites served, and community impact numbers
- Record community service activities of student organizations
- Develop a marketing plan for CLASC; implement three strategies
- Devise and implement new recruitment strategies to increase participation by 10%
- Design a campus-wide awards program to recognize students involved in service
- Secure additional office space

DEAN OF STUDENTS OFFICE: 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.

1999-2000 ACCOMPLISHMENTS

- Provided presentations to various student groups. Provided approximately 1,200 copies of the "Student Guide to Avoiding Plagiarism: How to Write an Effective Research Paper" to faculty for distribution in their classes. Developed a Judicial Affairs web site.
- 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 over 25 academic units as well as presentations at 6 Part-Time Faculty Orientations. Initiated individual meetings with over 65 faculty and staff. Published a comprehensive faculty desk reference which was widely distributed to faculty.
- Developed a strong collaborative relationship with the Faculty Development Center and provided presentations at 8 FDC programs.
- Coordinated a teleconference on academic integrity in collaboration with the Office of the Vice President for Student Affairs and the Faculty Development Center. Over 50 faculty, students and staff attended and expressed interest in continued dialogue.
- Consulted regularly with faculty and staff (over 95) concerning the interpretation and application of University standards for student behavior.
- Developed and revised policies related to student conduct and student affairs.
- Initiated a more educational approach to discipline through an Administrative Review process in which the student assumed responsibility for his/her actions, accepted the sanctions assessed and waived his/her right to a hearing.
- There were 65 students referred to Judicial Affairs for non-academic allegations. This represents a dramatic increase over the previous six years which averaged 7 reports per year with a total for the six years of only 44 cases.
- Reports concerning 51 incidents of academic dishonesty were received to date. This number is comparable to the number of cases reported during 1998-99, (58 cases).

CONTINUING CHALLENGES

- Encouraging faculty to act upon and report all incidents of academic dishonesty.
- The Associate Dean will attempt to expand the dialogue among students on campus to embrace academic integrity themes as well as student responsibilities to the academic community.
- Creating change in the system wide discipline policy.
- There is a need for the Academic Appeals Committee process to better connect with the Judicial Affairs process.

2000-2001 GOALS

- Convene an ad hoc committee (students, faculty, staff) to discuss standards and values for students at CSUF
- Assist designated offices of the campus, including University Police, to ensure university compliance with applicable federal regulations, i.e. FERPA, Campus Security Act, etc.
- Collaborate with the Faculty Development Center to provide relevant workshops for faculty (new faculty, current faculty)
- Request space in the Daily Titan for appropriate articles and information about consequences for students found responsible for violating university standards
- Attend faculty meetings and activities to share information concerning consultation role
- Maintain currency in state and federal law pertaining to higher education by attending and presenting at national professional conferences, by subscribing to relevant professional journals, and networking with judicial affairs officers at CSU sister institutions
- Identify national trends and assess relevance to CSUF as well as integrate findings from Student Affairs Research Center data into office operation
- Maintain efficient office procedures to ensure fair, consistent and timely response to allegations of violations of University standards
- Develop a Judicial Affairs data base and tracking system
- Review other campus adjudication structures (residence hall discipline, student organization dispute resolution, Greek Review Board) to determine appropriate relationship with Judicial Affairs to ensure consistence

DEAN OF STUDENTS OFFICE: NEW STUDENT PROGRAMS

MISSION STATEMENT

The mission of New Student Programs is to provide for continuing services and support that will aid new students in their transition to the university, expose new students to the broad educational opportunities available, and integrate new students into the life of the university. In serving both students and the university, NSP will consider the diversity of the student population and its unique needs, as well as communicate the standards and values of California State University, Fullerton. The immediate support groups of new students such as parents, spouses, children, guardians, partners and others, play an important role in the life of each student, and should be involved and provided with information as appropriate.

1999-2000 ACCOMPLISHMENTS

- Redefined the functions and services of New Student Programs to emphasize an orientation, retention and transition model (transitional theory)
- Hired individuals to fill vacant positions within the unit
- Reassessed mission and functions of the Student Information & Referral Center, partnerships with the Academic Advisement Center and the Center for Careers in Teaching, in order to define the program and services offered within the Center. Developed transitional proposal.
- Assumed a primary role in the coordination of policy/procedures in the matriculation of first-time freshmen
- Oriented over 2,500 new students and 650 family members
- Reviewed purposes of the NSP Advisory Committee as a forum to discuss issues concerning the coordination and matriculation of first-time freshmen
- Continued to establish New Student Information Center and Student Information and Resource Center as the primary information and referral centers on campus
- Over 40,000 visitors used information and referral services provided by NSIC and SIRC this past year
- Over 6,500 incoming informational phone calls were received during the six weeks from June through mid-July only
- Over 6,000 visits to Orientation web-site
- Initiated a partnership with the Career Planning and Placement Center
- Supported Fullerton First Year/Freshman Programs

CONTINUING CHALLENGES

- Provide adequate physical space for NSP/CAR staff, and program planning and development
- Provide access to the Co-Curricular Achievement Record database and transcript via the web so students can view or print records when needed
- Examination of NSP programmatic and staffing needs based on movement from a traditionally student-run program toward a more formal university-run program
- Data collection, analysis and staff support for these functions
- Assess payroll policies and practices for student assistants in light of program needs
- Educate the campus on role of orientation in enrollment management process.
- Technical support and interface with other programs, websites, maintenance of programs

2000-2001 GOALS

- Redefining New Student Programs' functions and services emphasizing an orientation, retention, and transition model, and its movement from the "edges" of institutional life (as a traditionally student-run program) toward the "center" (as a formal university program).
- Develop the technological support for NSO, CAR, and Campus Tours.
- Re-examine data collection and analysis to support program improvement and to show that we are effectively meeting our goals.
- Assess the mission and functions of the Student Information & Referral Center (SIRC) and New Student Information Center (NSIC), in view of partnerships with other offices and programs, in order to define the programs and services offered within the Centers.

- Continue to develop a partnership with the Career Planning and Placement Center to link the Co-curricular Achievement Record transcript
- Assess New Student Program staffing needs, as it relates to renewal of job descriptions and hiring individuals to fill vacant positions and in light of increased program needs
- Continue the redesign of the campus tours self-guided brochure for use via the web.
- Continue to establish NSIC and SIRC as the primary student information referral centers on campus.

DEAN OF STUDENTS OFFICE: STUDENT LEADERSHIP PROGRAMS AND SERVICES

MISSION STATEMENT

The central mission of Student Leadership Programs and Services is to promote the development of student leadership skills. Students learn and practice leadership methods through planning and conducting meetings and events, public speaking, attending leadership workshops/conferences, and interacting with a culturally and racially diverse population. Students are challenged to become involved in co-curricular committees, organizations, and programs in order to prepare them for future leadership roles. The activities of these groups use both formal and informal means to promote social interaction, community service, and peer outreach. As the hub of leadership education, the Student Leadership Institute uses campus and community resources for a student-coordinated workshop series for other students. Students function as leaders and role models to peers, connecting them to other leadership opportunities on campus.

1999-2000 ACCOMPLISHMENTS

- Developed and began implementation of a comprehensive assessment plan for the Student Leadership Institute with objectives, measurement tools, and outcomes measurement
- Initiated planning for celebration of 10th anniversary of Student Leadership Institute
- Collaborated with Santa Ana Community College in establishing a Student Leadership Institute satellite
- Established advisory committee for Student Leadership Center, Tracy Caldwell, CSUF alumna and astronaut, Honorary Chair
- Developed program agenda for Student Leadership Center
- Opened the Multi-Cultural Leadership Center
- Began cultivation of prospects in fundraising for Student Leadership Center
- Named to Templeton Guide for Colleges that Build Character; Student Leadership Institute
- Named Outstanding Leadership Program of the Year; Student Leadership Institute
- Offered 381 workshops through Student Leadership Institute; created two new specialization tracks in Non-Profit Leadership and Peer Health Education
- Mentored and assisted six students doing service-learning projects for class
- Hosted a University Leadership Conference for 115 college students from across California

CONTINUING CHALLENGES

- Create innovative ways of delivering workshops via WWW and on-line workshops
- Increase the number of non-traditional students involved in the institute
- Participate in community service activity
- Re-vitalize EMBRACE program; recruitment of other student participants
- Marketing and promoting the program and its values
- Attracting and retaining presenters for multiple programs
- Maintaining consistently high standards for program administration

2000-2001 GOALS

- Implement assessment plan
- Create one web-based workshop
- Implement SLI Tenth Anniversary Celebration
- Develop marketing plan for Student Leadership Institute
- Expand Multi-Cultural Leadership Center agenda including marketing plan
- Develop and implement specific fund-raising goals for Leadership Center
- Develop database management system that coordinates with other DOS systems
- Develop overall university student leadership development strategy and plan

DEAN OF STUDENTS OFFICE: STUDENT ORGANIZATIONS AND ACTIVITIES

MISSION STATEMENT

The mission of the Student Organizations and Activities area of the Dean of Students Office is twofold: (a) providing high quality programs and services that meet the evolving needs of students and the campus community, as well as (b) advising and training the students to ensure their programs are successful. Participation in co-curricular activities develops a sense of community on the campus among students, faculty and staff. It fosters human development and encourages self-exploration. In addition, these organizations and activities promote the retention of students and support the campus learning environment.

Student Organizations and Activities complement the academic programs of the university by enhancing students' overall educational experience. Students are afforded the opportunity to put into practice their leadership skills (communication, planning/organizing) and prepare for future leadership and citizenship roles. Organizations and activities provide students the opportunity to take an active role in assuming responsibility for their own learning and development through co-curricular involvement.

1999-2000 ACCOMPLISHMENTS

- Hosted recognition event for student organization advisors
- Made 3826 reservations for student organization activities; TSU made an additional 4,664 reservations for student organization activities
- Initiated ordering and review of policies relating to campus use by organizations; made recommendations to university committee
- Created plan for additional evaluation, assessment and database activities
- Initiated integrated scheduling and calendar system with Titan Student Union; web calendar available in fall
- Developed workshop series for club and organization advisors
- Continued development of recognition awards for student groups
- Initiated review of Greek Relationship Statement
- Implemented Five Star Greek chapter recognition program
- Created stronger, more positive communication with city officials, neighborhood residents, students and police agencies
- Coordinated Greek Alumni 40th anniversary celebration event
- Raised \$4,500 toward Greek Endowment fund for scholarships
- Made 1,237 reservation for faculty, staff or other campus non-student groups

CONTINUING CHALLENGES

- Staffing changes that influence program availability and quality
- Outreach to clubs, organizations and advisors with resources and workshops supporting their efforts
- Recognition of clubs, organizations and their leadership activities
- Development of comprehensive program planning strategies for campus clubs
- Integration of off-campus and on-campus club goals and activities
- Integration of club activity with Co-Curricular Achievement Record and database
- Consistent assessment and measurement of student life activities; database management and support
- Increase relationships with non-IFC and Panhellenic affiliated Greek letter organizations
- Foster a sense of community among student leaders throughout the campus

2000-2001 GOALS

- Create Leadership Consulting Team in partnership with SLI
- Create Student Organization Council and newsletter
- Revitalize student organization support services
- Develop financial reporting system for student organizations that minimizes risk
- Develop opportunities for alumni to be involved in mentoring relationships
- Provide a policy and procedure framework for student events that minimizes risk for organization and university
- Develop e-mail communication system and web-based student group formation based on mutual interests similar to web-portal proposals

DISABLED STUDENT SERVICES

MISSION STATEMENT

The mission of the Office of Disabled Student Services at California State University, Fullerton is to increase access and retention for students with permanent and temporary disabilities by ensuring equitable treatment in all aspects of campus life. The program acts as a catalyst and agent for compliance with Federal and State laws and regulations mandating equal opportunity and access for persons with disabilities. Disabled Student Services provides co-curricular and academically related services that empower students with disabilities to achieve academic and personal self-determination.

1999-2000 ACCOMPLISHMENTS

- Planned and executed the design and build-out of the new, state of the art, Computer Access Lab in UH115.
- Established a presence with the Web Development Team and developed and implemented access standards for the university's website.
- In concert with the University Petitions Committee and Admissions and Records, wrote and formalized clear guidelines and parameters for academic adjustments and course substitutions for students with disabilities.
- Expanded the scope of the WorkAbility IV cooperative project with the Department of Rehabilitation and exceeded the goals in every category. CSUF WorkAbility IV project ranks second in the state for employment placements.
- Planned and presented a special training program in October entitled "Not Just Ramps" as part of the celebration of the 25th Anniversary of Disabled Student Services and the 40th Anniversary of Cal State Fullerton.

CONTINUING CHALLENGES

- Print and distribute the new student handbook
- Present the formal proposal to the President for the establishment of the "Titan Accommodation Fund" (TAF) to address the timely purchase and deployment of adaptive instructional/information technology for students and employees with disabilities.
- Develop and lead support groups for students with learning disabilities (LD) and attention deficit/hyperactivity disorder (AD/HD).

2000-2001 GOALS

- Develop and produce a brochure with general information about Learning Disabilities to be distributed both on and off campus.
- Operationalize the expanded and upgraded Computer Access Lab in its new location, UH115, and conduct a system evaluation.
- Upgrade the Computer Access Lab PC systems to the Windows 2000 Professional operating system and update the MS Office application and system utility programs to the current campus standards.
- Support the continuing expansion of the WorkAbility IV project, the development of the case management system and develop a website home page.
- Collaborate across campus in developing guidelines for monitoring and accommodating an increasing number of students with psychiatric/psychological disabilities.
- Continue developing support for the annual "CSUF Special Games" among student leaders within the Associated Students, Inc.

ENROLLMENT MANAGEMENT & UNIVERSITY OUTREACH

MISSION STATEMENT

Increase and improve recruitment processes and materials to represent Cal State Fullerton as the "top comprehensive public university" in the nation to prospective students, their parents, high school, and community college counselors. To accomplish this mission, this unit will provide services that include pre-admissions, higher education awareness to students, parents, and school counselors, CSU and CSUF presentations, application workshops, student support services, and the timely dissemination of information to the general public and community about the University's admission process and procedures. EMUO also hosts programs designed to motivate and encourage students to pursue post-secondary options.

1999-2000 ACCOMPLISHMENTS

1999 Annualized Target: 19,000

Fall 1999: 19,300

Spring 2000: 18,700

1999 Annualized Actual: 19,839

Fall 1999: 19,885

Spring 2000: 19,793

1999-2000 Executive Enrollment Management Committee Targets:

- 1.1 Increase first-time frosh enrollment to 2500 or above (increase of 200 above fall 1998-1999 FTF enrollment).
 - Achieved and exceeded established FTF goal. 2616 first-time freshmen enrolled during fall 1999.
- 1.2 Increase enrollments in Natural Sciences and Mathematics by 10% or roughly 42 students.
 - Achieved applications target and did not achieve established FTE goal. Increased undergraduate application rate of 4% above 1998-1999 levels. Overall undergraduate enrollment remained the same as the previous year. Successes were experienced in new enrollment of Mathematics (30% increase) and Biochemistry/Chemistry (20% increase) majors.
- 1.3 Increase enrollments in Nursing by 7% or 10 students.
 - Did not achieve established FTE goal. A decreased enrollment rate of 18% (down 7 students from 1998-99); application rate remained constant.
- 1.4 Increase enrollments in Engineering by 5% or approximately 10 students.
 - Achieved and exceeded established FTE goal. Applicants to these majors increased 11% above 1998-1999 levels. Undergraduate enrollment increased by 14% or 50 additional students.
- 1.5 Increase enrollments in Teacher Education (Special Ed and Multiple Subjects) by 5% or 8 students.
 - Achieved and exceeded established FTE goal. New students seeking these two types of credentials increased by 40 students or 8% above 1998-99 level.
- 1.6 Increase enrollments of African-American FTF males by 20% or 8 students.
 - Achieved and exceed established FTF enrollment goal. Actual enrollment increase of 31% or 11 additional students was experienced for this category. In addition, overall FTF and Transfer applications for African-American males increased 31% above 1998-99 levels.
- 1.7 Increase enrollments in University Honors Program by 100 students.
 - Achieved application target. Maximum program enrollment achieved. Applications from new students with high school grade point averages above 3.50 increased by 16% above 1998-99 levels.

CONTINUING CHALLENGES

- Development and continued implementation of activities designed to improve application and yield rate of high school students from eighteen (18) south Orange County high schools. Reversal of long-term patterns will require intensive, focused efforts, designed to make CSU Fullerton a "first choice campus" among students from this region.
- Need for increased coordination between campus units involved in outreach, recruitment and other enrollment efforts designed to increase yield rate of admitted first-time freshmen applicants.
- Development of plans to respond to CSU Trustee mandate regarding priority admissions for students from Service Area high schools and community colleges in response to probable enrollment increases that lead to Impacted status arise in the immediate future.
- Increased coordination between Admissions & Records and EMUO required to continually reduce admissions notification processing periods.
- Acquisition of full complement of EMUO staff members to move forward all activities proposed in 2000 EMUO Recruitment Plan.

2000-2001 GOALS

Preliminary Targets Established by Executive Enrollment Management Committee for 2000-2001 cycle:

- Increase first-time frosh enrollment to 3200 or 200 more students than are projected to enroll for fall 2000.
- Increase enrollments in Natural Sciences and Mathematics by 10% or roughly 42 students.
- Increase enrollments in Nursing by 15% or 10 students.
- Increase application and enrollment rates by 10% and 5% respectively among first-time freshmen attending targeted south Orange County high schools.
- Increase enrollments in Engineering majors by 5% or approximately 10 students.
- Increase enrollments in Teacher Education (Special Ed and Multiple Subjects) by 5% or 8 students.
- Increase enrollments of African-American FTF males by 20% or 8 students.
- Increase applicants eligible to participate in University Honors Program by 100 above 1999-00 level.
- Generate no less than 24,500 undergraduate applicants for fall 2001

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, ensure access to higher education, 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.

1999-2000 ACCOMPLISHMENTS

- Staff is commended for their ability to successfully manage a heavy workload annually that is associated with processing two academic years concurrently. And, many staff manages work concurrently for three academic years. They reconcile the prior year (99/00), authorize awards for the current year (00/01), and plan activities for the future year (01/02).
- More than 21,500 1999/2000 applications were processed as well as 10,000 loan applications. Even though short handed, staff has streamlined the operations of the office with continued emphasis on stewardship of funds and student service.
- Completion of workload associated with 1999/2000 financial aid processing culminated in the disbursement of \$65 million to 11,480 students. These dollars represent a 73.7% increase since 1989-90. \$15.3 million was "directly" deposited to students' banking accounts while \$33 million was received electronically from lenders on behalf of students.
- The notification process for 2000/2001 was accelerated by 7 weeks. Students were notified of their award beginning on April 5th, which was a full 7 weeks ahead of the prior year, which was May 26th. Staff began verifying data on March 13th as compared to June 3rd in the prior year.
- Collaboration with representatives from academic affairs, business & financial affairs, and SAS resulted in a revised 2000/2001 packaging policy that addressed Perkins loan stability, additional work opportunities through FWS & JLD, and EOP fund prioritization.
- Loan processing for 2000/2001 has been improved with the use of an outside loan processing company called ELM (Educational Loan Management) for transmitting student loan information. Promissory note processing is accelerated, reallocating of loan funds is streamlined through directing information to one source instead of several lenders, and timely return of required funds is anticipated.
- Compliance with regulations is assured. An "Intranet" website was created for Office Policy and Procedures. Twenty-three policy sections were included such as philosophy of financial aid, student budgets, file review, professional judgment, processing loans, and awarding financial aid.
- 33 staff training programs were conducted. Staff appreciated the improved method of training and commented that the use of the "Intranet" will assist them in the performance of their jobs.
- Staff provided \$11.9 million to the University in the form of fee payments and assisted 10,122 students make academic progress. Another 603 students graduated.

