

## **Follow-Up Visit**

College of San Mateo  
1700 W Hillsdale Blvd.  
San Mateo, CA 94402

This report represents the findings of the Peer Review Team that conducted a virtual visit to College of San Mateo April 14, 2021. The Commission acted on the accredited status of the institution during its June 2021 meeting and this team report must be reviewed in conjunction with the Commission's Action letter.

*Submitted to:*

The Accrediting Commission for Community and Junior Colleges

*Submitted by:*

Dr Pamela T. Luster—President, San Diego Mesa College  
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Date: April 23, 2021  
To: Accrediting Commission for Community and Junior Colleges  
From: Dr. Pamela T. Luster  
Subject: Report of Follow-Up Team Report to College of San Mateo, April 14, 2021

### **Introduction**

The Peer Review Team for College of San Mateo (CSM) completed its initial visit to the college from September 30 through October 3, 2019. At its meeting June 5-7, 2019, the Commission acted to Reaffirm Accreditation for 18 months and Require a Follow-Up Report, due no later than March 1, 2021, followed by a visit from a peer review team. Members of the peer review team conducted the Follow-Up site visit to College of San Mateo on April 14, 2021. The purpose of the team visit was to verify that the Follow-Up Report prepared by the College was an accurate thorough examination of the evidence, to determine if the institution has resolved the deficiencies noted in the compliance requirements, and now meets Eligibility Requirements, Accreditation Standards, and Commission policies.

The team found that the College had prepared very well for the visit by arranging for meetings with the individual groups agreed upon earlier with the team chair and by providing relevant evidence and access to courses for review. Over the course of the day the team met with the following individuals/groups:

Kim Lopez, Interim President

#### ***Distance Education Team***

Tarana Chapple, Dean of ASLT  
Mike Holtzclaw, VPI  
Tabia Lee, Instructional Designer  
Erica Reynolds, Instructional Designer  
Marisol Quevedo, Instructional Technologist  
Arielle Smith, President of Academic Senate and Counselor  
Donna Eyestone, Digital Media

#### ***ACCJC Follow up Committee:***

Hilary Goodkind, Dean on PRIE & ALO  
Mike Holtzclaw, VPI  
Tarana Chapple, Dean of ASLT  
Teresa Morris, Library Services  
Arielle Smith, President of Academic Senate and Counselor

#### ***DEAC Committee (Includes faculty leads)***

Arielle Smith, President of Academic Senate and Counselor  
Mike Holtzclaw, VPI

Tarana Chapple, Dean of ASLT  
Sue Hwang An, ESL  
Diana Bennett, Digital Media  
Soe Hlaing, IT  
Lena Feinman, Math  
Paul Hankamp, Biology  
Judy Lariviere, DRC  
Teresa Morris, Library Services  
Michelle Mullane, Psychology  
Carol Newkirk, Director, DRC  
Marisol Quevedo, Instructional Technologist  
Chris Smith, ITS  
Ellie Tayag, Director of Learning Commons  
Jing Wu, Language Arts  
Lale Yurtseven, Business

The Follow-Up Report and Visit were expected to document resolution of the following compliance requirements:

**1. Policy on Distance Education and Correspondence Education; Standard II.A.2 (College Requirement 1)**

In order to meet the standard, the Commission requires that the college establish a policy defining regular and substantive instructor-initiated contact with students for Distance Education courses. The Commission requires that the college provide professional development opportunities for faculty to ensure Distance Education courses include regular and substantive instructor-student interaction.

**Team Analysis of College Responses to the 2019 compliance requirements**

**Findings and Evidence:**

The Team interviewed the college president, and members of the Distance Education Team, the Accreditation Follow-Up Committee team and the Distance Education Advisory Committee.

The Team found that The College of San Mateo (CSM) has developed official policies and other guidance and processes to ensure Distance Education courses include regular and effective instructor-student interaction. As evidenced in their follow-up report, Administrative Procedure 6.12.1 was written and approved. This AP determines that “each proposed or existing course offered by distance education shall be reviewed and approved separately.” This approval process happens through the curriculum committee who will determine that, “each section of a distance education course will include regular effective contact between instructor and students” (AP 6.12.1).

In addition to the AP, CSM provided evidence of other guidance that was developed since the Comprehensive Review visit. The Distance Education Committee developed an impressive and detailed Policy on Regular and Effective Contact with specific requirements for faculty to follow on how often to provide contact for each student and for student-to-student contact. The policy also describes the types of contacts that can be made and describes the online tools available to support instruction. The CSM Regular and Effective Contact Course Review Checklist is another tool used to ensure that regular and effective contact is occurring. The documents presented in the follow-up report were approved through appropriate college committees and processes.

To implement the policies and guidance developed since the comprehensive visit, The College of San Mateo has implemented professional development opportunities to ensure Distance Education (DE) courses include regular and substantive instructor-student interaction. The College implemented a 5-hour mandatory training course that all faculty had to complete, regardless of modality, and this training was in addition to the district 25-hour DE training. The Instructional Designers and Instructional Technologist have offered numerous workshop opportunities to enhance the faculty's online presence and create a safe, comfortable space for students. The annual Flex Day events also centered around "RASCAL – Regular and Substantive Contact During a Pandemic." Resources and professional development opportunities are provided on the Distance Education webpage as well as the Course Design Canvas shell, and Professional Development plans for the future include becoming a Peer Online Course Review (POCR) through California Virtual Campus-Online Education Initiative (CVC-OEI).

The Team reviewed courses offered online during the Fall 2020 semester and observed a significant improvement in the general quality of instruction occurring online and in the specific attention to regular and effective contact. While among the courses reviewed there were still some falling short of the guidelines developed by CSM, the policies, guidance and activities created and planned will provide for continued improvement. The improvement observed so soon after the courses observed during the comprehensive visit is impressive.

**Conclusion:**

The College meets the policy and the standard.

(II.A.2)