

STUDENT ACTIVITIES

**CALIFORNIA STATE UNIVERSITY,
LONG BEACH**

**Report Number 04-38
January 20, 2005**

Members, Committee on Audit

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THE CALIFORNIA STATE UNIVERSITY

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ABBREVIATIONS

CAS	The Council for the Advancement of Standards in Higher Education
CSU	California State University
CSULB	California State University, Long Beach
ORC	Organization Registration Card
PRC	Program and Regulation Clearance
REGS	Regulations for Campus Activities, Student Organizations and the University Community
SLD	Office of Student Life and Development
SNAPS	Student Needs and Priorities Survey

EXECUTIVE SUMMARY

As a result of a systemwide risk assessment conducted by the Office of the University Auditor during the last quarter of 2002, the Board of Trustees, at its January 2004 meeting, directed that *Student Activities* be reviewed. Student Activities was partially audited in 1980 in a sequence of audits on Instructionally Related Activities fees.

We visited the California State University, Long Beach (CSULB) campus from June 1, 2004, through June 29, 2004, and audited the procedures in effect at that time.

In our opinion, existing policies and procedures at CSULB provided a reasonable level of control over student activities. Student activities functions were operating effectively and in compliance with existing California State University policies, with the exception of those areas identified herein.

The following summary provides management with an overview of conditions requiring attention. Areas of review not mentioned in this section were found to be satisfactory. Numbers in brackets [] refer to page numbers in the report.

STUDENT ORGANIZATIONS [7]

The recognition process for continuing student organizations did not ensure compliance with campus requirements and the need for complete documentation. The updating of constitution and bylaws every five years was not always rigidly enforced; the campus did not verify employment status of advisors, a current advisor signature was not always on file; and student organizations that had websites linked to the campus did not have signed agreements. The availability and involvement of student club and organization advisors needed improvement. Interviews with ten student organization advisors disclosed that orientation and training of advisors occurred informally and mainly on an individual basis. Further, optimal training and information concerning alcohol policies and prevention were not provided to organization advisors and student officers. The campus had not developed an annual orientation program for organization advisors and student officers, except for Greek organization officers, that outlines expectations and information on alcohol use/abuse; and registration documentation for student organizations did not include expectations of members, officers, and advisors regarding the campus alcohol policies and prevention program that are signed by both the student organization officers and the faculty/staff advisor.

ACTIVITY/EVENT MANAGEMENT [12]

The event scheduling process did not ensure that Program and Regulation Clearance (PRC) forms for student organization events were properly completed. Our review of 27 student organization activities or events disclosed that the PRC forms were not properly completed in 21 instances; 15 forms did not indicate whether or not insurance was required; in 12 instances, the security section was not completed; five forms did not indicate the fee to be charged; and two forms did not contain all the appropriate approvals.

CAMPUS CHEATING AND PLAGIARISM POLICY [13]

The campus cheating and plagiarism policy did not require repetitive academic sanctions for cheating and plagiarism to be aggregated. We noted that very few cases of academic dishonesty for cheating or plagiarism were typically sent to the coordinator of student discipline. Faculty who assigned academic sanctions for cheating or plagiarism did not have a formal system for aggregating information on repeat violations or for those that occurred in different departments.

INTRODUCTION

BACKGROUND

The 2003 *Book of Professional Standards for Higher Education* by The Council for the Advancement of Standards in Higher Education (CAS) states that campus activities are the combined efforts of clubs and organizations established for and/or by students. CAS published these standards for educators and policy-makers based on input from multiple industry experts since approximately 1986. The most recent CAS publication (2003) contains 29 functional area standards, including campus activities, fraternity and sorority advising, judicial programs, and recreational sports programs. One stated purpose of these standards is to provide practitioners with industry best practices that any college or university program can achieve.

Many auxiliary organizations in the California State University (CSU), notably the associated students and student unions, are integrally involved with student activities. The associated students typically provide funding from student body organization fees to student organizations that are chartered/recognized by the campus. Student unions develop and market programs primarily for students. Both auxiliary organizations fund or co-sponsor specific events, at which students are the primary participants.

