**ACCREDITATION STEERING COMMITTEE**  
CC4, 9:30 a.m. – 11:30 a.m.

**Present:** Pat Flood; Madelline Hernandez; Mary Louise Mendoza; Leslie Milke; Darlene Montes; Monica Moreno; Monte E. Perez; Joe Ramirez; Dennis Schroeder; Daniel Villanueva; James Armstrong; Sarah Master; Michael Allen  
**Absent:** Zoila Rodriguez-Doucette; Hanh Tran; Cathy Brinkman

1. **Minutes of 10/16/2013 – Approved, Sarah Master abstained**

2. **President’s Report** – President Perez stated Dr. Mathew Lee is following up with other VPs to finalize specific sections for writing of the progress report. President Perez will become the point of contact to receive and distribute drafts for feedback and review by Mathew Lee.

President Perez’ update on Recommendations  
Leslie Milke suggested faculty participation in the writing of the Progress Report. Due to time restraints final draft must be available by January 28th, 2014. VP Michael Allen suggested satisfying faculty participation, in having each separate division help with the editing process once VPs have finished writing drafts. VP Danny Villanueva suggested scheduling a firm schedule for the writing teams committing four hours for editing. President Perez reviewed and updated Recommendations 1-14 and created editing teams in the Accreditation Action Plan:

<table>
<thead>
<tr>
<th>RECOMMENDATIONS</th>
<th>TEAMS/ UPDATES</th>
</tr>
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<tbody>
<tr>
<td>Recommendation 1</td>
<td>Mission Statement- Leslie Milke appointed to team</td>
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<tr>
<td>Recommendations 2 and 3</td>
<td>Instructional Faculty- Pat Flood and D’art Phares appointed to team. Student Achievement Metrics is close to finish, Student Learning Outcomes still in progress.</td>
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<td>Recommendation 4</td>
<td>Distance Education Plan- David Jordan will write this recommendation and is faculty.</td>
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<td>Recommendation 5</td>
<td>Learning Styles/Needs - Faculty Resource Center room has been located to LRC 208. Mike Climo is assumed to continue his involvement. Faculty has met and have completed strategic plan. Climo could continue or possibly add someone from Professional Development. No other faculty yet appointed.</td>
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<td>Recommendation 6</td>
<td>Budget and Planning- Sparfield will be writing with Villanueva. Danny will talk to Sparfield about more help.</td>
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<td>Recommendation 7</td>
<td>SSS Assessment - Joe Ramirez, Monica Moreno and Ludi Villegas, additional faculty not appointed. Student Services have done staff comparisons of smaller colleges. Samples of budgets, work charts, roles and responsibilities and other detailed reports from Personnel Commission have been collected.</td>
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<td>Recommendation 8</td>
<td>Ludi Villegas and counselors to be determined, work in progress.</td>
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<tr>
<td>Recommendation 9</td>
<td>Sarah Master has completed a student survey. Survey will include student services satisfaction and needs.</td>
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Student and Faculty and Staff Survey will be sent out on Monday November 25, 2013. An in class survey will be taken to evaluate SLOs, logistics still in works.

Joe Ramirez is working on focus groups with VP of Student Affairs William Watkins at Cal State Northridge who will set up focus groups with his staff. By January, focus groups are to be developed along with in-depth questions about the students’ needs. This will also help with recommendation 7.

Moreno will be from PROC as well as another faculty member, which has not yet appointed.

Recommendation 10
Completed the evaluation of all collegiality activities for last year and this fall. President Perez will send out draft to the Collegiality Team: Milke, Montes, Ramirez, Rodriguez-Doucette and Hernandez, along with Louise Barbato. James Armstrong requested to be on the committee.

Recommendation 11
Danny Villanueva has worked with Gluck, Montes and Hernandez - Hernandez is appointed faculty contact. Standard 3A team will also review.

Recommendation 12
Completed and will finalize at College Council. Danny Villanueva has worked with Tran, Montes and Hernandez - Hernandez is appointed faculty contact. Tech Committee will also review.

Recommendation 13
Completed except for Policy Procedure Memorandum. Training was done and an annual training will be conducted. Michael Allen will write and distribute to all faculty, Admissions and Records, and Student Services for comments. Faculty not yet appointed.

Recommendation 14
Governance - President Perez is writing the evaluation on collegiality. Survey on campus climate has been completed. Leslie Milke and Louise Barbato have been appointed to team.

Recommendations 2, 7, and 8 involve Eligibility Requirements which have not been addressed. Dr. Lee is helping on working to address the requirements.

Once drafts are reviewed and teams are finalized meetings have been established to review writing with all faculty and staff. Final draft will be presented at the College Council retreat on January 28th. Mathew Lee has suggested to prepare for reading by the last week of January, this will be discussed at next College Council meeting November 21st.

President Perez, all VPs, Madelline, Danny, and Darlene will meet to determine a schedule for ASC to review drafts. ASC will plan to meet every week in the month of January for review. Half of the recommendations are to be ready for editing by the first meeting in January.
For December 11th ASC meeting, President Perez or Dr. Mathew Lee will discuss writing, training and the detailed procedure. All mentioned faculty who will be part of the writing teams for each Recommendation will be invited.

3. ALO’s Report- Michael Allen

The ACCJC has sent a letter November 4th, 2013 notifying LACCD on a scheduled revisit in Spring 2016. The college has recently received feedback on College Status Report on SLO Implementation. Copies were distributed and discussed, and based on college scores in the District, L.A. Mission college has been confirmed to have rated highest. Pat Flood and Deborah Paulsen were congratulated on successful help during the process.

