

OFF-CAMPUS ACTIVITIES
CALIFORNIA STATE UNIVERSITY,
BAKERSFIELD

Audit Report 09-59
January 28, 2010

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ABBREVIATIONS

CPSL	Community Partnerships & Service Learning
CSU	California State University
CSUB	California State University, Bakersfield
EO	Executive Order
FY	Fiscal Year
GC	Government Code
ISP	International Students and Programs
OCA	Off-Campus Activities
REP	Resolution of the Committee on Educational Policy

EXECUTIVE SUMMARY

As a result of a systemwide risk assessment conducted by the Office of the University Auditor during the last quarter of 2008, the Board of Trustees, at its January 2009 meeting, directed that *Off-Campus Activities* (OCA) be reviewed. The Office of the University Auditor has never reviewed OCA as a combined subject but certain aspects have received some coverage as part of the *Risk Management and Insurance* and *Student Activities* audits in 2003 and 2004, respectively.

We visited the California State University, Bakersfield campus from July 27, 2009, through September 3, 2009, and audited the procedures in effect at that time.

Our study and evaluation did not reveal any significant internal control problems or weaknesses that would be considered pervasive in their effects on off-campus activities controls. However, we did identify other reportable weaknesses that are described in the executive summary and body of this report. In our opinion, the operational and administrative controls for off-campus activities in effect as of September 3, 2009, taken as a whole, were sufficient to meet the objectives stated below.

As a result of changing conditions and the degree of compliance with procedures, the effectiveness of controls changes over time. Specific limitations that may hinder the effectiveness of an otherwise adequate system of controls include, but are not limited to, resource constraints, faulty judgments, unintentional errors, circumvention by collusion, and management overrides. Establishing controls that would prevent all these limitations would not be cost-effective; moreover, an audit may not always detect these limitations.

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

STUDY ABROAD AND STUDENT EXCHANGE PROGRAMS [6]

The campus had not adequately documented value received under student exchange agreements. Exchange agreements between the exchange partner and the campus did not contain hold harmless clauses.

FIELD TRIPS [8]

Field trip participant documentation was not maintained and was not available for review.

COMMUNITY ENGAGEMENT [10]

The campus did not always retain student placement records for service learning courses, nor did it always obtain placement agreements. The campus did not always retain student documentation for academic internships or consistently perform site visits.

INTRODUCTION

BACKGROUND

In 1999, former Governor Gray Davis called for a community service requirement for all students of California's public higher education institutions. In response, the Board of Trustees passed a resolution of the Committee on Educational Policy (REP) 03-02-00, *Community Service: Responding to the Governor's Call*, which requires campus presidents to ensure that all students have opportunities to participate in community service/service learning. The resolution further required that the chancellor annually report to the Board of Trustees on efforts to provide those opportunities to all students.

In November 2005, the Board of Trustees also enacted changes to California Code of Regulations, Title 5 §41301, *Student Code of Conduct*, through REP 11-05-07 that updated expectations and clarified the applicability of the code to off-campus behaviors.

Some *Off-Campus Activities* (OCA) definitions provided in the 2002 California State University (CSU) publication *Best Practices for Managing Risks in Service Learning* include:

Service Learning

A teaching method that promotes student learning through active participation in meaningful and planned service experiences in the community that are directly related to course content. Through reflective activities, students enhance their understanding of course content, general knowledge, sense of civic responsibility, self-awareness, and commitment to the community.

Community Service

Any work provided by individuals that contributes to the quality of life in the community. Community service work can be provided in several ways and for different purposes. Students may be involved in community service on their own, with a group or club, or through academic course work.

Other major OCA components are internships, field trips, study abroad, and student exchange programs.

Internships

There is no common, CSU systemwide definition of internships. One campus defines them as follows:

Internships are processes of education, which formally integrate the students' academic study with practical experience in cooperating organizations. Through this interaction of study and practical experience, students enhance their academic knowledge, their personal development, and their professional preparation. The teaching faculty and the on-site supervisors share in the educational process of internship.

Field Trips

Similar to academic internships, the CSU does not specifically define field trips on a systemwide basis. One campus defines field trips as “required activities outside the regularly scheduled class room/laboratory environment led by the faculty and/or university staff,” while another campus uses a somewhat shorter definition of “supervised, curriculum-related activities held off-campus.”

