

CSU Student Success Site Visit October 10th

Summary

November 14, 2006

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On October 10th, 2006, a team from other CSU campuses visited Long Beach to review our efforts to support success for students and to implement the 2005 Trustee “Facilitating Graduation” initiatives. They met with over 80 faculty, students, and staff and provided oral feedback to the president and other campus leaders at the end of the day. Results are summarized into commendations and observations and suggestions for the campus. The team included: Ted Anagnoson (LEAD, CSU Academic Senator, Prof. of Political Science, CSULA). Harold Goldwhite (CSU Academic Senator, Prof. Emeritus of Chemistry, CSULA), Marshelle Thobaben (Chair, CSU Academic Senate, HSU), Gary Hammerstrom (Former CSU Associate Vice Chan., Prof. of Public Policy & Admin., CSUSF), Judith Stanley (Faculty, CSUEB), Paul Spear (Faculty, CSU Chico) and Trudy Hernandez (Project Director, Academic Affairs, Office of the Chancellor & CSULB Alum).

Commendations:

1. The energy level and passion of our faculty and staff.
2. Our plans to build new residence halls.
3. Our program that places faculty in the dormitories.
4. Our new website that tracks campus implementation of Trustee Student Success Initiatives.
5. Our plans to hire more tenure track faculty.
6. The range, quality and quantity of our student support programs.
7. The recent relocation of some of our key services to the Horn Center.
8. Our plans to further centralize services to students.
9. Our Graduation Green-light project.
10. Our Career Center.
11. Our Computer Center in the Horn Center.
12. Our efforts to use data to guide student success efforts.
13. Our cross-divisional collaborations in support of student success.
14. Our recognition of the importance of and efforts to improve advising.
15. Academic Affairs program earmarking \$1.2m per year for college student success projects.
16. Our week-long new faculty orientation.
17. Our President’s Ambassadors program.
18. Our efforts to revise the RTP document to provide recognition for student success.
19. Our academic support for athletes through the Bickerstaff Center.
20. Faculty interest in collaborative learning and globalization.
21. Our efforts to use data mining to identify particularly needy subgroups of students in order to target them for services.

Observations and Suggestions

1. Students are not as much a part of the CSULB community as we think; too many don't feel connected to the campus.
2. Students experience a sense of alienation.
3. Students want more faculty mentoring.
4. Students want the campus to extend the services provided during welcome week.
5. Students want regular events such as barbecues to gather faculty and students together.
6. Students want a weekly update of events.
7. Students want the feel of a small environment despite the large size of CSULB.
8. Students in large lectures want more involvement with professors.
9. Students think the Degree Progress Report is not up to date in transfer credits.
10. Students don't understand the capabilities of the Degree Progress Report; this is a communication problem.
11. Students think the Degree Progress Report is hard to understand.
12. Shorten the Degree Progress Report to 2 pages.
13. Create a one-stop service center for students as much as possible.
14. Transfer students need more support; consider required orientation and a transfer version of U100.
15. Develop more proactive interventions for students in trouble.
16. Students want more peer advising and peer contacts.
17. Students want more self-management rather than "Brotman Hall management."
18. Students reported that [one or more?] part-time faculty members say they don't have access to Beachboard.
19. CSULB needs to add more sections of the GWAR courses (CSULA involves 500 students per year in this option).
20. Students suggested that each major's introductory course should carry GE credit
21. One student described U100 as "a drag."
22. One student was caught in the financial aid maximum apparently due to poor advising at a community college.