1. Support Services Report Template

Report Info
Name of the person completing this report: Michael Leung/Alan Monat
Title of the person completing this report: Dean/Associate Dean
Supervisor/dean reviewing report: Michael Leung, Dean
Service: Academic department services to faculty and students
Division/College: Academic Affairs/College of Science

3. Mandated Service

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Provide a brief explanation, if necessary, in < 60 words.

The services offered by the CSCI departments to faculty and students are not known to be legally mandated. They are, however, essential to the educational mission of the University.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

* The department office is the main point of contact for most operational activity.
* Department services to faculty and students are structured to work with Chairs and faculty to provide curriculum and class offerings.
* The department office attends to student advising, information dissemination, and purchasing of supplies.
* Department technicians are responsible for coordinating labs with lectures and ordering supplies and equipment.
* Departmental offices coordinate with the College Office in fulfilling procedures involved in PTR, student evaluations, book orders, contracts, appointments, and committee responsibilities.
* Support University events and functions such as Commencement and Honors Convocation.
* Input data and extract information from PeopleSoft and maintain departmental budgets.
* Departments offer courses for GE requirements and service courses for other disciplines.

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 60%
Faculty: 20%
Administrators/staff: 5%
Colleges/departments: 5%
Academic Senate and/or committees: 5%
Alumni: 3%
Community outside University: 2%
Total: 100%
2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>*Participate in recruitment and orientation efforts sponsored by PEMSA. *Maintain working relationships with community colleges through program development, articulation, and classroom visits. *Develop, implement and maintain outreach programs such as MESA, Project Lead the Way, AMP, and Math Achievement Academy. *Support professional development for K-12 STEM in-service teachers. *Provide curriculum support for multiple subject and STEM single-subject teacher preparation.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>*Provide course schedules based on student need and plan 4-year graduation roadmaps. *Schedule labs to coordinate with lectures. *Develop and implement academic and career advisement structure. *Work with faculty to monitor student progress and to suggest tutorial services where necessary. *Insure the currency of student training by upgrading curriculum and instructional equipment. *Promote faculty development by providing support to faculty research and conference attendance. *Provide opportunities for student participation in research. *Resolve student issues. *Review faculty performance to enhance teaching. *Departments enhance student education through service learning opportunities.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>*The department offices make an effort to maintain relationships with some of our alumni. *Invite the alumni back for social functions sponsored by the departments. *Alumni are invited back to make presentations in seminars and career workshops. *The departments provide assistance to students with career placement and admission to graduate schools.</td>
</tr>
</tbody>
</table>

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
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</tbody>
</table>
Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th>Pre-college (helping students to enter the system)</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each selection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*The departmental recruitment efforts are essential to the enrollment and quality of the entering students. *The departments disseminate essential information to prospective students through visitations with neighboring schools and community colleges. *The departments’ support of STEM teacher preparation and professional development helps to better prepare K-12 students to enter college.</td>
<td></td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>During college (helping students succeed while they are at Cal State East Bay)</th>
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<tbody>
<tr>
<td>*Without the services provided the departments, it would be impossible for the college to provide any of its academic programs. *The departments are responsible for offering all courses and labs and the academic and career advising of the students. Without these services all academic programs would cease to exist. There would be no curriculum of any form and students would not be able to pursue any major or be able to graduate. *Without the departments’ efforts, there would be a lack of coordination of courses, or no strategic planning for curriculum or the proposing of new courses or no budget oversight. *There would be no monitoring of staff and faculty performance.</td>
<td></td>
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</tbody>
</table>

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</thead>
<tbody>
<tr>
<td>*Without departmental interaction with alumni, graduates would be deprived of a connection to their alma mater and the program of their majors. *There would be fewer scholarships and donations in support of program activities. *Our students would be denied of an opportunity to learn from our alumni their work experience and to get advice about their career paths.</td>
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</tbody>
</table>

