



CALIFORNIA STATE UNIVERSITY, LONG BEACH
VICE PROVOST FOR ACADEMIC PROGRAMS

Memorandum of Understanding

This MOU has been read and approved by:

Dean, College of Business : Michael Solt Date: 2/11/2022
Michael Solt

Vice Provost Academic Programs: Jody Cormack Date: 2/11/2022
Jody Cormack



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College of Business Center for Student Success (CSS)

College of Business

February 2022

This Memorandum of Understanding outlines the consensus reached by the College of Business Center for Student Success (CSS), and the Division of Academic Affairs, based on the recently conducted program review (Self-study in January 2021, external review virtual site visit in February 2021, and UPRC report in October 2021). It describes the goals to be achieved, and the actions to be undertaken by all parties to this MOU to achieve these goals, during the next program review cycle. Progress toward goals is to be addressed in an annual report.

The aim of the CSS and its Study Annex is to engage undergraduates with advising and learning that promotes persistence toward success. It promotes collaborative campus and community partnerships in an effort to ensure students' success and achievement of their academic and professional goals. This is the first review for this academic support program, therefore there is no previous MOU.

A number of strengths were identified in the reports.

- The program has seen an increase in the number of transfer students coming into the COB and has adjusted well to the increase in volume. In addition, the CSS is commended for the increased number of Touchpoints that students have had with advisors since 2012.
- The program has clear priorities for the future.
- An early alert program has been established by the COB CSS to identify students who might need assistance.

Opportunities for Development were noted in the reports.

- The mission statement for the CSS could be more prominently placed on the CSS website and should include some additional language that addresses California employment and civic needs.
- The staff of 5 advisors and 4 supervisors leads to a student to advisor ratio that is higher than what is suggested by NACADA. There is opportunity to build staff and peer mentoring support to reduce this ratio.
- Although the program included data analyses of students served, the center should continue to develop a strategic assessment program that includes review of their SLOs, a rubric for advising appointments to be used for training purposes, and data collection.
- The CSS has developed good partnerships across the campus and local community. There remains opportunity to continue to strengthen collaboration and networking

with the campus community.

- Although the CSS advisors remain current with knowledge and skills, there is opportunity for future professional development (e.g., NACADA/NASPA memberships, conference attendance) and recognition of excellence in advising (e.g. development of an Outstanding Advisor Award).

It is therefore agreed that the Program will:

1. Develop and implement a strategic assessment plan for advisors and students, including closing the loop assessment activities. Provide an annual assessment report (due June 1) including progress made towards the actions agreed to in this MOU to the Dean of the College of Business, the Vice Provost for Academic Programs, and the Coordinator of Program Review and Assessment. The review cycle will be from 2021-2028. A comprehensive self-study will be due June 2028 for 2028-2029 Academic Year program review process.
2. Continue to strengthen collaborative relationships with the wider campus community, including the CSULB Career Development Center and Student Center for Professional Development, as resources for COB students.
3. Modify the center's mission statement to align with the expectations of university-wide advising programs, including language addressing how the state of California employment and civic needs is served through the degree programs supported. Post the mission statement prominently on the COB CSS website.
4. Work with the college and university administrators to explore ways to reduce the workload of academic advisors through a Peer Mentor Program or other means of support.
5. Explore professional development opportunities for staff and ways to recognize exemplary advising.

It is therefore agreed that the College of Business and the CSULB Administration will:

1. Work with the COB Center for Student Success to explore a strategic hiring plan to reduce the workload of academic advisors.
2. Explore resources to assist the advising staff with additional professional development activities.