

**Accreditation Follow-Up Report**

Submitted by:

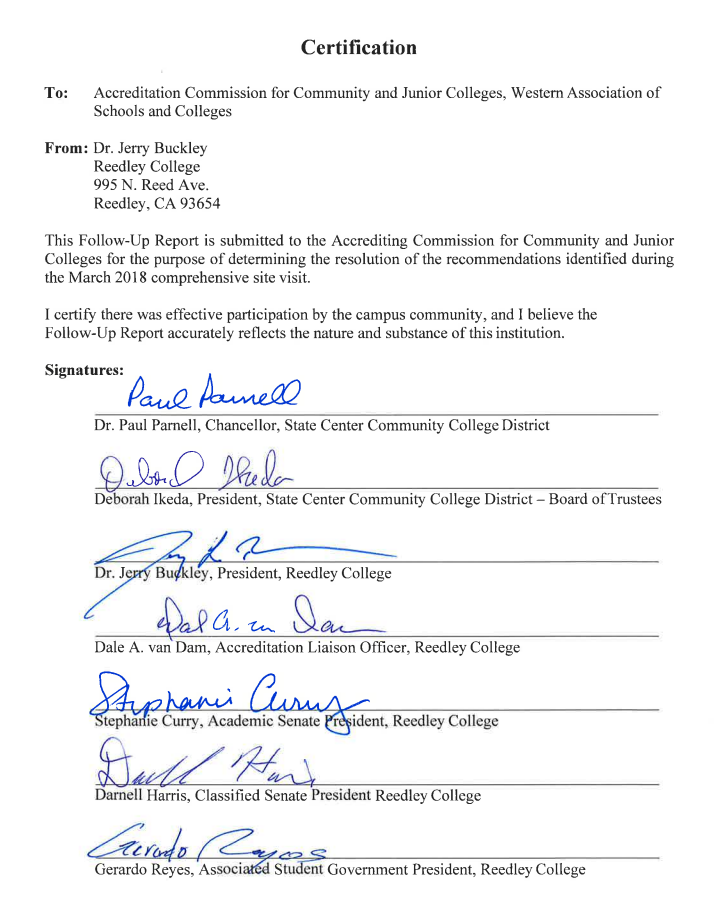
Reedley College 995 N. Reed Ave. Reedley, CA 93654

Submitted to:

Accrediting Commission for Community and Junior Colleges Western Association of Schools and Colleges

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# District Response to Recommendations

Reedley College, together with its sister colleges in the State Center Community College District (SCCCD) hosted an on-site peer External Evaluation Team in March 2018 as part of the normal cycle of the accreditation process. In June 2018, each SCCCD college received an External Evaluation Report summarizing the findings of the External Evaluation Team. Reedley College received three Commendations and four Improvement Recommendations as a result of the External Evaluation Team’s review of the College’s Institutional Self-Evaluation Report and the site visit. As part of the External Evaluation Team’s review of District-level functions, the External Evaluation Report for each college contained one Improvement Recommendation and two Compliance Recommendations. The Improvement Recommendations will be addressed in each SCCCD college’s Midterm Report (due on March 15, 2022). This Follow-Up Report documents measures taken to address the District Compliance Recommendations contained in the June 2018 External Evaluation Report.

The District-level Compliance Recommendations are as follows:

## Standard III.A.5 (District Recommendation 2): In order to meet the standard, the team recommends that the District ensure all personnel are systematically evaluated at stated intervals in accordance with the bargaining agreements and Board Policies, and

**Standard III.C.2 (District Recommendation 3): In order to meet the standard, the team recommends that the District implement an administrative program review process to inform District planning efforts for technology.**

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# Report Preparation

In the State Center Community College District, the District/College Functional Map identifies personnel evaluations and technology planning as the shared responsibilities of both the College and the District. Therefore, representatives from the District and each college in the District met to address these deficiencies. [[1](Report%20Preparation%20Final/1-IT_Directors_Meeting%20with%20notes%208.24.18.docx),[2](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/2-Chancellors%20Cabinet%20minutes%208.20.18.pdf),[3](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/3-Chancellors%20Cabinet%20minutes%208.27.18.pdf),[4](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/4-Communications%20Council%20minutes%201.29.19.pdf),[5](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/5-Communications%20Council%20minutes%203.26.19.pdf)]

