

District Report Preparation

The San Mateo County Community College District works closely and collaboratively with all three Colleges to facilitate an excellent teaching and learning environment. The District began its activities to address the “District Recommendations” made in the 2014 Commission Action Letters as soon as the District staff became aware of the areas noted for improvement. Following is an update on the progress made to date on these recommendations.

The individuals assigned to address the recommendations included:

Recommendation	Contact office	Summary of Actions Taken
District Recommendation #1 Broadly communicate the faculty evaluation process	Human Resources	The evaluation process for faculty has been revised over the past two years and the new, approved document is included in the Appendices.
District Recommendation #2 Develop goals for professional development & orientation of new Trustees	Office of Communication	Developed goals for professional development and oriented new Trustee. Documented actions taken.
District Recommendation #3 Establish regular cycle of evaluation of services and document outcomes	Office of General Services	Enhanced/Revised regular cycle of evaluation, timeline, and procedures. Documented services outcomes and actions taken.

District Response to Commission Action Letter

District Recommendation #1

In order to increase effectiveness, the District and Colleges should broadly communicate the modification of the evaluation process for faculty and others directly responsible for student progress, which includes student learning outcomes, and ensure that the process is fully implemented. (III.A.1.c)

In the last report dated October 14, 2014, the District reported on how it fully responded to this recommendation by implementing a new evaluation process which incorporated, among other enhancements, student learning outcomes as an integral part of that evaluation process. District Staff and faculty representatives worked together to revise faculty evaluation procedures over a period of two years. Changes were communicated to faculty several times during the revision process, with the final new procedures being introduced to and approved by all faculty in August and September 2014.

The new procedures have been well-received and in the first year of implementation (2014-15), to date (November 2015), the new procedures have been used to evaluate 538 out of approximately 1200 (45%) full and part time faculty and staff across the three Colleges of the District. (Each faculty member is evaluated at least once every three years.) As we have begun using these procedures, District staff and faculty representatives have continued to work together to refine and improve the process based on input from those who use the new procedures most frequently: faculty and deans. For example, based on feedback, the District has now included an online component for students to provide feedback on classes as part of the evaluation process. This collaborative approach has increased everyone's understanding and acceptance of the new procedures.

Conclusion

The District has met District Recommendation 1 in full.

Evidence

[District Accreditation Coordination Website](#)

District Recommendation #2

In order to improve institutional effectiveness, the Board of Trustees should develop goals for increasing its professional development and orientation of new Trustees. (IV.B.1.f)

Three members of the Board of Trustees have served SMCCCD in their elected capacity ranging from 12 years to 20 years; one Board member has served for two years and a newly elected Trustee took office this year.

Since the last update report, each Trustee has attended many conferences and workshops to enhance their knowledge and awareness of a wide variety of academic, fiscal, legislative and governance matters. The conferences and meetings attended by Trustees in 2015 are included in the Evidence section. The Student Trustee typically attends the bi-annual Statewide Student Senate General Assemblies (Fall and Spring) as well as the Student Leadership Conference hosted by the California Community College Student Affairs Association. Also, all newly elected Student Trustees attend a Student Trustee workshop sponsored by the Community College League of California. Often, Student Trustees attend the National Student Advocacy Conference hosted by the American Student Association of Community Colleges in Washington DC.

[Board Policy 1.10](#), Duties and Responsibilities of the Board, specifically references Trustee professional development activities. It lists, as one of the responsibilities of the Board: “To engage in ongoing development as a Board and to attend trustee education programs that includes a new trustee orientation. The Board will conduct study sessions, provide access to reading materials and support conference attendance and other activities that foster trustee education.” 1.01 (2) (h)

In March 2016, the Board amended Board Policy 1.10 by adding item 2.i. which specifically states, "To provide a comprehensive new trustee orientation program for newly elected or appointed trustees that may include attendance at a statewide “New Trustee” orientation program; one on-one interviews with the Chancellor, Presidents and Executive Vice Chancellor; discussions with representatives of employee groups, the Academic and Classified Senates and student leaders; delivery of the Trustee Handbook prepared by the Community College League of California (CCLC); and review of the CCLC’s comprehensive online education program titled “Elected/ Appointed Trustees: Next Steps.”

For the 2014-15 year, the Board incorporated in its Board Goals a commitment to increase its participation in professional development activities and ensure newly elected Trustees receive orientation training. The District also developed a program for New Trustee Orientation that was

used when a new Trustee joined the Board in late 2013 and will be used for the Trustee elected in Nov 2015.

The Board conducts an annual self-evaluation process in a public Board meeting in which they review the Board's performance on a number of items, including Board Operations, Chancellor/Trustee Relations, Faculty/Student/Classified Relations, and Community and Governmental Relationships. The most recent evaluation was conducted in late October, 2015.

Board members regular attend both College and community events regarding educational matters and report the highlights of these meetings at each Board meeting under the "Board Comments" section of the agenda. Board member s also attend CCLC and CCCT Trustee conferences and occasionally participate in national trustee conferences.