Study Abroad

Study abroad includes the international programs administered on a systemwide basis in the Office of the Chancellor as well as campus-based programs. In 2009/10, the systemwide international program operated through 19 country sites.

Campuses have authority to establish campus-based, study abroad programs that do not compete with the systemwide program. Campus-based, study abroad programs can be either state-funded or self-supporting. They also have to be short-term (one year or less in duration) and cannot be offered as degree programs. In addition, the continuing or extended education divisions of the campus have to operate the self-supporting study abroad programs.

Student Exchange Programs

Student exchange programs are discussed in Education Code §89705(b) and EO 605, *Delegation of Authority to Approve International Student Exchanges, Tuition Waivers for International Students, and Tuition Waivers for Nonresident U.S. Graduate Students*, dated July 21, 1993, as:

Agreements with foreign institutions of higher education, governmental agencies, or nonprofit corporations or associations executed by the campuses in order to enhance international goodwill and understanding through the exchange of students.

Various CSU campuses also participate in at least one domestic student exchange program – the National Student Exchange.

In the Office of the Chancellor, the Division of Academic Affairs administers OCA primarily through the Center for Community Engagement and the Office of International Programs. The California State University Risk Management Authority and the Office of Risk Management in the Business and Finance Division at the chancellor’s office also provides some program oversight and certain insurances applicable to OCA. At California State University, Bakersfield (CSUB), there are organizational entities involved in OCA similar to the chancellor’s office that report to different vice presidents. The vice president for academic affairs has responsibility for International Students and Programs. The vice president for administration and finance oversees the risk management office that is also involved in OCA by establishing field trip guidelines and assisting in the identification of risks and risk mitigation measures. In addition, student activities in community service at CSUB are coordinated by the Community Partnership and Service Learning Office, which reports to the associate vice president for academic programs.

PURPOSE

The overall audit objective was to ascertain the effectiveness of existing policies and procedures related to the administration of OCA and to determine the adequacy of controls that 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:

- ▶ Accountability for off-campus functions has been clearly defined and documented including delineation of roles and responsibilities, provisions for formulation of goals/objectives, and measurement of outcomes.
- ▶ OCA policies, procedures, and standard forms are current and comprehensive and aligned with relevant federal and state laws/regulations and CSU directives.
- ▶ The chancellor's office and the campuses have established adequate mitigating measures for risks in service learning, community service, academic internships, field trips, study abroad, and student exchange programs.
- ▶ Internal controls in service learning, community service, academic internships, field trips, study abroad, and exchange programs operate as intended.
- ▶ There is an equitable balance in the number of incoming versus outgoing students in exchange programs.
- ▶ Access to automated systems containing OCA information is controlled and limited to authorized users; data backup procedures are in place; and physical security over system hardware is adequate.

SCOPE AND METHODOLOGY

The proposed scope of the audit as presented in Attachment B, Agenda Item 2 of the January 27-28, 2009, meeting of the Committee on Audit stated that *Off-Campus Activities* includes service learning, study abroad programs, internships, field trips, and club sports. Subsequent to this presentation, the audit of club sports was deferred based on substantial CSU work-in-progress to develop and implement a systemwide club sports manual.

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 whether 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. The audit review focused on procedures in effect for primarily fiscal year 2008/09.

Specifically, we reviewed and tested:

- ▶ Identification of risks and implementation of risk mitigation measures for service learning, community service, academic internships, field trips, study abroad, and student exchange programs.
- ▶ Service learning best practices including site visits and learning agreements with community partners.
- ▶ Involvement with volunteer initiatives.
- ▶ Selection and approval of internships.
- ▶ Field trip notifications and procedures.
- ▶ Execution of study abroad contracts.
- ▶ Relationships with study abroad providers.
- ▶ Student exchange reciprocity.

OBSERVATIONS, RECOMMENDATIONS, AND CAMPUS RESPONSES

STUDY ABROAD AND EXCHANGE PROGRAMS

EXCHANGE RECIPROCITY

The campus had not adequately documented value received under exchange agreements.

The campus compiled statistics on outbound exchanges through bilateral agreements. However, the reports did not compare the number of inbound versus outbound students and the associated value.