A District-wide Accreditation Liaison Officers Group, which includes the Accreditation Liaison Officers and faculty accreditation coordinators of all three colleges, met to discuss the compilation of the Follow-Up Report and determine the timeline and process for completion [[6](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/6-Follow-Up%20Report%20timeline%20and%20tracking%203.18.19.docx),[7](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/7-ALO%20Meeting%20Notes%209.11.18.doc),[8](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/8-ALO%20Meeting%20Notes%2010.9.18.doc)]. The District Accreditation Liaison Officers Group submitted a draft of the process and timeline to the Chancellor’s Cabinet for review and approval on October 15, 2018 [[9](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/9-Chancellors%20Cabinet%20Meeting%20Minutes%2010.15.18.pdf)]. Following that approval, a writing team, which includes representatives from all three colleges in the District, gathered information and evidence from the appropriate District Vice Chancellors and College administrators, faculty, and staff [[6](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/6-Follow-Up%20Report%20timeline%20and%20tracking%203.18.19.docx),[8](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/8-ALO%20Meeting%20Notes%2010.9.18.doc),[10](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/10-ALO%20Meeting%20Notes%2011.13.18.doc),[11](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/11-ALO%20Meeting%20Notes%2012.11.18.doc),[12](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/12-ALO%20Meeting%20Notes%201.29.19.doc),[13](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/13-ALO%20Meeting%20Notes%202.12.19.doc),[14](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/14-ALO%20Meeting%20Notes%203.12.19.doc),[15](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/15-EmailforSharedDrive%2010.10.18.pdf)]. The writing team drafted the Follow-Up Report and made updates to the Report as relevant projects developed based on input from the College President, the Director of Technology, Deans, instructional faculty, student services, and classified staff.

The college Accreditation Liaison Officers and Accreditation Co-Chair drafted Reedley College’s response to the compliance recommendations in the Follow-Up report. The Reedley College Accreditation and Institutional Effectiveness Committee reviewed multiple drafts of the Follow-Up Report and provided feedback to the Accreditation Liaison Officers Group [[16](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/16-Accred%20&%20IE%20Committee%20Meeting%20Notes%2011.16.18.docx),[17](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/17-Accred%20&%20IE%20Committee%20Meeting%20Notes%2012.7.18.docx),[18](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/18-Accred%20&%20IE%20Committee%20Meeting%20Notes%203.1.19.docx),[19](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/19-Accred%20&%20IE%20Committee%20Meeting%20Notes%203.15.19.docx)]. Throughout the process, the Accreditation Liaison Officers and/or the Accreditation Co-Chair met regularly with the College President, the College Council and the President’s Advisory Cabinet to share progress for, and to receive input on, the timeline, process, and draft of the Follow-Up Report [[20](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/20-College%20Council%20Notes%202.6.19.docx),[21](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/21-College%20Council%20Notes%204.3.19.docx),[22](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/22-PAC%20Notes%2010.10.18.docx),[23](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/23-PAC%20Notes%202.27.19.docx)].

In February 2019, a draft of the Follow-Up Report was submitted to the Chancellor’s Cabinet for review and feedback. [[24](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/24-Chancellors%20Cabinet%20Meeting%20Minutes%202.25.19.pdf)]. Each college was then authorized to circulate a draft of the Follow-Up Report for campus constituency review in April 2019. At Reedley, the College Council conducted a first read of the Follow-Up Report on April 3, 2019 and distributed it for campus constituency review. Each constituency group reviewed and approved the Follow-Up Report: the Classified Senate approved it on April 9, 2019; the Academic Senate approved it on April 23 2019; the Associated Student Government approved it on April 12, 2019; and the College Council approved it on May 1, 2019 [[25](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/25-College%20Council%20Notes%204.3.19.docx),[26](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/26-Classified%20Senate%20minutes%2004.09.19.pdf),[27](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/27-RCAS%20Meeting%20Minutes%204.23.19.docx),[28](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/28-College%20Council%20Notes%205.1.19.docx),[29](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/29-ASG%20Minutes%204.12.19.pdf)].

After review and approval by campus constituency groups, the Accreditation Liaison Officers Group submitted the final, approved Draft Follow-Up Report to the college Presidents, who in turn reviewed, approved, and submitted it to the Chancellor’s Cabinet. The Chancellor’s Cabinet reviewed and approved it on June 3, 2019. The Board of Trustees conducted a first read of the Draft Follow-Up Report at its July 2019 meeting, and then the Board formally approved the Follow-Up Report at its August meeting on August 6, 2019 [[30](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/30-Chancellors%20Cabinet%20Meeting%20Minutes%206.3.19.pdf),[31,](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/31-Board%20of%20Trustees%20Minutes%207.2.19.pdf)[32](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/Report%20Preparation%20Final/32-Board%20of%20Trustees%20Minutes%208.6.19.pdf)].

# Response to District Recommendation 2

## Standard III.A.5 (District Recommendation 2): In order to meet the standard, the team recommends that the District ensure all personnel are systematically evaluated at stated intervals in accordance with the bargaining agreements and Board Policies.

The College’s External Evaluation Report notes that while the District has policies and procedures for regular evaluation of faculty, classified staff, and administrators, the External Evaluation Team found that those evaluations are not consistently taking place in accordance with the respective bargaining agreements and Board Policies.