On a systemwide basis, the CSU conducts a Student Needs and Priorities Survey (SNAPS) approximately once every five years. The SNAPS includes evaluations for certain student activities-related factors, and the students are requested to prioritize functions, activities, and services in the order of importance to them, as well as assign a quality rank. There are four student activities-related factors evaluated in SNAPS as follows:

- ▶ Student clubs and organizations.
- ▶ Recreational programs and/or activities.
- ▶ Student union activities.
- ▶ Fraternities and sororities.

In the 1989 SNAPS, these factors were ranked in the bottom quartile in terms of importance to the students in meeting their educational objectives. The highest quality rating was given to student clubs and organizations.

At California State University, Long Beach (CSULB), the campus chartered/recognized 252 student clubs and organizations in fiscal year 2003/04, encompassing approximately 34,715 students. There were statistics maintained by the campus on the type or volume of student activities.

In a September 2002 article entitled, “Who’s Responsible for Student Clubs?,” United Educators describes the relationship between student clubs and the institution as follows:

Some institutions assume close supervision over student clubs, others take a more distant stance, and still others blend the two approaches. At the two extremes, the two approaches are sometimes termed “hands-on” and “hands-off.” In between is a hybrid model, an “arm’s-length relationship,” in which the institution controls some aspects of student activities, but leaves others for the clubs to manage. None of the methods is foolproof.

Institutions that implement the hands-off model frequently do so, among other reasons, to insulate themselves from potential liability. Some legal experts, however, question this strategy's effectiveness. They believe that a court would find a university had a duty to manage a student club regardless of the formal limits on institutional control. (It is, of course, difficult to predict legal outcomes in the abstract, because factors such as state law and the precise facts of a dispute carry enormous weight.) At the other end of the control spectrum, the hands-on approach may be desirable but impractical due to resource limitations.

Institutions will have to decide where they should be along this control spectrum, and with the advice of legal counsel, consider developing a consistent overall approach to managing student clubs. Additionally, it might be advisable for that policy to address such issues as the use of the institution's name, logo, and resources.

At CSULB, the campus closely regulated the activities that student clubs and organizations could engage in. For off-campus activities, however, the campus was uninvolved unless after-the-fact intervention was required. The campus did accept and post flyers and permit other types of advertisement using the club/organization name for the off-campus activities. Naming conventions for student clubs and organizations typically included the name of the campus.

In November 2000, the chancellor appointed a committee to review the CSU's alcohol policies and prevention programs. The committee's final report was presented to the Board of Trustees in July 2001. At that board meeting, the Trustees passed a resolution (Resolution of the Committee on Educational Policy 07-01-03) to adopt and implement the committee's recommendations. These recommendations included policy directions, activation of alcohol advisory councils on each campus, mechanisms for assessing and reporting on program outcomes, and resource commitments. At the July 2003 meeting, the Trustees received, as an information item, the first biennial report on the CSU's alcohol policies and prevention program.

Pursuant to Education Code §66017 and §66300, the CSU Trustees adopted Title V §41301 - §41304 that defines the student code of conduct and establishes the basis for administratively sanctioning violations through such means as probation, suspension, or expulsion. The various causes for student discipline include academic dishonesty, obstruction or disruption of the educational process, unauthorized use of or damage to property, abusive behavior such as hazing, and violation of any order of a campus president. CSU systemwide requirements on student discipline are addressed in Executive Order 628, *Student Disciplinary Procedures*, dated September 30, 1994. Other guidance is provided through the CSU General Counsel's *Student Disciplinary Manual* issued in November 1994.

At CSULB, the campus annually handled approximately 94 student judicial cases. In fiscal year 2002/03, the following administrative sanctions were imposed for student discipline:

SANCTION	NUMBER
Expulsion	0
Suspension	4
Probation	54
Other	36
Total	94

Other sanctions included such things as community service, counseling, and restitution. Most student disciplinary proceedings at CSULB are handled by investigatory interviews and via informal hearing procedures. There were two formal disciplinary hearings during the review period.

Title V §41401 addresses student elections. An uncoded memorandum to campus presidents entitled *Minimum Academic Qualifications for Student Office Holders*, dated August 29, 1997, identifies requirements for election candidates and incumbent office holders, such as grade point average and unit loads.

