

STUDENT ACTIVITIES
SAN DIEGO STATE UNIVERSITY

Report Number 04-43
May 9, 2005

Members, Committee on Audit

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CONTENTS

Executive Summary	1
Introduction.....	3
Background.....	3
Purpose	5
Scope and Methodology	6

OBSERVATIONS, RECOMMENDATIONS, AND CAMPUS RESPONSES

General Environment	8
Self-Assessment	8
Administrative Activities	8
Record Retention.....	10
Policies and Procedures	11
Student Organizations.....	12
Non-Greek Organization Recognition	12
Greek Organization Recognition	13
Officer Eligibility.....	15
Advisors	15
Student Judiciary.....	17

APPENDICES

APPENDIX A:	Personnel Contacted
APPENDIX B:	Campus Response
APPENDIX C:	Chancellor's Acceptance

ABBREVIATIONS

APB	Activities Policy Board
AS	Associated Students of San Diego State University
CAS	The Council for the Advancement of Standards in Higher Education
CFSLAB	Center for Fraternity and Sorority Life Advisory Board
CSI	Centers for Student Involvement
CSU	California State University
EO	Executive Order
FY	Fiscal Year
IFC	Inter-Fraternity Council
SDSU	San Diego State University
SNAPS	Student Needs and Priorities Survey
USFC	United Sorority and Fraternity Council

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 San Diego State University campus from October 11, 2004, through December 3, 2004, and audited the procedures in effect at that time.

In our opinion, controls within selected areas of the student activities function were operating effectively and in compliance with existing California State University (CSU) 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.

GENERAL ENVIRONMENT [8]

Student activities had not been evaluated using self-assessment instruments similar to those provided by The Council for the Advancement of Standards in Higher Education (CAS). The campus relied on the Associated Students auxiliary organization for approval of student organizations and activities, much more so than other CSU campuses, which may subject the CSU to unwarranted liability. Additionally, several key areas lacked appropriate record retention, and both the *Student Organization Handbook* and *Greek Guidelines* needed updating. Specific fiscal year (FY) 2003/04 documents were unavailable by fall 2004, which limited the scope of our evaluation.

STUDENT ORGANIZATIONS [12]

Satisfaction of recognition requirements for student organizations was not always timely and well-documented. The approval process for non-Greek student organizations was complex and lengthy, many student organizations were not formally approved until halfway through the academic year, approval was not clearly documented, and records of attendance at mandatory advisor orientations were inadequate. Documentation of additional Greek organization recognition requirements was incomplete, which included missing insurance certificates, national organizations' governing documents, and results of fire inspections; and there were no records of applications and status reviews. In addition, the campus was not verifying the qualification requirements for officers of student organizations, and the availability and orientation/training of student club and organization advisors was in need of improvement.

STUDENT JUDICIARY [17]

Prior to fall 2004, the campus had not been recording certain types of disciplinary sanctions in student academic records. A review of ten FY 2003/04 disciplinary cases with sanctions that should have been recorded in the student's academic record showed that none of these ten disciplinary sanctions had been recorded in the student's academic record by the registrar. Further, there was no indication that the

registrar had ever been notified of these disciplinary sanctions by the center for student rights and responsibilities.

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 San Diego State University (SDSU), the campus chartered/recognized approximately 250 student clubs and organizations in fiscal year (FY) 2003/04, encompassing approximately 33,676 students. There were no 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 SDSU, campus involvement with off-campus activities by student organizations is limited to certain activities sponsored by Greek organizations. The campus center for fraternity and sorority life is involved with off-campus activities by Greek organizations that necessitate noise permits or serve alcoholic beverages.

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 SDSU, the campus annually handled approximately 1,900 student judicial cases. In FY 2002/03, the following administrative sanctions were imposed for student discipline:

SANCTION	NUMBER
Expulsion	1
Suspension	120
Probation	408
Other	949
Total	1,478

Other sanctions included such things as warnings, community service, counseling, and restitution. The majority of student disciplinary proceedings at SDSU are handled by conferences and voluntary settlement agreements. SDSU had six disciplinary hearings in FY 2002/03 and nine disciplinary hearings in FY 2003/04. The campus had made the necessary presidential appointment of judicial affairs personnel and hearing officers.

