Members Absent: J Andrews, D. Seelinger
Guests: B. Cella, K. Wohrle

1. Welcome and Chair’s Report: The Dean introduced his new Executive Assistant, Katherine Wohrle, to the Committee. Ms. Wohrle will be providing valuable assistance in managing the Concord Campus budget. The Chair reported that our new name will be the Concord Campus Advisory Committee from this point on. He hoped that the University name change will provide a positive impetus to our continuing objective of developing an academic community at the Concord Campus. He noted that in the following months we will be discussing the above issue as well as those of program service delivery and enrollment management. It is hoped that we will rise to the challenge of becoming a truly regional campus.

2. Concord Campus Update and Dean’s report:
   - Dean Wilson announced that the Concord Campus will be the recipient of a $421,600 Congressionally Directed grant to develop technology resources. We will share this grant with Los Medanos College and will meet with our counterparts at LMC to determine how best we can direct their share of the grant. LMC will be developing smart classrooms as well as a small computer lab in one of its facilities. At our end we will use our $350,000 portion to develop some 22 smart classrooms, a need voiced frequently by faculty teaching here. Currently, laptops and projectors need to be routed on an as needed basis to classrooms currently not equipped and allocating classrooms has been a headache for administrative staff. Additionally, funds will be allocated toward the equipping of conference rooms with desktop conferencing software, which will ultimately enable Concord to conference with the Hayward Hills campus as well as with parties outside of CSUEB. The campus will probably not return to using compressed video but will instead use video streaming via the internet. There will still be the possibility of team teaching courses offered simultaneously at Concord and Hayward.
   - The Concord Campus was the recipient of a Business award offered by the Concord Chamber of Commerce and Concord City Council. It is hoped that we will get some publicity from this.
   - New directional signs reading “Cal State East Bay Concord Campus” will be erected at major thoroughfares. This will be most helpful in announcing our presence to the public.
The electronic sign at the corner of Ygnacio Valley Rd. and Campus Drive will be enhanced. Mention of this will be announced in the Campus Update.

Members of the WASC team will be visiting the Concord Campus on Thursday, March 17th. They will meet with faculty and staff from 5:30 to 7:30 PM.

The Dean met with Los Medanos College business faculty on March 8 to ascertain whether our transfer program meets their needs. In addition, he met also with faculty of the LMC Criminal Justice program to see if we could design a transfer program.

The next Day of the Teacher will be on Saturday, April 30.

The Dean met with Dan Romero, coordinator of the Counseling program to see what next year's cohort will look like. Hopefully we will have a larger pool of applicants to choose from.

It is hoped that more graduate program information will be available here for prospective students. Presently many inquiries must be made to the office at Hayward. We could also direct prospective students to the Graduate Studies Office.

Barbara Cella, Concord Campus Director of Community Affairs, passed out the schedule of this summer's Concert in the Hills series as well as the upcoming Scholar Olli lecture series. The latter will include our 3rd annual Healthy Aging Panel. H. Eder mentioned that we had a very successful Scholar Open House recently. Our goal is to get a membership of 300, which will entitle our Scholar program to a permanent Osher endowment. All those eligible are encouraged to become Scholar members.

The Dean met with Alice Murillo, the Vice President of Instruction at Diablo Valley College to discuss additional articulation possibilities between the Concord Campus and the community colleges. The focus will be on 2+2 programs which will more efficiently enable community college graduates to complete their upper division courses at Concord.

Lastly, the Dean passed out our current organization chart, which lists the latest additions to staff as well as reporting changes.

Schedule of Meetings for Spring Quarter 2005:
Monday, April 18, 4-6 PM
Monday, May 16, 4-6 PM

3. New Business: Subcommittee Report: Developing an Academic community at the Concord Campus - N. Howard and K. Horan: K. Horan passed out a document outlining discussion points for the Committee. These included purpose in creating/developing an academic community: a) retention b) increased satisfaction with the University c) increased quality of learning c) increased interactions between students, staff, and faculty. Horan suggested that the nontraditional students attending at the Concord Campus were looking for an academic experience that closely paralleled their academic programs, rather than the activities pursued by more traditional students attending the Hayward campus. We need to consider that students attending at Concord are virtually all transfers from the community colleges. We need to define what is meant by an “academic community.” Students often arrive directly from work and have immediate needs for
services that meet their busy schedules. Often it is difficult for students to meet with each other in between classes. Some of these needs, e.g. textbook pickup, food and refreshment, study space, etc. occur on weekends when classes are also held. While it is not always possible for academic services to be provided at all times that students need them, reasonable accommodation must be made. It is also important that deadlines, service hours, etc. be clearly communicated to students via the web, mass mail, etc. We also have the challenge of a staff that is comparatively new. There is comparatively little institutional memory among the Concord staff and faculty.

Horan spoke of “motivators,” those factors that take student satisfaction to a higher level. As for dissatisfaction, we need to consider that with busy students there may be a significant amount of unexpressed dissatisfaction staff and faculty may be unaware of. Ultimately, there needs to be the understanding that key to the development of a “community” is either a resident faculty or faculty anchors or “program coordinators’ representing programs taught at Concord. Cohort relationships between faculty and students have proven beneficial in teacher education and counseling and the various PACE programs. Outside of such programs incentives need to be used to get faculty, especially junior faculty, to teach and maintain offices at Concord. It was also understood that program coordinators do different things in each discipline. Some rely on internships, for example, while some do not. Some rely more on students doing original research, while other disciplines do not. It was suggested that we might develop a guest speaker series to assist students in examining the potential career paths in their majors.

On a more practical level, we must be aware that nontraditional students have other needs e.g. special accommodations for exam drop off, flexible access to blackboard, etc. Perhaps the creation of a student ombudsman to deal with routine problems would be helpful. Students that find themselves constantly frustrated may end of going somewhere else.

For next month: The Committee will continue with the discussion on creating an academic community and begin with the next agenda item: enrollment service delivery

4. Other: There was no other business

5. Adjournment: 11 AM

Respectfully Submitted,

Steve Philibosian, Secretary