PURPOSE

Our overall audit objective was to ascertain the effectiveness of existing policies and procedures related to the administration of *Student Activities* and to determine the adequacy of controls over the related processes to ensure compliance with relevant governmental regulations, Trustee policy, Office of the Chancellor directives, and campus procedures.

Within the overall audit objective, specific goals included determining whether:

- ▶ Administration of student activities provides effective operating controls and governance processes, clear lines of organizational authority, and documented policies and procedures.
- ▶ The campus has recently completed or undertaken initiatives to improve student activities operations and maximize resources, and adopted best practices inherent in student activities industry standards.
- ▶ Qualified individuals and volunteers are used to adequately staff student activities programs.
- ▶ Student privacy is adequately protected from inappropriate disclosure of club/organization affiliation and activity participation.
- ▶ Policies and procedures prohibit discrimination in recognition of student organizations but include reasonable measures for detection/prevention of unauthorized group affiliations.
- ▶ Students are adequately informed of the existence of student clubs/organizations and participation opportunities.
- ▶ Student office holders are elected under reasonable procedures and meet eligibility qualifications.

- ▶ Roles and responsibilities of faculty/staff advisors to student clubs and organizations are defined, and expectations are understood.
- ▶ Prohibitions against discrimination and hazing have been communicated and are being monitored, and CSU alcohol/drug policies and prevention programs have been integrated into student activities.
- ▶ Reasonable procedures for prevention, discovery, and disposition of unapproved student activities have been established.
- ▶ Student activities are properly supervised and evaluated, and rules and regulations for student safety in activities/events have been established and enforced.
- ▶ CSU requirements for disciplinary proceedings are followed, and disciplinary sanctions have been equitable/fair and student rights protected.
- ▶ Recent prohibitions against unauthorized use of academic presentations for commercial purposes have been implemented.

SCOPE AND METHODOLOGY

The proposed scope of the audit, as presented in Attachment B, Agenda Item 2 of the January 27-28, 2004, meeting of the Committee on Audit, stated that *Student Activities* includes activities relating to social and co-curricular programs, recreational sports, clubs, organizations, and student judicial review. Potential impacts include inappropriate activities, personal injury, and litigation. Student activities administered solely by CSU auxiliary organizations have been excluded from this review.

Our study and evaluation were conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing* issued by the Institute of Internal Auditors, and included the audit tests we considered necessary in determining that operational and administrative controls are in place and operative. This review emphasized, but was not limited to, compliance with state and federal laws, Board of Trustee policies, and Office of the Chancellor and campus policies, letters, and directives. Industrywide standards were also considered. The audit review period was fiscal year 2002/03 to date. At CSULB, the office of student life and development reporting through the associate vice president of student services to the vice president of student services has overall responsibility for student activities. The coordinator of student discipline also reports through the vice president of student services.

We focused primarily upon the internal administrative, compliance, and operational controls over student activities management. Specifically, we reviewed and tested:

- ▶ Student activities policies and procedures.
- ▶ Student activities staffing and organization plans.
- ▶ Chartering/recognition of student clubs and organizations.
- ▶ The processes for planning, approving, and supervising student activities.
- ▶ Student election procedures and monitoring.
- ▶ Student judicial activity.

OBSERVATIONS, RECOMMENDATIONS, AND CAMPUS RESPONSES

STUDENT ORGANIZATIONS

CONTINUED RECOGNITION OF STUDENT ORGANIZATIONS

The recognition process for continuing student organizations did not ensure compliance with campus requirements and the need for complete documentation.

We noted that:

- ▶ The requirement to update constitutions and bylaws every five years was not rigidly enforced. Two of twenty-five organizations did not have a constitution and bylaws on file with the office of student life and development (SLD). Another 12 organizations had constitutions and bylaws that were outdated. The oldest set of documents dated back to 1970. In addition, the constitutions and bylaws for three other organizations were not dated, so it was not possible to determine if they were older than five years.
- ▶ The campus did not verify employment status of advisors as part of the continued recognition process. Three of twenty-five advisors were not full-time California State University, Long Beach (CSULB) employees.
- ▶ Three Greek organizations reviewed did not have a current signed alumni advisor statement of responsibility on file.
- ▶ Eight of the twenty-five clubs reviewed had websites linked to the campus; however, none of these clubs had a signed Student Organization Web Link Registration Agreement form on file.