On each regular Board meeting agenda (except during summer months), there is a topic titled "Board Series Presentation—Innovations in Teaching, Learning and Support Services." These presentations--offered by faculty, staff and students--highlight new or innovative aspects of programs and services provided by the Colleges and serve as a means to keep the Board well informed about activities at the Colleges. Recent presentations have covered Project Change, an innovative program at CSM that brings college classes to juvenile detention facilities; The Educator Preparation Institute at Skyline College; ¡ESO! (Expanding Student Opportunities) Grant and Cañada College's Role as a Hispanic Serving Institution; BΘO: Skyline College Phi Theta Kappa Honors Society; *CSM Cares* – A Program Designed To Address the Mental Health Needs of Students; Skyline College – Entering the CIPHER: Fresh Techniques, Hip Hop Elements, and Edutainment in the Classroom; Collaboration Across Boundaries for Equity and Success: Cañada College's Student Success and Equity Projects; and the Small Business Development Center at College of San Mateo. Also at each Board meeting, there is an "Executive Report" in which the Chancellor, Presidents and Academic Senate President update the Board on recent happenings at the Colleges.

New Trustee Orientation

The new Trustee elected in November 2015 was asked to complete the following tasks:

- Meet with the President to discuss the current issues the District Board is facing. (completed, spring 2016)
- Meet the Chancellor and Executive Staff to receive an overview of District operations, budget and governance. (completed, spring 2016)
- Meet with each of the three College Presidents to gain an understanding about the College programs, strengths and weaknesses (in progress)
- Meet with the District Academic Senate President
- Attend the CCLC "New Trustee Orientation" program that is offered annually. (completed, spring 2016)

- Review Chapter 1 of District Policy and Procedures to gain an understanding about the duties and responsibilities of the Board, organizational structure of the Board, expectations for Board decorum and Board meeting protocols. (completed, spring 2016)

Conclusion

The District has met District Recommendation 2 in full.

Evidence

[District Accreditation Coordination Website](#)

District Recommendation #3

In order to improve institutional effectiveness, the District should establish a regular cycle for the evaluation of its services and provide documentation regarding the outcomes of the evaluations. (IV.B.3.b, IV.B.3.g)

Regular Cycle: Although the District Office regularly and continuously evaluates the services to the Colleges and documents its findings to improve such services, the schedule for these evaluations had not been presented in written form. After discussing the schedule and activities among the various District Departments, a program review calendar was established in October, 2014. The calendar was reviewed and revised again by administration and the districtwide accreditation team during the 2015 program review cycle. The review cycle was adjusted slightly to align with the District’s accreditation cycle. Additionally, several district programs, including District International Education, Education Services and Planning, Public Safety, Emergency Preparedness, Community Education, Auxiliary and Enterprise Services, and the Chancellor’s office were added to the Calendar. The new Calendar is as follows:

Unit	Review Date	Responsible Individual
IT	March 2016	Vaskelis
Public Safety	March 2016	Nunez
Emergency Preparedness	March 2016	Nunez
Education Services and Planning	March 2016	Moore
Accreditation Mid-term Report 2016		
HR	March 2017	Whitlock
Auxiliary and Enterprise Services	March 2017	Bauer
Community Education	March 2017	Bauer
Chancellor’s Office	March 2017	Galatolo
District International Education	March 2018	Luan
Administrative Services (Accounting, Payroll, Purchasing)	March 2018	Blackwood
Facilities Planning, Maintenance and Operations	March 2018	Nunez
IT	March 2019	Vaskelis
Public Safety	March 2019	Nunez
Emergency Preparedness	March 2019	Nunez
Education Services and Planning	March 2019	Messina
Accreditation Self Study 2020		

District Programs: The program review cycle is ongoing and is aligned with the District’s accreditation cycle. District Office Program Review process is scheduled in March of each year. The following units are reviewed on a rotating basis once every three years: Administrative Services (including Accounting, Payroll, Purchasing) Facilities, Public Safety, Emergency Preparedness, Information Technology, Human Resources, International Education, Community Education, Education Services and Planning, Auxiliary and Enterprise services and the Chancellor’s Office.

The program review is typically conducted via a survey administered to all District Employees. The units most recently added to the process may choose another audience to survey or use another methodology to assess their units. Part of the process for these newly added units will be to develop the tool(s) most appropriate for their unit. The survey tool supported by IT is NoviSurvey.

Prior surveys, survey results and executive summaries of the program review are located on the [DO Program Review](#) site.

Program Review Process/Timeline:

January-February: Review/Revise Prior survey questions

February: Revise/develop/test survey in NoviSurvey (contact IT for an administrative logon, access to prior surveys and/or technical support.)

March: Deliver survey tool to all district employees via email.

April - June: Review/summarize results and post reports, including narrative pertinent to accreditation, to Program Review Sharepoint site.

Documentation of the Outcomes: Each department will prepare a Program Review which encompasses the following elements:

Program Review Template:

1. Executive Summary
2. Unit description
3. Describe major accomplishments since last review
4. Current state of the Unit
 - a. Describe the current state of the unit (May include strengths and challenges).
 - b. What changes could be implemented to improve your unit?
5. Action plan. Describe how opportunities for improvement will be addressed
6. Needs: Equipment, Professional Development, Facilities, Staffing, Research (when appropriate)

The 2016 program review cycle was completed in July 2016. Information Technology, Public Safety, Emergency Preparedness and Educational Services and Planning were evaluated. Executive summaries of the review process are located at the [DO Program Review site](#).

Conclusion

The District has met District Recommendation 3 in full.

Evidence

See “District Office Program Review” at <http://www.smccd.edu/educationservices/>