In order to more effectively track employee evaluations, the District Office of Human Resources updated the procedure for tracking evaluations through the Colleague program (for faculty and academic administrators) and the NeoGov program (for classified staff and administrators). The implementation of this tracking procedure and regular communication with the College was under development at the time of the team visit in spring 2018 [[33](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/33-Chancellor%20Cabinet%20Notes%2006-26-17%20(Excerpt).docx),[34](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/34-Academic%20Evaluation%20Report%20(Full-Time)%20Bennett.pdf),[35](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/35-Academic%20Evaluation%20Report%20(Part-Time)%20CCC%2011.30.17.xlsx%20Bennett.pdf),[36](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/36-%20Academic%20Evaluation%20Report%20(Full-Time)%20Caldwell.pdf),[37](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/37-Academic%20Evaluation%20Report%20(Full-Time)%20Goldsmith.pdf),[38](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/38-Academic%20Evaluation%20Report%20(Part-Time)%20FCC%20Adjunct.xlsx%20Goldsmith.pdf),[39](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/39-Academic%20Evaluation%20Report%20(Part-Time)%20RC,%20MCCC,%20OCCC%2011.30.17.xlsx%20C....pdf),[40](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/40-Academic%20Evaluations%2012.12.17.pdf),[41](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/41-Academic%20Evaluations%20-%20Maintenance%2012.14.17.pdf),[42](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/42-District-Wide%20Managers'%20Meeting%20Agenda%2010.6.17.docx),[43](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/43-District-Wide%20Managers'%20Meeting%20NeoGov%20Training%20Presentation%2010.6.17.....pptx),[44](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/44-NEOGOV-Perform-EmployeeTrainingGuide_20180108.pdf),[45](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/45-NEOGOV-Perform-ManagerTrainingGuide_20180501.pdf)]. However, since the visit, the Vice Chancellor of Human Resources has conducted additional trainings for managers to effectively use the programs to track evaluations and follow the evaluation requirements in the newly-approved bargaining agreements [[46](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/46-Reminder%20-%20NeoGov%20Trainings%20Available!.pdf),[47](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/47-%20NeoGov%20Perform%20Training%20Sign-in%20Sheets.pdf),[48](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/48-Email%20from%20Jame%20Yang%20-%20CSEA%20and%20POA%20Contract%20Training%20Dates.pdf),[49](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/49-Email%20from%20Sandi%20Edwards%20-%20SCFT%20Contract%20Training%20Dates.pdf),[50](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/50-%202017-2020%20CSEA%20&%20POA%20Agreement%20Changes%20Summary_accessible.pdf),[51](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/51-CSEA%20Contract%20changes.docx),[52](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/52-POA%20Contract%20changes.docx),[53](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/53-SCCCD%20SCFT%202018-2021%20CBA%20Presentation.pptx),[54](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/54-%202018-2021%20Summary%20of%20Changes%20to%20Full%20and%20Part-Time%20SCFT%20CBAs.docx)].

To ensure that implementation of the established policies and procedures is ongoing, and that tracking of employee evaluations is reviewed in a timely manner, Human Resources is providing managers with regular reports of scheduled and completed evaluations [[55](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/55-Sample%20Notification%20of%20Monthly%20Academic%20Evaluation%20Report%202.pdf)]. The Vice Chancellor of Human Resources presents a quarterly report of classified staff, classified management, and confidential employee evaluations to the Chancellor’s Cabinet and distributes that report to managers [[56](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/56-Chancellor's%20Cabinet%202.12.18%20Item%201.03%20Quartlery%20Evaluation%20Report.pdf),[57](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/57-Quarterly%20Evaluation%20Report%202.12.18.xlsx),[58](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/58-Chancellor's%20Cabinet%204.23.18%20Item%201.04%20Past%20Due%20Classified%20Evaluatio....pdf),[59](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/59-Quarterly%20Evaluation%20Report%204.13.18.xlsx),[60](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/60-Classified%20Evaluations%20-%20Quarterly%20Report%204.13.18%20Email%20to%20Managers.pdf),[61](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/61-Chancellor's%20Cabinet%207.16.18%20Item%201.06%20Classified%20Evaluation%20Quarter....pdf),[62](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/62-Quarterly%20Evaluation%20Report%207.13.18.xlsx),[63](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/63-Chancellor's%20Cabinet%2010.15.18%20Item%206.03%20Quarterly%20Classified%20Evaluat....pdf),[64](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/64-Quarterly%20Evaluation%20Report%2010.4.18.xlsx),[65](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/65-Classified%20Evaluations%20-%20Quarterly%20Report%20October%202018%20Email%20to%20Mana....pdf),[66](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/66-Chancellor's%20Cabinet%201.7.19%20Item%206.04%20Quarterly%20Evaluation%20Reports.pdf),[67](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/67-Quarterly%20Evaluation%20Report%201.3.19.xlsx),[68](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/68-Classified%20Evaluations%20-%20Quarterly%20Report%20January%202019%20Email%20to%20Managers.pdf),[70](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/70-Classified%20Evaluations%20-%20Quarterly%20Report%20July%202018%20Email%20to%20Manager....pdf)]. In addition, an evaluation report for academic employees is automatically emailed to managers on the first of each month[[110](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/110-Evaluations%20-%20Adjunct07012019.xlsx),[111](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/111-Adjunct%20Eval%20Report%202019.04.16.xlsx),[112](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/112-Full-Time%20Academic%20Evaluation%20Report%20Email%20Nov%202018.pdf),[113](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/113-Academic%20Evaluation%20Report%20Nov%202018.csv),[114](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/114-Full-Time%20Academic%20Evaluation%20Report%20Email%20Jan%202019.pdf),[115](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/115-Academic%20Evaluation%20Report%20Jan%202019.csv),[116](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/116-Full-Time%20Academic%20Evaluation%20Report%20Email%20March%202019.pdf),[117](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/117-Academic%20Evaluation%20Report%20Mar%202019.csv)]