CONTINUING CHALLENGES

- Secure commitment for annual expense of \$75,000 for postage.
- Work to provide cost-effective information regarding scholarships whether that is a printed brochure or web-based information site. Previous budget has been \$11,000.
- Improve telephone service provided to clients.
- Obtain funding for a license in the amount of \$23,000 for web-based processing to deliver financial aid to students. Using web-based processing will enable staff to have full search, retrieving, and printing capabilities from any commercial web browser.

2000-2001 GOALS

- Improvement is planned in telephone service as a result of analyzing contacts and obtaining student advice through focus groups, surveys, or one-on-one meetings. Two part time telephone operators will be hired.
- Web-based delivery systems will be examined for 2001/2002 for efficiency and as a postage-saving measure as well as an effective method for staff work.
- Ensure full staffing is achieved and to create a three-year strategic plan.

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HONORS & SCHOLARS SUPPORT SERVICES

MISSION STATEMENT

The Honors & Scholars Support Services unit was created in 1999 in an effort to address the needs of the honor student population at California State University, Fullerton. Providing a full range of services including outreach and recruitment, orientation and advisement, office administration, event planning, counseling and mentoring, student organization support, and assistance with the design and instruction of honors seminars, this unit serves as the "home" for the honor student community. In a very short time, this unit has achieved a resounding degree of success.

1999-2000 ACCOMPLISHMENTS

- Established the University Honors & Scholars Center in collaboration with the Division of Academic Affairs
- As part of the University Honors Board, redesigned Honors Curriculum and Co-curricular program
- In collaboration with University Advancement, secured over \$345,000 in external funding
- Provided general advisement and support for the 25 honors organizations on campus
- Implemented a new Honors orientation program
- Advised numerous students on scholarship and fellowship opportunities
- Increased community awareness of the Guardian Scholars Program
- Increased size and quality of the Guardian Scholars Applicant pool
- Worked with the staff of the Office of the Executive Vice President to improve services provided to the President Scholars.
- Hosted several university events (Honors Convocation; Center Open House; Induction Ceremonies; Receptions; Orientation; etc.)
- Created new publications to market our programs and services
- Provided leadership in civic and community efforts to address educational issues of emancipating youth

CONTINUING CHALLENGES

- Baseline funding is needed to support the Guardian Scholars Program and avoid the need to search for and hire staff on an annual basis.
- The immediate success of the Honors & Scholars Center has led to rapid growth and the need for expanded hours, services and physical space.
- The interdivisional nature of this unit offers unique and on-going challenges. Patience, trust and open communication are required by all those involved to ensure success.

2000-2001 GOALS

- Provide greater stability to the Guardian Scholars Program by securing baseline funding, appropriate staffing, and office and equipment needs
- Create new marketing materials for all programs
- Increase the size of the Guardian Scholars, President's Scholars and the Honors Program applicant pools
- Increase external funding for all programs
- Host Honors Week in Fall 2000
- Provide evening hours for the Honors & Scholars Center
- Conduct greater outreach efforts for the University Honors Program, the President's Scholars Program, and the Guardian Scholars Program targeted at area high schools
- Increase the number and activity level of honor societies on campus

HOUSING AND RESIDENCE LIFE

MISSION STATEMENT

The residence halls at Cal State Fullerton exist to provide students a clean, safe and stimulating environment in which they can pursue their academic programs. The halls will also serve as a stimulant for cultural and social education, community living experiences and leadership training.

1999-2000 ACCOMPLISHMENTS

- Completed the CSU approval process for construction of additional 400 on campus housing bed spaces. Worked with campus private architectural firm and Design and Construction to design new facility.
- Reviewed current housing priority policies.
- Maintained 99% occupancy level
- Collected Rental Revenue in excess of \$1.2 million with less than \$1500 in uncollected rent.
- Maintained housing program such that 90% of students expressed having a positive to very positive residence hall experience

CONTINUING CHALLENGES

- Increasing faculty involvement in the residence halls. This is a more challenging task than might be understood. Students see their residence hall space as home and have a preference for keeping their "home" activities separate from the "school" activities.
- Meeting the emotional and developmental needs of an ever younger and more complex residence hall population.
- Responding to and managing the increasing demand for on campus housing until additional on campus accommodations are available

2000-2001 GOALS

- Complete the CSU approval process for construction of additional on campus housing. This goal will include successfully working with the architect to complete drawings, coordinating with Design and Construction the bidding process for construction and securing the required funding from the CSU Board of Trustees.
- Facilitate March 2001 ground breaking for new residence hall construction in such a way that there is minimal negative impact on the current residents and the viability of the housing program.
- 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
- Implement on line application process
- Collaborate with Financial Aid to improve service to clients who "inquire" and/or live in the on-campus housing facility

In spite of residence hall folklore and the occasional complaint, Cal State Fullerton students continue to express growing satisfaction with their residence hall experience. In 1998-99 83% of students expressed that they had an excellent to good experience living on campus while in 1999-00, 90% of students expressed that their residence hall experience had been excellent to good.

INTERCOLLEGIATE ATHLETICS

MISSION STATEMENT

The mission of the intercollegiate athletics program at Cal State Fullerton is:

- To provide an intercollegiate athletics program that is an integral part of the total educational experience at CSF and fits within the overall mission of the university.
- To ensure a quality academic experience for all student athletes.
- To provide a quality athletics experience for all student athletes.
- To enhance the image of CSF, both locally and nationally, and to develop greater pride and involvement among the university's student, faculty, staff, alumni, and community members.
- To manage a fiscally responsible program.

Intercollegiate Athletics consists of 17 sports including baseball, men's and women's basketball, men's and women's cross country, men's and women's fencing, women's gymnastics, women's indoor track, men's and women's soccer, softball, women's tennis, men's and women's track and field, women's volleyball, and wrestling.