**Link to Scoring Rubric**

**2.4 Alignment with Shared Strategic Commitments**

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>If aligned or contributing, provide a description. (&lt;60 words for each SSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Departments are responsible for regular review of curriculum currency and alignment to external standards. *Departments foster inquiry-based teaching and learning through critical thinking. *Encourage students to engage in problem-solving exercises. *Promote student-engaged learning and distinguished scholarship through participation in faculty research and an opportunity to become co-author and co-presenter of the research studies. *Provide support for faculty development to enhance currency and teaching skills. *Monitor faculty performance based on classroom visitations and classroom evaluations. *Provide positive encouragement and enhancement suggestions through the PRT and Post-tenure evaluation process.</td>
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</tbody>
</table>

<table>
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<tr>
<th>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</th>
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<td>*Departments are highly diverse with minorities making up a significant portion of their student bodies. *All of our departments service a large number of foreign students, particularly the graduate programs. *Strong efforts by all college departments in recruiting a diverse faculty and staff. *Work with minority organizations to enhance recruitment efforts. *Strong outreach programs working with underserved school districts can be found in several of the departments. *Active in providing professional development for K-12 teachers in high minority school districts. *Offer courses that deal with ethnic and cultural issues and incorporate diversity concerns where appropriate.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Serve students first, by expanding access and enhancing each student’s educational experience and</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>*Departments share an emphasis on putting students first in the design of their curriculum, course offerings, and services. *Departments are attentive to the concerns of students and make strong efforts to resolve student issues inside and outside the classroom. *Provide ample opportunities for students to work in faculty research and to publish and present jointly. *Encourage students to participate in national</td>
<td></td>
</tr>
</tbody>
</table>
prospects for success as a graduate and lifelong learner

Foster a vibrant community through enriched student services and student life that support student engagement and learning

Contribute to a sustainable planet through our academic programs, university operations, and individual behavior

Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University

Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility

Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)

*Provide a strong foundation for students to enter careers and sufficient skills to continue lifelong learning.

*Department offices have an open door policy that focuses on serving students. *Departments guide students through academic and procedural obstacles. *Faculty and staff are encouraged to be sensitive and responsive to student learning. *Departments support student organizations where faculty often serve as advisors. *Together with the college, departments work closely with ASI to make sure that student needs are being met and that appropriate services are being provided. *Participate in all University-sponsored community events, such as Al Fresco, Science Festival, Mesa Days and Science Olympiad.

*Departments make strong efforts to minimize the generation of hazardous materials and keep strict adherence to the appropriate handling and disposal of such materials generated in the labs. *Many departments include sustainability and environmental issues in their curriculum and encourage students to be sensitive to those issues. *Many departments offer courses related to environment, ecology, conservation, and sustainability.

*Departments are conscientious in maintaining efficient and transparent operations both in their academic offerings and programs. *Departments are inclusive in bringing awareness to faculty and staff on fiscal issues and ensuring the accountability of spending. *Departments are consultative in the distribution of their resources and make fiscal planning via mutually respectful, responsive, and collaborative approaches. *Departments have created a collegial environment that fosters a friendly working relationship among students, faculty, staff and administrators.

*Departments participate in the overall strategic planning of the college to offer curriculum and programs that are of service to the community and the region, including Concord. *Departments are sensitive to the workforce and social needs of the region and provide the communities with the graduates that can best serve them. *Departments participate in community events, particularly those that have a civic, cultural, economic, and educational focus. *Departments, via their faculty, partner with neighboring organizations in many of their research projects. *Many departments have strong working partnerships with regional school districts and community colleges. *Departments often provide opportunities for community organizations to hold education events on campus for students, staff, faculty and the general public.

*Departments have made major contributions to the University’s STEM initiative. *Some departments’ contributions to STEM education have been well supported by external grants. *The Chancellor’s Office in recognition of the Departments’ and College’s leadership and innovation in STEM education, has asked that we take the lead in disseminating our best practices in STEM learning and teaching through system-wide workshops and webinars. *Departments are conscientious in providing their students with 21st century skills in STEM and have made concerted efforts in preparing students for a technological world and career.

**Link to Scoring Rubric**

**2.5 How might the demand for this service change over the next five years? (Please choose one category below).**

Likely to increase

**Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.**

*All departments have shown steady increases in enrollment, with some of them being at or close to impact status.

*Rapid changes in external demands in STEM areas require departments to make regular adjustments to maintain currency.

*Through monitoring the needs of industry and student demands, the departments make regular modifications to existing curriculum and develop new programs.

