

CSU, CHICO

DELIVERY PLAN

REPORT

February 2010



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INTRODUCTION

The California State University Graduation Initiative

In adopting its new ***Access to Excellence Strategic Plan***, the California State University (CSU) leadership committed to the priority of increasing student access and success. The CSU has pledged to raise the six-year graduation rates of its students to the top quartile of national averages and to cut in half the existing achievement gap between its underrepresented students (URM) and non-underrepresented (non-URMs) students. This systemwide priority echoes the values and priorities of the ***CSU, Chico Strategic Plan for the Future*** as well as its ***Academic Plan***, both of which set out to “recruit, enroll, support, and graduate a diverse, high quality student population.” Global performance indicators include retention rates, progress-to-degree and graduation rates—all disaggregated.

Chico Targets and Trajectory

Based on the 2006 reported CSU, Chico performance on full-time, first-time freshmen graduation rates, Chico’s target is set to increase by 6 percentage points by 2015 as it was already within the top quartile of its peer institutions. Similarly, the target for transfer graduation rates is to increase by an additional 6 percentage points.

Chico is also to work on reducing existing achievement gaps in graduation rates for Under-Represented Minorities (URM) and Non-Under-Represented Minorities (Non-URM). The specific target for Chico is to halve the gap between URMs and Non-URMs for the same time frame, i.e. a 12 percent improvement rate.

Chico Delivery Team

President Paul J. Zingg and Provost and Vice President for Academic Affairs Sandra M. Flake assembled a “delivery team” composed of representatives from Student Affairs and Academic Affairs that will serve as the guiding coalition and support network for addressing the campus targets for graduation rates for first time, full-time freshmen and transfer students. The coalition has the expertise and authority to influence delivery and will be instrumental in developing a culture of delivery.

Chico Delivery Chain

In his book, *Instruction to Deliver*, Sir Michael Barber, notes “... there must be some kind of delivery chain if there is to be delivery. If it cannot be specified, nothing will happen, which was precisely the case in part of Whitehall before 2001.” (p. 86) Further, “Once the chain has been identified, those responsible for delivery can then think through how best to exert influence at each link and, when the plan is being put into practice, it is possible to check whether each link in the chain is effective.” (p. 86)

Accordingly, the Chico Delivery Team is devoting its initial efforts to modeling Chico’s apparent delivery chain for its graduation rate targets. Chico has a rich history of high quality programs, extraordinary faculty and staff support for students and high rates of student success. Articulating the many elements of its delivery chain and analyzing the links within the chain, it was felt, would help contributing units / programs improve the effectiveness and efficiency of their respective work and better assess their value-added to the desired outcomes.

Our initial experience confirms Barber’s statement that an explicit model of the graduation delivery chain will serve as a foundation for program planning, implementation and evaluation. Upon building the chain model, delivery team members reflected on the role of individual chain links in delivering desired outcomes, on the challenge of integrating the links into a true delivery system, and on the need for intentional management of the system dynamics. The first version of the Chico Delivery Chain is included in this report along with a ‘drill-down’ on each of the chain elements, listing current programs / activities and their associated indicators of success.

Project Management Schedule

The AY 2009 – 2010 Project Management Schedule for developing the CSU, Chico Delivery Plan 2010-2015 highlights the tasks and milestones the Initial Delivery Team set for the period of December 2009 to May 2010. The schedule is designed to prepare the campus 2010 – 2015 delivery plan which will include the delivery chain, milestones and trajectories, data to be collected at every stage of the process, the performance management system (routines) and the delivery report schedule by June of 2010.



CSU, CHICO DELIVERY TEAM

Delivery Team Sponsors

		Campus Zip		
Zingg, Paul J.	President	0150	pzingg@csuchico.edu	(530) 898-5201
Flake, Sandra M.	Provost/Vice President for Academic Affairs	0110	sflake@csuchico.edu	(530) 898-6101