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 FY 2002/03 to date. At SDSU, the centers for student involvement reporting to the vice president for student affairs has overall responsibility for student activities. The director of student rights and responsibilities who coordinates student discipline also reports through the vice president for student affairs.

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.

INTRODUCTION

- ▶ 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

GENERAL ENVIRONMENT

SELF-ASSESSMENT

Student activities had not been evaluated using self-assessment instruments similar to those provided by The Council for the Advancement of Standards in Higher Education (CAS).

We noted that student activities had only been evaluated through the campus accreditation process and other non-CAS means, including departmental self-evaluations in the division of student affairs.

According to the 2003 *Book of Professional Standards for Higher Education*, CAS has specifically established self-assessment guides for each set of standards and recommended a seven-step process for implementation. These steps range from establishing a self-assessment team to preparing an action plan for program enhancement.

The acting dean of students stated that the division of student affairs had been focusing on implementing a new strategic plan that was recently developed with the assistance of a consultant.

Absence of program self-assessment and comparison with industry standards increases the risk that program improvements will not occur and student activities resources will not be maximized.

Recommendation 1

We recommend that the campus periodically provide for self-assessment of student activities using a format/process similar to the CAS standards and complete the first scheduled self-assessment as soon as possible.

Campus Response

We concur. The campus has developed an assessment plan and will complete the first scheduled self-assessment of student activities by October 21, 2005.

ADMINISTRATIVE ACTIVITIES

The campus relied extensively on the Associated Students of San Diego State University (AS) in the approval of student organizations and management of student activities.

We noted that the AS was integrally involved with tasks that were usually the responsibility of campus staff. AS responsibilities included the approval of student organizations and student activities through AS boards and committees, mainly the activities policy board (APB). AS chartering documents described these responsibilities as follows:

APB §IV – Jurisdiction

- ▶ Recommend to the AS executive committee the granting of on-campus status to student organizations.
- ▶ Review the charters and bylaws of student organizations.
- ▶ Approve all scheduling of facilities, space, and calendar reservations for all extracurricular, on-campus student events as stipulated in the *Student Organization Handbook*.

Center for Fraternity and Sorority Life Advisory Board (CFSLAB) §IV.C – Jurisdiction

“The board will recommend to the coordinator of fraternity and sorority life the approval or denial of on-campus status to social fraternities and sororities (as defined in the *SDSU Relationship, Guidelines and Procedures for Social Fraternities and Sororities*), their governing/coordinating councils, and affiliated programming committees and organizations.”

The San Diego State University (SDSU) *Student Organization Handbook* states that while the university retains the ultimate right to approve any event, functional responsibility for creating and implementing the campus activities policy has been delegated to the AS and its APB.

By California State University (CSU) systemwide policy, arrangements with auxiliary organizations are documented in operating and administrative agreements. Title 5 §42500(a) lists the functions that have been determined appropriate for auxiliary organizations to perform and further stipulates in §42500(e) that an auxiliary organization shall not engage in a function not listed in subdivision (a) of this section unless an appropriate amendment is made to subdivision (a) by the Board of Trustees, adding said function to the list of approved functions of auxiliary organizations, or unless such function is essential to satisfy the corporation laws of the State of California.

The AS associate director stated her belief that the current operating agreement and the APB board charter was adequate authority for existing arrangements.

Existing arrangements with the AS increase the risk that the auxiliary organization is participating in transactions inconsistent with Title 5 and may subject the CSU to unwarranted liability.

Recommendation 2

We recommend that the campus clarify policy and take steps to ensure timely campus approval of student organizations and student activities.

Campus Response

We concur. The campus has revised its procedures to ensure timely approval of non-Greek student organizations and activities.

RECORD RETENTION

Several key areas in student activities lacked appropriate record retention.