CSULB Regulations for Campus Activities, Student Organizations and the University Community (REGS), 32nd edition, dated fiscal year 2003/04, states that all student organizations must update their constitution and bylaws every five years from the last date of recognition or update. Updated documents must be submitted for all necessary approvals to SLD.

The Organization Registration Card (ORC) states that SLD requires all registered student organizations to have a faculty/staff advisor who is a full-time employee of CSULB.

The Fraternity and Sorority Code of Conduct states that university policy requires all student organizations to have a faculty/staff advisor. Fraternities and sororities are exempt from this policy only if they can provide a signed Advisor's Statement of Responsibility form by an alumnus or alumna advisor.

The Student Organization Web Link Registration Agreement form states that recognized student organizations are eligible to register their web page and create a link to the SLD website by completing and submitting a form signed by the organization president.

The assistant dean of students stated that the student life and development advisors were not monitoring constitution and bylaws due to workloads and competing priorities. She also stated that the faculty/staff advisors that were not full-time CSULB employees were affiliated with the campus, and it was an oversight when wording the ORC. In addition, she stated that ORCs were not always monitored for the presence of a faculty/staff advisor due to workloads. The assistant dean of students also stated that the campus web access practices did not match the campus procedures due to employee turnover.

Inadequate controls over the continued recognition of student organizations increase the risk that continued recognition requirements will not be met and university expectations and club responsibilities will not be understood and may expose the university to potential liability.

Recommendation 1

We recommend that the campus:

- a. Establish controls to ensure that constitution and bylaws are updated every five years and are on file for each student organization.
- b. Implement procedures to verify eligibility of faculty/staff advisors as part of the annual registration process.
- c. Establish controls to ensure that eligible staff/faculty or alumni advisors are on file for each student organization.
- d. Establish controls to ensure execution of Student Organization Web Link Registration Agreement forms for each student organization with a website linked to the campus.

Campus Response

We concur.

- a. We have established controls to ensure that constitution and bylaws are updated every five years and are on file for each student organization. The ORC has been updated to contain boxes that must be checked off and then signed by the student organization president. Two of these boxes contain information related to constitutions and bylaws. Before signing the ORC, the SLD advisor will verify the accuracy of the information provided by the student organization. If the SLD advisor finds the constitution and bylaws to be missing or expired, they will not accept the registration card. The SLD advisor will then work with the organization to either create a new constitution and bylaws or update their existing documentation. In addition, a database was created that lists all registered student organizations and the expiration dates of the constitution and bylaws. The SLD advisor will work with the organization prior to the expiration date to ensure it is properly updated.
- b. Procedures have been established to verify eligibility of faculty/staff advisors as part of the annual registration process.

- c. We have established controls to ensure that eligible staff/faculty or alumni advisors are on file for each student organization. Before signing the ORC, the SLD advisor must verify that the information provided by the student organization is accurate and complete. ORC's and Greek Registration Packets are not accepted without the name and signature of faculty, staff, or alumni advisors for each group. Without the acceptance of this card, student organizations are not recognized by the university and cannot reserve rooms, complete a Program Regulation Clearance form, or apply for grant funding.
- d. We have established controls to ensure the completion of Student Organization Web Link Registration Agreement forms for each student organization with a website linked to the campus. When an organization indicates on the ORC that they would like their website linked to the SLD page, the SLD advisor will review the terms and conditions with the organization's president. In addition, a new box was created on the ORC that will require the president to check the box and sign off on it to acknowledge that they have received and understand the terms and conditions.

Corrective action on this recommendation is complete.

ADVISORS

The availability and involvement of student club and organization advisors was in need of improvement.

Interviews with ten student organization advisors disclosed that orientation and training of advisors occurred informally and mainly on an individual basis.

The ORC requires all registered student organizations to have a faculty/staff advisor. This advisor is responsible for the following: To promote a closer relationship between and among students, faculty, and staff; to provide assistance to students in setting goals and planning activities for the organization; and to be available to meet regularly, as mutually determined, with executive officers or members of the organization at their regular business meetings.