1999-2000 ACCOMPLISHMENTS

- Academics - the NCAA's published graduation rate for all CSF student-athletes was more than double the 1998-99 rate; more students were involved in the NCAA Life Skills Program; and there were increased opportunities for academic mentoring for student-athletes.
- Certification - the department was certified without restrictions by an NCAA review panel.
- Competition - the men's baseball and women's softball teams won conference championships and advanced to the NCAA playoffs. The baseball team hosted its inaugural NCAA Regional and advanced to the finals while the softball team traveled to the NCAA Regional at Fresno. CSF sent four individuals to the NCAA Wrestling finals in St. Louis and three women's gymnasts participated in the NCAA Regionals at Corvallis, Oregon.
- Facilities - the goal of moving the soccer and softball teams' locker rooms from the gymnasium to the support building in the south end zone of the soccer stadium was completed and construction was begun on a \$3 million enhancement to the seating at the baseball and softball facilities. The latter project also features a coaches' office/locker room structure common to both facilities.

CONTINUING CHALLENGES

- Space: Finding available space for coaches and athletes with regard to offices, locker rooms and team rooms, and academic support labs.
- Personnel: As the department continues to grow and expand with student athletes, NCAA requirements, and other competitive demands, more personnel in coaching and administration will also be in demand.
- Funding: Funding other than state dollars remains one of the department's biggest challenges. As the need for more funds in order to meet NCAA Division I standards increases, new and more creative means of raising these funds are needed.

- Scholarships: Not until each sport program is fully funded according to NCAA Division I regulations, will the athletic program as a whole come into its own.
- Recruiting: The challenge to recruit student athletes who are better academically, as well as athletically, prepared remains paramount in our department. Combined with excellent coaching, proper funding, and creative marketing, it stands out as the challenge we need to meet each year.

2000-2001 GOALS

- Academics- to further improve the graduation rate and continue to reduce the number of special admissions for student athletes; to involve more student athletes in the NCAA Life Skills Program, improve the study hall facility and retain a higher percentage of student athletes in the program.
- Competition- to improve from 1999-2000 the win/loss record of all sports and advance teams from men's soccer, men's and women's basketball, baseball, softball and volleyball to post-season competition as well as individuals from fencing, wrestling, gymnastics, track & field and cross country.
- Facilities & Personnel- to complete the renovation of Titan House and the baseball and softball construction project; to improve offices and team rooms for men's and women's basketball; to pursue an arena type facility; and to move all employees to state positions.

OFFICE OF INTERNATIONAL EDUCATION AND EXCHANGE

MISSION STATEMENT

The Office of International Education and Exchange serves as a resource to the University community for the development of international and intercultural competencies. These competencies are developed through services to international students in the areas of admissions, orientation, advisement, and cultural programs. U.S. students are served through advisement and information regarding overseas opportunities for work, study and travel. Students who are recent immigrants from Southeast Asia receive services designed to enhance their academic and career success through the Intercultural Development Center (IDC).

1999-2000 ACCOMPLISHMENTS

- Reached new record of international student enrollment (1270 matriculated students in Fall 1999 and 1285 in Spring 2000).
- Selected a record number of students (53) to participate in study abroad in the CSU International Programs or institutional linkage programs.
- Families Across Cultures provided support and leadership opportunities for re-entry students and international students.
- Initiated collaboration with Academic Affairs to improve the academic success of students who do not speak English as a first language.
- Implemented procedures with the Office of Admissions and Records to reduce paper flow between our offices for admission of international students.

- Collaboratively launched the "Introducing My Country" Program, bringing international students to local elementary school classrooms.
- Actively participated in an institutional self-study of international programs, in collaboration with Academic Affairs and an outside consultant.
- Initiated the installation of the "networked I-20 and IAP-66 program", providing centralized information on visa document issuance to students and scholars.
- Lay Tuan Tan was selected as the Outstanding CSUF Staff Member for 2000.
- Distributed \$9,118 in grants and scholarships and \$26,000 in loans to international students with outside funding.

CONTINUING CHALLENGES

- The INS' CIPRIS (Coordinated Interagency Partnership for Regulating International Students) looms on the horizon. This will require the Office to collect new and additional information on international students.
- Responding to the recommendations of the International Programs consultant's report. The report's implications are significant in several ways; staffing resources, technology, and establishing an appropriate role in the proliferation of new international programs.
- In-house technical support is very limited, despite growing needs.
- Very limited clerical support is provided to the Study Abroad Advisor, thus limiting the potential impact of that position.
- Study abroad potential is limited by lack of articulation between exchange partner campuses and CSUF classes.

2000-2001 GOALS

- Respond proactively to the recommendations in the report of the international programs consultant, in collaboration with Academic Affairs. This includes the areas of recruitment of international students, increasing study abroad opportunities and planning/coordination issues.
- Offer a greater array of services and workshops with a career focus, in collaboration with on and off campus entities.
- Develop a strategy for meeting hardware and software compliance requirements for the CIPRIS (Coordinated Interagency Partnership Regulating International Students) program.
- Develop a strategy for facilitating the approval process for credit for academic work done as part of a study abroad experience.

STUDENT ACADEMIC SERVICES

MISSION STATEMENT

The office of Student Academic Services coordinates the operation and performance of six separate and distinct student affairs units: Educational Opportunity Program, Student Retention Services and Counseling Program, MESA Engineering Program (MEP), Student Support Services, University Testing Services, and the Student Diversity Program. 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.

1999-2000 ACCOMPLISHMENTS

- EOP accomplishments for 1999-2000 included increasing enrollment with a 92% yield rate, and developing an electronic application file system to facilitate more timely admissions of EOP applicants.
- EOP surpassed its goal of enrolling 500 students for the fall term. Six hundred eleven (611) students were offered admission to the university and 563 accepted the offer: a 92% yield rate. The yield rate for the exception offers was 99%.
- EOP met its goal of enrolling 140 students in Summer Bridge. A total of 143 students were enrolled. The regular/exception proportion was 30/70.
- Student Retention Services accomplishments for 1999-2000 included reducing the student probation rate by 6% and reducing the disqualification rate of participants by 13%.
- Learning outcomes for SRS students that support and promote the mission and goals of the university were developed and assessment instruments to measure the learning outcomes were created. Students in the program are currently providing feedback through filling out these documents.
- Learning outcomes for SRS staff that support and promote the mission and goals of the university were developed. Assessment instruments are under development.
- Minority Engineering Program Scholarship endowment increased from \$10,000 to \$34,000.
- Increased the MESA Industry Advisory Board (IAB) participation by establishing the following committees: Alumni relations, employment, membership, professional development, resources, and special events.
- Completed formal training for Human Services undergraduate and Counseling graduate interns in accordance with respective curriculum practicum requirements.
- Hosted the National TRIO Day Celebration at CSUF, which featured former California State Senator and current United States Ambassador to Micronesia, Dianne Watson.
- The SSS program successfully selected and enrolled 150 participants who met the selection criteria and who will benefit from the program. Within 45 days from program enrollment an Individual Educational Plan that identified strengths, personal and academic barriers, and lays out a strategy to overcome these barriers was developed for each participant.
- The university provided the largest test administration in its history, with over 2,400 students taking the ELM/EPT in a compressed time frame. This action assisted the university in meeting enrollment projections.