We noted that specific fiscal year (FY) 2003/04 documents were unavailable by fall 2004. The original existence of these documents could not be verified through audit and the unavailability of these documents limited the evaluation process. Records that should have been retained included:

- ▶ Documentation of who received student organization registration packets.
- ▶ Evidence that Greek organizations were evaluated each semester.
- ▶ Notifications to student organizations that had been officially recognized.
- ▶ Sign-in sheets for attendance at mandatory student organization orientation.
- ▶ Faculty/staff advisor rosters and checks for advisor eligibility.
- ▶ Invitations to faculty/staff advisors to attend orientation and records of who attended.
- ▶ Various e-mails, including those pertaining to approval of student organizations and certain student activities not managed through the AS.
- ▶ Permits and wristband distribution for off-campus activities by Greek organizations involving large crowds, amplified sound, or serving alcoholic beverages.

The *SDSU Record Retention Schedule* §IV.13.a and §IV.13.b state that retention periods are as follows:

- ▶ Student activities program: 3 years from date last attended.
- ▶ Student club/organization records: 3-5 years from date of origin.

The coordinator of student organizations and activities stated that records were unavailable, in part, because all records from the existing database system had not been converted. Due to transition in staffing, they had changed recordkeeping systems from a database to a spreadsheet. She further stated her belief that retention of other documents was unnecessary. The coordinator of the center for fraternity and sorority life stated that it had been a long-standing practice to discard records annually.

Incomplete documentation or retention increases the risk that campus controls are not working as anticipated and could expose the campus to additional liability.

Recommendation 3

We recommend that the campus review record retention expectations for student activities and monitor compliance with requirements.

Campus Response

We concur. The campus has reviewed its record retention expectations for student activities and ensured compliance with its retention requirements for student clubs and organizations.

POLICIES AND PROCEDURES

Both the SDSU *Student Organization Handbook* and *Greek Guidelines* were outdated.

Campus policies and procedures for student activities and student organizations were compiled in the SDSU *Student Organization Handbook*. An additional publication, *Greek Guidelines*, augmented the handbook for Greek organizations. The handbook and guidelines were available online and as hand-outs. We noted that several references in these documents were either outdated or referred to procedures no longer in effect. For example:

- ▶ The handbook and guidelines referred to the office of student life and development, which was superseded by a name change to the centers for student involvement (CSI) in November 2003.
- ▶ The assistant coordinator of leadership programs was repetitively mentioned, even though the position no longer existed.
- ▶ The handbook indicated that organizations approved for on-campus status would receive a copy of the application by mail, but distribution of these approvals was not well-documented or, in the case of the Greek organizations, had been discontinued.

Government Code §13402 states that management is responsible for establishing and maintaining a system of internal administrative controls, which includes documenting the system, communicating system requirements to employees, and assuring that the system is functioning as prescribed and is modified, as appropriate, for changes in conditions.

The acting dean of students stated that the handbook/guidelines were outdated because of limited office staffing, office restructuring, and other workload priorities.

Failure to maintain current and accurate policies and procedures increases the risk of misunderstandings and inconsistencies, and may adversely affect the quality of student activities.

Recommendation 4

We recommend that the campus update the *Student Organization Handbook* and *Greek Guidelines*.

Campus Response

We concur. The *Student Organization Handbook* will be updated by August 31, 2005. The *Greek Guidelines* is already updated.

STUDENT ORGANIZATIONS

NON-GREEK ORGANIZATION RECOGNITION

Approval of non-Greek student organizations was neither timely nor clearly documented, and records of attendance at mandatory advisor orientations were inadequate.

We noted that:

