

AGENDA

COMMITTEE OF THE WHOLE

Meeting: 8:00 a.m. Wednesday, January 24, 2007
Glenn S. Dumke Auditorium

Roberta Achtenberg, Chair
Jeffrey L. Bleich, Vice Chair
Herbert L. Carter
Carol R. Chandler
Moctesuma Esparza
Debra S. Farar
Kenneth Fong
Murray L. Galinson
George G. Gowgani
Melinda Guzman
William Hauck
Raymond W. Holdsworth
Ricardo F. Icaza
Andrew J. LaFlamme
A. Robert Linscheid
Lou Monville
Charles B. Reed, Chancellor
Jennifer Reimer
Craig R. Smith
Glen O. Toney
Kyriakos Tsakopoulos

Consent Items

Approval of Minutes of Meeting of November 15, 2006

Discussion Items

1. The California State University Quality Improvement Program, *Information*
2. Partnering for Greater Access to Higher Education, *Information*

**MINUTES OF THE MEETING OF
COMMITTEE OF THE WHOLE**

**Trustees of The California State University
Glenn S. Dumke Conference Center
401 Golden Shore
Long Beach, California**

November 15, 2006

Members Present

Roberta Achtenberg, Chair
Jeffrey L. Bleich, Vice Chair
Herbert L. Carter
Carol R. Chandler
Moctesuma Esparza
Debra S. Farar
Kenneth Fong
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Lou Monville
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Jennifer Reimer
Craig R. Smith
Kyriakos Tsakopoulos

Approval of Minutes

The Minutes of September 20, 2006 were approved as submitted.

Discussion Items

International Programs

Chair Achtenberg asked Charles B. Reed, Chancellor, to present the item. Chancellor Reed began with an introduction that provided some context and outlined the benefits of international study opportunities to both students and the system. Chancellor Reed also described the policy basis for operating programs. President Webber provided background on the San Diego State University commitment to study abroad and the 2006 study program that visited both areas of Cyprus.

Rector Halil Güven of Eastern Mediterranean University (EMU) explained the role and status of his university including information on current accreditation and partners in various countries. Demetrios Boutris made a presentation on the current status of Cyprus and the legal status of students who may visit the island as a part of a study program. Mr. Boutris requested that the Board consider abrogating the agreements with EMU. Angelo Tsakopoulos spoke of the importance of higher education and the rule of law.

General Counsel Christine Helwick explained the CSU legal position in regard to international programs. She also explained provided the CSU response to specific points raised, in regard to the operation of the program in Cyprus.

Chair Achtenberg allowed time for those on the list of speakers to make comments.

Public Comments

Mr. Andreas Kyprianides favors closing the program

Mr. Aris Anagnos favors closing the program

Ms. Georgia Stavropoulos favors closing the program

Mr. Ted Laliotis favors closing the program

Mr. Haig Hovespian favors closing the program

Mr. Ken Kassakhian favors closing the program

Dr. Jim Demetriou favors closing the program

Dr. Alan Sweedler, SDSU, favors maintaining program

Dr. Fred Hornbeck, SDSU, favors maintaining program

Mr. John Ly, SDSU student, favors maintaining program

Dr. Stacey Sinclair, SDSU, favors maintaining program

Mr. Gary Hirsch, SDSU student, favors maintaining program

After further discussion by the Board of Trustees, a motion was made and passed to establish an ad hoc Committee to further review this issue and report to the Board.

Chair Achtenberg adjourned the meeting.

COMMITTEE OF THE WHOLE

The California State University Quality Improvement Program

Presentation By

David DeMauro
Chair, CSU Quality Improvement Program Steering Committee
Vice President, Administration and Finance
California State University, San Bernardino

David J. Ernst
Assistant Vice Chancellor And Chief Information Officer
Information Technology Services
California State University Chancellor's Office

Katy Rees
Chair, CSU Quality Improvement Program Planning Committee
Director, Strategic Planning
California State University, San Marcos

Robyn L. Pennington
Director, Business Solutions Services
California State University Chancellor's Office

Summary

The CSU Quality Improvement Program (QI Program) promotes continuous quality improvement, which is necessary to manage change and provide the high levels of service that students and other constituencies receive from the California State University.

The QI Program supports various quality improvement related tools that provide campus leaders with the necessary data to make informed decisions and focus on improving services for our students. The core activities of the program are performance measurement, process improvement, and surveying of constituent communities such as students, faculty, and staff. These activities serve as mechanisms for supporting campus frameworks that align campus activities and initiatives to meet the priorities of the institution. Examples of these frameworks may include the university strategic plan, a balanced scorecard in an administrative division, or an assessment model, such as accreditation preparation. The QI Program also provides training on quality improvement tools and facilitates sharing of model practices, which can be adopted across the system.

The focus of the QI Program is guided by a steering committee composed of two campus presidents and several vice presidents. In collaboration with staff from the Chancellor's Office, a QI Program planning committee, comprised of campus assistant vice presidents, directors, and managers, is charged with implementing program activities. Each campus has a designated Quality Improvement Facilitator (QIF) who serves as the liaison between the QI Program and his/her respective campus. The Chancellor's Office and campuses that participate voluntarily jointly fund the program. Seventeen campuses and the Chancellor's Office are currently full-participation members in the program, and all campuses have participated in some manner over the years.

This item will provide additional information on how the QI Program can be utilized in all areas of campus operations, share selected results as published in the second Biennial Report, and recognize the 2006 Quality Improvement awardees.

2006 Quality Improvement Award Recipients:

QI Champion of the Year	Mike Lee	Sacramento
QI Champion of the Year (Honorable Mention)	Neal Hoss	San Marcos
Distinguished Service in QI	Scott Charmack	Long Beach
QI Facilitator of the Year	Mishelle Laws	Long Beach
QI Function Chair of the Year	Dirk Ruthrauff	Sacramento
QI Team of the Year	Employee Self-Service	Long Beach
QI Team of the Year (Honorable Mention)	University Space Committee	San Marcos
Innovative Practice	Professional Writers Series Val Knox Dawn Formo	San Marcos
	Advisor Request Process Tom Enders	Long Beach
	Recruitment Communications James Maraviglia	San Luis Obispo

REVISED

COMMITTEE OF THE WHOLE

Partnering for Greater Access to Higher Education

Presentation By:

James M. Rosser
President
California State University, Los Angeles

Philip Garcia
Senior Director
Analytic Studies

Carolina Cardenas
Associate Director
Academic Outreach

Clara Potes-Fellow
Director
Media Relations

Summary

This past year, the California State University moved beyond its existing outreach efforts to create new venues for recruiting under-served students. The essence of the new initiatives is to go directly into ethnic communities to cultivate future college students, instead of waiting for potential students to come to us. A good example of this new tack are the “Super Sunday” events, where CSU presidents and trustees visit multiple African-American Churches in targeted areas to explain college entrance requirements. An overview of the current projects underway will be provided for information.

Background

Currently it seems that the University has greater difficulty with outreach to potential students than with retaining students once they arrive at the institution. The heart of the difficulty appears to be unequal eligibility rates. Too many high school graduates from under-represented groups do not complete the required college preparatory curriculum. Reducing the requirements is not the answer. Students who do not complete the college preparatory curriculum are not fully prepared to successfully confront the lower-division curriculum. Thus, the biggest challenge for the CSU is to promote higher eligibility rates through completion of the college preparatory

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curriculum among African Americans, American Indians, Latinos, and other under-represented communities.

To be fully successful the CSU must be comprehensive in its efforts. It must

- Promote a college-going culture,
- Provide early assessment of college-going skills,
- Encourage parental involvement, and
- Partner with community-based organizations.

The University is currently engaged in reviewing, and when necessary enhancing, all of its communication efforts that partner with schools and communities, special community events, the early assessment program and the Parent Institute for Quality Education, to name just a few of these initiatives.