The assistant dean of students stated that working with advisors was sensitive because they were all volunteers and there could be collective bargaining implications if additional workload was required.

Inadequate advising increases the risk of inappropriate activities and programming by student clubs and organizations, and jeopardizes student involvement opportunities.

Recommendation 2

We recommend that the campus develop:

- a. A strategy for identifying advisors who do not meet expectations and an action plan to either encourage greater involvement or seek a replacement.
- b. An orientation and training program that is required for all student organization faculty/staff advisors.

Campus Response

We concur.

- a. We have developed a strategy for identifying advisors who do not meet expectations and implemented an action plan to either encourage greater involvement or seek a replacement. Students will be able to assess the usefulness of their faculty/staff advisor through an assessment form available from the SLD. Through the student leader Orientation and Scheduling Certification process, information is shared regarding the role and expectations of the faculty/staff advisors. Students are also introduced to the process of assessing the effectiveness of the faculty/staff advisor. The assessment process allows the student to identify the specific areas where they feel the faculty/staff advisor is falling below expectations. Once the assessment is completed, the student leader reviews it with their SLD advisor. SLD works with the student and the faculty/staff advisor to develop a strategy that will strengthen the faculty/staff advisor-organization relationship. Interventions may include but are not limited to: a) Re-assessing expectations to make them more in line with faculty/staff advisor role; b) Facilitating dialogue between the student organization leadership and the faculty advisor that helps to realign mutual expectations; c) If the relationship cannot be improved, assist the student leadership in identifying a new faculty advisor.
- b. An annual faculty/staff orientation and training has been developed in fall 2004. Various topics are covered in the orientation and training. Each participant receives a binder with the relevant materials to provide the support necessary to effectively complete their role as advisor.

Corrective action on this recommendation is complete.

ALCOHOL AWARENESS TRAINING

Optimal training and information concerning alcohol policies and prevention were not provided to organization advisors and student officers.

We noted that:

- ▶ The campus had not developed an annual orientation program for organization advisors and student officers (except for Greek organization officers) that outlines expectations and information on alcohol use/abuse.
- ▶ Registration documentation for student organizations did not include expectations of members, officers, and advisors regarding the campus alcohol policies and prevention program that are signed by both the student organization officers and the faculty/staff advisor.

Resolution of the Committee on Educational Policy 07-01-03 states that campuses should institute annual orientation programs for organization advisors and student officers that outline policies, expectations, and information on alcohol use/abuse; include expectations of members, officers, and advisors in the annual student organization registration documents that must be signed by both student organization officers and the faculty/staff advisor; and develop alcohol and risk management education programs for student organization officers.

The assistant dean of students stated that the campus was unaware of the requirements concerning alcohol policies and prevention because they did not receive notification of board resolutions.

Not providing effective training and information increases the risk of non-compliance with campus and California State University (CSU) alcohol-related policies and procedures, and potential lawsuits against the campus and the CSU.

Recommendation 3

We recommend that the campus:

- a. Develop an annual orientation program for organization advisors and student officers that outlines expectations and information on alcohol use/abuse.
- b. Establish controls to ensure that student organization officers and faculty/staff advisors sign registration documentation that includes expectations of members, officers, and advisors regarding the campus alcohol policies and prevention programs.

Campus Response

We concur.

- a. In fall 2004, an annual faculty/staff orientation and training was developed that includes information on university policy regarding alcohol use/abuse. Information and expectations about alcohol use/abuse will be part of the annual Orientation and Scheduling Certification for student officers.
- b. Procedures have been established to ensure that each organization complete a separate CSULB Alcohol Regulation Compliance agreement. As part of the ORC process, student organization officers and their faculty/staff advisor will be required to sign the CSULB Alcohol Regulation Compliance Agreement. The student organization will not be recognized until the form is completed and on file with the ORC.

Corrective action on this recommendation is complete.

ACTIVITY/EVENT MANAGEMENT

The event scheduling process did not ensure that Program and Regulation Clearance (PRC) forms for student organization events were properly completed.