- ▶ The campus process for approval of non-Greek student organizations was complex and lengthy. The process started with filing an application with the campus CSI, which was followed by presentation to three separate AS boards and committees (i.e., APB, executive committee, and student council) before approval of the minutes by the vice president for student affairs.
- ▶ Our review of the FY 2003/04 recognition process disclosed that the vice president for student affairs did not approve the AS student council minutes for 18 of 20 non-Greek student organizations until early February 2004. The other two non-Greek organizations did not need the vice president for student affairs' approval, because one did not file for FY 2003/04 recognition and the other one was a sport club team administered by the AS.
- ▶ When there were more than just a few student organizations, the APB minutes referenced an attachment. The attached list of student organizations was neither paginated nor numbered in a manner to conclusively establish how many organizations were being presented for approval. Subsequent actions by the AS executive committee and student council ratified APB minutes without any further clarification.
- ▶ In September and October 2003, the AS APB approved only approximately half of the non-Greek student organizations that would eventually receive chartering/recognition by the campus for the FY 2003/04 academic year.
- ▶ Attendance at mandatory advisor orientations did not require the attendees to sign in. The campus practice was for the students to highlight the names of organizations they represented. This practice left a high degree of uncertainty concerning whom, if anyone, attended the mandatory orientations.

The SDSU *Student Organization Handbook* describes the process that student organizations must follow in applying for on-campus recognition. Various charters and operating procedures for the AS describe the steps for approving minutes of boards and committees.

The coordinator of student organizations and activities stated that the CSI informally approved applications as complete. She further stated that there were no repercussions if students did not attend the mandatory orientations, but they were working with the AS on some ideas and options to improve attendance. The assistant dean of students stated that the vice president for student affairs' approval did not occur earlier because the minutes had not been transmitted to him.

Failure to timely approve and clearly document the approval of non-Greek student organizations and adequately record attendance at mandatory advisor orientations increases the risk that clubs will be improperly/imprudently recognized and student organization responsibilities will not be understood.

Recommendation 5

We recommend that the campus:

- a. Clearly document the number of student organizations listed in board and committee presentations.
- b. Expedite the approval of student organizations by the campus.
- c. Require that presiding student organization officers sign in when attending mandatory student organization orientations.

Campus Response

We concur.

- a. The campus will revise and update the student organizations database as well as student recognition applications by August 31, 2005, to ensure clear documentation of the number of student organizations listed in board and committee presentations.
- b. The campus has expedited approval of student organizations.
- c. The campus will require student organization officers to sign in during mandatory student organization orientations beginning September 2005.

GREEK ORGANIZATION RECOGNITION

Recognition requirements unique to Greek organizations were not well-documented.

The Greek organizations, particularly those with houses, had additional recognition requirements beyond those for non-Greek student organizations. Recognition of Greek organizations also flowed through a separate AS infrastructure – the CFSLAB. We noted that compliance with the Greek organization recognition requirements was not well-documented. Specifically:

- ▶ Certificates of insurance were not on file for five of seven Greek organizations reviewed that would have needed coverage.
- ▶ There were no records of spring semester applications and status reviews for four of the four Greek organizations that would have required such reviews.
- ▶ Only two of the four Greek organizations reviewed that were affiliated with national organizations had their current national organization governing documents on file.
- ▶ There was no evidence that any of the Greek houses met appearance standards established by the inter-fraternity council (IFC) or the united sorority and fraternity council (USFC).
- ▶ Results of annual fire inspections were not on file. When the city was contacted as part of the audit, it volunteered information indicating that several of the SDSU Greek organizations had been excluded from the city's inspection system and would probably not have received their required inspections.
- ▶ Status letters acknowledging recognition had been discontinued.

The *SDSU Student Organization Handbook* specifically states that on-campus status will not be granted to any student organization whose application is incomplete.

The *SDSU Greek Guidelines* indicate that on-campus status for Greeks is reviewed each semester. The guidelines also include additional recognition requirements applicable to Greek organizations, such as providing appropriate insurance for activities and chapter houses, providing national governing documents for those affiliated with national organizations, meeting IFC/USFC inspection standards, and passing annual fire inspections.

The coordinator of the center for fraternity and sorority life stated that national organizations that provide liability insurance are expected to mail a certificate of insurance annually. He further stated that after initial review of national constitution and bylaws to determine compliance with university policies, at the time of the chapter's formation, retention of documents was not necessary. He added that the fire inspection reports were not obtained because of an undocumented understanding with the city that it only needed to provide information for failed inspections.

Incomplete recognition documents increase the university's liability.

Recommendation 6

We recommend that the campus document and retain evidence that requirements for recognizing Greek organizations are effectively monitored.

