CERTIFICATION OF CONTINUED INSTITUTIONAL COMPLIANCE
WITH COMMISSION POLICIES

Policy on Rights and Responsibilities of the Commission and Member Institutions

The College coordinates its internal accreditation activities through the Accreditation Steering Committee, which is a standing committee of LAMC College Council. The preparation of the institutional self evaluation takes place over a two-year period of time. Participants in the development and preparation of the self evaluation represent all of the College’s constituents. A notification was sent to the entire campus community on November 25, 2015 to review the final drafts of the 2016 Self Evaluation Report. The Accreditation Liaison Officer and Faculty Accreditation Co-Chair presented a summary of the Self Evaluation Report at the following open and public campus meetings and invited third party comments:

• Academic Senate December 3, 2015
• College Council December 3, 2015

The College maintains all correspondence and records on the accreditation history of the institution. Historic accreditation records are housed in the College Library. More recent accreditation records are maintained on the College’s website. An accreditation link is included on the College’s web page, which is one click away. External evaluation reports and Commission letters are posted on the website.

Policy on Institutional Degrees and Credits

LAMC conforms to commonly-accepted minimum program length of 60 semester credit hours for an associate degree. LAMC’s policy for determining a credit hour meets commonly accepted academic expectations and the California Code of Regulations: one hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work per week for 15 weeks for one semester (and at least the same for other academic activities labs, internships, and studio work). A semester hour includes 45 clock hours of instruction. An academic year has 32 weeks of instructional time in credit hours. A full-time student is expected to complete at least 24 semester credit hours in an academic year. LAMC’s definitions of a program, a certificate, and an associate degree are the same as those definitions noted in the Commission policy.

Policy on Transfer of Credit

Los Angeles Mission College applies the Los Angeles Community College District’s Board Rule and Administrative Regulations regarding transfer of credits. Board Rule 6703.11 specifies that the District, and therefore the College, only accepts credits from accredited institutions recognized by the U.S. Department of Education or the Council on Postsecondary Accreditation. The College does not accept credits from non-accredited institutions. The Administrative Regulations further detail the various types of credit the College accepts. Administrative Regulation E-93 outlines the requirements the College follows to accept coursework from a
college outside of the District. Administrative Regulation E-101 outlines the requirements the College follows to accept credit for courses taken at institutions of higher learning outside of the United States and further specifies that the independent transcript evaluation service used must be approved by the California Commission on Teacher Credentialing. Administrative Regulation E-118 outlines the requirements the College follows to accept military credits that apply to the Associate’s degree and general education. Finally, Administrative Regulation E-119 outlines the requirements the College follows to accept upper-division coursework to meet Associate degree requirements. All administrative regulations are publicly available on the LACCD website and students are informed by the Counseling Department and Transfer Center that they need to meet with a counselor for transcript evaluation.

Los Angeles Mission College faculty, staff, and students also use the website Articulation System Stimulating Interinstitutional Student Transfer (ASSIST.ORG). ASSIST is an online articulation website that shows how credits earned at LAMC transfer to a University of California or a California State University campus. Faculty, staff, and students can get information on how courses apply to general education or major requirements. ASSIST also includes information about how LAMC courses have been articulated state wide through the course identification numbering system (C-ID).

**Policy on Distance Education and Correspondence Education**

All of the online and hybrid classes offered at Los Angeles Mission College (LAMC) are of the same quality and have the same accountability and focus on learning outcomes as face-to-face classes. Online classes go through an established and rigorous curriculum review process. LAMC complies with Title 5, Section 55206, which requires “that each proposed or existing course, if delivered by distance education, shall be separately viewed and approved according to a district’s certified course approval process.” Online/hybrid classes at LAMC are reviewed through the Program Review process.

Curriculum Committee approval of new online classes certifies that the following requirements have been met:

- **Course Quality Standards (Title 5, section 55202)**
  The same standards of course quality are applied to distance education courses as are applied to traditional classroom courses.

- **Course Quality Determinations**
  Determinations and judgements about the quality of the distance education course are made with the full involvement of the faculty as defined by Administrative Regulation E-65 and college curriculum procedures.

- **Instructor Contact (Title 5, section 55204)**
  Each section of the course which is delivered through distance education will include regular effective contact between the instructor and students. To ensure “regular effective contact,” the DE Committee adopted a “DE Online Absence Policy” on September 29, 2009.
All of LAMC’s online/hybrid classes have the same clearly defined Student Learning Outcomes (SLOs) as face-to-face courses, and students are assessed for their achievement.

Faculty performance is evaluated to ensure quality instruction. Students are given access to online services, including an online HELP DESK for using the course management system (ETUDES), student services (e.g., registration, financial aid, orientation), and educational resources (e.g., library research databases and online self-help tutoring resources).

