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: Oversee Departmental Programs and Provide Administrative Support Services
Division/College: Academic Affairs/College of Science

3. Mandated Service

Link to Scoring Rubric

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 Office 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 CSCI Office oversees and supports the many programs offered by its nine academic departments. The College Office works closely with the department offices to insure the successful planning and execution of 33 degree and 8 certificate programs.

Link to Scoring Rubric

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

Students: 40%
Faculty: 10%
Administrators/staff: 10%
Colleges/departments: 15%
Academic Senate and/or committees: 10%
Alumni: 5%
Community outside University: 10%
Total: 100%

Link to Scoring Rubric

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>*Assist PEMSA in recruitment and orientation efforts. *Establishment of articulation with community colleges in specific programs. *Visiting schools and community colleges. *Conducting outreach programs such as MESA and Project Lead the Way. *Enhancement of K-12 teachers by providing professional development to in-service teachers. *Curriculum development and enhancement for the preparation of pre-service multiple and single-subject teachers</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>*Course scheduling based on student needs. *Coordinating labs and lectures. *Provision of academic and career advisement. *Monitoring student progress and providing enhancement intervention through office hours and tutorial services. *Maintaining and upgrading of instructional and research labs. *Provide opportunities for student participation in research. *Support of faculty professional development to enhance teaching. *Resolving student issues. *Provision of conducive learning environment and area for student study, such as the CAVE.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>*Work with Advancement to maintain relationship with alumni. *Invitation of alumni to college and departmental social activities. *Invitation of alumni to provide career workshops for our current students. *Invitation to participate in departmental advisory boards. *Alumni surveys in professional programs.</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>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>
<td></td>
<td></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>
<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>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each selection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>*Without our efforts, the enrollment and quality of the entering students would be compromised. *Without articulation and visitations, students would have limited information about our programs before entering our College. *Without better qualified K-12 teachers, students entering our University will be less well prepared for University studies.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>*The college provides essential services to the education of the students without which we would not have fulfilled the University's central mission. *Without the services mentioned above, students would not have a clear understanding of their educational goals and the requirements for their graduation. *Without our</td>
</tr>
<tr>
<td>Success while they are at Cal State East Bay</td>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><em>There would be no monitoring of staff and faculty performance.</em></td>
<td>*Without the support of alumni, there would be fewer scholarships and donations in support of program activities. <em>Without connecting alumni with our students, students would not have a good understanding of their career paths and would not have gained from the working experiences of the alumni.</em></td>
</tr>
</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?

| Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship | "We have regular and constant review of our curriculum in terms of currency and external standards. *We foster inquiry-based teaching and learning through critical thinking. *We encourage students to engage in problem-solving exercises and the practice of engineering principles. *We 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. *We provide support for faculty development to enhance currency and teaching skills. *We monitor faculty performance based on classroom visitations and classroom evaluations. *We provide positive encouragement and enhancement suggestions through the PRT and Post-tenure evaluation process."
| Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development | "The student body in the CSCI is highly diverse. *In all of our programs, minorities make up a significant portion of our student body. *We also have a high percentage of foreign students in some of our programs. *We make strong efforts in recruiting a diverse faculty and staff. *We work with minority organizations to enhance our recruitment efforts. *We have strong outreach programs working with underserved school districts. *We are active in providing professional development for K-12 teachers in high minority school districts. *We offer courses that deal with ethnic and cultural issues and incorporate diversity concerns where appropriate."
| Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner | "We put students first in the design of our curriculum, course offerings, and services. *We are attentive to concerns raised by our students and try to provide a solution to the best of our ability. *We provide ample opportunity for students to work in faculty research and to publish and present jointly. *We encourage students to participate in national meetings. *We provide a strong foundation for students to enter careers and sufficient skills for them to continue life-long learning."
| Foster a vibrant community through enriched student services and student life that support student engagement and learning | "All our department and college offices have an open door policy for serving students. *We guide students through academic and procedural obstacles. *We encourage our faculty and staff to be sensitive to and responsive to student learning. *We have many student organizations where faculty serve as advisors. *We work closely with ASI to make sure we understand the students’ needs and provide the appropriate services. *Participate in all University-sponsored community events, such as Al Fresco, Science Festival, Mesa Days and Science Olympiad."
| Contribute to a sustainable planet through our academic programs, university operations, and individual behavior | "We minimize the generation of hazardous materials and keep strict adherence to the appropriate handling and disposal of such materials generated in the labs. *We include sustainability and environmental issues in most of our curriculum and encourage students to be sensitive to those issues. *We offer courses related to environment, ecology, conservation, and sustainability."
| Continuously improve our efficiency, transparency and | "The college is conscientious in maintaining an efficient and transparent operation both in the academic |
| Transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University | offerings as well as its budget. *We are inclusive in bringing awareness to our faculty and staff on fiscal issues and ensure the accountability of our spending. *We are consultative in the distribution of our resources and make planning in fiscal spending via mutually respective, responsive, and collaborative approaches. *The College is proud that it has created a collegial environment that fosters a friendly working relationship among students, faculty, staff and administrators. |
| Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility | *We design our curriculum to serve our communities including those near our Concord campus. *We are sensitive to the workforce and social needs of the region and provide the communities with the graduates that can best serve them. *We participate in community events, particularly those that have a civic, cultural, economic, and educational focus. *Our faculty partners with neighboring organizations in many of their research projects. *We provide opportunities for organizations to hold educational events in our college, including activities such as Science Festival, Mesa Days and the Science Olympiad. *We have strong working partnerships with regional school districts and community colleges. |

**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.**

*Enrollment in the CSCI has steadily increased, particularly in the last 3 years.
*There is an increasing demand in all areas of STEM.
*We are also developing new curriculum based on the needs of industry.
*The increased workforce needs in the healthcare area has produced a high demand in our Nursing and Health Sciences programs.
*With the return of the high tech industry, the demand on the Computer Science and related technology area, has been increasing steadily.
*The Engineering Department has been expanding both in enrollment and the development of new curriculum and degree programs.