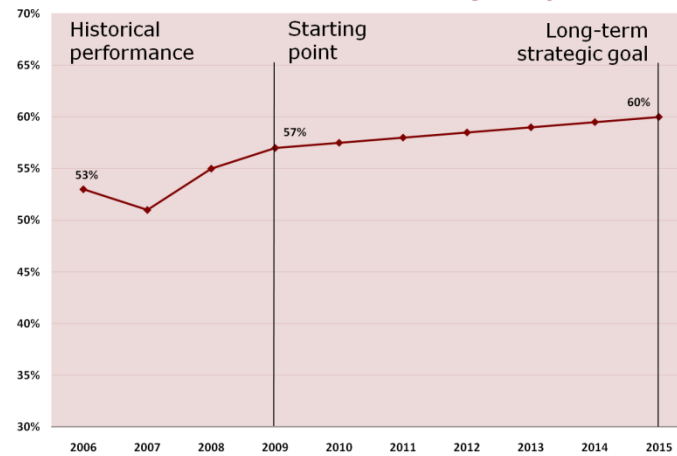
Delivery Team Members

Allen, William R.	Interim Director, Institutional Research	0850	ballen@csuchico.edu	(530) 898-6033
Banks, Brooke F.	Information Security Officer, Information Resources	0290	bfbanks@csuchico.edu	(530) 898-6859
Boykin, Raymond F.	Professor of Supply Chain Management, College of Business	0001	rboykin@csuchico.edu	(530) 898-5895
Brown, David L.	Professor and Chair, Geological and Environmental Sciences	0205	dlbrown@csuchico.edu	(530) 898-4035
Carter, Charles E. (CC)	Director, Cross Cultural Leadership Center	0747	cecarter@csuchico.edu	(530) 898-3398
Jhaveri, Hemlata G.	Associate Director, University Housing and Food Service	0707	hjhaveri@csuchico.edu	(530) 898-6325
Kaiser, Kathleen E.	Professor, Sociology	0445	kkaiser@csuchico.edu	(530) 898-6397
Kelley, Meredith A.	Vice Provost for Enrollment Management	0737	makelley@csuchico.edu	(530) 898-4113
Loker, William M.	Dean of Undergraduate Education	0110	wloker@csuchico.edu	(530) 898-6894
Mays, Jennifer	Administrative Analyst/Specialist, Provost/VP Academic Affairs	0110	jmays@csuchico.edu	(530) 898-6566
McMahon, Gary A.	Director, Chico Student Success Center	0733	gcmcmahon@csuchico.edu	(530) 898-5672
Meier, Kenneth E.	Vice President for Student Learning, Butte College	na	MeierKe@butte.edu	(530) 895-2547
Patterson, Chela M.	Director, Educational Opportunity Program	0710	cpatterson@csuchico.edu	(530) 898-6831
Reed, Dan M.	Interim Director, Financial Aid & Scholarship Office	0705	dmreed@csuchico.edu	(530) 898-6451
Rethans, Arno J. (<i>Contact Person</i>)	Senior Vice Provost for Academic Affairs	0110	arethans@csuchico.edu	(530) 898-6101
Smith, Lorraine	Interim Director, Academic Advising Programs	0725	lsmith@csuchico.edu	(530) 898-5712
Winzenz, David J.	Professor, Psychology	0234	dwinzenz@csuchico.edu	(530) 898-5147
Wolf, Cynthia L. (Thia)	Professor, English; Director, First Year Experience Program	0175	cwolf@csuchico.edu	(530) 898-5240

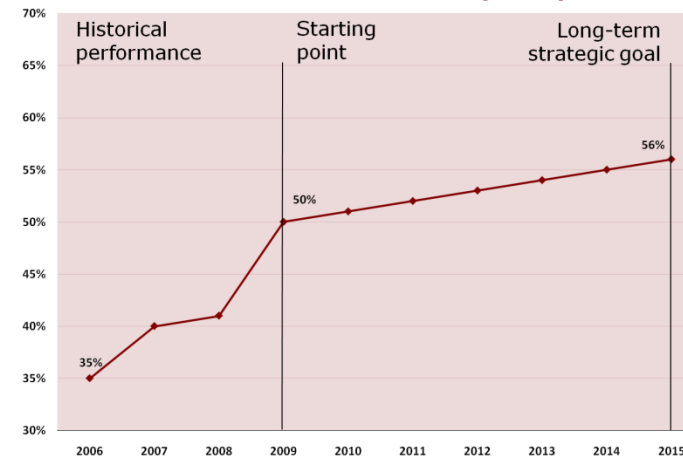


CSU, CHICO TARGETS AND TRAJECTORIES

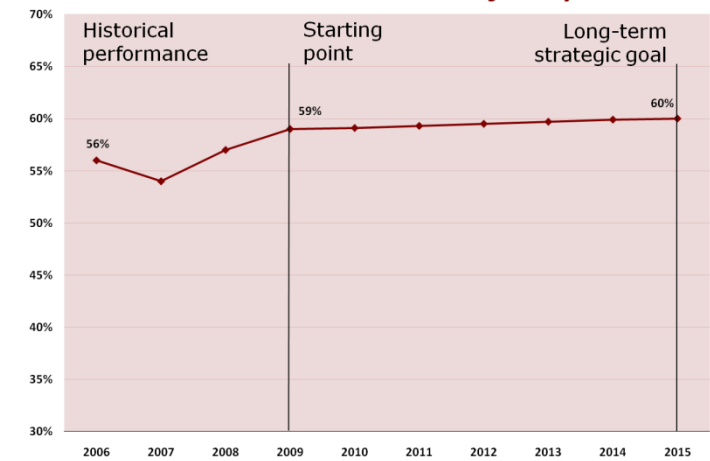
**Overall First Time, Full-time Freshmen
Six-Year Graduation Rate Trajectory**



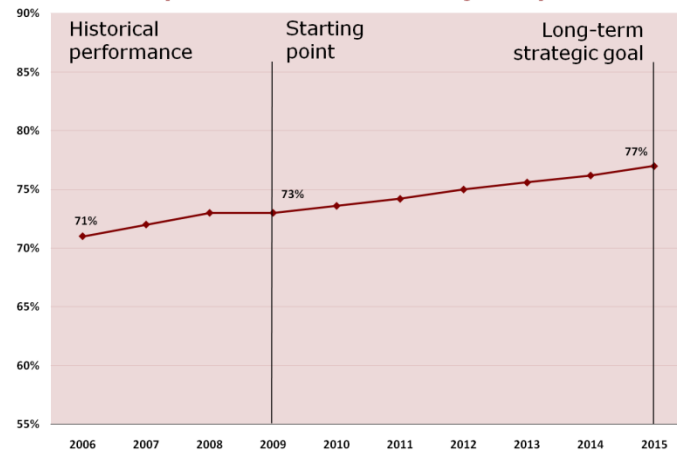
**URM First Time, Full-time Freshmen
Six-Year Graduation Rate Trajectory**



