

## **STANDARD I: Mission, Academic Quality and Institutional Effectiveness, and Integrity**

The institution demonstrates strong commitment to a mission that emphasizes student learning and student achievement. Using analysis of quantitative and qualitative data, the institution continuously and systematically evaluates, plans, implements and improves the quality of its educational programs and services. The institution demonstrates integrity in all policies, actions, and communication. The administration, faculty, staff and governing board members act honestly, ethically and fairly in performance of their duties.

### **I.A Mission**

#### **I.A.1 The mission describes the institution's broad educational purposes, its intended student population, the types of degrees and other credentials it offers, and its commitment to student learning and student achievement. (ER 6)**

##### *Eligibility Requirement 6 – Mission*

*The institution's educational mission is clearly defined, adopted, and published by its governing board consistent with its legal authorization, and is appropriate to a degree-granting institution of higher education and the constituency it seeks to serve. The mission statement defines institutional commitment to student learning and achievement. (Standard I.A.1; see Standard I.A.4 for adoption and publishing aspects)*

#### **Evidence of Meeting the Standard**

- I.A.1-1 Board of Trustees Agenda, 1/17/2014 Item 3.C., pg. 11 "Mission, Vision, and Values Statement"  
<http://dfl.hancockcollege.edu/Board/docs/2014-01-17%20Board%20Book.pdf>
- I.A.1-2 California Education Code section 66010.4(a),
- I.A.1-3 Catalog, 2015-16, pg. 8
- I.A.1-4 Mission Vision Values presentation, Planning Retreat 2013-14,
- I.A.1-5 Strategic Plan, 2014-2020, pg. 2
- I.A.1-6 Sample Board Agenda
- I.A.1-7 Council Meeting Agendas

#### **Analysis and Evaluation**

Since its inception, the mission of Allan Hancock College (AHC) has centered on providing quality education to our community. The college commitment is embodied in credit and noncredit instructional programs both onsite and online, student services, and co-curricular activities that support learning. AHC's intended student population is all students within the diverse district service area. To meet the needs of our community, the college provides basic skills education, career and technical training, and transfer-level programs preparing students for upper-level courses at universities. AHC offers associates degrees, associates for transfer degrees, and certificate programs.

The current mission, vision, and values of Allan Hancock College were adopted by the Board of Trustees in 2009-10. They are stated in every annual catalog:

**Mission of the College:** Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural, and economic vitality of our diverse community.

**Vision Statement:** Allan Hancock College will be the recognized leader in student success through excellence in teaching, learning, and services in an environment of mutual respect.

Student Success	Diversity
Innovation	Academic Freedom
Mutual Respect	Shared Governance
Lifelong Learning	Excellence

**Shared Values:** We at Allan Hancock College express our values in all that we do. Our commitment is to find innovative ways to enhance student achievement and to always put students first. We operate in a culture of mutual respect and lifelong learning, developing relationships among students and employees to enrich our collective appreciation for diverse ideas, thoughts and experiences. Our culture is supported by a philosophy that shared governance and academic freedom are primary vehicles in promoting excellence in all teaching, learning, and services through open and honest communication.

The mission and functions of Allan Hancock College fulfill the state-legislated requirements of California community colleges as stated in California Education Code section 66010.4(a).

Allan Hancock College has regularly reviewed its mission statement at the annual strategic planning retreat, which is attended by representatives of all constituencies, including students, as part of its planning processes. At its annual strategic planning retreat in 2013, the district revisited the purpose and intent of its mission, vision, and values. The board of trustees reviews the mission annually, and it is widely disseminated and promoted; for example, the mission is found on board agendas (I.A.1-6) and council meeting agendas (I.A.1-7).

The AHC mission is defined, published, and reviewed regularly by the board of trustees and representatives of all campus groups as part of strategic planning. It states the college commitment to student learning and achievement and is broadly disseminated to the college community as well as the public. The mission statement drives all planning and governance activities, including strategic directions.

**I.A.2 The institution uses data to determine how effectively it is accomplishing its mission, and whether the mission directs institutional priorities in meeting the education needs of students.**

**Evidence of Meeting the Standard**

Allan Hancock College has many internal and external data sources that are analyzed in planning goals and directions to support the College mission. The mission is the foundation for all planning documents and directs resource allocation priorities to meet the needs of students.