### 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.

*We monitor teaching effectiveness through the PRT process that includes peer evaluations, classroom visitations, and student evaluations.
*We encourage faculty professional development through incentive programs and start-up funding.
*We make constant efforts in enhancing instructional and research facilities and equipment.
*We work closely with the University in establishing assessment mechanisms and student learning outcomes for all disciplines.
*We work closely with the departments in ensuring that procedures are followed in a timely and accurate manner.
*We maintain an open door policy for students, faculty and staff to offer input for enhancing our services and how to satisfactorily complete our 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.

*Worked with ASI to survey student needs to provide a positive learning environment.
*Renovating the student study area to provide a more conducive learning environment.
*Promoted faculty professional development through grant writing incentives, support for travel to scientific conferences and workshops, and enhancement of research facilities and equipment.
*Reviewed our degree program offerings at Concord and have created a pathway that will allow our pre-Nursing students to have a seamless transition into the Nursing, Health Sciences and Psychology programs.
*Created new science facilities at Concord.
*Curriculum revisions to insure currency and tuned into industry needs.
*Supported departmental equipment contracts and repairs, and increased startup for faculty.
*Reviewed needs of Departments and office staff and provided resources as necessary.

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.

*Advertise the availability of our Student Service Center.
*Advertise course offerings more widely (e-mail, Blackboard, etc.).
*Improve existing 4-year roadmaps and supplement them with 2-year roadmaps for transfer students.
*Clarify GE requirements in roadmaps.
*Publicize summer research opportunities at national laboratories.
*Make certain students are made aware of the availability of the many CSCI scholarships.
*Make certain our websites are enhanced, current and attractively presented.
*Work more closely with other University divisions to increase student and faculty awareness of services such as tutoring (SCAA), career opportunities (AACE), 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.

*Expand and enhance the Student Service Center's functions and hours of service.
*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.
*Provide additional space for tutoring and studying.
*Enhance additional tenure track faculty hiring.
*Develop more conducive working environment and facilities for staff and faculty.
*Increase and expand CORE facilities, such as BioCore, ChemCore and CompCore, to enhance instruction and research for students 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 were appropriate.
*ASI brings us student concerns. Faculty and staff are expected to be responsive to these concerns in ways that promote the welfare and success of our students.

**Link to Scoring Rubric**

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 College are typically met or exceeded. If goals are not met, attempts are made to assess the causes and to remedy accordingly.
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 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.

13071713

Attach your allocated spreadsheet here.

2011-12 Expenses - revised - CoS (1), v2.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.

1454165

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.

122730

Attach your allocated spreadsheet here.

Space CoS (1), v2.xlsx

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.

*Enhancement of SFR.
*Managed to keep College within budget even during fiscally difficult times.
*CORE facilities in Biology, Chemistry and Computer Science allow for sharing of facilities and resources for research and teaching.
*Maintained consistent level of spending on lecturers.
*Reduced the use of hazardous materials which helps to reduce waste-management and disposal.
*Increased enrollment in most programs, but especially in Biology, Health Sciences and Psychology.

**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.

*Adaptation of micro-scaled lab exercises that reduce the use of supplies and materials.
*We will continue to explore the use of new lab exercises that require fewer chemicals and consumables.
*Reduce demand in classroom and instruction facilities by offering more online courses.
*Acquisition of new energy efficient lab equipment.

**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.

*Replace outdated equipment with more efficient equipment.
*Create more CORE facilities which will allow greater sharing of instructional and research facilities.
*Modernize instructional and research facilities.

**Link to Scoring Rubric**

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.

We are confident that we are operating the CSCI in as an efficient manner as we can or at least, is practical. Any further increase in efficiency, especially in human resources, will result in a loss of quality of the services we provide.

**Link to Scoring Rubric**

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.

*Enrollment in College was over target for 2011-2012.
*One program was impacted.
*3 programs (Biology, Health Sciences, Psychology) were highly subscribed (with majors of 618, 689, and 735, respectively, for Fall 2011).
*CSCI generated 31% of the University’s FTES and 34% of its Majors.
*Industrial Engineering and Computer Engineering earned degree status.

**7. Other**

**Link to Scoring Rubric**
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.

- College of Business and Economics
- College of Education and Allied Studies
- College of Letters, Arts, Social Studies

*All of the University's colleges provide similar services but to distinct student populations.
*The needs and services of each college office are tailored, moreover, to the specific disciplines serviced by the colleges.

Link to Scoring Rubric

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

*Remedial math services.
*Oversight of science laboratories (e.g., Biology, Chemistry, Geology, Physics) and grants.
*Maintaining connections with granting agencies and local science-related businesses.
*Training In-service teachers to present science concepts in more effective ways to K-12 and college students.
*Leadership responsibilities related to STEM education.
*Maintain structured programs at Concord Campus.
*Provide programs ranging from basic science training to applied technology and professional degrees.
*Play a major role in GE Area B (Natural Sciences and Mathematics).

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.

*Self-support programs to supplement budgets.
*Certificates in conjunction with industry needs.
*Helps departments with their curriculum support and maintenance.
*Supports and reviews work of departmental staff with tasks such as contracts, travel claims and equipment purchase orders.