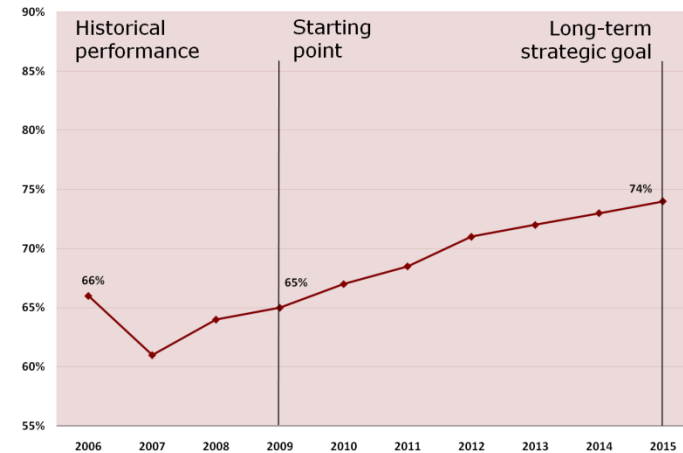
**Non-URM First Time, Full-time Freshmen
Six-Year Graduation Rate Trajectory**



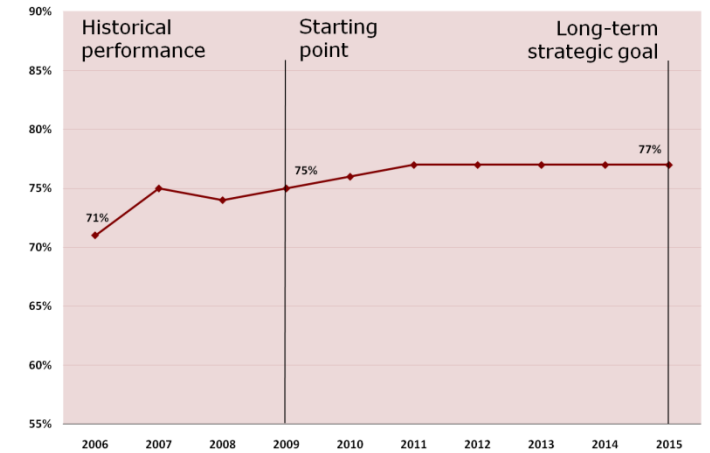
**Overall Transfer
Six-year Graduation Rate Trajectory**



**URM Transfer
Six-year Graduation Rate Trajectory**



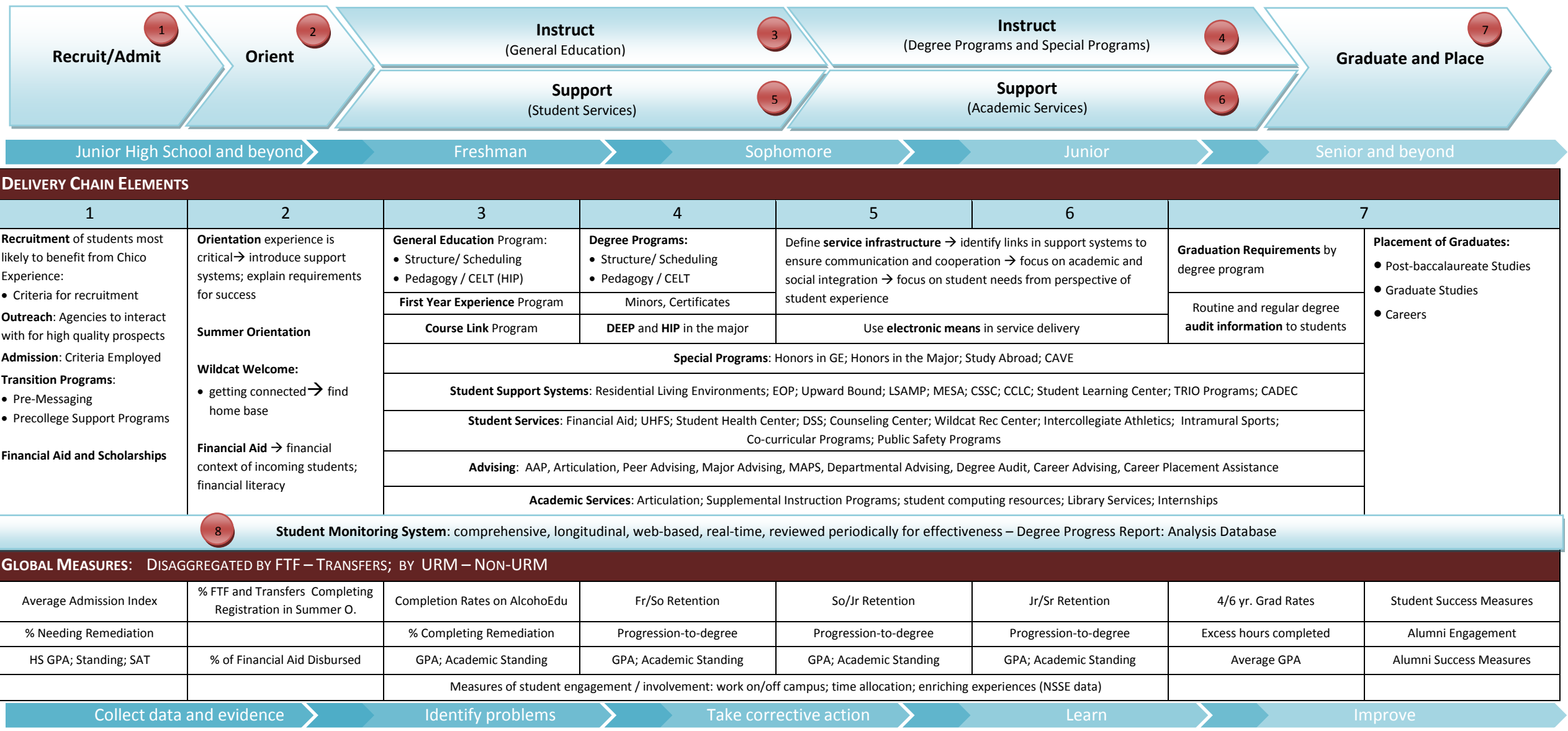
**Non-URM Transfer
Six-year Graduation Rate Trajectory**