- I.A.2-1 Strategic Plan 2014-2020
- I.A.2-2 Educational Master Plan
- I.A.2-3 Facilities Master Plan
- I.A.2-4 Technology Master Plan
- I.A.2-5 Student Success and Support Program Plan
- I.A.2-6 Student Equity Plan
- I.A.2-7 Academic Senate
- I.A.2-8 Councils and Committees: Pathways to Decisions
- I.A.2-9 2014 Planning Retreat Agenda
- I.A.2.10 2015 Planning Retreat Agenda
- I.A.2.11 EEO Report to the Chancellor's Office
- I.A.2-12 Fact Book 2013
- I.A.2-13 Fact Book 2014
- I.A.2-14 Tableau
- I.A.2-15 eLumen
- I.A.2-16 National Student Clearinghouse
- I.A.2-17 Labor Market Information: State of California Employment Development Department
- I.A.2-18 LaunchBoard
- I.A.2-19 Santa Barbara County Workforce Investment Board
- I.A.2-20 San Luis Obispo County Workforce Investment Board
- I.A.2-21 Ventura County Workforce Investment Board
- I.A.2-22 U.S. Department of Labor, Bureau of Labor Statistics
- I.A.2-23 Auto Body Technology:
- I.A.2-24 Agribusiness:
- I.A.2-25 Instructional Equipment Request Form

### **Analysis and Evaluation**

External and internal data are utilized to determine how effectively Allan Hancock College is accomplishing its mission and whether the District follows institutional priorities in meeting the educational needs of students. These data serve to drive the planning process of the College and were foundational in developing the Strategic Plan 2014-2020 at the annual planning retreat (I.A.2-1). Global, national, state, and regional/local data were analyzed from a number of sources to identify those factors that are impacting the college or are likely to impact or influence the College's future; analysis resulted in the development of strategic directions. The strategic directions are directly connected to the mission; for example, strategic direction two "student learning and success" connects with the mission "provides quality educational opportunities that enhance student learning". Strategic direction five "integration" (partner with workforce and industry) connects to the mission of enhancing "the economic vitality of our diverse community" (Strategic Plan, pgs. 16-17).

The Strategic Plan 2014-2020 serves as the cornerstone of AHC's planning process, and all other plans are in alignment with this plan, including the Educational Master Plan, Facilities Master Plan, Technology Master Plan, Student Success and Support Program Plan, and Student Equity Plan (I.A.2-2; I.A.2-3; I.A.2-4; I.A.2-5; I.A.2-6). As with the Strategic Plan 2014-2020, data served to inform the development of each of these plans; the result of analysis was the development of goals or directions in each plan, which align with the mission and the strategic plan directions.

Data are widely utilized at the administrative, department, and programmatic levels to inform and assess the effectiveness of the College in meeting the needs of students and the community it serves. For example, the Enrollment Management Committee regularly reviews enrollment reports, including wait lists, when recommending classes be added or canceled. Data are also used to drive continuous improvement efforts and to identify performance gaps and resource needs. At the AHC Annual Student Success Summit in spring 2015, data were presented on the gap in distance learning success compared to onsite success. Similarly, data is utilized by the Academic Senate, councils, and committees across the college to gauge effectiveness in support of students and the College's mission (IA2-7; IA2-8).

To ensure a broad based institutional focus on data, student learning and achievement data are shared and discussed at the annual planning retreat (I.A.2-9, I.A.2-10). For example, the 2015 planning retreat focused attention on data used for Institution-Set Standards and for the Institutional Effectiveness Partnership Initiative to clarify data definitions and differences in criteria, as well as establishment of thresholds.

Various offices on campus provide institutional data. For example, Human Resources submits an EEO Report and the Office of Institutional Research and Planning publishes an annual Fact Book that is utilized across the District (I.A.2-12; I.A.2-13). Additionally, several online research tools are readily available to collect data to inform institutional planning and effectiveness, including the software program Tableau (I.A.2-14). Institutional Learning Outcomes, Program Learning Outcomes, and Student Learning Outcomes are regularly assessed and data relative to these are readily available within eLumen (I.A.2-15).

Comprehensive and Annual Program Reviews provide analysis of data that reflect national, state, and regional/local trends. Sources include the National Student Clearinghouse, Labor Market Information supplied from the State of California Employment Development Department, the *Doing What Matters for Jobs and the Economy* initiative of the California Community Colleges Chancellor's Office via LaunchBoard, and Workforce Investment Boards throughout the region. U.S. Department of Labor, Bureau of Labor Statistics data are available to career technical education students and others on program specific web pages, including annual salary estimates (I.A.2-16; I.A.2-17; I.A.2-18; I.A.2-19; I.A.2-20; I.A.2-21; I.A.2-22; I.A.2-23; I.A.2-24).

Data analysis leads to resource requests in the program reviews, which lead to improvements in carrying out the College mission. For example, instructional equipment requests are derived from program reviews, and they are prioritized primarily on how critical they are to achieving student learning and success and funded based on the priority order (I.A.2-25).

**I.A.3 The institution’s programs and services are aligned with its mission. The mission guides institutional decision-making, planning, and resource allocation and informs institutional goals for student learning and achievement.**

**Evidence of Meeting the Standard**

As stated in its mission, the College’s mission “*provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural and economic vitality of our diverse community.*” (The mission is demonstrated through the various programs and activities described below which contribute to the District’s high success rates for student learning and achievement.