Our review of 27 student organization activities or events disclosed the following:

- ▶ In 21 instances, the PRC forms were not properly completed.
- ▶ Fifteen PRC forms did not indicate whether or not insurance was required.
- ▶ In 12 instances, the PRC forms security section was not completed.
- ▶ Five PRC forms did not indicate the fee to be charged.
- ▶ Two PRC forms did not contain all the appropriate approvals.

CSULB *REGS*, 32nd edition, dated fiscal year 2003/04, states that scheduling any event requires the filing of appropriate forms available at the event planning office and the completion of the program details. PRC forms must be completely filled out and approved prior to the event and prior to any publicity for the event.

The assistant dean of students stated that the student life and development advisors only filled out the sections that they felt were required because that was how they had been trained to complete the form.

Inadequate controls over the student organization event scheduling process increase the campus exposure to potential liability.

Recommendation 4

We recommend that the campus strengthen controls to ensure that PRC forms are properly completed for each student organization event.

Campus Response

We concur. We have established procedures to ensure that PRC forms are properly completed for each student organization event. Corrective action on this recommendation is complete.

CAMPUS CHEATING AND PLAGIARISM POLICY

The campus cheating and plagiarism policy did not require repetitive academic sanctions for cheating and plagiarism to be aggregated.

We noted that very few cases of academic dishonesty for cheating or plagiarism were typically sent to the coordinator of student discipline. Faculty who assigned academic sanctions for cheating or plagiarism did not have a formal system for aggregating information on repeat violations or for those that occurred in different departments.

Title 5 §41301(a) indicates that cheating or plagiarism in connection with an academic program at a campus is a violation of the student code of conduct.

Executive Order 628, *Student Disciplinary Procedures*, dated September 30, 1994, requires that probation and suspension shall be made part of the student's academic record during the term of the probation or suspension. Expulsion shall be made part of the student's permanent academic record.

The director of judicial affairs stated that the campus academic senate had established an academic policy on cheating and plagiarism that gave the professors six options, which included no action, oral reprimand, required repetition of work, zero on assignment, failing grade in course, and referral to judicial affairs.

Lack of an effective method of aggregating repetitive academic sanctions regarding cheating and plagiarism increases the risk that multiple violations or repeat offenders would not be identified for possible administrative action.

Recommendation 5

We recommend that the campus work constructively with the academic senate to review and update its policy on cheating and plagiarism to establish an effective method of aggregating repetitive academic sanctions for cheating and plagiarism and identifying those that warrant administrative sanctioning by the coordinator of student discipline.

Campus Response

We concur. The campus has sent the academic senate a formal request to review and update its current policy on cheating and plagiarism to establish an effective method of aggregating repetitive academic sanctions for such cases. Corrective action on this recommendation is complete.

APPENDIX A: PERSONNEL CONTACTED

<u>Name</u>	<u>Title</u>
Robert C. Maxson	President
Jeane Caveness	Assistant Dean of Students
Kathryn Courtney	Interim Director of Student Life and Development
William Griffith	Vice President for Administration and Finance
Richard Haller	Executive Director of Associated Students, Inc.
Rita Hayes	Recreation Director and Faculty/Staff Advisor to Alpine Ski and Snowboard Team
Mike Hostetler	Associate Vice President/Dean of Students
Steven Katz	Director of Judicial Affairs
Lloyd Kermod	Associate Professor, Department of English and Faculty/Staff Advisor to English Student Association
Jeff Klaus	Assistant Director of Student Life and Development and Student Life and Development Advisor to Zeta Phi Rho Fraternity
Arlene Lazawitz	Director of the Jewish Studies Program and Faculty/Staff Advisor to Hillel
Arthur Levine	Professor of Ethics and Legal Studies, Department of Finance, Real Estate and Law and Faculty/Staff Advisor to The Law Society
Ed Murawski	Associate Director of Housing
Jack Pearson	Chief of Police, University Police Department
Chris Ramirez	Customer Service Manager, Forty-Niner Shops, Inc. and Faculty/Staff Advisor to Asian American Christian Fellowship
Doug Robinson	Vice President of Student Services
Fernando Solorzano	Sergeant, University Police Department
Aysu Spruill	Interim Director of Internal Auditing Services
Matt Taylor	Director of Forensics, Department of Communication Studies and Faculty/Staff Advisor to Long Beach State Forensics Team
Eileen Tom	Coordinator of the Health Professions, Advising Office and Faculty/Staff Advisor to Red Cross Organization
Brett Waterfield	Assistant Director of Student Life and Development, and Student Life and Development Advisor to Lambda Sigma Gamma National Sorority
Bill Webb	Lecturer of Wilderness Studies and Faculty/Staff Advisor to Outdoor Adventures