Executive Order (EO) 605, *Delegation of Authority to Approve International Student Exchanges, Tuition Waivers for International Students, and Tuition Waivers for Nonresident U.S. Graduate Students*, dated July 21, 1993, authorizes campuses to participate in student exchange agreements provided that comparable expenses are met or waived by, or on behalf of, the foreign entity entering into the agreement.

Government Code (GC) §8314 states that it is unlawful for a state employee to use or permit others to use public resources for personal or other purposes which are not authorized by law.

GC §13402 and §13403 require a system or systems of internal accounting and administrative controls so that reasonable assurances can be given that measures to safeguard assets, check the accuracy and reliability of accounting data, promote operational efficiency, and encourage adherence to prescribed managerial policies are being followed.

The associate vice president of enrollment management stated that the campus conducted an academic review of study abroad programs; however, the review overlooked the value exchanged because of the program's small size.

Inadequately documenting the value received through exchange agreements exposes the campus and California State University (CSU) to criticisms of fiscal improprieties.

Recommendation 1

We recommend that the campus adequately document reciprocity in the exchange programs.

Campus Response

We concur. Due to the characteristics of our student population, the study abroad program experiences much lower enrollment as compared to other CSU campuses. California State University, Bakersfield (CSUB) will address this issue by launching an aggressive promotional effort to increase awareness of the benefits of studying abroad and, therefore, increasing the number of students seeking to travel abroad. The international students and programs (ISP) office will update its documents and develop forms to better document the value of our exchange agreements. The

office will also create a survey/report reflecting the student's experience after the exchange period. The targeted implementation date is May 1, 2010.

EXCHANGE AGREEMENTS

Exchange agreements did not include the appropriate hold harmless clauses between the exchange partner and the campus.

EO 849, *California State University Insurance Requirements*, dated February 5, 2003, states that a placement agreement, typically used when students are placed at an agency or institution for the purpose of course-required work experience, shall contain minimum insurance requirements applicable to the contracting parties and shall contain hold harmless provisions representative of the needs of the contracting party.

GC §13402 and §13403 require a system or systems of internal accounting and administrative controls so that reasonable assurances can be given that measures to safeguard assets, check the accuracy and reliability of accounting data, promote operational efficiency, and encourage adherence to prescribed managerial policies are being followed.

The associate vice president of enrollment management stated that the campus was unaware of the requirement for the indemnification language.

Failure to include the hold harmless language in the exchange agreements increases the risks of misunderstandings, unauthorized activities, and potential legal liabilities.

Recommendation 2

We recommend that the campus include an appropriate hold harmless clause in all exchange agreements.

Campus Response

We concur. The agreements between CSUB and partnering universities include a hold harmless clause to prevent the institutions from unbalanced exchanges during certain time intervals. The ISP office will review its current study abroad agreements to ensure that an appropriate hold harmless clause is in all of its agreements. This will be completed by May 1, 2010. ISP is also working on increasing the number of CSUB students traveling abroad to minimize an imbalance with our partnering universities and will ensure that an appropriate hold harmless clause be included in all of its agreements. This activity is ongoing.

FIELD TRIPS

Field trip participant documentation was not maintained and was not available for review.

Our review of 11 classes that involved field trips to off-campus locations during fiscal year (FY) 2008/09 disclosed that:

- ▶ For seven classes reviewed, none of the participating students had the Waiver of Liability and Hold Harmless Agreement forms on file.
- ▶ The campus could not provide evidence that the instructors had visited the sites or demonstrated sufficient knowledge of the areas prior to the field trips for seven classes.
- ▶ The campus did not document that it provided participants a detailed instructional agenda that included such items as health/safety information, emergency procedures, and student code of conduct for seven classes.
- ▶ For seven classes, the campus lacked documented evidence that it obtained student emergency contact information prior to field trip participation.
- ▶ The campus did not document the field trip transportation arrangements (e.g., appropriate insurance coverage for drivers, defensive driver training, etc.) for seven classes reviewed.

In addition, the campus policy did not specify the minimum length of time the field trip documentation should be maintained by the departments.