Campus Response

We concur. The campus will update its current systems of document retention and effectively monitor Greek organization records by October 21, 2005.

OFFICER ELIGIBILITY

The campus was not verifying the qualification requirements for officers of student organizations.

The campus indicated that it did not recognize minor student officers, but did have requirements for officers of student organizations; however, none of the requirements were verified.

The SDSU *Student Organization Handbook* states:

- ▶ All officers of on-campus organizations must be regularly enrolled students of the university.
- ▶ The chief executive officer (president or chairperson) must maintain cumulative SDSU and total grade point averages of at least 2.0.

The coordinator of student affairs research and assessment stated that the emphasis had been on verifying AS elective positions and qualifications for those students serving on campuswide governing boards and not officers in student clubs/organizations.

Absence of documented verification of the enrollment status and grade point averages of club officers increases the risk that student representation will be inappropriate.

Recommendation 7

We recommend that the campus verify and document that student organization officers meet eligibility requirements.

Campus Response

We concur. The campus will verify and document non-Greek student organization officer eligibility requirements beginning September 2005.

ADVISORS

The availability and orientation/training of student club and organization advisors was in need of improvement.

Interviews with ten club and student organization advisors disclosed that:

- ▶ The campus did not have arrangements for alternates if the advisors were going to be inaccessible for extended periods. Of the ten advisors selected for review, three were

unavailable: one advisor was on a faculty early retirement program leave and out-of-state, a second advisor was on maternity leave, and a third advisor had been replaced by her department chair.

- ▶ One advisor was an adjunct faculty member who did not have his contract renewed by the campus and was technically no longer eligible to advise student organizations.
- ▶ Orientation and training of advisors were informal. Although there was an e-mail inviting advisors to an orientation, records were not maintained of the e-mail distribution or the names of advisors who attended.

The SDSU *Student Organization Handbook* recognizes that effective advising to student clubs and organizations is essential to their success and it requires advisors to be SDSU auxiliary, faculty, or staff members who are knowledgeable about university policy on student organizations. The handbook also makes provision for turnover in advisors (even though it is couched in permissive terms and the position and office mentioned no longer exist) by stating that advisors may terminate their assignments at any time by written notice to the assistant coordinator of leadership programs in the office of student life and development. Whenever possible and appropriate, the retiring advisor should give assistance to the student organization in locating a suitable replacement.

The assistant dean of students stated that since records had not been converted, a listserv of advisors was created for tracking and communication. Club advisors are encouraged to attend the orientation to clubs and organizations, but turnout is low.

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

Recommendation 8

We recommend that the campus:

- a. Establish procedures for designating alternates during extended advisor absences and for ensuring advisor eligibility.
- b. Provide formal orientation and training for advisors.

Campus Response

We concur.

- a. The campus will establish procedures for designating non-Greek student organization advisor alternates during extended absences and ensuring advisor eligibility by including a statement in the revised *Student Organization Handbook* by August 31, 2005.

- b. The campus will provide ongoing orientation and formal training for advisors starting September 2005.

STUDENT JUDICIARY

Prior to fall 2004, the campus had not been recording certain types of disciplinary sanctions in student academic records.

The campus had created additional subcategories for probations and suspensions beyond the main categories defined in Executive Order (EO) 628, including, for example, probation with stipulation, suspension with stipulation, suspension in abeyance, and suspension in abeyance with stipulation. A stipulation was some type of educational component, such as participation in counseling sessions. In abeyance situations, the sanction was held so that it would not take effect until some future period.

We reviewed ten FY 2003/04 disciplinary cases with sanctions that should have been recorded in the student's academic record and found that none of these ten disciplinary sanctions had been recorded in the student's academic record by the registrar. In addition, there was no indication that the registrar had ever been notified of these disciplinary sanctions by the center for student rights and responsibilities.

EO 628, *Student Disciplinary Procedures for the CSU*, dated September 30, 1994, defines probation as a period of time during which the privilege of continuing in student status is conditional. The conditions may include, but are not limited to, loss of specified privileges which a current student would otherwise be entitled to and acknowledgment by the student that any additional violations of the Student Code will result in a more serious sanction and suspension (separation of the student from student status from the campus for a definite period of time, after which the student is eligible to return – conditions for readmission may be specified). The procedures further state that these sanctions shall be made part of the student's academic record during the term of the probation or suspension.

