

Pillado, Margarita A.

From: Burke, Kathleen F.
Sent: Tuesday, July 12, 2016 5:33 PM
To: Henderson, Mark E; Schleicher, Rolf; Kraus, Larry
Cc: Berger, Sheri L; Pillado, Margarita A.; Burke, Kathleen F.; Smith, Cheryl
Subject: Compliance Recommendations 7 and 8 and Improvement Recommendation 6

Mark, Rolf and Larry,

The College received two **compliance** recommendations from the Accrediting Commission both in the area of Information Technology. We have to resolve all of the deficiencies related to those two recommendations no later than early summer 2017 because we have a Follow-Up Report due to the ACCJC by October 1, 2017. Prior to sending the Follow-Up Report to the Commission it has to be reviewed and approved by the Board of Trustees. That approval will most likely be scheduled for August 2017 or September 2017 at the latest. This means the Report will have to be in its finished form to present to the IE&SS Committee in July or August 2017.

Since the issues addressed in the two recommendations have been a focus of the College for the last year, I have every confidence that we will be able to resolve the deficiencies—but the work must be completed regardless of vendors' schedules or the Personnel Commission. It is critical that we stay on top of both the personnel aspects related to Recommendation 8 and the equipment purchase and repair and the planning and finance aspects of Recommendation 7. The specific recommendations appear below as written in the External Evaluation Report:

College Recommendation 7 (Compliance): In order to meet the Standards, the team recommends the College allocate appropriate fiscal resources and adopt a lifecycle plan for the ongoing refresh and replacement of technology to ensure its technological infrastructure quality and capacity are adequate to support its mission, operations, programs, and services. (III.C.2)

College Recommendation 8 (Compliance): In order to meet the Standard, the team recommends that the College achieve an adequate level of professional support for students and staff to address service gaps in the information technology department and to fully support technology needs directly related to local instructional and student support services, as well as institutional operations. (III.C.1, III.C.4)

In addition to the two compliance recommendations, the College received one **improvement** recommendation from the Accrediting Commission regarding Information Technology. The recommendation advises the College that IT staff must take an active role in planning related to building and construction. This recommendation is a bit more difficult to document. As a result, we need to be intentional in deciding exactly what kind of evidence will most effectively demonstrate that we have complied with the recommendation. I advise you to design the evidence first and then proceed with

creating it for the Midterm Report. The actual recommendation appears at the bottom of this email.

The College will be expected to demonstrate its compliance with this improvement recommendation when we submit our Midterm Report in March 2019. Prior to submission, the Report will have to be approved by the Board of Trustees—likely in December 2018 or January 2019. This approval will be preceded by a review of the Report by the Board’s IE&SS Committee, which take place sometime during the fall semester since all nine colleges will be submitting Midterm Reports at the same time.

If you have any questions about this process and how to appropriately document your work, please feel free to discuss those questions or concerns with Sheri Berger, Margarita Pillado, or me. We are all here to assist you in this work on behalf of the College.

Thank you,

Kathleen

College Recommendation 6 (Improvement): In order to improve, the team recommends that the College include IT staff in technology planning related to building and construction to ensure appropriate and adequate technology services, professional support, and technology hardware to meet the needs of operational functions, academic programs, teaching and learning, and support services. (III.C.1)