*Anticipated workforce needs in health care, engineering, and high tech areas will require service adjustments in curriculum in those
5. Quality of Service

Link to Scoring Rubric

3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

*Departments work in conjunction with the college office to monitor teaching effectiveness through the PRT process that includes peer evaluations, classroom visitations, and student evaluations.
*Departments support faculty through participation in college professional development incentive programs and assist in new faculty start-up funding for research.
*Departments make constant efforts to enhance instructional and research facilities and equipment.
*Departments work closely with the University in establishing assessment mechanisms and student learning outcomes.
*Departments maintain an open door policy for students, faculty and staff to offer input for enhancing their services and how to satisfactorily complete their assignments.
*Student complaints are handled in a speedy and responsive manner.
*Annual staff evaluations.
*Staff are encouraged to attend relevant workshops.

Link to Scoring Rubric

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

*ASI has worked with Chairs to establish a more effective channel of communication between students and the departments.
*In working with the college, the departments have contributed to faculty professional development through grant writing incentives, support for travel to scientific conferences and workshops, and enhancement of research facilities and equipment.
*As part of a college-wide strategic plan for the Concord campus, departments have reviewed degree program offerings.
*The basic science departments, in conjunction with the college and DCIE, have helped design and renovate science facilities at the Concord campus.
*Departments have maintained a continuous effort in revising curriculum to insure currency and to be tuned into industry needs.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.

*Enhance monitoring of student academic performance and suggest intervention when necessary or appropriate.
*Improve student advisement through greater and effective use of the college Student Service Center.
*Update existing 4-year roadmaps and supplement with 2-year roadmaps for transfer students.
*Enhance clarity of GE requirements in roadmaps.
*Increase the availability of internship and external research opportunities.
*Make certain students are aware of the availability of the many CSCI scholarships.
*Make certain our departmental websites are current and attractively presented.
*Work more closely with other University divisions to increase student and faculty awareness of services such as tutoring, career opportunities, and GE advising.
*More outreach activities that engage community and region.
*Enhanced mechanisms to seek input from external groups regarding curriculum development.

**Link to Scoring Rubric**

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

*With additional resources, departments may reduce class sizes and enhance faculty/student interactions.
*Additional tenure-track hiring.
*Better support for new faculty start-up to establish their research programs.
*To provide better technical support to the laboratories and maintenance of equipment.
*To expand science laboratories to accommodate larger number of sections.
*Speaker series featuring well-known scientists who would present topics that would appeal to the entire campus community.
*Update and expand our computer facilities for students to do their homework and complete their class projects.
*Increase and expand CORE facilities, such as BioCore, ChemCore and CompCore, to enhance instruction and research for students and faculty.
*Provide additional space for tutoring and studying.
*Develop more conducive working environment and facilities for staff and faculty.

**Link to Scoring Rubric**

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

*Student evaluations of faculty teaching. Completed and reviewed quarterly.
*Reviews by accrediting agencies of several of our programs, e.g., Chemistry, Engineering, and Nursing.
*Open door policy for staff to bring up concerns.
*Solicit student input through ASI.
*Surveys collected during recent Science Festival.

**Link to Scoring Rubric**

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

Survey results not provided.

**Link to Scoring Rubric**

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain.

*Personnel are expected to engage students, faculty, staff and other visitors to the departments in a friendly and helpful manner. Personnel such as staff are reviewed annually to assess their effectiveness and courteousness.
*Make certain that faculty and staff are aware of University procedures and processes. Provide them access to relevant websites where appropriate.
*ASI brings student concerns to departments and college. Faculty and staff are expected to be responsive to these concerns in ways
that promote the welfare and success of our students.

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

*Quality goals, such as survey ratings of teaching effectiveness and effectiveness of advising services, are in place or are being developed.
*Grant activities are assessed annually.
*Annual reviews of staff and faculty performance through PTR, Post- Tenure, Performance Evaluations for staff and program reviews.
*These and other quality goals within the departments are typically met or exceeded. If goals are not met, attempts are made to assess the causes and to remedy accordingly.
*Departments participate in annual Chair reviews.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

*Enrollment targets for the college and departments are regularly reviewed. Recent targets generally have been exceeded.
*Enhance retention and graduation rates in accordance with the President’s Initiative, in coordination with other units within the University.
*Operate within allocated budgets and the maintenance of a reserve for emergencies.
*Develop programs based upon student demand and industry needs.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

12583840

Attach your allocated spreadsheet here.

