

AGENDA

COMMITTEE OF THE WHOLE

Meeting: 10:00 a.m. Wednesday, November 17, 2004
Glenn S. Dumke Auditorium

Murray L. Galinson, Chair
Roberta Achtenberg, Vice Chair
Jeffrey L. Bleich
Herbert L. Carter
Carol R. Chandler
Moctesuma Esparza
Debra S. Farar
Bob Foster
George G. Gowgani
Eric Z. Guerra
William Hauck
Raymond W. Holdsworth
Ricardo F. Icaza
Corey A. Jackson
Kathleen E. Kaiser
Shailesh J. Mehta
Melinda Guzman Moore
Frederick W. Pierce, IV
Charles B. Reed, Chancellor
Kyriakos Tsakopoulos
Anthony M. Vitti

Consent Item

Approval of Minutes of Meeting of September 15, 2004

1. The California State University Quality Improvement Program, *Information*

**MINUTES OF THE MEETING OF
COMMITTEE OF THE WHOLE**

**Trustees of The California State University
Glenn S. Dumke Conference Center
401 Golden Shore
Long Beach, California**

September 15, 2004

Members Present

Murray L. Galinson, Chair
Roberta Achtenberg, Vice Chair
Jeffrey L. Bleich
Herbert L. Carter
Moctesuma Esparza
Debra S. Farar
Bob Foster
George G. Gowgani
Eric Z. Guerra
William Hauck
Raymond W. Holdsworth
Corey A. Jackson
Kathleen E. Kaiser
Shailesh J. Mehta
Melinda Guzman Moore
Frederick W. Pierce, IV
Charles B. Reed, Chancellor
Kyriakos Tsakopoulos

Consent Item

Approval of Minutes of July 14, 2004

Chair Galinson presented the minutes, which were approved as submitted.

Information Item

Litigation Report No. 20

Christine Helwick, General Counsel, presented the report. She highlighted a couple of cases. In City of Marina v. CSU, Ms. Helwick explained that the issue involves CSU's challenge to the City's effort to transfer costs of its infrastructure improvements to CSU. She reported that the City of Seaside, once a party to this litigation, has dropped out of the lawsuit in recognition of the many local benefits that the campus provides. The case is now pending before the California Supreme Court and the date for oral argument should be assigned very soon. In Washington v. CSU, Ms. Helwick reported that Professor Washington had simultaneously pursued her claims of

inappropriate tenure denial through the arbitration process allowed under the faculty contract. She stated that during the summer, the hearing officer issued an opinion on the merits of the claim and determined that there was no impropriety in the denial of tenure. In light of this opinion, Counsel is currently discussing with Professor Washington an appropriate resolution of the litigation.

Ms. Helwick introduced a PowerPoint report that displayed overall statistics of CSU litigation. The presentation depicted 1) the steady decline each year in volume of court cases from 1998 to 2004, including from 2003 to 2004; 2) break down of case type; 3) case resolution denoting that CSU had prevailed in 44% of all cases, the opposing party had prevailed in 3% of all cases and 53% of cases settled; 4) volume of administrative hearings; and 5) hearing resolution denoting that CSU had prevailed in 78% of all hearings, the opposing party had prevailed in 3% of all hearings and the remaining 19% had either been withdrawn or settled.

Trustee Bleich asked who was representing CSU in the City of Marina case. Ms Helwick stated that CSU had retained an expert appellate firm to handle the matter before the Supreme Court. Trustee Bleich then asked if the briefing had been completed and had any amicus briefs been filed. Ms. Helwick answered that the briefing had been completed and that several amicus briefs had been filed supporting CSU, notably from the University of California and a coalition of school districts.

Chair Galinson concluded the meeting.

COMMITTEE OF THE WHOLE

The California State University Quality Improvement Program

Presentation By

Don W. Kassing
Interim President
San Jose State University

Lenore C. Rozner
Assistant Vice Chancellor
Business Planning and Information Management

Matthew J. Ceppi
Director
Quality Improvement Programs

Summary

In 1993, the CSU participated in the National Association of College and University Business Officers (NACUBO) national benchmarking study. That participation was the formal start of the systemwide effort to utilize performance measurement – with focus on the university’s administrative functions – to encourage continuous improvement efforts in all operations. Other quality improvement tools have been added over the past decade to facilitate campus internal reviews and process streamlining. Process mapping, customer satisfaction surveys and internal employee climate surveys now supplement performance measurement data gathering efforts. Assistance with strategic planning and campus development of quality improvement frameworks, as well as training on the tools and sharing of model practices, is delivered by a few staff positions in the Chancellor’s Office.

The Quality Improvement (QI) Program focus is guided by a steering committee comprised of campus vice presidents, and supported by a planning committee of campus managers. The program is jointly funded by the Chancellor’s Office and voluntary participation by campuses. Fourteen campuses and the Chancellor’s Office are currently full-participation members in the program, and all campuses have participated in some manner over the last few years.

Because continuous quality improvement has become imbedded in so many of the campus functions, the results are sometimes overlooked. This item will provide additional information on how the QI Programs can be utilized in all areas of campus operations, share selected results as published in the first Biennial Report, and recognize the 2004 Quality Improvement awardees.

2004 Quality Improvement Award Recipients

Facilitator of the Year	Ms. Sarah Whyte	Sacramento
Distinguished Service	Mr. Stephen G. Garcia	Sacramento <i>(formerly San Marcos)</i>
	Ms. Katy Rees	San Marcos
Champion of the Year	Ms. Abbi Stone	San Marcos
Team of the Year	Balanced Scorecard Core Team	San Marcos