Accreditation Response Team: Recommendation #5:

**Recommendation 5:** In order to meet standards, the team recommends that the college remedy the lack of library services, learning resources and student support services for evening, Indian Valley Campus and online students.

**Findings and Evidence:** Due to the current migration to Moodle, several services that hoped to fully be online for fall 2011 have been delayed, including the online chat with a counselor and online tutoring through CCC Confer. According to counseling and tutoring staff, it is hoped that these services can be integrated and offered through Moodle. There is a new distance education webpage and location on the MyCom Portal that provide helpful information on services including schedules and forms. There are also services centered at Kentfield for evening students, such as the library. The Indian Valley campus (IVC) continues to expand; it has hosted vocational programs for years, and as featured in the fall 2011 schedule, transfer and general education courses are available. It has some student services available comparable hours to the Kentfield campus, notably admissions and records and financial aid.

**Conclusion:** A site visit by the team to the Indian Valley Campus confirmed that services are still very minimal, although almost twenty five percent of the college enrollment attends the IVC. In the catalog, the only information for the IVC bookstore is a phone number; there is no assessment and testing service listed at IVC. Many services have extremely limited hours at IVC, such as DSPS (three hours weekly). There is particular confusion regarding library services; administration identified a media center/library at IVC, but the staff working in the media center was unaware that library services were supposed to be offered there; in addition, there was no signage identifying a library area. **The college has not fully responded to this recommendation.**

**Color Key for Draft:**
- RED= Nanda responsible to follow up
- BLUE=Info provided to Nanda by Susan (Library and tutoring)
- GREEN=Info to be provided to Nanda by Armond P
- PURPLE: Info to be provided to Nanda by David S
- BROWN= Info to be provided to Nanda by Marshall N
- YELLOW= Info to be provided to Nanda by Becky R
I. Executive Summary (Synoptic Narrative)

The Team: In order to fully address the standards cited in this recommendation, a team was assembled to establish a comprehensive, student-focused student services council representing every student service offered by the district. That team included representatives from each service and each campus. The participating members included: (Names, titles, depts.). In addition, the team meetings are conducted during a “brown bag” lunch session at each campus every week to assure high participation from the identified services as well as other parties interested in contributing the process. Those team members were charged with connecting with at least ten other staff members between meetings to assure that input would be as broad as possible. This process has been so successful that this team will continue to meet to review progress, participate in on-going surveys, survey responses and a team to support data-driven, student-focused continuous improvement practices.

The Process—Manager and Staff Recommendations: Managers reviewed schedules of all student services at each campus, and worked with staff to fill in identified gaps in services. These gaps were met in a variety of ways, including adding staff, expanding staffing hours, re-deploying some staff members, adjusting hours of services offered, and identifying opportunities where expanding services on-line where it appeared to increase access by not requiring in-person sessions and/or students indicated through surveys and interviews that on-line and phone assistance would better serve their needs.

The Process—Comprehensive Student Surveys
Insert BRIEF description of process, design and implementation of student survey.
Insert BRIEF outcome of survey.
Insert BRIEF action resulting from survey.

Evaluating the Improvements: Ongoing System of Service Evaluations—“Smart Shoppers” and In-Depth Student Interviews.
Insert BRIEF description of process, design and implementation of smart shopper project
Insert BRIEF outcome of smart shopper project
Insert BRIEF action resulting from smart shopper project

Connection Across District-Wide Infrastructure:
Technology—BRIEF Info to be provided to Nanda by Marshall N
Distance Education—BRIEF: Info to be provided to Nanda by David S
Student Services SLO’s—BRIEF: Info to be provided to Nanda by Becky R
II. DETAILS of improved student services designed and implemented to meet and exceed standards. (The findings, evidence and conclusion from WASC have been segmented below to serve as the outline to the response. In the actual narrative, the finding will be re-worded to serve as a statement, stating the case (argument) that the finding has been directly addressed, and practice in place exceeds standard.)

1. Findings and Evidence by WASC Site Team:
   a. Due to the current migration to Moodle, several services that hoped to fully be online for fall 2011 have been delayed. According to counseling and tutoring staff, it is hoped that these services can be integrated and offered through Moodle:
      a. including the online chat with a counselor and
      b. online tutoring through CCC Confer.
   b. There is a new distance education webpage and location on the MyCom Portal that provide helpful information on services including schedules and forms.
   c. There are also services centered at Kentfield for evening students, such as the library.
   d. The Indian Valley campus (IVC) continues to expand; it has hosted vocational programs for years, and as featured in the fall 2011 schedule, transfer and general education courses are available.
   e. (IVC) has some student services available comparable hours to the Kentfield campus, notably
      i. admissions and records and
      ii. financial aid.

2. Conclusion by WASC Site Team: A site visit by the team to the Indian Valley Campus confirmed that services are still very minimal, although almost twenty five percent of the college
   a. In the catalog, the only information for the IVC bookstore is a phone number;
   b. There is no assessment and testing service listed at IVC.
   c. Many services have extremely limited hours at IVC, such as DSPS (three hours weekly).
   d. There is particular confusion regarding library services;
   e. administration identified a media center/library at IVC,
   f. But the staff working in the media center was unaware that library services were supposed to be offered there;
   g. In addition, there was no signage identifying a library area.

3. Comprehensive Student Surveys and Evaluation of System Improvements
   Insert DETAILED description of process, design and implementation of student survey.
   outcome of survey.
   action resulting from survey.
3. Connection Across District Infrastructure
   a. Technology-DETAILED Info to be provided to Nanda by Marshall
   b. DETAILS: Moodle-Specific to Distance Ed
   c. DETAILS: Ask A Counselor
   d. DETAILS: Ask a librarian
   e. Student Services SLO’s; Info to be provided to Nanda by Becky R

III. In Summary: