From: Perez, Monte E.
Sent: Wednesday, April 23, 2014 1:25 PM
To: LAMC - All Users
Subject: Next Town Hall Meeting, Student Complaint System, and Collegial Governance and Decision Making

Dear LAMC Community:

I wanted to let you know that the next Town Hall meeting will be May 30 at 12 noon in Campus Center Main. You are all invited. The purpose of the Town Hall meeting is to give you a progress report on the institutional improvements prompted by the 14 ACCJC recommendations last year. There has been significant progress on all 14 recommendations.

I also wanted to bring you up to date on recommendation 8; Student Complaint Process and recommendation 14: Collegial Governance and Decision Making.

Recommendation 8

ACCJC wanted to make sure we had a log of all student grievances/complaints over the last five years and a system to track these grievances/complaints. The college has addressed these two areas quite well. As you know and according to the Board of Trustee’s policies and our catalog all student grievances/complaints are to be handled informally first by having the student talk to the professor, classified staff member, or administrator to resolve the issue. If that does not happen they are to speak informally to the supervisor or Department Chair. If the issue is not resolved it then goes to the Dean. If it is not resolved by the Dean informally then it goes “formally” to the Ombudsman or the appropriate Vice President. It is at this time the student grievance/complaint is “officially” logged in the system for tracking and follow up. The tracking system is automated and we have the software to communicate the status of formal grievances/complaints at any time.

These processes will satisfy the ACCJC and the U.S. Department of Education regulations regarding student grievances/complaints. A training session will be held May 1, 2014 on campus. A notification of the time and location will be forthcoming.

Recommendation 14

In the Fall of 2013 an evaluation of LAMC’s collegial governance and decision making processes as well as the overall effectiveness of the current administrative structure was conducted. The results of the Faculty/Staff evaluation can be found on the following link. http://www.lamission.edu/irp/surveys.aspx.

A preliminary analysis found that faculty and staff had a generally positive view on collegial shared governance and the administrative structure. There were comparatively high ratios for the following statements (for every 1 person disagreeing there were 8 who strongly agreed or agreed).

1. Institutional planning results in on-going, self reflective continuous improvement
2. Program reviews are integrated into the overall institutional evaluation planning process
3. Faculty have an appropriate level of participation in governing, planning, budgeting, and policy making bodies
4. Administration has an appropriate level of participation in governing, planning, budgeting and policy making bodies
5. The College President communicates effectively with the constituencies within the College.
6. Human resources develop policies and procedures that are clearly written.

The comparatively low ratios (where 3 or fewer respondents agreed with the statement for every 1 who disagreed) were the following:

1. The college planning and resource allocation process is clearly defined
2. The college’s planning and resource allocation adequately addresses the needs of my department or unit
3. I have a voice in the college’s planning processes
4. Students have an appropriate level of participation in governing, planning, budgeting, and policy making bodies
5. LAMC has an effective method for evaluating the skills of its personnel in leadership positions
6. There are a sufficient number of administrators to support the college’s mission and purpose.

To address these findings there are a number of steps that the college will take. We had a March 18 Town hall meeting and will have another May 30 to get feedback and suggestions from the LAMC community. The College Council will have a May retreat that will implement initiatives to address the comparatively low areas in need of improvement. The college will also fill the administrative vacancies that exist and hire more administrators and staff particularly in Student Services.

Please feel free to submit your suggestions to me if you have some ideas to address any of the results of the survey. We want the entire LAMC community to be informed and engaged as the college continues to implement institutional improvements.

May thanks,

Monte E. Perez, PhD
President