2011-12 Expenses - revised - CoS (1), v3.xlsx

4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

530783

Attach your allocated spreadsheet here.
4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

118909

Attach your allocated spreadsheet here.

Space CoS (1), v3.xlsx

**Link to Scoring Rubric**

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

*Departments have worked with the college to enhance class size without serious deterioration in instruction.
*All departments have made special efforts to adjust to budget reductions and have been able to maintain their operations without overspending.
*Departments have reduced supply consumption in instructional labs to avoid shortages.
*The operation of the instructional, research, and CORE facilities have been properly maintained by the departments and enhancements have been supported by funding from A2E2.
*Lecturer spending by departments has been on a consistent level, even in view of enrollment increases.
*Departments have made special efforts to reduce the use of hazardous materials which has helped to reduce waste-management and disposal costs.

**Link to Scoring Rubric**

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

*With budget reductions in the past several years, the departments have reduced their expenditures to the level that any further decreases will seriously affect efficiency.
*The departments where possible have already adopted micro-scaled exercises that require fewer chemicals and consumables.
*The departments will continue to explore new lab approaches that will bring about more cost effectiveness.
*To reduce demand in classroom and instruction facilities, some departments have started offering more online courses.
*Departments will use A2E2 funds to acquire new equipment that is more energy efficient.

**Link to Scoring Rubric**

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

*Hire more tenure track faculty to provide a more stable instructional workforce.
*Increase technical support for instructional labs.
*Provide incentives to promote grant writing and faculty professional development.
*Provide faculty with support for greater involvement in professional organizations and collaboration with other institutes.
*Provide students with more opportunities to participate in research and external internships.
*Support students to participate with faculty in scientific conferences.
*Departments, in conjunction with the college, could renovate computer lab facilities to allow increases in class caps.
*Departments could create more CORE facilities which would allow greater resource sharing for instruction and research.
*Departments could replace outdated equipment with more energy efficient ones.

**4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?**

No

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

*Any further reduction in operational expenses by the departments will, in our view, lead to a reduction in the quality of the services that they render.
*We think the departments are already operating if not at or at least close to the top level of their efficiency.

**4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.**

*All departments have either maintained or have significantly increased their enrollments for 2011-12.
*Nursing has been impacted for many years. It has over 700 applicants for 120 seats.
*Biology, Health Sciences, and Psychology were highly subscribed (with majors of 618, 689, and 735, respectively, for Fall 2011).
*All the programs within the CSCI together have generated 31% of the University's FTES and 34% of its Majors.
*Industrial Engineering and Computer Engineering earned degree status.

**7. Other**

**5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?**

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

*In terms of basic operations, the departments offer services to faculty and students that are similar to those services offered elsewhere on campus.
*The major differences have to do with the subject areas within the disciplines.

**5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.**

*Departments specialize in programs and curriculum in basic sciences, applied sciences and professional preparation that include Nursing, Health Sciences, Computer Sciences, Engineering and BioStatistics.
*Departments provide support for the University's STEM initiative and have contributed significantly to the training of multiple- and single-subject teachers in the STEM areas.
*Many departments' courses have affiliated laboratory exercises that require special facilities and equipment.
*Technical staff support is required for the operation of the labs and maintenance of equipment for instruction and research.
*Nursing, Engineering and Chemistry are regulated by external accrediting organizations.
*The Math/CS Department is responsible for the offering of remedial math courses and many of our departments offer courses that
fulfill science GE requirements and service courses for other disciplines.

**Link to Scoring Rubric**

5.3 *Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.*

*The departments have developed a coordinated set of programs for students attending the Concord campus.
*The students in the pre-Nursing program at the Concord campus can now have a choice of entering into the Nursing, Health Sciences or Psychology majors.
*The departments have contributed to self-support programs within the college that have brought in resources to augment general funds.
*The departments offer specialized programs in conjunction with corporations such as PG&E to provide continuing education for professionals in industry.