Pat Flood has created a spreadsheet of all SLO’s assessed in the past as well as a schedule when they are to be assessed in the future. By doing so L.A. Mission College is prepared to show ACCJC a long term plan.

New standards were distributed for comment by administrators from all CIO’s last month. CSSO’s are said to be upset due to ACCJC not scheduling a time for CSSO’s comment. It is yet to be determined if ACCJC will move forward or accommodate the situation. These new standards will be assessed in the Spring 2016 revisit. First reading of these standards will be in January and come effective in June.

4. Accreditation Classified Support- Still in progress, decision will be made between President Perez and Danny Villanueva. Said to be ready for January meetings.

7. Progress Update

A. Research Advisory Update – Sarah Master

Research Evaluation Theme Team has been approved on November 21, 2013 to change the name to the “Research Advisory Task Force” under College Council. Still met on Nov 12 and discussed a timeline on main tasks suggested by Dr. Mathew Lee.

- First task was to suggest a “Priority System for Research Projects”. A draft was presented and approved and will be presented to the President for final approval along with a creation of the position of Research Analyst.
- Second task was is to develop Campus Training Needs in the Development and Application of Data.

B. Complaint Process - VP Student Services Joe Ramirez and Dean Ludi Villegas reported on the Student Complaint Process.

VP Joe Ramirez and Dean Ludi Villegas reviewed the Student Complaint process. The process is to emphasize a connection with the student and have the student feel more at ease. Examples given were taken from a collection
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of complaints that have been reported. Copies of the “Student Complaint Process” along with the form for students “Intake Form for Student Complaints” were distributed and discussed:

If the student complains to a faculty or administrator they would be referred to the Office of the Vice President of Student Services to fill out a complaint form given by Debra Manning who will log in the information (documenting all complaints, including nature of the complaint, who they were forwarded to, follow up and final outcome). Debra Manning was said to recommend to the student if they would like to sit down with the faculty member to discuss the nature of the complaint.

According to Ludi Villegas, when dealing with complaints against Faculty and Administrators, students would be directly referred to the appropriate Vice President. For example complaints dealing with academics, student will be referred to VP Michael Allen who will notify faculty and will be reported to the student complaint log. Dennis Schroeder is in collaborations to develop a secure way to access the student report log.

Once the online process is finalized it will allow for controlled privacy as well as serving as a reminder for the faculty to follow up with the complaint or to deal with the complaint if not dealt with already. Notifications will be sent to one appointed person, currently Ludi Villegas if the complaint has not been dealt with.

Suggestion and concerns about the Student Complaint Log the committee spoke:

- Hernandez suggested changes to the layout of the log and Sarah Master agreed. Master was asked if she could assist in working with them to identify column headings (such as a drop box for “complaint category/division,” recipient, resolution drop down menu) for easier queries. Due to privacy issues, to access the log cannot be online, and due to time restraints Dr. Perez recommended it possibly consider hire of a programmer to help resolve the issue (pending budget approval).
- Hernandez suggested outlining a clear definition of what constitutes a complaint vs. an upset student and outlining the hierarchy of the process (possibly a flowchart). Having a successful process outlined to learn the hierarchy at Mission, students will learn life skills that they can take that experience and apply it to their own career and work environment. Discussion about creation of an “Incident Report Form” for student who want to voice their opinion but do not wish to write it out, or for complaints that are not serious complaints that possibly do not need a follow up. This will act as another form of recording and logging in information.
- Pat Flood suggested that there should be more than just a phone call as a follow up for the student. Ludi Villegas enforced that the student will be contacted to meet with the faculty to discuss the anxiety if need be.
- Mary Lou suggested a referral process instead of directing the student to Student Services. The student will come to an office and complain, the student will then be asked to write their complaint and the faculty member will note where the student will be referred to. The student form should act not only as documentation of the complaint but also as a referral to the student to assure that he or she will be contacted or referred by the appropriate person thus avoiding the student going to different departments and complaining.
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- Ludi Villegas stated the “Referral form” can incorporate sections such as Student Services, Academic, and Administrative, excluding the names of people to avoid redrafting.
- It was also suggested that faculty should be trained on the protocol of the campus when referring students to the appropriate faculty member within each department. The entire campus has to be educated in the hierarchy of the complaint process and included with the process. As well as a flow chart for faculty to refer to when directing students to the appropriate person.
- If the complaint is not dealt with then that should be the moment it should be logged and categorized as a complaint. If the complaint is minor it should still be recorded but could be dealt with right away by the department.

Information discussed in the meeting should be incorporated and will be sent out to committee for feedback by Wednesday November 27th and returned with comments by December 4th.

C. / D. Recommendations/ AIPs

Recommendations and AIPs updates were not discussed but will be discussed in next meeting December 11th. It was reminded to all VPs and teams to update AIP chart and Recommendation chart, as well as scan and upload own evidence on the O: drive under “Accreditation Steering Committee” folder, subfolder “Evidence for Posting”. Contact any of the ASC co-chairs for assistance. All evidence is being collected and scanned to be uploaded on the website, this should be completed or near completion by December’s meeting.

9. Upcoming Meetings

December 11th

January meetings are planned to be: Wednesday’s, 9:30 a.m. -11:30 a.m. on January 8th, 15th, 22nd, and 29th.

Final comments:

President Perez announced an Institutional Effectiveness Meeting with Board of Trustees on November 20th. President Perez, VP Michael Allen and Sarah Master are to attend to discuss college stand on district benchmarks.

Last meeting it was discussed that the Strategic Enrollment Management Team was to meet within two weeks. Team did not meet but will meet before December 11th meeting.