CHICO DELIVERY CHAIN: THE MODEL

GOAL 1: INCREASE OVERALL GRADUATION RATE BY 6%; DECREASE URM VS. NON-URM GRADUATION RATE GAP BY 50%





CHICO DELIVERY CHAIN ELEMENT 1: RECRUITMENT AND ADMISSIONS

Academic preparation and high school achievement are strong indicators of college success. Outreach is important in helping students understand the importance of a college education, how to prepare for college, and maintain their eligibility along the way. Recruitment and admission, through targeted marketing and service, influences the perceived desirability of the University. Increased demand and higher selectivity allow enrollment of more highly qualified students. Proactive scholarship- and financial support programs are essential in eliminating financial barriers to access to CSU, Chico.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Outreach	Early outreach programs (TRIO – ETS, Upward Bound, MESA pre-college, CalSOAP, etc.)	<ul style="list-style-type: none">Yield by school visit / effort
	High school outreach programs (AVID partnerships, TRIO, College Options, MESA, student-led outreach efforts)	<ul style="list-style-type: none">Increased number of applications from partner schools, URM studentsIncreased admit rate for students from targeted groups (indication of preparation)
	Special tours, partnerships with TRIO and AVID programs throughout the state	<ul style="list-style-type: none">Increased campus visits from schools with large URM populations
	Chico Student Success Center: Strategic Educational Partnerships	<ul style="list-style-type: none"># of Applications% of Admitted ApplicantsPartners’ Opinion Survey about CSU, Chico
Recruit	Electronic Customer Relations Management tool	
	Comprehensive marketing campaign	<ul style="list-style-type: none">Number of applications from qualified students
	Targeted recruitment visits	<ul style="list-style-type: none">Yield by school visit / effort
	Campus tours	
	Chico Student Success Center: Strategic Educational Partnerships	<ul style="list-style-type: none"># of FTF Enrolled
Admission	Process Admissions applications	<ul style="list-style-type: none">Cycle timesResponse times
	Communication with parents and students	<ul style="list-style-type: none">Satisfaction surveys
	Yield events	<ul style="list-style-type: none">Yield by event
		<ul style="list-style-type: none">Response times
	EOP Admissions: Provides admissions assistance for students who are historically low-income and educationally disadvantaged.	<ul style="list-style-type: none">Number of completed EOP applications (special v. regularly admissible)



CHICO DELIVERY CHAIN ELEMENT 2: ORIENTATION

Campus orientation is an important part of student integration on campus, both socially and academically. Through extensive communications, campus visitations, summer orientation, on-campus living orientation, and first-year student orientations Chico provides opportunities for students, their families, and significant others to make the most of their Chico college experience.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Financial Aid	Precollege Counseling and Training: Parents and Students	
	Grants and Scholarships	
	Chico Student Success Center: Financial Aid Review	<ul style="list-style-type: none">• Percent of Financial Aid disbursed before school begins
	Loans	
	Work-study Programs	
	EOP students receive priority 1 status in terms of Financial Aid	
Orientation	Precollege programs	
	<ul style="list-style-type: none">• EAP	
	On-campus Orientation	
	<ul style="list-style-type: none">• Summer Orientation	<ul style="list-style-type: none">• Of those who attend Summer Orientation:<ul style="list-style-type: none">○ Measure understanding of GE and Major Requirements○ Satisfaction with experience
	<ul style="list-style-type: none">• Freshman Orientation	<ul style="list-style-type: none">• Percent of FTF who attend Summer Orientation
	<ul style="list-style-type: none">• Transfer Student Orientation	<ul style="list-style-type: none">• Percent of TR who attend Summer Orientation
	Special Population Orientations	<ul style="list-style-type: none">• Percent of special population students who attend Orientation
	<ul style="list-style-type: none">• EOP Summer Bridge program for first-time freshmen	<ul style="list-style-type: none">• First semester average GPA's, persistence, and good academic standing• Participants complete an evaluation: results
	<ul style="list-style-type: none">• Fall Orientation programs for EOP first-time and transfer students	<ul style="list-style-type: none">• First semester average GPA's, persistence, and good academic standing