EO 715, *California State University Risk Management Policy*, dated October 27, 1999, states that the campus is responsible to manage and control risks, and that one way in which liability and exposure related to activities linked to the mission of the CSU could be minimized is the use of third-party waivers or hold harmless agreements. Additionally, the policy includes multiple guidelines to control risk in off-campus activities and states that campus policy should address, at a minimum, the topics included in the guidelines, and include a provision for documenting compliance. These guidelines include, but are not limited to, the following:

- ▶ Visit the general area where the activity will be held prior to the field study course or demonstrate sufficient knowledge of the area.
- ▶ Prepare a detailed day-to-day instructional agenda including health and safety instructions for all participants.
- ▶ Review emergency preparedness processes and the crisis response plan. Distribute a handout for students with emergency phone numbers and contacts.
- ▶ Communicate codes of conduct for staff and students.

CSUB *Risk Management Guidelines – Field Trips and Student Drivers*, dated May 2002, states that the following items are necessary for course-required field trips:

- ▶ All field trips should begin and end on campus.
- ▶ All field trips designated as a mandatory course requirement must be included in the syllabus.
- ▶ All field trip participants must complete and submit the appropriate liability waiver. The waiver must contain the telephone number of a contact person in case of an emergency.
- ▶ All field trip liability wavers should be retained in the academic department.
- ▶ A list of all persons participating in the field trip should be retained in the academic department and should be forwarded to the public safety office prior to departing on the field trip.
- ▶ Advise students of any hazardous, extraordinary, or strenuous activity anticipated during the field trip.
- ▶ Drivers, if required by the field trip, must be CSUB employees, including faculty, staff, and graduate students, teaching assistants, or approved volunteer employees. Drivers must possess a valid driver's license. If driving more than one time per month, the driver must possess a current Defensive Driver Training Certificate issued by public safety.

GC §911.2 provides general provisions for the length of time during which an individual or entity can file a claim against the state and its respective agencies for a particular activity and thereby creates a basis for the amount of time defensive documentation must be retained after a campus-sponsored activity is completed.

GC §13402 and §13403 require a system or systems of internal accounting and administrative controls so that reasonable assurances can be given that measures to safeguard assets, check the accuracy and reliability of accounting data, promote operational efficiency, and encourage adherence to prescribed managerial policies are being followed.

The associate dean of academic programs stated that the faculty maintains field trip documentation for their academic courses and that they discard the documentation after the end of the academic term. He also stated that campus guidelines did not specify the length of time the documentation should be maintained.

Failure to maintain appropriate documentation for off-campus field trips unnecessarily exposes participating students to undue risk and increases the potential for loss to the campus and the CSU.

Recommendation 3

We recommend that the campus:

- a. Update the field trip guidelines to include, but not be limited to, responsibilities and procedures for field trip documentation.
- b. Implement controls to monitor and enforce compliance with the field trip guidelines.

Campus Response

- a. We concur. The campus will review and update field trip guidelines with the school academic deans. The campus will also train the academic department staff, faculty, and the appropriate dean's office staff on the proper procedures for documenting all aspects of field trip activities. The campus will also ensure that procedures are developed which cover the collection and storage of that documentation. This will all be accomplished by May 30, 2010.
- b. We concur. The campus will develop and implement a process to monitor and enforce compliance with field trip guidelines and procedures. This will be accomplished by May 30, 2010.

COMMUNITY ENGAGEMENT

SERVICE LEARNING

The campus did not always retain student placement records for service learning courses nor did it always obtain placement agreements.

Our review of 14 of the 89 service learning courses from FY 2008/09 noted that the campus did not retain student placement records for 13 of these courses. The campus could not provide evidence that it preformed a site visit or obtained a service learning agreement for the remaining service learning course.

The 2002 CSU publication *Best Practices for Managing Risks in Service Learning* provides for site visits to community-based organizations, orientation presentations, and student placement records.

EO 715, *California State University Risk Management Policy*, dated October 27, 1999, states that the campus is responsible to manage and control risks. The policy also includes multiple guidelines to control risk in off-campus activities, including:

- ▶ Visit the general area where the activity will be held prior to the field study course or demonstrate sufficient knowledge of the area.

- ▶ Prepare a detailed day-to-day instructional agenda including health and safety instructions for all participants.
- ▶ Review emergency preparedness processes and the crisis response plan. Distribute a handout for students with emergency phone numbers and contacts.
- ▶ Communicate codes of conduct for staff and students.