The university judicial officer in charge of non-housing cases stated that recording all levels of probation and suspension had not been done due to workload considerations.

Lack of adequate recordkeeping for all types of probations and suspensions in the student's academic record during the period of the probation or suspension increases the risk of the campus producing misleading transcripts, students improperly receiving services during periods of ineligibility, multiple violations and repeat offenders not being identified for possible administrative sanction, and denigrates the impact/significance of disciplinary sanctions.

Recommendation 9

We recommend that the campus record all types of disciplinary probations and suspensions in the student's academic record.

Campus Response

We concur. Since September 2004, the campus has recorded in the student's academic record all types of disciplinary probations and suspensions.

APPENDIX A: PERSONNEL CONTACTED

<u>Name</u>	<u>Title</u>
Stephen L. Weber	President
DeJuan Benford	Intramural Sports and Sport Club Coordinator, Associated Students
Marty Block	Director, Center for Student Rights and Responsibilities
Theresa Blocker	Administrative Support Coordinator
Valerie Carter	Audit and Tax Manager
Doug Case	Coordinator, Center for Fraternity and Sorority Life
Evette Castillo	Assistant Dean of Students
Alex DeNoble	Professor of Management and Advisor to the Entrepreneur Society
Leona DePaepe	Deputy Fire Marshal, San Diego Fire Department
John Gaughen	Coordinator, Student Affairs Research and Assessment
Kamal Haddad	Professor, Finance and Advisor to the Finance and Investment Society
Susan Heiser	Associate Director, Associated Students
Jim Herrick	Executive Director, Alumni Association
Jennifer Johnson	Coordinator, Student Organizations and Activities
Jim Kitchen	Vice President for Student Affairs
Rick Lemon	Associate Computer Coordinator, Housing Administration
Julie Logan	University Judicial Officer
Mark Luther	Computer Coordinator, Housing Administration
Doreen Mattingly	Associate Professor, Women's Studies and Advisor to the Andrea O'Donnell Women's Resource Center
Howard Oleff	Advisor to the Advertising Club
Sally Roush	Vice President for Business and Financial Affairs
Samone Sayasenh	Counselor, Educational Opportunity Program and Advisor to the Alpha Phi Gamma Sorority
Mary Sharp	Records Supervisor, Enrollment Services
Jane Smith	Assistant Vice President, Academic Services and Advisor to Mortar Board
Katie Taylor	Program Advisor, American Humanics
Doug Van Sickle	Acting Dean of Students



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THE PRESIDENT

July 18, 2005

RECEIVED
UNIVERSITY AUDITOR

JUL 21 2005

THE CALIFORNIA STATE
UNIVERSITY

Mr. Larry Mandel
University Auditor
The California State University
401 Golden Shore, 4th Floor
Long Beach, CA 90802

Dear Mr. Mandel

Attached is San Diego State University's response to Report No. 04-43, *Student Activities*.

Should you have any questions or require additional information, please contact Valerie Carter, Audit and Tax Manager, at 619-594-5901.

Sincerely,


Stephen L. Weber
President

SLW/tal

Enclosure

- c Sally F. Roush, Vice President, Business and Financial Affairs
- James R. Kitchen, Vice President, Student Affairs
- Ellene J. Gibbs, Associate Vice President, Financial Operations
- Darlene Willis, Dean of Students, Student Affairs
- Valerie J. Carter, Audit and Tax Manager

**STUDENT ACTIVITIES
SAN DIEGO STATE UNIVERSITY**

Report Number 04-43

GENERAL ENVIRONMENT

SELF-ASSESSMENT

Recommendation 1

We recommend that the campus periodically provide for self-assessment of student activities using a format/process similar to the CAS standards and complete the first scheduled self-assessment as soon as possible.

Campus Response

We concur. The campus has developed an assessment plan and will complete the first scheduled self-assessment of student activities by October 21, 2005.