The District has provided leadership and training for the timely completion of evaluations. In November 2018, the Vice Chancellor of Human Resources presented at a District-wide management meeting and led a discussion and review with managers on the need to complete evaluations in a timely manner. In the meeting, managers worked with their respective Vice Chancellor or Vice President to develop action plans for systematically completing evaluations [[69](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/69-Performance%20Evaluations%20Workshop%2011.02.18%20FINAL.pptx)].

In January 2019, one topic of the Management Development Academy was Performance Management and included table exercises on writing classified and faculty evaluations. In addition, the Vice Chancellor of Human Resources and the District Director of Human Resources solicited and answered attendees’ questions about evaluations and performance management with the goal of providing managers tools to complete their evaluations [[71](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/71-MDA%20Performance%20Mgmt%20Presentation%20FINAL.pptx)].

The frequent review of completed evaluations has also generated discussions about improvements to evaluation processes. At the February 11, 2019 Chancellor’s Cabinet meeting, there was a discussion of suggested changes to the classified, confidential, and classified management evaluation forms and processes to improve the effectiveness and efficiency of the evaluation process. The discussion also included a recommendation to move academic management and Cabinet-level evaluations to an electronic format in the NeoGov system [[72](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/72-Chancellor's%20Cabinet%20Minutes%202.11.19.pdf)].

In October 2018, the Reedley College President’s Advisory Cabinet began reviewing the list of overdue evaluations provided by Human Resources. Managers (VPs, Deans, Directors, etc.) were tasked with completing their respective delinquent Classified, Full-Time Faculty and Part-Time Faculty evaluations. At the weekly meetings of the Deans’ Council, the Vice President of Instruction, the Vice President of Madera and Oakhurst and the Deans reviewed the spreadsheet of overdue personnel evaluations provided by Human Resources. As a result of their review, the Vice Presidents and the Deans made corrections to Human Resource’s records and forwarded recommended changes to Human Resources. After the corrections were made to Human Resource’s records, the Deans utilized the revised spreadsheet as an in-house “master spreadsheet” for the College. The master spreadsheet is stored on a shared drive accessible to Deans and is frequently updated [[73](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/73-Deans%20Council%20Notes%2011.8.18.docx),[74](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/74-Deans%20Council%20Notes%2011.15.18.docx),[75](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/75-Deans%20Council%20Notes%202.28.19.docx),[76](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/76-Deans%20Council%20Notes%203.7.19.docx),[77](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/77-Deans%20Council%20Notes%203.14.19.docx),[78](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/78-Deans%20Council%20Agenda%204.25.19.docx)].

At each President’s Advisory Cabinet meeting since October 2018, there has been a reminder and/or a report out on evaluations [[79](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/79-PAC%20Notes%2010.31.18.docx),[80](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/80-PAC%20Notes%203.13.19.docx),[81](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/81-PAC%20Notes%203.27.19.docx),[82](http://classmedia.scccd.edu/rcaccreditation/Evidence%202018/District%20Recommendation%202-Final/82-PAC%20Notes%205.22.19.docx)]. As indicated in the table below, as of May 31st, 2019, Reedley College has completed 74% of required evaluations on or before the evaluation due date.

|  |  |  |
| --- | --- | --- |
| **Employee Type** | **Number of Employees as of May 2019** | **Percentage of Employees on Schedule for Evaluations as of May 2019** |
| Full-Time Faculty (Tenured and Tenure-Track, Includes Temporary and Categorically-Funded Faculty) | 190 | 83% |
| Academic Administrators | 20 | 100% |
| Part-Time Faculty | 324 | 69% |
| Classified and Confidential Staff | 136 | 70% |
| Classified Management | 10 | 70% |
| ***Totals*** | ***680*** | ***74%*** |

This table excludes employees on personal or medical leave, academic employees on sabbaticals or temporary assignment off-campus, and part-time academic employees without current assignments. In accordance with District processes, those employees will be evaluated according to their respective bargaining agreements when they return. Additionally, classified and confidential staff and classified management are currently tracked in the NeoGov system. Due to the complex nature of reporting in NeoGov this table provides a snapshot that may not reflect real-time data.