CONTINUING CHALLENGES

- Further inefficiencies will need to be identified and removed from the admission application process and other processes and activities conducted by the office due to the fact that student assistant funding is insufficient to staff EOP at an appropriate level.
- A continuing challenge for the coming year will be completing an ongoing system of performance evaluation as a regularly scheduled activity to determine which learning outcomes have been met and which require continued effort to attain.
- Continue to fund raise to reach the 25% above the "normal" amount of \$12,000. Continue to increase industry donations and internships to the MEP.
- Ensure that 20% of participants achieve academic success by graduating after five years; 31% after six years.
- To increase coordination with other support programs and units in the division of Student Affairs.
- To provide testing services and workshops that are both academically and developmentally related.

2000-2001 GOALS

- Improve coordination with the office of University Outreach in order to increase the number of onsite Summer Bridge admits by May 1.
- Increase collaboration with the office of Academic Advisement and increase the course sections of University 100 with an emphasis on career selection as a topic.
- Increase the scholarship endowment an additional 5% and increase the participation of females in the program by 5%.
- Increase collaborative efforts with other CSUF support services.
- Ensure that 90% of program participants are in good standing at the conclusion of the academic year.
- Expand the testing website services to include online registration for students required to take the ELM/EPT examinations.

STUDENT AFFAIRS RESEARCH CENTER

MISSION STATEMENT

The Mission of the SARC is to administer and support research on students, including campus climate assessment. We provide consultation to other researchers who perform research on students.

1999-2000 ACCOMPLISHMENTS

- SARC provided research support to those researching issues in Student Affairs. Highlights of the 1999-2000 year included collaboration with Dr. Chuck Buck to assess the needs of the boys and girls of Fullerton for additional services to be provided by the Fullerton Boys & Girls Club. We interviewed 35 community leaders, reviewed secondary data, and presented our recommendations to the Boys and Girls Club leadership. Further highlights were the WASC review of SARC, and collaboration on research projects with Student Affairs researchers.

SARC Research Reports for 1999-2000 included:

- Why Do Students Choose CSU Fullerton? An Analysis of Responses to the Intent to Register Survey.
- "Would you recommend CSUF to a friend?" CSUF Students' Responses to Commencement Survey, by College, 1997 to 1999.
- Profile of CSUF Students Fall 1999.
- The Student Diversity Program Evaluation: Two Retrospective Quasi-experiments.
- Information Technology Skills Census of Student Affairs Staff: Before and After the Rollout.
- Summary of College Freshman Survey Findings: How Do Our Students Compare to National Norms?
- Client Evaluation of Personal Counselors: Spring 2000.
- Attitudes of African American Students Toward CSU Fullerton Programs and Services.
- Portrait of the First Time Freshman.
- Portrait of the Cal State Fullerton Student.
- CSUF Student Health Needs and Coverage: Fall 1999 Campus Climate Survey
- CSUF Children's Center Needs Assessment and Evaluation: Fall 1999 Campus Climate Survey

CONTINUING CHALLENGES

- Adequate production support for research publications.
- The search for research collaboration across departments both within and outside of Student Affairs.
- A usable and available student records database.
- Providing proactive research support to Student Affairs researchers.

2000-2001 GOALS

- Find reliable and continuing layout and production support for SARC research reports.
- Conduct training of Student Affairs directors or their designee in the basics of data handling, rating scale creation and administration, and evaluation research.
- Collaborate with systems analyst(s) to create a management information system in Student Affairs, with the shorter-term goal of establishing in SARC the ability to extract reports from SIS+ on an on-demand basis for Student Affairs directors.
- Add the active collaboration of a skilled social science researcher to SARC in a formal way.
- Maintain level of research, statistical, and evaluation support to those who perform research on students or student issues.
- Maintain level of research findings dissemination.
- Maintain or increase good relations with campus researchers and those who support our research, i.e., SSRC, Office of Analytical Studies, faculty.
- Increase electronic accessibility of research information, e.g., our web site.
- Increase dissemination of our research findings at conferences and in journals.

STUDENT HEALTH AND COUNSELING CENTER

MISSION STATEMENT

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

1999-2000 ACCOMPLISHMENTS

- Achieved successful 3-year accreditation from AAAHC
- Achieved successful 2-year accreditation from COLA for our laboratory
- Implemented a successful Peer Health Educator program with 8 peer health educators
- Completed a strategic planning process using an external facilitator and revised vision/mission and values statements. Each department created a set of goals for next year
- Made significant progress toward the building of a new facility for CAPS and Physical Therapy
- Awarded a 4-year grant to participate in social norms marketing program to determine impact on reducing high-risk drinking on campus
- Purchased a new server for the SHCC allowing for an upgrade of the MedPro system and increased access to the SHCC staff

CONTINUING CHALLENGES

- Budget analysis to be done to determine future financial needs of Center.
- Need to continue to find ways to involved SHCC staff in campus activity outside the SHCC
- Need to continue to enhance the SHCC website

