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January 15, 2010

To: Dr. Paul J. Zingg, President
California State University, Chico

From: Chancellor's Office Delivery Team 
Dr. Jeri Echeverria, Executive Vice Chancellor and
Chief Academic Officer, Academic Affairs
Mr. Jeff Gold, Deputy Senior Director,
Academic Technology Services
Mr. Ken O'Donnell, State University Associate Dean,
Academic Programs and Policy
Ms. Robyn Pennington, Director, Quality Initiatives

Re: Your Delivery Plan

Over the recent holiday break, we read your campus Delivery Plan with great interest. The twenty-three campus plans outline a variety of interesting and exciting approaches to delivering on targets for increases in six-year freshmen graduation rates, in graduation rates among transfer students, and for halving the achievement gap between underrepresented and non-underrepresented students. We are planning to share those ideas and plans with you in the near future.

But first we would like to thank and acknowledge you and the members of your Delivery Team for submitting your plan on time and for addressing this ambitious project in a relatively short period of time. We particularly enjoyed the Christmas carol and it gave us reason to chuckle. More importantly, we found your plan to be well designed and thoughtful. We noted your very impressive increase in graduation rates among URMs between 2006-2009 and strongly encourage you to identify the means by which that was accomplished so that you can continue this success in the future.

We believe that your plan is a solid one. Because we are planning to post these plans, we invite you to take one more look at your document to be sure it represents you well. Please either submit a slightly revised plan (or the same one) to jecheverria@calstate.edu by February 26, 2010. After we have received the augmented reports from each campus, we will post them on a central website so that they may be accessible to both colleagues and the public. We recommend that your Delivery Team posts your plan on your campus home page.

CSU Campuses
Bakersfield
Channel Islands
Chico
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Humboldt
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Pomona
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San Diego

San Francisco
San José
San Luis Obispo
San Marcos
Sonoma
Stanislaus

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Another consideration that we suggest each Delivery Team consider is focusing some attention on ensuring that campus constituencies are aware and supportive of your campus plan. Several faculty, for example, have inquired about how faculty and staff will be included in the development and success of the Graduation Initiative. In addition, several campuses have included a narrative introduction offering a strategic overview tying this initiative to a campus strategic plan.

We would like to have you begin thinking about reporting in a monthly, one-page format. Attached you will find the basic format we intend to use for reporting on the final Friday of each month beginning in February 26th. The format is intentionally simple, with emphasis on three questions:

- What did your team commit to completing during this month? (What did you promise?)
- What did you do and how will it help?
- What will you accomplish next month?

The form is to be filled out each month by the Delivery Team Leader and to be sent by email to you as campus president and to jecheverria@calstate.edu.

Finally, we are developing plans to conduct a series of campus visits in spring 2010 in order to work more closely with your team and in order to learn how we can best support your efforts. Information regarding visits to your campus will be forthcoming. We look forward to working with you in support of your campus goal and in support of our students.

Attachment

c: Charles B. Reed, Chancellor