Providing timely evaluations was also the topic of one on one meetings held by the Vice President of Student Services and the Vice President of Administration with their area managers. These groups also reviewed data compiled by Human Resources regarding the timeliness of evaluations and discussed processes to bring the evaluations current. Each Vice President has incorporated evaluation status updates in subsequent meetings and plans to do so going forward to ensure that future evaluations will occur within stated timelines.

As documented above, Reedley College has developed plans to complete outstanding evaluations, and to ensure that evaluations are completed in a timely manner in order to guarantee that they remain current. The District continues to provide the necessary training and to implement established processes for tracking and reporting the status of District-wide evaluations.

# Response to District Recommendation 3

## Standard III.C.2 (District Recommendation 3): In order to meet the standard, the team recommends that the District implement an administrative program review process to inform District planning efforts for technology.

The College’s External Evaluation Report describes effective technology planning at the College but identifies gaps in the District’s technology planning processes. Specifically, the District lacked an administrative program review process to inform technology planning. In June 2018, the

District’s Vice Chancellor of Operations and Information Technology conferred with technology staff, members of the Chancellor’s Cabinet, and information technology personnel from each college to discuss the District’s technology planning needs [[83](file:///E:\District%20Recommendation%203-Final\83-IT_Directors_Meeting%20with%20notes%208.24.18.docx)]. Those discussions led the Chancellor’s Cabinet to recommend engaging a third-party consultant to assist with the creation of an administrative program review process, a District Technology Plan, and updates to the District’s technology planning processes [[84](file:///E:\District%20Recommendation%203-Final\84-Chancellors%20Cabinet%20Meeting%20Minutes%207.2.18.pdf)].

Accordingly, at its August 7th, 2018 meeting, the Board of Trustees discussed and approved a District contract with the consulting firm Cambridge West Partnership, LLC (CWP). The contract deliverables include development of an administrative review process, a District Technology Plan, a policy and procedure review, an information security review, and the creation of ongoing planning processes for technology. [[85](file:///E:\District%20Recommendation%203-Final\85-BOT%20Meeting%20Minutes%208.7.18.pdf),[86](file:///E:\District%20Recommendation%203-Final\86-BOT%20Agenda%20Item%2010.06%20-8.7.18.pdf)]

CWP has worked with District and College personnel to address the District’s technology planning gaps. Input from each college informed the development of a District Services Administrative Unit Review Process (DSAUR), a District Technology Plan, and a Technology Acquisition Process. Implementation of the plan and processes provides specific avenues for future technology planning, prioritization of requests from the colleges, and continuous improvement of District technology services.

**District Services Administrative Unit Review (DSAUR)**

In order to implement a full cycle of evaluation and planning, the District developed an administrative program review process for all District service units. CWP worked with District personnel to develop a draft of the process and an accompanying template in December 2018. Updates to the process and template have continued through the beginning of the year [[87](file:///E:\District%20Recommendation%203-Final\87-SCCCD%20DSAUR%20Draft%2012.4.18.pdf),[88](file:///E:\District%20Recommendation%203-Final\88-SCCCD%20DSAUR-Final%20Version%202.21.19.docx)]

In December 2018, CWP presented a draft of the administrative program review process to the Vice Chancellor of Operations and Information Services, and the Vice Chancellor circulated the draft to all of the Vice Chancellors for review and feedback. In February and March 2019, the Vice Chancellors and the Chancellors Cabinet, which includes the College Presidents, reviewed additional drafts of the DSAUR and updated the form and process [[89](file:///E:\District%20Recommendation%203-Final\89-Chancellors%20Cabinet%20Meeting%20Minutes%202.25.19.pdf),[90](file:///E:\District%20Recommendation%203-Final\90-SCCCD%20District%20Services%20Unit%20Administrative%20Program%20Review%202.21.19.docx)]. The review process calls for an annual review of individual District service units or areas to include the following elements:

* + services provided;
  + analysis of relevant data to ensure alignment to mission, vision, values, goals, and district- wide planning efforts;
  + strategies for improvement; and
  + assessment of implemented strategies.