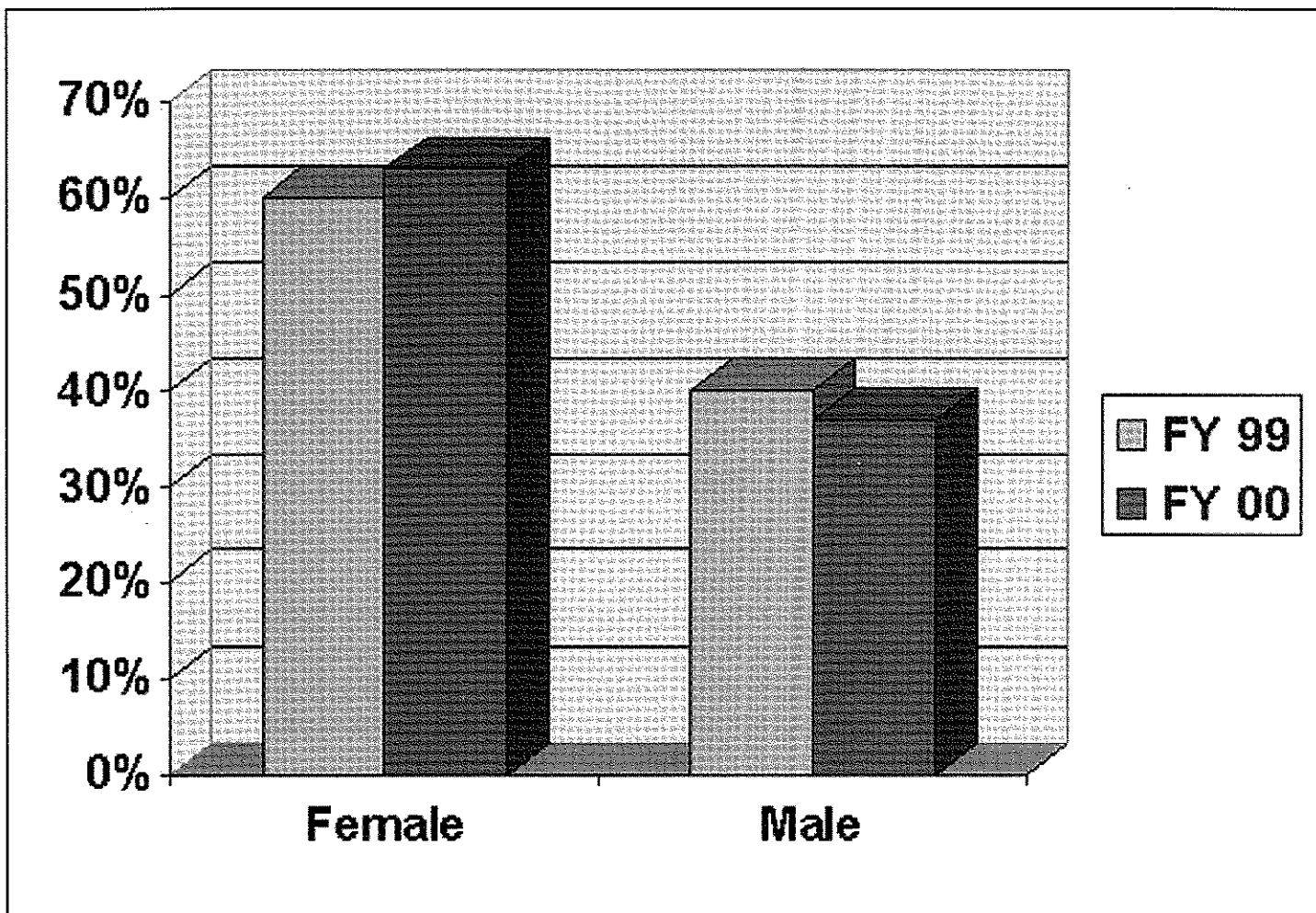
2000-2001 GOALS

- Expand our Health Education and Promotion program by hiring a Health Education Assistant
- Update and expand our website to include current information
- Implement a program to immunize students 18 years old and younger against Hepatitis B
- Evaluate our core patient processes and assure that they are efficient and user-friendly
- Implement Quick Books Pro system
- Conduct a survey of CSUF students to assess their health status [as part of the Campus Climate Survey in the Fall 2000]
- Begin construction of the building addition for CAPS and Physical Therapy
- Develop a staff training and development program
- Evaluate use of space in the SHCC

Key Statistics

Patient Gender

Patient Ethnicity



ETHNIC GROUP

| ETHNIC GROUP | FY 99 | FY 00 |
|-------------------------|--------------|--------------|
| White | 5852 [44.7%] | 4875 [36.7%] |
| Hispanic | 3227 [24.6%] | 2914 [21.9%] |
| Asian | 1154 [8.8%] | 2965 [22.3%] |
| Filipino | 559 [4.3%] | 486 [3.6%] |
| African American | 360 [2.7%] | 391 [2.9%] |
| Native American | 115 [0.9%] | 97 [0.7%] |
| Pacific Islander | 64 [0.4%] | 41 [0.3%] |
| Declined to State/Other | 1773 [13.5%] | 1513 [11.4%] |

Other Statistics

| STATISTIC | FY 99 | FY 00 |
|---------------------------------------|--------|--------|
| Percent of CSUF Students Seen at SHCC | 53% | 49% |
| Total Patient Visits | 36,639 | 37,599 |

TRIO PROGRAMS AND GEAR UP

MISSION STATEMENT

The TRIO Programs and the GEAR UP Program at California State University, Fullerton, funded by the U.S. Department of Education, prepare low income first generation Americans to enter college, graduate and move on to participate more fully in America's economic and social life. Through participation in these programs, students are able to overcome class, social, and cultural barriers to higher education and achieve their life goals.

1999-2000 ACCOMPLISHMENTS

- Ronald E. McNair Program selected 20 well-qualified undergraduate students to participate in the first cohort group at CSU Fullerton.
- McNair students visited Stanford, UC Davis and UC Berkeley during a one-week graduate institute academic field trip.
- McNair scholars attended a national McNair Scholars Conference in Knoxville, Tennessee, where they attended scholarly research presentations.
- The Upward Bound Programs students participated in monthly Saturday Sessions hosted at CSU Fullerton that provided services that enriched participant skills in their academic disciplines.
- Each Upward Bound Program established a comprehensive, six-week, summer residential enrichment program for participants at CSU Fullerton combining academic instruction, personal development, and exposure to various cultures.
- Established a GEAR UP Summer Mathematics Academy to prepare seventh grade students for either pre-algebra or algebra in eighth grade.
- GEAR UP hired ten counselors to serve as after-school tutors and mentors for the 750 students at Sycamore Junior High School.

CONTINUING CHALLENGES

- Increased educational expectations for students and family knowledge of post-secondary education options and financing.
- Establish, foster and increase effective partnerships between the middle schools, the high schools, the school district, the university, and community-based organizations and businesses.
- Continue to gather relevant data to be used to help guide decision making.
- Limited English proficiency for students and parents.
- To develop methods of collaboration and partnerships with other campus programs that provide similar services in order not to duplicate efforts.
- Ensuring that participants have the appropriate financial aid assistance to support their education/goals.
- Limited resources for educational activities.
- Upward Bound summer courses do not count as elective credit at the target high schools. Participants, then, must choose between the Upward Bound Summer Programs and summer school at their respective high schools.

