

| Recommendation | Ten Deficiencies to Resolve and Five Improvement Recommendations   | Recommendation Status/Actions Taken   | Workgroup Lead(s)   |
|----------------|--|---|---|
| One            | The college ensure there is only one mission statement and when the mission statement is published, the wording of the mission statement is presented consistently in all College documents, signage, posters, displays and publications, electronic and print, and that such wording matches exactly the wording approved by the Board of Trustees. | <b>Resolved</b> <ul style="list-style-type: none"> <li>• P/P 1200 revised</li> <li>• New mission statement distributed and displayed</li> <li>• Operation process established for institutional publications (document check list) and mission statement protocol</li> </ul>  | Lillian Leopold<br>Linda Gilstrap                               |
| Two            | The college evaluate regular and effective student contact for distance education courses to determine compliance with the College Distance Education Handbook, stated learning outcomes, and whether achievement is comparable with students enrolled in face-to-face programs.   | <b>Resolved</b> <ul style="list-style-type: none"> <li>• DEFT Training: regular and effective student contact</li> <li>• NEW DE Addendum for CurricUNET</li> <li>• PP 4115-DE Regular and Effective Contact</li> <li>• DE Faculty Mentor program</li> <li>• Curriculum Handbook approval expected in Spring 2017</li> </ul>   | Mia McClellan<br>Tracy Schaelen                                 |
| Three          | The college implement and evaluate 508 accessibility compliance.   | <b>Resolved</b> <ul style="list-style-type: none"> <li>• Website sweep and regular updates</li> <li>• Established subcommittee within ITC for 508 compliance</li> <li>• Instructional materials</li> <li>• Procurement systems</li> </ul>   | Dan Borges<br>Malia Flood<br>Lillian Leopold<br>Angelica Suarez |
| Four           | The college evaluate and regularly review web-based applications and sites (beyond LMS), whether faculty or publisher provided, to validate student privacy and identity (at the individual level, not the course level).  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• DE portion of updated Curriculum Handbook approved</li> <li>• New DE Addendum for CurricUNET</li> <li>• DEFT Training: student authentication, privacy and regular review of online materials</li> <li>• Curriculum Handbook approval expected in Spring 2017<br/>DE Plan 2017-2020 approved in February 2017</li> </ul> | Mia McClellan<br>Tracy Schaelen                                 |
| Six            | The college ensures that faculty and others directly responsible for student progress toward achieving stated student learning outcomes have, as a component of their evaluation, how they use the results of the assessment of learning outcomes to improve teaching and learning.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• SLO assessment language for faculty self-evaluation is complete</li> <li>• SLO assessment language for Academic Administrators (others directly responsible) expected in Spring 2017</li> </ul>  | Trinda Best<br>Marvin Castillo<br>Linda Gilstrap                |