Also, each service area completing an annual DSAUR will assess its technology needs and may request additional technology, including an annual total cost of ownership analysis. Annually, each District services administrative unit, including Information Systems, will complete the DSAUR and present it to the respective Vice Chancellor for review, discussion, and prioritization. The Vice Chancellor will prioritize requests arising from the DSAUR and forward them to the Chancellor’s Cabinet for discussion and approval. Approved budget items or projects are funded and implemented in accordance with unit review recommendations. Each year thereafter, the DSAUR includes documentation and evaluation of the status of the previous year’s strategies for improvement and provides new strategies as appropriate for the next year. Expenditures on items or projects thought to be significant enough to require District-wide approval are also reviewed and discussed at the Districtwide Resource Budget Allocation Advisory Committee [[90](file:///E:\District%20Recommendation%203-Final\90-SCCCD%20District%20Services%20Unit%20Administrative%20Program%20Review%202.21.19.docx)].

Specifically, as part of the DSAUR process, service areas/units assess adequacy of resources and based on the analysis make requests for additional staff, one-time equipment needs, additional facility/space needs, professional/organizational development needs and training, and other funding needs. With the exception of staffing requests, all requests brought forward through this process require a “total cost of ownership” (TCO) analysis [[90](file:///E:\District%20Recommendation%203-Final\90-SCCCD%20District%20Services%20Unit%20Administrative%20Program%20Review%202.21.19.docx)].

In spring 2019, the District Information Systems Department piloted the DSAUR process to inform budget planning for the 2019-2020 academic year [[91](file:///E:\District%20Recommendation%203-Final\91-SCCCD%20IS%20DSAUR%20Draft%203.15.19.pdf)]. The Information Systems unit began their review in January, the review was formalized by the Chancellor’s Cabinet in February, and the completed review was presented to the Chancellor’s Cabinet in March [[91](file:///E:\District%20Recommendation%203-Final\91-SCCCD%20IS%20DSAUR%20Draft%203.15.19.pdf),[92](file:///E:\District%20Recommendation%203-Final\92-Chancellor's%20Cabinet%203.18.19.pdf)]. In its assessment the Information Systems department identified the following “strategies for improvement”:

* + adequate staffing and resources, including Data Base Analysts, a Chief Technology Officer and an IT Security Officer;
  + cloud adoption;
  + accessibility, standards on web pages, forms and training;
  + Microsoft Infrastructure Upgrade Project;
  + portal development; and
  + ellucian self-service development.

The pilot Information Systems DSAUR also identified the resources and timeline for implementation of these strategies. Other examples of identified needs include:

* + AV upgrades and replacement;
  + class and room utilization (software) solution;
  + Business Continuity/Disaster Recovery Plan;
  + annual increases to existing district wide software maintenance budget;
  + Professional Development; and
  + leadership training.

Completion of the pilot Information Systems DSAUR will enable the Information Systems Department and District leadership to more formally prioritize requests, and to evaluate the effectiveness of the proposed administrative unit review process. As a result of completion of the pilot DSAUR process, Information Systems provided data indicating that help desk requests have more than doubled between academic year 2015-2016 and 2017-2018. Additionally, the number of supported enterprise applications has increased by 250% over the same time period. As a result, the Information Systems unit prioritized additional staff as its top need for the following year (budgets for FY 2019-2020 are still in the process of being finalized [[91](file:///E:\District%20Recommendation%203-Final\91-SCCCD%20IS%20DSAUR%20Draft%203.15.19.pdf),[118](file:///E:\District%20Recommendation%203-Final\118-SCCCD%20Administrative%20Program%20Review-Information%20Systems%20-%20Pilot%20Example%20(003).pdf)]

Next year, all District service units, including Information Systems, will conduct a full, year-long cycle of unit review. Specifically, each unit will complete the DSAUR during the summer, Vice Chancellors will assess each review and prioritize requests in October, and the Chancellor’s Cabinet will review and approve the requests in December [[88](file:///E:\District%20Recommendation%203-Final\88-SCCCD%20DSAUR-Final%20Version%202.21.19.docx)]. Approved requests and prioritized needs can then be incorporated into the budget process for the following fiscal year.

**District Technology Plan**

In addition to developing the administrative services unit review process, CWP and the District initiated work on the District Technology Plan by first collecting input from both District and College personnel. CWP and the District administered a survey and conducted interviews of administrators, faculty, and staff at the District Office and the colleges. CWP also conducted a survey and interviews with the District Technology Advisory Committee (DTAC) [[93](file:///E:\District%20Recommendation%203-Final\93-DTAC%20Technology%20Survey%20Results%209-2018.pdf),[94](file:///E:\District%20Recommendation%203-Final\94-DTAC%20Meeting%20Minutes%2010.5.18.pdf)]. Survey and interview questions addressed topics such as how the District makes technology decisions, the security of SCCCD’s systems, the separation of responsibilities between District and college personnel, the desired elements of a technology plan for the District, and the performance of the District’s IT systems from the student and staff standpoints [[95](file:///E:\District%20Recommendation%203-Final\95-DTAC%20Presentation%2010.5.18.pdf)].

An analysis of the interview and survey results indicated 31 technology-related “key items” to be addressed moving forward. The six issues most frequently mentioned by respondents were:

* + review, clarify, document and enhance the technology decision-making process;
  + review, strengthen, clarify and document IT process by which IT needs are compiled, assessed and prioritized; this should include a communication piece to inform constituents about issues and decisions and should clarify the role of DTAC;
  + assess, prioritize, manage, document and communicate the IT project list, including the evaluation process for proposed software acquisitions;
  + review the organizational IT staffing process; analyze existing and future staffing needs; clarify and define the roles and responsibilities between campus and district IT personnel; review IT position job descriptions and required skills;
  + review, document, standardize and communicate policies, procedures, and guidelines pertaining to IT across the District; and
  + review and assess data security planning, standards and proper staffing; review and assess risk mitigation measures.

Further, in early November 2018 the District held a two-day Technology Planning Summit to review the interview and survey results, identify strategic themes, and develop goals and initiatives. Participants in the November 2018 meeting included members of DTAC as well as members of technology committees, technology staff from across the District, and technology users from the colleges. Creation of an effective planning process to assess, prioritize, manage, and communicate technology needs was one of the ten central strategic themes developed at the summit [[96](file:///E:\District%20Recommendation%203-Final\96-Technology%20Summit%20Presentation%2011.1.18.pdf),[97](file:///E:\District%20Recommendation%203-Final\97-Technology%20Summit%20Presentation%2011.2.18.pdf)]

The Technology Planning Summit resulted in emergence of ten themes with associated goals and initiatives. The ten themes are as follows:

1. Support Instruction
2. Effective Planning
3. Adequate Staffing and Resources
4. Effective Policies / Procedures / Standards / Guidelines
5. Secure Data and Systems
6. Effective Governance and Decision-making
7. Effective Communications and Training
8. Optimization of Technology
9. Process Improvement
10. Emergency Preparedness

CWP used input from the surveys, interviews and the Technology Planning Summit to draft a District Technology Plan in the late fall of 2018. Members of DTAC reviewed a draft of the District Technology Plan and recommended it for constituency review in December 2018. In January 2019, the District Technology Plan began constituency review at the College.

The District Technology Plan was presented to Reedley College Council as an informational item on January 16, 2019 and was distributed to the Academic Senate and the Classified Senate for review and comment. Academic Senate and Classified Senate reviewed and provided initial feedback to College Council on January 22, 2019. College Council submitted compiled intitial feedback and recommendations on the District Technology Plan to Chancellor’s Cabinet on February 4, 2019. At the College Council meeting on February 6, 2019, the deadline for further constituent feedback to the District’s consultant was extended to March 13, 2019. The draft Technology Plan was sent back to the College Council on February 20, 2019 and approved to be forwarded to Chancellor’s Cabinet where the draft Technology Plan was approved on March 18, 2019. Communication Council reviewed the final draft on March 26, 2019. DTAC reviewed the final draft on April 5, 2019. The final version of the District Technology Plan went before the Board of Trustees as an information item on May 7, 2019 [[92](file:///E:\District%20Recommendation%203-Final\92-Chancellor's%20Cabinet%203.18.19.pdf),[98](file:///E:\District%20Recommendation%203-Final\98-Communication%20Council%20Minutes%203.26.19.pdf),[99](file:///E:\District%20Recommendation%203-Final\99-BOT%20Meeting%20Minutes%205.7.19.pdf),[100](file:///E:\District%20Recommendation%203-Final\100-DTAC%20Minutes%2012.7.19.pdf),[101](file:///E:\District%20Recommendation%203-Final\101-DTAC%20Minutes%204.5.19.pdf),[102](file:///E:\District%20Recommendation%203-Final\102-Districtwide%20Technology%20Plan%202019-2021%20Feedback%20Form-Consolidated%20Final%20(4).pdf)].