CHICO DELIVERY CHAIN ELEMENT 3: INSTRUCT – GENERAL EDUCATION

General Education is an essential element of a Chico State baccalaureate degree. General Education at Chico State prepares students for continual learning and application of knowledge to career as well as personal life. It provides the education necessary for success as a lifelong learner and civically engaged individual in the twenty-first century. FYE and CourseLINKS , while not directly a part of GE, provides important support orienting functions that facilitate a successful transition to college life both academically and in the psycho-social realms.

Unit / Program	Programs / Activities	Indicators to Gauge Success
UED/GE	Program Goals: Enhance student engagement and learning while controlling costs	<ul style="list-style-type: none">• New program adopted by AY 2012. No net increase in costs of GE delivery.
	Program Advising: Creation of GE Pathways and Pathway coordinators facilitates	<ul style="list-style-type: none">• New program adopted. Greater student satisfaction with GE.• What percent of FTF complete GE Core within first year?
	Advising and student understanding of program.	
	Program Pedagogy: Faculty support for course redesign	<ul style="list-style-type: none">• GE redesign used as an opportunity for course transformation. Two-three courses/year undergo significant revision in pedagogy form 2010-11 through 2012-13.
	Program Delivery: reduction in number of courses → increased coherence, improved scheduling.	
	<ul style="list-style-type: none">• Course Scheduling	<ul style="list-style-type: none">• Reduction in number of GE courses facilitates efficient scheduling of courses and student progress through program. Reduction of GE backlog.
	<ul style="list-style-type: none">• DEEP and HIP pedagogies	<ul style="list-style-type: none">• Improvement of writing pedagogy at no increase in costs. Incorporation of capstone, at no increased cost.
	Program Assessment	<ul style="list-style-type: none">• Clear articulation of GE program SLOs → greater efficiency in assessment (reduced faculty workload in assessment) and better monitoring of student learning.
	Chico Student Success Center: Academic Renewal Course	<ul style="list-style-type: none">• Fall GPA compared to Spring GPA
	Chico Student Success Center: Academic Leadership Course	<ul style="list-style-type: none">• 6 year Graduation Rate
UED/FYE	Outreach to First Year students	<ul style="list-style-type: none">• Number and Percent of First-Year Students served
		<ul style="list-style-type: none">• Level of engagement, persistence, GPA and other measures of academic success
	UNIV 101	<ul style="list-style-type: none">• Performance on course SLOs, levels of engagement, GPA and other measures of academic success



CHICO DELIVERY CHAIN ELEMENT 4: INSTRUCT – DEGREE PROGRAMS AND SPECIAL PROGRAMS

CSU, Chico offers 66 undergraduate degree programs in the liberal arts and in professional and technical areas. Many of these majors are divided into areas of specialization either as options or patterns. In addition, students may choose from a wide array of minors, teaching credentials and certificates. Each program has developed a detailed, self-service guide known as the Major Academic Plan or MAP. Through MAPS students can find the requirements for their major or explore other majors that will interest them. Special Programs provide additional opportunities for enriching educational experiences.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Degree Programs / Special Program	Program Mission and Goals	<ul style="list-style-type: none">Key Indicators on levels of achievement
	Program Structure	<ul style="list-style-type: none">Curriculum Alignment Matrix: Cell distribution
	Program Scheduling	<ul style="list-style-type: none">Student enrollment in program courses
		<ul style="list-style-type: none">Pre-semester waiting lists; number of bottleneck courses
		<ul style="list-style-type: none">Room capacity utilization
	Program Faculty/Staff Resources	<ul style="list-style-type: none">Program FTES; Total Program FTEF; Program Teaching FTEF; Program SFR
		<ul style="list-style-type: none">Percent of TT faculty teaching major courses
		<ul style="list-style-type: none">FTE staff per program FTES
	Program Students	<ul style="list-style-type: none">Demographics: number, diversity, GPA
		<ul style="list-style-type: none">Student retention in Major
		<ul style="list-style-type: none">Student Progress to Degree in Major
		<ul style="list-style-type: none">Student engagement measures
	Program Assessment	<ul style="list-style-type: none">Course WFI patterns
		<ul style="list-style-type: none">Number of degrees granted
		<ul style="list-style-type: none">Student placement statistics
Internships	Experiential Learning Opportunities	<ul style="list-style-type: none">Number of international and domestic internships



