MEMORANDUM

TO: ASI Board of Directors

FROM: Alexandra Bonestroo
      Board of Directors, COSAM

DATE: April 1, 2016

COPIES: M. Maloney
        D. Brummett
        M. Crawford
        L. Lee

SUBJECT: Endorsement - Action Plan: Task Force – Optimizing Student Services

Purpose of the proposed Endorsement: The purpose of this Endorsement is to show ASI Board of Directors’ support of Action Plan: Task Force – Optimizing Student Services.

Background: The Optimizing Student Services Task Force was a committee identified by the Provost to recommend an implementation strategy to address the Campus Climate Survey findings related to student services by January 31, 2016. The Task Force – Optimizing Student Services committee identified the following areas to be considered:

- Interface between students
- Improved access and use
- Accessibility (hours/website)
- Campus models/best practices
- Assessment of current services
- Streamlined communication
- More student/customer centered

The committee developed the Action Plan and submitted it to the Provost with goals, objectives, recommendations and planning for each of the areas of student services. The goals are broad and inclusive to all students based on various student needs. Its objectives clearly outline the shortcomings in current systems and practices while providing ideas of forward thinking plans and policies. The recommendations and planning sections provide more specific ideas for change and reasonable deadlines to initiate these recommendations.

This Action Plan would benefit many students in their goals for academic and personal success and increase the utilization of student services. The plans within this document would help Cal Poly become a more inclusive and innovative university.

Requested Action: I therefore request that the ASI Board of Directors endorse Action Plan: Task Force – Optimizing Student Services and submit the Endorsement to Dr. Kathleen Enz Finken - Provost & Executive Vice President for Academic Affairs.