**Technology Acquisition Process**

During the discussions and input that led to the draft of the District Technology Plan, participants identified the need for written documentation of the District’s technology acquisition process [[93](file:///E:\District%20Recommendation%203-Final\93-DTAC%20Technology%20Survey%20Results%209-2018.pdf),[95](file:///E:\District%20Recommendation%203-Final\95-DTAC%20Presentation%2010.5.18.pdf)]. The District Technology Plan includes the development of the technology acquisition process as one of its goals:

***9. a. 2*** *Review, optimize, document and widely distribute the process for technology (hardware and software) acquisition including involvement of appropriate IT and purchasing department resources (Accreditation Standard III.C.2)*

As a result, CWP used the input collected during the creation of the District Technology Plan to create a draft of a District Technology Acquisition Process for District review and approval. The Technology Acquisition Process provides a written description of the District’s “process for technology acquisition, approval, prioritization and implementation.” A draft version of the Technology Acquisition Process was discussed with the Directors of IT from the campuses in February 2019 and feedback was incorporated to create a new draft in March 2019 [[103](file:///E:\District%20Recommendation%203-Final\103-SCCCD%20Technology%20Acquisition%20Process%201.3.19.docx),[104](file:///E:\District%20Recommendation%203-Final\104-IT%20Directors%20Meeting%20with%20notes%203.2.19.docx),[105](file:///E:\District%20Recommendation%203-Final\105-DTAC%20Minutes%203.1.19.pdf)].

Included in the Technology Acquisition Process draft is a review of the existing IT decision- making structure, the outcomes of the fall 2018 surveys and interviews, and proposed improvements to the technology acquisition approval process [[103](file:///E:\District%20Recommendation%203-Final\103-SCCCD%20Technology%20Acquisition%20Process%201.3.19.docx)]. DTAC currently sets technology policy and planning priorities and approves acquisitions, projects, and other operational Information System activities. A significant recommendation in the Technology Acquisition Process is the formation of an **operational** decision-making committee (the “IS Steering Committee”) composed of practitioners and first-level managers from all aspects of the District, including Student Services, Instruction, Information Systems (campus and District), Finance, Facilities, Human Resources, Research and Educational Services. The Information Systems Steering Committee will review all acquisition requests for District-wide projects or projects referred to them by the Chancellor’s Cabinet and will recommend to DTAC the prioritization of these projects. DTAC will make use of a rubric, documented in the Technology Acquisition Process, to review and approve the priorities and move the results forward to the Chancellor’s Cabinet and the Chancellor for approval. The change will provide for separation of operational decisions and policy/planning decisions. The change is intended to clarify the role of DTAC and other individuals and committees in the acquisition process and also make the workload more manageable for all committees and staff involved in the process [[103](file:///E:\District%20Recommendation%203-Final\103-SCCCD%20Technology%20Acquisition%20Process%201.3.19.docx),[104](file:///E:\District%20Recommendation%203-Final\104-IT%20Directors%20Meeting%20with%20notes%203.2.19.docx),[106](file:///E:\District%20Recommendation%203-Final\106-SCCCD%20Technology%20Acquisition%20Process%204.2.19.pdf)]. DTAC reviewed a draft version of the Technology Acquisition Process on April 5, 2019 and made suggestions for improvement [[101](file:///E:\District%20Recommendation%203-Final\101-DTAC%20Minutes%204.5.19.pdf)]. The draft Technology Acquisition Process came to the Reedley College President’s Cabinet on May 7, 2019 and was on the PAC Agenda for May 8, 2019 [[108](file:///E:\District%20Recommendation%203-Final\108-PC%20Agenda%205.7.19.pdf),[109]](file:///E:\District%20Recommendation%203-Final\109-PAC%20Notes%205.8.19.docx).

The Technology Acquisition Process provides for autonomy for college-level decisions for acquisitions under a certain dollar amount and allows flexibility for the Chief Technology Officer or the Chancellor’s Cabinet to make acquisition decisions or refer requests to the IT Steering Committee for prioritization prior to approval. Acquisitions which meet specific criteria based on District guidelines are presented for Board of Trustees approval. Any proposed IT acquisition must include a total cost of ownership analysis.

The District Services Administrative Program Review Process, District Technology Plan, and Technology Acquisition Process include mechanisms for annual evaluation and updates. In particular, the results of the Information Systems Department’s Administrative Program Review and the Technology Acquisition Process will inform annual updates to the District Technology Plan to ensure continuous planning and improvement [[107](file:///E:\District%20Recommendation%203-Final\107-SCCCD%20Administrative%20Program%20Review-Information%20System%20Pilot.pdf)]. The cycles of planning and evaluation in these processes and in the District Technology Plan formalize the District’s ongoing technology planning and addresses previous gaps.

# Evidence Log

# Addendum

1. [Final Approved District Technology Plan](file:///E:\Addendum\SCCCD%20District-Wide%20Technology%20Plan%202019-2022%20FINAL.pdf)
2. Final Approved District Technology Acquisition Process – This has not been finalized.
3. Final Approved District Administrative Services Program Review – This is due from our department to HR Sept. 15th, it is not finalized.

1. [Information Systems Administrative Program Review for 2018 -19](E:\\Addendum\\SCCCD Administrative Program Review-Information Systems - Pilot Example (003).pdf)