The director of community partnerships and service learning (CPSL) stated that the faculty used the community agencies that provided the best learning experience for their courses, even if no agreement was in place. She also stated that the files were unavailable for review because the CPSL office did not require faculty to provide the records to the CPSL office at the end of the academic term.

Failure to visit sites and maintain appropriate documentation for off-campus service learning activities exposes the university to liability and/or embarrassment and increases the potential for loss to the campus and the CSU.

Recommendation 4

We recommend that the campus:

- a. Obtain agreements for all service learning partners.
- b. Perform site visits to the service learning partners.
- c. Maintain student placement records for all community engagement courses.

Campus Response

We concur.

- a. As of September 1, 2009, the responsibility for Service Learning and Academic Internship Programs has been moved to the Center for Community Engagement and Career Education, (formerly the Career Development Center). New policies are in place to ensure agreements are created for all service learning partners. As of February 1, 2010, the contract has been updated and a new extended learning plan that includes risk management issues has been formulated to ensure risk management issues are covered within the contracts and the learning plan.
- b. The center has hired a part-time faculty coordinator as of December 1, 2009, who will work with the director to conduct site visits. All partnerships resulting in a contract require site visits as of September 1, 2009.
- c. The center has created a new paper and electronic filing system that includes the following recently updated supportive documents: a Service Learning Application (with student and emergency contact information), the Learning Plan, the Guidelines and Limitations Document,

Evaluation Forms, and a Time/Activity Log. Additionally, a mandatory orientation program for all students participating in service learning is now operational as of December 2009.

ACADEMIC INTERNSHIPS

The campus did not always retain student documentation for academic internships or consistently perform site visits.

Our review of nine internships from FY 2008/09 noted that the campus did not retain student placement records for two courses. The campus was also unable to provide evidence that it preformed a site visit or that it obtained an academic internship agreement for five internships.

The 2002 CSU publication *Best Practices for Managing Risks in Service Learning* provides for site visits to community-based organizations, orientation presentations, and student placement records.

EO 715, *California State University Risk Management Policy*, dated October 27, 1999, states that the campus is responsible to manage and control risks, and that one way in which liability and exposure related to activities linked to the mission of the CSU can be minimized is using third-party waivers or hold harmless agreements. Additionally, it provides multiple guidelines to control risk in off-campus activities, including:

- ▶ Visit the general area where the activity will be held prior to the field study course or demonstrate sufficient knowledge of the area.
- ▶ Prepare a detailed day-to-day instructional agenda including health and safety instructions for all participants.
- ▶ Review emergency preparedness processes and the crisis response plan. Distribute a handout for students with emergency phone numbers and contacts.
- ▶ Communicate codes of conduct for staff and students.

The director of community partnerships and service learning stated that the faculty used the community agencies that provided the best learning experience for their courses, even if no agreement was in place. She also stated the files were unavailable for review, as the university does not require the records to be provided to the CPSL office after the academic term has ended.

Failure to visit sites and maintain appropriate documentation for off-campus service learning activities exposes the university to liability and/or embarrassment and increases the potential for loss to the campus and the CSU.

Recommendation 5

We recommend that the campus:

- a. Obtain agreements for all academic internship partners.
- b. Perform site visits to the academic internship partners.
- c. Maintain student placement records for all academic internships.

Campus Response

We concur.

- a. As of September 1, 2009, the responsibility for Service Learning and Academic Internship Programs has been moved to the Center for Community Engagement and Career Education, (formerly the Career Development Center). New policies are in place to ensure agreements are created for all academic internship partners. As of February 1, 2010, the contract has been updated and a new extended learning plan that includes risk management issues has been formulated to ensure risk management issues are covered within contracts and the learning plan.
- b. The center has hired a part-time faculty coordinator as of December 1, 2009, who will work with the director to conduct site visits. All partnerships resulting in a contract require site visits as of September 1, 2009.
- c. The center has created a new paper and electronic filing system that includes the following recently updated supportive documents: an Academic Internship Application (with student and emergency contact information), the Learning Plan, the Guidelines and Limitations Document, Evaluation Forms, and a Time/Activity Log. Additionally, a mandatory orientation program for all students participating in service learning is now operational as of December 2009.