CALIFORNIA STATE UNIVERSITY, LONG BEACH

DIVISION OF ADMINISTRATION AND FINANCE

RECEIVED
UNIVERSITY AUDITOR

FEB 25 2005

THE CALIFORNIA STATE
UNIVERSITY

February 23, 2005

Mr. Larry Mandel
University Auditor
California State University
401 Golden Shore
Long Beach, California 90802

Re: Response to Student Activities Audit Report 04-38

Dear Larry:

Please find enclosed California State University, Long Beach's response to the above report. The campus is committed to addressing and resolving the issues identified in the audit report.

Please let me know if we can provide you with any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "William H. Griffith".

William H. Griffith
Vice President for Administration and Finance

Enclosure

cc:

Robert C. Maxson, President
Douglas W. Robinson, Vice President for Student Services
Mike Hostetler, Associate Vice President/Dean of Students
Aysu Spruill, Interim Director, Internal Auditing Services

STUDENT ACTIVITIES**CALIFORNIA STATE UNIVERSITY,
LONG BEACH****Report Number 04-38****STUDENT ORGANIZATIONS****CONTINUED RECOGNITION OF STUDENT ORGANIZATIONS****Recommendation 1**

We recommend that the campus:

- a. Establish controls to ensure that constitution and bylaws are updated every five years and are on file for each student organization.
- b. Implement procedures to verify eligibility of faculty/staff advisors as part of the annual registration process.
- c. Establish controls to ensure that eligible staff/faculty or alumni advisors are on file for each student organization.
- d. Establish controls to ensure execution of Student Organization Web Link Registration Agreement forms for each student organization with a web site linked to the campus.

Campus Response

We concur.

- a. We have established controls to ensure that constitution and bylaws are updated every five years and are on file for each student organization. The Organization Registration Card (ORC) has been updated to contain boxes that must be checked off and then signed by the student organization president. Two of these boxes contain information related to constitutions and bylaws. Before signing the ORC the Student Life and Development (SLD) Advisor will verify the accuracy of the information provided by the student organization. If the SLD Advisor finds the constitution and bylaws to be missing or expired, they will not accept the registration card. The SLD Advisor will then work with the organization to either create a new constitution and bylaws or update their existing documentation. In addition, a database was created that lists all registered student organizations and the expiration dates of the constitution and bylaws. The SLD Advisor will work with the organization prior to the expiration date to ensure it is properly updated.

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- b. Procedures have been established to verify eligibility of faculty/staff advisors as part of the annual registration process.
- c. We have established controls to ensure that eligible staff/faculty or alumni advisors are on file for each student organization. Before signing the Organization Registration Card (ORC), the Student Life and Development (SLD) Advisor must verify that the information provided by the student organization is accurate and complete. ORC's and Greek Registration Packets are not accepted without the name and signature of faculty, staff or alumni advisors for each group. Without the acceptance of this card, student organizations are not recognized by the university and cannot reserve rooms, complete a Program Regulation Clearance form or apply for grant funding.
- d. We have established controls to ensure the completion of Student Organization Web Link Registration Agreement forms for each student organization with a web site linked to the campus. When an organization indicates on the Organization Registration Card that they would like their website linked to the SLD page, the SLD Advisor will review the terms and conditions with the organization's president. In addition, a new box was created on the ORC that will require the president to check the box and sign off on it to acknowledge that they have received and understand the terms and conditions.

Corrective action on this recommendation is complete.

ADVISORS**Recommendation 2**

We recommend that the campus develop

- a. A strategy for identifying advisors who do not meet expectations and an action plan to either encourage greater involvement or seek a replacement.
- b. An orientation and training program that is required for all student organization faculty/staff advisors.

Campus Response

We concur.