CHICO DELIVERY CHAIN ELEMENT 5: SUPPORT - STUDENT SERVICES

CSU, Chico has a comprehensive and integrated student services program which supports the recruitment, retention, graduation, and success of our students. Student services programs operate individually yet work collaboratively to provide a consistent support network across departments and divisions.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Campus Climate	CSSC: Social Integration- Learning Community Development/Civic Engagement	<ul style="list-style-type: none">• Number of students involved in co-curricular and extra-curricular activities
	CSSC: Academic Leadership Retreat - Academic Workshops and Retreat	<ul style="list-style-type: none">• Donor Support and Participant Surveys
	CSSC: Computer Lab facilities	<ul style="list-style-type: none">• Number of Users
Student Organizations	Counseling	
	Housing: Increase faculty engagement and presence in the residence halls.	<ul style="list-style-type: none">• Increase in the number of programs collaborated with faculty mentors
	Housing: Assist students in successful transition to Chico State and build a sense of belonging within the Residential Community	<ul style="list-style-type: none">• High satisfaction levels reported by students in UHFS's bi-annual Quality of Life Surveys
	EOP: Provides intrusive advising to all first year students and continuing students with a GPA below 2.5; paraprofessional advisors for first year students; mid-semester progress reports for all first year students and continuing students with a GPA below 2.5.	<ul style="list-style-type: none">• Persistence rates.



CHICO DELIVERY CHAIN ELEMENT 6: SUPPORT - ACADEMIC SERVICES

<i>A comprehensive and integrated network of student service programs that provide direct academic support and thereby contribute to student engagement, learning, and success</i>		
Unit / Program	Programs / Activities	Indicators to Gauge Success
Advising		<ul style="list-style-type: none">The percentage of FTF and TR who are in good standing (2.0 gpa) in 24 or more units at end of first year? This seems to be a global measure.
		<ul style="list-style-type: none">90% of Undeclared students will have an advising interview each semester% of Undeclared students will decrease by 15% from census date to end of semester
		<ul style="list-style-type: none">90% of students who end first semester on AP will receive advising intervention.<ul style="list-style-type: none">What % of these students end the spring semester in clear standing, on AP, or DQ'd?What % of these students persist one year, two years...
Career Exploration	CSSC: Career Exploration/Mock Interviews	<ul style="list-style-type: none">Interviewer Feedback
Tutoring / Mentoring	The Student Learning Center provides services that will assist student to become independent learners. The SLC facilitates the academic transition and retention of students from high schools and community colleges by providing study strategy information, content subject tutoring, writing tutoring, and supplemental instruction.	<ul style="list-style-type: none">Through evaluations, students indicate whether they felt tutoring improved their course grade. Students also indicate study skills they developed as a result of tutoring and study skills workshops.
Supplemental Instruction	Supplemental instruction workshops are weekly, ongoing study sessions for specific classes. Trained upper-division, faculty-recommended student leaders facilitate sessions in which participants compare notes, discuss readings, develop review material, and predict test items. Students learn how to integrate course content and study skills while working collaboratively.	<ul style="list-style-type: none">Grade outcomes for students participating in Supplemental Instruction workshops vs. those students who did not participate in Supplemental Instruction.Through evaluations, students indicate study skills they developed by participating in Supplemental Instruction.
Experiential / Service Learning		
Faculty – Student Research		



CHICO DELIVERY CHAIN ELEMENT 7: GRADUATION AND PLACEMENT

CSU, Chico’s persistence and graduation rates are among the highest in the California State University system. While graduation rates are an important overall measure of success, CSU, Chico because of its unique learning environment measures success in broader terms to include student learning, student engagement and student satisfaction.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Student Success	Network of Chico delivery chain partners	<ul style="list-style-type: none">Persistence Rates; disaggregated
		<ul style="list-style-type: none">Graduation Rates; disaggregated
		<ul style="list-style-type: none">Year to Degree; disaggregated
		<ul style="list-style-type: none">Degrees Awarded; disaggregated
		<ul style="list-style-type: none">Graduates in STEM Fields; disaggregated
		Graduates’ Satisfaction with :
		<ul style="list-style-type: none">CSU, Chico as a Whole; disaggregated
		<ul style="list-style-type: none">CSU, Chico Education; disaggregated
		<ul style="list-style-type: none">Major Course of Study; disaggregated
		<ul style="list-style-type: none">Quality of Degree Program; disaggregated
		Career Recruiter Satisfaction
EOP/Student Support Services (SSS)	EOP/SSS sponsor a trip to the California Forum for Diversity in Graduate Education each fall.	<ul style="list-style-type: none">Number of URM’s who attend Forum.Number of URM’s who apply and are accepted to graduate programs.



CHICO DELIVERY CHAIN ELEMENT 8: STUDENT MONITORING SYSTEM

At the center of the Chico delivery chain is the student monitoring system. Throughout the delivery chain elements, student data are / will be collected, analyzed and mined by our data warehouse in an attempt to identify variables which correlate to student success and failure. Using those variables, our monitoring system will identify students who are at risk and in need of intervention. Faculty and staff are able to follow a student's progress and anticipate an expected need on her or his behalf. Individual data may be aggregated to the institutional level to identify the need for corrective action and to influence and improve programs and/ or policies.