APPENDIX A: PERSONNEL CONTACTED

<u>Name</u>	<u>Title</u>
Horace Mitchell	President
David Beadle	Director, Safety & Risk Management
Mustafah Dhada	Assistant Vice President, Academic Programs
John Dirkse	Associate Dean of Academic Programs
Douglas Dodd	Professor, History Department
Bruce Friedman	Chair, Department of Social Work
Rita Gustafson	Registrar
Jacqueline Hughes	Chair, Department of Teacher Education
Michelle Jackson	Director, Community Partnerships and Service Learning
Antoinette Jacobs	Multiple Subjects Student Teaching Placement Coordinator
Norman Keltner	Chair, Department of Nursing
Marina Manzano	Contracts Technician/Buyer II, Procurement
Jacqueline Mimms	Associate Vice President, Enrollment Management
Cheryl Lane Moore	Administrative Support Coordinator, Department of Nursing
Michael Neal	Vice President, Business & Administrative Services
Frances Peterson	Secondary Field Coordinator, CSUB School of Education
Robert Provencia	Chair, Department of Music
Mandy Rees	Chair, Theatre Department
Amanda Thrasher	Multiple and Single Subject Evaluator, Department of Teacher Education
Douglas Wade	Assistant Vice President, Fiscal Services



CSU Bakersfield

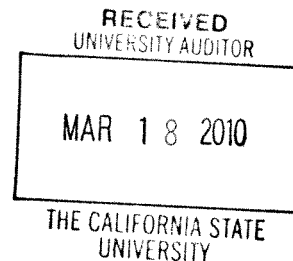
Business and Administrative Services

Office of the Vice President

Mail Stop: 38 ADM
9001 Stockdale Highway
Bakersfield, California 93311-1022
(661) 654-2287
(661) 654-6923 FAX
www.csub.edu/bas

March 17, 2010

Mr. Larry Mandel
University Auditor
Office of the Chancellor
California State University
401 Golden Shore, 4th Floor
Long Beach CA 90802-4210



Re: University Response to Recommendations Contained in Report Number 09-59
Off- Campus Activities CSU Bakersfield

Dear Mr. Mandel:

Attached are the University's responses to the recommendations contained in Report Number 09-59, Off-campus Activities audit.

If you have any questions or I can be of further assistance please contact my office at (661) 654-2287.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A Neal".

Michael A Neal
Vice President for Business
and Administrative Services

- c: Horace Mitchell, President
- Soraya Coley, Provost and Vice President, Academic Affairs
- Douglas Wade, Assistant Vice President, Fiscal Services
- Jacqueline Mimms, Associate Vice President, Enrollment Management
- Jane Evarian, Director, Community Engagement & Career Education
- John Dirkse, Interim Associate Vice President, Academic Programs
and Dean Undergraduate & Graduate Studies

OFF-CAMPUS ACTIVITIES
CALIFORNIA STATE UNIVERSITY,
BAKERSFIELD

Audit Report 09-59

STUDY ABROAD AND EXCHANGE PROGRAMS

EXCHANGE RECIPROCITY

Recommendation 1

We recommend that the campus adequately document reciprocity in the exchange programs.

Campus Response

We concur. Due to the characteristics of our student population, the Study Abroad program experiences much lower enrollment as compared to other CSU campuses. CSUB will address this issue by launching an aggressive promotional effort to increase awareness of the benefits of studying abroad and, therefore, increasing the number of students seeking to travel abroad. The International Students and Programs office will update its documents and develop forms to better document the value of our exchange agreements. The office will also create a survey/report reflecting student's experience after the exchange period. The targeted implementation date is May 1, 2010.

EXCHANGE AGREEMENTS

Recommendation 2

We recommend that the campus include an appropriate hold harmless clause in all exchange agreements.

Campus Response

We concur. The agreements between CSUB and partnering universities include a "hold harmless clause" to prevent the institutions from unbalanced exchanges during certain time intervals. The International Students and Programs Office (ISP) will review its current Study Abroad agreements to ensure that an appropriate hold harmless clause is in all of its agreements. This will be completed by May 1, 2010. ISP is also working on increasing the number of CSUB students traveling abroad to minimize an imbalance with our partnering universities and will ensure that an appropriate hold harmless clause be included in all of its agreements. This activity is ongoing.

