

## EDUCATIONAL SUPPORT PROGRAMS ADMINISTRATION GOALS

### Annual Objectives 2003-2004

Not available.

### Annual Objectives and Outcomes 2002-2003

1. The Director of ESP will continue to oversee the program integration of Student Support Services with the Educational Opportunity Program.

Response not available.

2. All ESP program areas will install StudentAccess database software to accurately collect information on ESP students and the services delivered by each program area. All ESP staff will receive training in the effective use of the StudentAccess database.

The StudentAccess database has been installed and training has been provided for all staff. StudentAccess is being used to enter student contacts and services and to retrieve data.

3. The ESP data/publication specialist will conduct a thorough review of all ESP publications, including electronic communications and web pages and will develop, in coordination with the staff from Public Affairs and Publications, a set of guidelines and procedures for all ESP program areas.

The ESP data/publications specialist has developed two procedure guides for publications and public events. The guides were distributed and explained to ESP staff at staff meetings.

4. All ESP web pages will be updated.

Ongoing. The pages have been updated, but changes to the structure of Educational Support Programs and the redesign of the CSU, Chico Web template have required additional updates.

5. The Director of ESP will have an outside consultant work with the ESP Management Team to develop positive attitudes toward the changing work environment and to enhance communication and cooperation.

Response not available.