We have developed a strategy for identifying advisors who do not meet expectations and implemented an action plan to either encourage greater involvement or seek a replacement. Students will be able to assess the usefulness of their faculty/staff advisor through an assessment form available from the Office of Student Life and Development. Through the student leader Orientation and Scheduling Certification process, information is shared regarding the role and expectations of the faculty/staff advisors. Students are also introduced to the process of assessing the effectiveness of the faculty/staff advisor. The assessment process allows the student to identify the specific areas where they feel the faculty/staff

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advisor is falling below expectations. Once the assessment is completed, the student leader reviews it with their SLD advisor. SLD works with the student and the faculty/staff advisor to develop a strategy that will strengthen the faculty/staff advisor-organization relationship. Interventions may include but are not limited to: a) Re-assessing expectations to make them more in line with faculty/staff advisor role; b) Facilitating dialogue between the student organization leadership and the faculty advisor that helps to realign mutual expectations; c) If the relationship cannot be improved, assist the student leadership in identifying a new faculty advisor.

An annual faculty/staff orientation and training has been developed in Fall 2004. Various topics are covered in the orientation and training. Each participant receives a binder with the relevant materials to provide the support necessary to effectively complete their role as advisor.

Corrective action on this recommendation is complete.

ALCOHOL AWARENESS TRAINING

Recommendation 3

We recommend that the campus:

- a. Develop an annual orientation program for organization advisors and student officers that outlines expectations and information on alcohol use/abuse.
- b. Establish controls to ensure that student organization officers and faculty/staff advisors sign registration documentation that includes expectations of members, officers, and advisors regarding the campus alcohol policies and prevention programs.

Campus Response

We concur. In Fall 2004, an annual faculty/staff orientation and training was developed that includes information on university policy regarding alcohol use/abuse. Information and expectations about alcohol use/abuse will be part of the annual Orientation and Scheduling Certification for student officers.

Procedures have been established to ensure that each organization complete a separate CSULB Alcohol Regulation Compliance agreement. As part of the Organization Registration Card process student organization officers and their faculty/staff advisor will be required to sign the CSULB Alcohol Regulation Compliance Agreement. The student organization will not be recognized until the form is completed and on file with the Organization Registration Card.

Corrective action on this recommendation is complete.

STUDENT ACTIVITIES AUDIT REPORT 04-38

ACTIVITY/EVENT MANAGEMENT**Recommendation 4**

We recommend that the campus strengthen controls to ensure that PRC forms are properly completed for each student organization event.

Campus Response

We concur. We have established procedures to ensure that PRC forms are properly completed for each student organization event. Corrective action on this recommendation is complete.

CAMPUS CHEATING AND PLAGIARISM POLICY**Recommendation 5**

We recommend that the campus work constructively with the academic senate to review and update its policy on cheating and plagiarism to establish an effective method of aggregating repetitive academic sanctions for cheating and plagiarism and identifying those that warrant administrative sanctioning by the coordinator of student discipline.

Campus Response

We concur. The campus has sent the Academic Senate a formal request to review and update its current policy on cheating and plagiarism to establish an effective method of aggregating repetitive academic sanctions for such cases. Corrective action on this recommendation is complete.

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR

BAKERSFIELD

April 7, 2005

CHANNEL ISLANDS

CHICO

DOMINGUEZ HILLS

MEMORANDUM

FRESNO

FULLERTON

TO: Mr. Larry Mandel
University Auditor

HAYWARD

FROM: Charles B. Reed
Chancellor


HUMBOLDT

LONG BEACH

SUBJECT: Draft Final Report Number 04-38 on *Student Activities*,
California State University, Long Beach

LOS ANGELES

MARITIME ACADEMY

MONTEREY BAY

In response to your memorandum of April 7, 2005, I accept the response as submitted with the draft final report on *Student Activities*, California State University, Long Beach.

NORTHRIDGE

POMONA

SACRAMENTO

CBR/amd

SAN BERNARDINO

Enclosure

SAN DIEGO

cc: Mr. William H. Griffith, Vice President for Administration and Finance
Dr. Robert C. Maxson, President

SAN FRANCISCO

SAN JOSE

SAN LUIS OBISPO

SAN MARCOS

SONOMA

STANISLAUS