2000-2001 GOALS

- The McNair Program will offer academic support services to ensure 80% of the Scholars will maintain a minimum cumulative GPA of 3.5 upon acquiring their baccalaureate degree.
- One hundred percent of the McNair Scholars who attain a baccalaureate degree will have completed a research internship.
- One hundred percent of the McNair Scholars will apply to grad school and at least 60% will enroll within two years after graduation.
- One hundred percent of the Limited English Proficient (LEP) student participants in Upward Bound will continue to maintain a minimum 2.5 GPA in their core English classes.
- Upward Bound participants will continue to progress once full class level each year.
- The GEAR UP Program will establish baseline goals for increasing educational expectations for students and family knowledge of post-secondary education options and financing.
- The GEAR UP Program will continue to establish effective partnerships between the middle school, high school, school district, university, and community-based organizations and businesses.

UNIVERSITY LEARNING CENTER

MISSION STATEMENT

Our goal is to provide all CSUF students with academic support in an inviting, contemporary, and technologically-enhanced environment. We believe that all learners need support that extends beyond the classroom to reinforce and amplify daily lessons. Our staff is carefully selected and trained to assist students with their academic assignments, general study skills, and computer user needs. Students who work with our tutors will become more successful learners in the areas for which they receive tutoring and more successful, purposeful students in general.

1999-2000 ACCOMPLISHMENTS

- The ULC established itself within Student Affairs, worked with the University to move into a new space in MH, and held a campus-wide Open House to inaugurate its new location.
- The ULC designed a staff development program and procedures for staff accountability.
- The ULC initiated use of a computer program that records student use.
- The ULC coordinated the creation of a Directory of Services for the lower-level of MH.
- The ULC conducted 1126 tutorials in Fall 1999 and 1949 tutorials in Spring 2000 and numerous academic workshops throughout the year.

- The ULC tutors established a Grammar Hotline over the Internet.
- The ULC documented 3505 computer uses in Fall 1999 and 3124 in Spring 2000.
- The ULC, with the TESOL Program, developed its services for ESL students.
- The ULC worked collaboratively with HDCS, the College of Business, Adult Re-entry, the College of Nursing, FFY, Summer Bridge, and Upward Bound.
- The Assistant Director coordinated instructional and computer assistance for Summer Bridge and Upward Bound.
- In align with retention goals, the Assistant Director met with International Students and Welcome to Fullerton Day guests to explain and promote the services of the ULC.
- The Director helped to conduct an Information Exchange for local high school teachers.
- The Director provided tutor training for several campus groups and co-taught a campus-wide writing workshop for faculty.
- In align with retention goals, the Director participated on the committee on Improving the Success of English as a Second Language Students and the campus-wide meeting on plagiarism.
- The ULC was selected to represent the University in its WASC review.

CONTINUING CHALLENGES

- The Director and Assistant Director, working with tutors, will develop ways to increase student attendance at its academic workshops.
- The Director will re-examine the existing Collaborative Learning Program, seeking ways to increase the number of students we assist and the number of sections of G.E. courses to which we provide tutoring and study group assistance.
- With an increasing number of University summer school offerings, the Director and Assistant Director will continue to explore the best use of its facilities during the months of July and August.
- In light of our present rate of growth, the ULC staff will explore options for tutoring ever-increasing numbers of students without immediately requesting increased physical space in the Center.

2000-2001 GOALS

- Our main goal is to continue offering high quality tutorial and computer assistance, to develop the collaborative relationships we established this year, and be open to new ones.
- The ULC will continue finding ways to integrate academic workshops into the University instructional network and be available to assist more G.E. students.
- The ULC will explore the possibility of summer academic tutoring and computer assistance.
- The Director and Assistant Director will continue to augment the staff development program.
- The ULC will provide more campus tutoring and distance tutoring.
- The Director and Assistant Director will work to make the ULC visible outside of CSUF.

WOMEN'S CENTER/ADULT RE-ENTRY

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.

1999-2000 ACCOMPLISHMENTS

- Implemented Co-curricular Experiment with Women's Studies.
- Established and built the CSU/WSU Joint Taskforce on Domestic Violence.
- Taught Seminar for Adult Learners (HDCS 300) course for Spring 2000 as funded by the Mission and Goals Initiative Process.
- Increased programming and resources for women of color by 20% over last year.
- Collaborated with Women's Studies to provide a highly successful Women's History Month.
- Increased outreach efforts and provided effective services to community.
- Provided stronger links to Academic Affairs, in and out of classroom.
- Increased attendance at workshops, programs, special event and presentations.
- Increased the usage of the center for currently or previously enrolled CSUF students by 80%.
- Developed and implemented Adult Learning Community: Facilitated Study Groups.
- Increased communication efforts by 300% through distribution of Back to the Future newsletter.
- Increased internship/independent study participation by 60% .
- Publication of Assessing the Needs and Characteristics of Adult Reentry Students at CSUF.
- Increased funding by 550%.
- Continued participation in collaborative campus projects.

CONTINUING CHALLENGES

- Identifying space and increasing links with Women's Studies.
- Supporting staff in meeting the challenge of a growing unit.
- Completing an Article on the Women's Center and Women's Studies collaboration.
- Implementation of a tracking system for accountability, outcome assessments and retention programming for Adult Learners.
- Developing ongoing needs assessment strategies in order to provide currently relevant and accurate services for adult learners
- Providing a more efficient and accountable liaison program for CalWORKS students
- Reducing the commitments of the center coordinator.

2000-2001 GOALS

- Implement three major projects sponsored by the CSU/WSU Joint Taskforce on Domestic Violence
- Establish Center for the Study of Gender Equity.
- Successfully stage and present WOMEN'S HEALTH EXPO.
- Increase activity and student involvement in the Women of Color Resource Centers
- Provide new programming for community organizations and institutions.
- Explore fundraising possibilities through links to the community
- Develop an interactive web page and internet communication system
- Further develop the Facilitated Study Groups for adult learners
- Develop and convene an Adult Reentry Center Advisory Board
- Increase the access and usage of the center services for evening students by 10%
- Continue participation in collaborative campus projects

ACKNOWLEDGEMENTS:

Special thanks to all Deans, Directors and Coordinators for their help in compiling this report. Very special thanks to Greg Hansen in AS Graphic Services for his help in graphic design and to Edward B. Salas for his help in making the impossible possible. For more information on this Annual Report, contact Kandy S. Mink, Assistant Vice President for Student Affairs, 714-278-3221 or via email at kmink@fullerton.edu.