Unit / Program	Programs / Activities	Indicators to Gauge Success
Academic Success Intelligence (ASI)	Identify the Value Chain	Four core measures in dashboard format
	Identify Critical Success Factors	
	Develop Individualized Education Plan	



TOWARDS “THE CSU, CHICO DELIVERY PLAN 2010-2015”

AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
1	Special Session Executive Council and Academic Council: Zingg and Flake <ul style="list-style-type: none">Access to Success/USEDI	October 26-27, 2009	Workshop completed: <i>Materials:</i> Barber, <i>Instruction to Deliver</i> ; CSU EDI Deck – 10 28 09 – FINAL.pdf;
2	Telephone Conference Call with CSU’s Echevarria: Flake and Rethans <ul style="list-style-type: none">The CO Delivery Team; CO Responsibilities; Reporting and StructureDraft CSU Timeline November 20, 2009 – January 30, 2010Update on Target slides	November 23, 2009	 <i>Files:</i> Academic Council Hand Out 11-11-09; CSU EDI Revised ... Edited 11_18.pptx;
3	Launching of Chico’s Delivery Effort at Cabinet Meeting Flake and Rethans <ul style="list-style-type: none">Access to Excellence: Strategic Plan for the CSUDeliverology: The New CSU Accountability Process?Composition of Initial Chico Delivery Team	November 23, 2009	Cabinet Interpretation of Deliverology Effort <i>Files:</i> http://www.calstate.edu/AccessToExcellence/ ; SMG Presentation 11-23-09.pptx;
4	Presidential Charge to Initial Chico Delivery Team (CDT) <ul style="list-style-type: none">President’s personal invitation to join Chico Delivery TeamFirst meeting of team set for November 30, 2009	November 23, 2009	Letter sent to members of CDT <i>File:</i> CSUC Charge to Delivery Team.pdf;
5	Organizing Meeting of Initial Chico Delivery Team <ul style="list-style-type: none">Introduction to Deliverology EffortChapter 3 in Instruction to DeliverConcept of Delivery Plan / Delivery ChainOther Members for the Chico Delivery Team?	November 30, 2009	Introduction to Deliverology <i>Materials:</i> Barber, <i>Instruction to Deliver</i> ; Instruction to Deliver (Chapter 3).docx; SMG Presentation 11-23-09.pptx BARBER TESTIMONY FOR SENATE BUDGET COMMITTEE.docx



TOWARDS “THE CSU, CHICO DELIVERY PLAN 2010-2015”

AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
6	CDT Meeting <ul style="list-style-type: none">▪ Review/Reaction to Reading Materials▪ Review of Current Data and Trajectories (Allen)▪ Brainstorm: Chico Delivery Chain for Improved Graduation Rates▪ Other▪ Next Steps	December 4, 2009	Minutes of Delivery Team Meeting <i>Files:</i> CDT 12.04.09 Minutes.doc CDT Notes Brainstorming Delivery Chain 12-4-09.docx What_is_delivery_chain.pdf
7	CDT Meeting <ul style="list-style-type: none">▪ Review/Reaction to Brainstorm Session▪ Review Proposed Delivery Chain Model▪ Instructions for Delivery Plan Format▪ Launched Delivery Team Learning Community▪ Next Steps	December 11, 2009	Minutes of Delivery Team Meeting; Posted <i>Files:</i> CDT 12.11.09 Minutes.doc DeliveryChainModel7 Version 2.docx CSU Elements of Campus Delivery Plan 12-09.pdf
8	CDT Meeting <ul style="list-style-type: none">▪ Review / Edit Chico Delivery Plan▪ Plan for Spring 2010 Team Activities▪ Record Team Seasons Greetings to CO Delivery Team ☺	December 17, 2009	Minutes of Delivery Team Meeting; Posted <i>Files:</i> CDT_12.17.09_Minutes.pdf
9	Submit CSU, Chico Delivery Plan <ul style="list-style-type: none">▪ Executive Narrative▪ Table of Contents▪ Chico Delivery Team▪ History and Targets▪ Chico Delivery Chain▪ Chico Project Management Plan	December 18, 2009	Provost to Echeverria; cc: Reed; cc: Cabinet <i>Files:</i> Chico_Delivery_Report_BookI.pdf; Chico_Delivery_Report_BookII.pdf



TOWARDS “THE CSU, CHICO DELIVERY PLAN 2010-2015”

AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
10	CSU Response to Chico Delivery Plan <ul style="list-style-type: none">▪ Informal Feedback Academic Council Discussion▪ Receipt of exemplary campus plans: Fullerton, Dominguez Hills, and San Bernardino (Echevarria)▪ CO Delivery Team Letter to President Zingg	January 14, 2010 January 17, 2010 Dated: January 15, 2010	Hard copy letter to Zingg received January 21, 2010 <i>Files:</i> CSU Response to Chico Delivery Plan 1-21-10.pdf
11	Presentation to Executive Committee of Academic Senate <ul style="list-style-type: none">▪ Chico Delivery Team▪ History and Targets▪ Chico Delivery Chain▪ Chico Project Management Plan	January 29, 2010	Update Academic Senate on CSU Graduation Initiative <i>Files:</i> CSU Grad Initiative EC Presentation 1-28-10.pdf CSU Response to Chico Delivery Plan 1-21-10.pdf
12	CDT Meeting: Review CSU Response to Campus Plan <ul style="list-style-type: none">▪ Review CSU Feedback on CDT Delivery Plan▪ Review Other CSU campus submissions▪ Review Team Composition▪ Define Next Steps	January 29, 2010	Minutes of Delivery Team Meeting <i>Files:</i> CDT_01.29.10_Minutes.pdf CSU bot-grad-initiative-update.pdf;
13	Consultation with Campus Constituents <ul style="list-style-type: none">▪ Council of Academic Chairs▪ Academic Assessment Council▪ Cabinet▪ First Year Experience Committee▪ Senior Management Group	February 2010 February 5, 2010 February 8, 2010 February 22, 2010 February 24, 2010 February 25, 2010	Presentations <i>Files:</i> CSU Grad Initiative Presentation Chairs 2-5-10.pdf CSU Grad Initiative Presentation AAC 2-8-10.pdf CSU Grad Initiative Presentation Cabinet 2-22-10.pdf CSU Grad Initiative Presentation FYE 2-24-10.pdf CSU Grad Initiative Presentation SMG 2-25-10.pdf



TOWARDS “THE CSU, CHICO DELIVERY PLAN 2010-2015”

AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
14	CDT Meeting: Finalize Chico Response to CO Feedback <ul style="list-style-type: none">▪ Review CSU Analysis▪ Formulate Chico Response▪ Implement New Team Composition: New Members▪ Define Next Steps	February 4, 2010	Minutes of Delivery Team Meeting <i>Files:</i> CDT_02.04.10_Minutes.pdf
15	CDT Meeting: Refine Chico Delivery Chain Model <ul style="list-style-type: none">▪ Use of Logic Model Builder for drill-down on Chain Elements▪ Ideas for Revision of Chico Delivery Plan due February 26.▪ Next Steps	February 19, 2010	Minutes of Delivery Team Meeting <i>Files:</i> CDT_02.19.10_Minutes.pdf logic_model_workbook.pdf Logic_Models_UWExtension.pdf
16	Submit Monthly Report <ul style="list-style-type: none">▪ We Promised ... We Delivered▪ Narrative	Due February 26, 2010	Submit to CSU Delivery Team <i>Files:</i> .docx
17	CDT Meeting: Assess Logic Model Builder <ul style="list-style-type: none">▪ Review Delivery Chain Elements 1-8▪ Apply Logic Model Builder (LMB) to Elements 1-8▪ Next Steps	March 12, 2010	Minutes of Delivery Team Meeting <i>Files:</i>
18	CDT Meeting: Review Global Measures and Process Indicators <ul style="list-style-type: none">▪ Review Global Indicators and Components 1-8 sub-targets / indicators▪ Review Data Collection at all stages in Delivery Chain▪ Identify Data Needs for Performance Management▪ Next Steps	March 26, 2010	Minutes of Delivery Team Meeting <i>Files:</i>



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AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
19	Submit Monthly Report <ul style="list-style-type: none">▪ We Promised ... We Delivered▪ Narrative	Due March 26, 2010	Submit to CSU Delivery Team <i>Files:</i> .doc
20	CDT Meeting: The Student Monitoring System <ul style="list-style-type: none">▪ Towards a Academic Success Intelligence System▪ Common Views of Data held by Student Development Professionals▪ Use of Individualized Education (IEP) Model▪ Real-Time Reporting on four Core Indicators in Dashboard Format	April 9, 2010	Minutes of Delivery Team Meeting <i>Files:</i>
21	CDT Meeting: Review of Delivery System Dynamics <ul style="list-style-type: none">▪ Analysis of Links in the Chico Delivery Chain▪ How to Integrate Programs / Activities in the Delivery Chain▪ Review Problem Solving / Corrective Action Mechanisms▪ Next Steps	April 23, 2010	Minutes of Delivery Team Meeting <i>Files:</i>
22	Submit Monthly Report <ul style="list-style-type: none">▪ We Promised ... We Delivered▪ Narrative	Due April 30, 2010	Submit to CSU Delivery Team <i>Files:</i> .doc
23	CDT Meeting: The Pursuit of Relentless Routines <ul style="list-style-type: none">▪ Defining Routines: Stocktakes, Monthly Reports, Delivery Reports▪ Educating Cabinet; Educating the Campus▪ Review Problem Solving / Corrective Action Mechanisms▪ Next Steps	May 7, 2010	Minutes of Delivery Team Meeting <i>Files:</i>



TOWARDS “THE CSU, CHICO DELIVERY PLAN 2010-2015”

AY 2009 - 2010 Project Schedule

STEP	ACTIVITY / EVENT	DATE	STATUS / DOCUMENTATION
24	CDT Meeting: The Question of ‘Brand’ Management <ul style="list-style-type: none">▪ Review of Lessons Learned▪ Assessment and Review of Impact▪ The Status of the ‘Chico Delivery Team’ Brand▪ Recommended Steps for CY 2010 – 2011	May 21, 2010	Minutes of Delivery Team Meeting <i>Files:</i>
25	Submit Monthly Report <ul style="list-style-type: none">▪ We Promised ... We Delivered▪ Narrative	Due May 28, 2010	Submit to CSU Delivery Team <i>Files:</i> .doc