ADMINISTRATIVE ACTIVITIES

Recommendation 2

We recommend that the campus clarify policy and take steps to ensure timely campus approval of student organizations and student activities.

Campus Response

We concur. The campus has revised its procedures to ensure timely approval of non-Greek student organizations and activities.

RECORD RETENTION

Recommendation 3

We recommend that the campus review record retention expectations for student activities and monitor compliance with requirements.

Campus Response

We concur. The campus has reviewed its record retention expectations for student activities and ensured compliance with its retention requirements for student clubs and organizations.

POLICIES AND PROCEDURES

Recommendation 4

We recommend that the campus update the *Student Organization Handbook* and *Greek Guidelines*.

Campus Response

We concur. The *Student Organization Handbook* will be updated by August 31, 2005. The *Greek Guidelines* is already updated.

STUDENT ORGANIZATIONS

NON-GREEK ORGANIZATION RECOGNITION

Recommendation 5

We recommend that the campus:

- a. Clearly document the number of student organizations listed in board and committee presentations.
- b. Expedite the approval of student organizations by the campus.
- c. Require that presiding student organization officers sign in when attending mandatory student organization orientations.

Campus Response

We concur.

- a. The campus will revise and update the student organizations database as well as student recognition applications by August 31, 2005 to ensure clear documentation of the number of student organizations listed in board and committee presentations.
- b. The campus has expedited approval of student organizations.
- c. The campus will require student organization officers to sign in during mandatory student organization orientations beginning September 2005.

GREEK ORGANIZATION RECOGNITION

Recommendation 6

We recommend that the campus document and retain evidence that requirements for recognizing Greek organizations are effectively monitored.

Campus Response

We concur. The campus will update its current systems of document retention and effectively monitor Greek organization records by October 21, 2005.

OFFICER ELIGIBILITY

Recommendation 7

We recommend that the campus verify and document that student organization officers meet eligibility requirements.

Campus Response

We concur. The campus will verify and document non-Greek student organization officer eligibility requirements beginning September 2005.

ADVISORS

Recommendation 8

We recommend that the campus:

- a. Establish procedures for designating alternates during extended advisor absences and for ensuring advisor eligibility.
- b. Provide formal orientation and training for advisors.

Campus Response

We concur.

- a. The campus will establish procedures for designating non-Greek student organization advisor alternates during extended absences and ensuring advisor eligibility by including a statement in the revised *Student Organization Handbook* by August 31, 2005.
- b. The campus will provide ongoing orientation and formal training for advisors starting September 2005.

STUDENT JUDICIARY

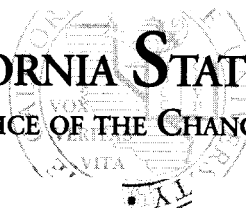
Recommendation 9

We recommend that the campus record all types of disciplinary probation and suspensions in the student's academic record.

Campus Response

We concur. Since September 2004, the campus has recorded, in the student's academic record, all types of disciplinary probation and suspensions.

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR



BAKERSFIELD

August 2, 2005

CHANNEL ISLANDS

CHICO

DOMINGUEZ HILLS

MEMORANDUM

EAST BAY

FRESNO

TO: Mr. Larry Mandel
University Auditor

FULLERTON

FROM: Charles B. Reed
Chancellor

HUMBOLDT

LONG BEACH

SUBJECT: Draft Final Report Number 04-43 on *Student Activities*,
San Diego State University

LOS ANGELES

MARITIME ACADEMY

MONTEREY BAY

In response to your memorandum of August 2, 2005, I accept the response as submitted with the draft final report on *Student Activities*, San Diego State University.

NORTHRIDGE

POMONA

SACRAMENTO

CBR/jt

SAN BERNARDINO

Enclosure

SAN DIEGO

cc: Ms. Ellene J. Gibbs, Associate Vice President, Financial Operations
Dr. Stephen L. Weber, President

SAN FRANCISCO

SAN JOSÉ

SAN LUIS OBISPO

SAN MARCOS

SONOMA

STANISLAUS