FIELD TRIPS

Recommendation 3

We recommend that the campus:

- a. Update the field trip guidelines to include, but not be limited to, responsibilities and procedures for field trip documentation.
- b. Implement controls to monitor and enforce compliance with the field trip guidelines.

Campus Response

- a. We concur. The campus will review and update field trip guidelines with the school academic deans. The campus will also train the academic department staff, faculty, and the appropriate dean's office staff on the proper procedures for documenting all aspects of field trip activities. The campus will also ensure that procedures are developed which cover the collection and storage of that documentation. This will all be accomplished by May 30, 2010.
- b. We concur. The campus will develop and implement a process to monitor and enforce compliance with field trip guidelines and procedures. This will be accomplished by May 30, 2010.

COMMUNITY ENGAGEMENT

SERVICE LEARNING

Recommendation 4

We recommend that the campus:

- a. Obtain agreements for all service learning partners.
- b. Perform site visits to the service learning partners.
- c. Maintain student placement records for all community engagement courses.

Campus Response

We concur.

- a. As of September 1, 2009, the responsibility for Service Learning and Academic Internship Programs has been moved to the Center for Community Engagement and Career Education, (formerly, the Career Development Center). New policies are in place to ensure agreements are created for all service learning partners. As of February 1, 2010, the contract has been updated and a new extended learning plan that includes risk management issues has been formulated to ensure risk management issues are covered within the contracts and the learning plan.

- b. The center has hired a part-time faculty coordinator as of December 1, 2009, who will work with the director to conduct site visits. All partnerships resulting in a contract require site visits as of September 1, 2009.
- c. The center has created a new paper and electronic filing system that includes the following recently updated supportive documents: a Service Learning Application (with student and emergency contact information), the Learning Plan, the Guidelines and Limitations Document, Evaluation Forms, and a Time/Activity Log. Additionally, a mandatory orientation program for all students participating in service learning is now operational as of December, 2009.

ACADEMIC INTERNSHIPS

Recommendation 5

We recommend that the campus:

- a. Obtain agreements for all academic internship partners.
- b. Perform site visits to the academic internship partners.
- c. Maintain student placement records for all academic internships.

Campus Response

We concur.

- a. As of September 1, 2009, the responsibility for Service Learning and Academic Internship Programs has been moved to the Center for Community Engagement and Career Education, (formerly, the Career Development Center). New policies are in place to ensure agreements are created for all academic internship partners. As of February 1, 2010, the contract has been updated and a new extended learning plan that includes risk management issues has been formulated to ensure risk management issues are covered within contracts and the learning plan.
- b. The center has hired a part-time faculty coordinator as of December 1, 2009, who will work with the director to conduct site visits. All partnerships resulting in a contract require site visits as of September 1, 2009.
- c. The center has created a new paper and electronic filing system that includes the following recently updated supportive documents: an Academic Internship Application (with student and emergency contact information), the Learning Plan, the Guidelines and Limitations Document, Evaluation Forms, and a Time/Activity Log. Additionally, a mandatory orientation program for all students participating in service learning is now operational as of December, 2009.

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR

BAKERSFIELD

April 30, 2010

CHANNEL ISLANDS

CHICO

MEMORANDUM

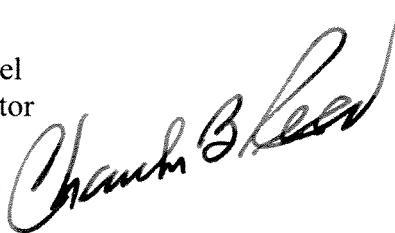
DOMINGUEZ HILLS

EAST BAY

TO: Mr. Larry Mandel
University Auditor

FRESNO

FROM: Charles B. Reed
Chancellor



FULLERTON

HUMBOLDT

SUBJECT: Draft Final Report 09-59 on *Off-Campus Activities*,
California State University, Bakersfield

LONG BEACH

LOS ANGELES

In response to your memorandum of April 30, 2010, I accept the response as submitted with the draft final report on *Off-Campus Activities*, California State University, Bakersfield.

MARITIME ACADEMY

MONTEREY BAY

NORTHRIDGE

CBR/amd

POMONA

SACRAMENTO

SAN BERNARDINO

SAN DIEGO

SAN FRANCISCO

SAN JOSÉ

SAN LUIS OBISPO

SAN MARCOS

SONOMA

STANISLAUS