Los Angeles Mission College submitted a substantive change proposal for the Paralegal Studies Program in February 2009 due to the fact it was offering more than 50 percent of its Paralegal Program courses via distance education. The substantive change proposal was approved by the Accrediting Commission for Community and Junior Colleges on June 2, 2009. A second Substantive Change Proposal for the College as a whole was approved by the Commission on June 6, 2012.

Los Angeles Mission College verifies student identity with a secure log-in and password. To take a distance education course, a student must go through the LAMC admission process and receive a student ID number. The username and password used to access the course are based on the student’s ID number and date of birth. Faculty are encouraged to report any suspected violations regarding student identity.

**Policy on Representation of Accredited Status**

Los Angeles Mission College has an Accreditation link on its homepage. The link directs the viewer to the College’s Accreditation web page which is one click from the homepage and displays the following statement:

Los Angeles Mission College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges. The organization is recognized by the Council of Higher Education Accreditation and the U.S. Department of Education.

In addition to the statement regarding the College’s accredited status and the contact information for the Commission, there are links on the Accreditation web page to the previous Self Evaluations and related site visit materials in 2015, 2014, 2013, 2007, 2001, and 1995. In addition to the Self Evaluation links, there is a section that includes related action letters from the Commission and previous Follow up reports.

**Policy on Student and Public Complaints against Institutions**

The Los Angeles Community College District (LACCD) has clear policies and procedures for handling student grievances and complaints. Student complaints and grievances are described in Administrative Regulations, which are available online at the District’s website under the About LACCD link. Administrative Regulations related to student grievances and complaints include the following:
• Board Rule 15001, policy on prohibited discrimination and harassment.
• Educational Services 55 (E-55) details the procedures for resolving student grievances, including grade challenges. Included in this regulation is a list of nine types of complaints that are excluded from the E-55 procedures. Students are referred to other Administrative Regulations or college offices to address the excluded complaint categories.
• Educational Services 71 (E-71) explains the appeal procedure at the district-level following a final residency determination made at a college.
• Instructional & Student Services 100 (E-100) describes the criteria for serving students with disabilities, including appeals of eligibility determination and accommodations.

The procedures for filing a complaint are found under the Students link on the Los Angeles Mission College website homepage. Under the Students link heading is a link to the Complaint/Grievance web page.

The Complaint/Grievance web page explains the purpose of the student grievance and the process to resolve and initiate the grievance process. Students needing assistance with the grievance process can contact the ombudsperson for support.

The College has developed a formal log containing student complaints/grievances that details the date of the complaint/grievance, the name of the individual filing the complaint/grievance, the nature of the complaint/grievance, the disposition of the complaint/grievance, and the date of the disposition. In addition, the student complaint/grievance website includes an online form for submission of student complaints.

Each of the campus divisions (Student Services, Academic Affairs, Administrative Services, the President’s Office, and Instructional Television) handles the complaints/grievances in its area. The respective area’s secretary enters all incoming complaints/grievances into the log and forwards them to the appropriate administrator.

In addition to posting these policies and procedures on the LACCD and Los Angeles Mission College websites, students are informed about these policies and procedures in the Los Angeles Mission College 2015-2016 College catalog as follows:
• The Student Grievance Procedure pages 60, 61
• Non-Discrimination Policy page 66
• Sexual harassment policy and complaint procedure pages 66, 67, 68
• Ombudsperson’s role page 68
• Family Educational Rights & Privacy Act (FERPA) Notification pages 59, 60
Policy on Institution Advertising, Student Recruitment, and Representation of Accredited Status

Advertisements, publications, and promotional literature are clear and factually accurate and provide current information about LAMC. The College catalog is posted on the College website and contains all the information listed in the policy as well as locations or publications where other policies may be found such as Board Rules. LAMC’s accredited status is truthfully represented on the website and in the College Catalog, and information on filing complaints with the Commission also is included.

Student recruitment of athletes is conducted by coaches and volunteers who are required to take a compliance test each year to verify that they will abide by the constitutional articles and by-laws of the California Community Colleges Athletic Association (CCCAA), the governing body of athletics in the state’s community colleges. High school outreach is coordinated by the Vice President of Student Services Office, STEM outreach student workers, and the Office of Academic Affairs High School Concurrent Enrollment. Recruitment conducted by special programs on campus, such as Extended Opportunity Programs and Services (EOP&S), is carried out by trained employees of the campus.

Policy on Contractual Relationships with Non-Regionally Accredited Organizations

LAMC does not contract responsibilities for programs and services with any non-regionally accredited organizations.

Policy of Institutional Compliance with Title IV

LAMC adheres to internal default management strategies that include:

- Educating students on responsible borrowing by providing entrance and exit loan counseling sessions which are mandatory for all applicants.
- Checking students’ previous loan histories to ensure they have not exceeded aggregate loan limits.
- Communicating to students to apply for loans only if necessary.

LAMC’s most recent official student loan default rate is 16.4% (3-year official FY2012) and 15.7% (2-year official FY2011).