## Status Report of ACCJC Identified Deficiencies and Improvement Recommendations (3/1/17)

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| Seven         | The college evaluate all personnel systemically and at stated intervals and creates a mechanism to ensure compliance with stated evaluation guidelines.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Manual system for tracking of employee evaluations in place</b></li> <li>• <b>Electronic system for tracking of employee evaluations-in pilot phase</b></li> </ul>  | Trinda Best<br>Marvin Castillo<br>Linda Gilstrap  |
| <b>Eight</b>  | The College evaluate the current model for total cost of ownership of physical, fiscal, and human resources, in order to provide a sustainable, safe, secure, and healthful learning and working environment.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>TCO for physical resources</b></li> <li>• <b>TCO for human resources</b></li> <li>• <b>TCO for fiscal resources</b></li> </ul>  | Tim Flood<br>Charlotte Zolezzi                    |
| <b>Nine</b>   | The collection, storage, and transportation of monetary resources be reviewed and shortcomings identified and ameliorated.   | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>TAPS report</b></li> <li>• <b>Findings of TAPS report resulted in changes regarding monetary resources as it pertains to collection/transportation and storage</b></li> </ul>   | Tim Flood<br>Wayne Yanda                          |
| <b>Ten</b>    | The institution should ensure that its mission and goals are integrated with its financial and institutional planning by ensuring realistic resource availability.   | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Institutional and financial planning integration</b></li> <li>• <b>Program Review and internal resource processes reviewed</b></li> <li>• <b>Prioritization of Program Review needs</b></li> <li>• <b>Closing the loop: assessing the process/impact</b></li> </ul> | Tim Flood<br>Linda Gilstrap                       |
| <b>Eleven</b> | The institution needs to ensure that internal and external controls have a high degree of credibility and accuracy and reflect the appropriate use of financial resources. As part of credibility, financial information must be provided in a timely manner to the institutional community. As part of assessment and improvement, the institution should respond to the evaluation and effectiveness of internal controls and financial resources. | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Internal audit conducted</b></li> <li>• <b>Internal audit functions (vendor provided while internal recruitment for internal auditor is in process)</b></li> <li>• <b>Institutional communication regarding budget matters (forum and workshops)</b></li> </ul>     | Tim Flood<br>Wayne Yanda<br>Priya Jerome          |
| <b>Twelve</b> | The institution will review and make modifications to its memorandum of understanding between the institution and the foundation in conjunction with hiring appropriate staff to facilitate foundation activities. In addition, the institution shall ensure that the financial resources of auxiliary services, grants and fund raising efforts are used with integrity, shall maintain internal controls and will be evaluated for effectiveness.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Updated MOU between College District and SWC Foundation</b></li> <li>• <b>Evaluation of internal controls, operational procedures, accounting practices and staffing resources</b></li> </ul>   | Zaneta Encarnacion<br>Tim Flood<br>Linda Gilstrap |



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|------------------------|---|--|--|
| Thirteen               | The college create a budget that meets the short- and long-term liabilities, contingency plans, unforeseen occurrences and future obligations of the College while meeting the appropriate reserves set by board policy. In addition, the College shall implement, assess, and evaluate internal controls sufficient to mitigate risk and maintain the fiscal integrity and stability of the College. | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Budget development includes short and long term liabilities</b></li> <li>• <b>Integrated financial system assures integrity and stability while minimizing risk</b></li> </ul>   | Tim Flood<br>Wayne Yanda   |
| Fourteen               | The Board and the CEO ensure the fiscal integrity of the College by establishing a balanced budget that includes a plan for effective enrollment management.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Budget and enrollment management projections are established for budget development</b></li> <li>• <b>Multi-year budget projections</b></li> <li>• <b>2011-2016 Enrollment Management Plan findings provided improved linkages between enrollment management and budget development</b></li> <li>• <b>2017-2022 Enrollment Management Plan was developed, vetted and approved</b></li> </ul>   | Tim Flood<br>Kathy Tyner<br>Angie Stuart                                     |
| Fifteen                | The Board develop and adopt all Board policies required by law, and that it fully implement the plan to review and update all Board policies on a regular cycle. Further, the Board avoid assigning itself authority over College operations.   | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Manual system for development, adoption and 6-year cyclical review of policy/procedure review established</b></li> <li>• <b>Governing Board MOU re its policy-making role</b></li> </ul>   | Trinda Best<br>Bob Deegan<br>Angelica Suarez<br>Mary Ganio                   |
| ACCJC Recommendation 1 | The Commission recommends that the college demonstrate widespread and consistent participation within the, academic programs, which includes the Higher Education Centers, in course and program student learning outcomes assessment that results in program and institutional improvement.  | <b>Resolved</b> <ul style="list-style-type: none"> <li>• <b>Academic Senate has taken the lead and recommended a new operational structure with 2 SLO Coordinators and Point people</b></li> <li>• <b>Establishment of LOAC</b></li> <li>• <b>Demonstrated widespread participation and dialogue by full and part time faculty on Opening Day events to improve teaching and learning</b></li> <li>• <b>Inclusion of SLOs in comprehensive Academic Program Review</b></li> <li>• <b>Examples provided re: course, program, pedagogy and methodology and institutional innovations</b></li> <li>• <b>Closing the loop: assessing the process/impact</b></li> </ul> | Andrew Rempt<br>Linda Hensley<br>Randy Beach<br>Susan Yonker<br>Angie Stuart |