- I.A.3-1 Agenda of the 2014 Planning Retreat
- I.A.3-2 Agenda of the 2015 Planning Retreat
- I.A.3-3 Strategic Plan 2014-2020, pg. 3
- I.A.3-4 Program Review Forms (under revision as of 3/30/15)
- I.A.3-5 Prioritization Forms for faculty, staff and equipment
- I.A.3-6 Contract Education Website (under development)
- I.A.3-8 Pacific Conservatory of the Performing Arts
- I.A.3-9 The San Patricios
- I.A.3-10 Career Technical Education
- I.A.3-11 Economic and Workforce Development (Webpage under development)
- I.A.3-12 Santa Barbara County Workforce Development Board
- I.A.3-13 South Central Coast Regional Consortium
- I.A.3-14 California Community Colleges Doing What Matters for Jobs and the Economy
- I.A.3-15 Agriculture, Water & Environmental Technologies Environmental Training Center
- I.A.3-16 City of Lompoc, Economic Development Committee
- I.A.3-17 The Extended Campus (Website under development)
- I.A.3-18 California Corporate College
- I.A.3-19 Petroleum Education Council
- I.A.3-21 Apprenticeship Training
- I.A.3-23 Degree and Certificate Sequencing: Federal Prisons [link to PDF]
- I.A.3-32 Citizenship Classes
- I.A.3-33 Credit English as a Second Language Classes
- I.A.3-34 Noncredit English as a Second Language Classes
- I.A.3-35 College Catalog list of programs
- I.A.3-36 College Outreach Posters

**Analysis and Evaluation**

The mission of Allan Hancock College is deliberately broad, as AHC strives to serve the diverse needs of our 3,000 square mile district. The mission guides institutional goals for student learning and achievement, institutional decision making and planning, and resource allocation. The mission statement has been reviewed regularly at the 2013, 2014, and 2015 annual planning retreats that include participation of all constituents (I.A.3-1; I.A.3-2). College programs and

services align with the adopted mission and, in addition, support the mission of the California Community Colleges (I.A.3-3).

The AHC mission is at the center of college programs and offerings. It is at the front of the shared governance *Councils and Committees: Pathways to Decisions* manual, at the bottom of meeting agendas and notes, and on posters throughout the campus. All programs must include a mission statement in their program review and demonstrate how the program mission aligns with the College mission (I.A.3-4). The mission statement drives the District strategic plan directions; all resource requests through program review, faculty and classified staff prioritization, and equipment prioritization processes must link to those directions (I.A.3-5). To further inculcate the mission into college priorities, Strategic Directions from the Strategic Plan are noted in each board agenda item.

District programs supporting the mission include a broad array of transfer programs, career technical education programs, basic skills courses, and student support services. Courses and services are offered both onsite and online through Blackboard. AHC offers 87 associate of arts and associate of science degrees and 117 certificates in a variety of university transfer and technical programs (I.A.3-35). In addition to credit programs, the District's robust Community Education division offers a variety of not-for-credit, noncredit, and fee-based opportunities that provide community members with lifelong learning, career preparation, and personal enrichment. The College also offers custom, specialized training to industry and agencies across the region and beyond (I.A.3-6). As noted in the mission, these "quality educational opportunities" are all designed to "enhance student learning."

Opportunities across the District enhance the "creative, intellectual, cultural and economic vitality of our diverse community" [Mission]. AHC's Pacific Conservatory of the Performing Arts (PCPA) is a professional conservatory theatre that embraces the community's diversity through education and outreach efforts such as *The San Patricios*—a production that brought history to life for Chicano/Latino Studies students at Santa Maria High School and PCPA patrons. (I.A.3-8; I.A.3-9). Examples of other outreach activities that integrate with the college mission and programs include Friday Night Science, Dance Spectrum Dimensions in Dance, Forlorico, Choir, and Jazz Band (I.A.3-36)

Examples of support for the "economic vitality" of the College's "diverse community" include career technical education programs and economic and workforce development initiatives (I.A.3-10; I.A.3-11). AHC is a member of the Santa Barbara County Workforce Development Board and the South Central Coast Regional Consortium (I.A.3-12; I.A.3-13) – an organization including career technical education deans and others from eight community colleges within Region 6 (San Luis Obispo, Santa Barbara, Ventura, and Northern Los Angeles Counties). The *Doing What Matters for Jobs and the Economy* framework of the Economic Development Department of California Community Colleges Chancellor's Office (I.A.3-14) supports the consortium. The regional Environmental Training Center at the Lompoc Valley Center also operates under this framework (I.A.3-15) and focuses on agriculture, water, and environmental technologies. Additionally, AHC supports the City of Lompoc in its economic development initiatives; two College managers serve on the Economic Development Committee (I.A.3-16). Career technical education also includes apprenticeship opportunities for three careers:

electricians, plumbers (pipe trades), and operating engineers (heavy equipment) (I.A.3-21). The District offers two sequenced degree programs and one certificate program at the U.S. Penitentiary in Lompoc, offered in a partnership effort to reduce recidivism (I.A.3-23).

Contract education, a unit within the Extended Campus, supports the specialized and custom needs of industry and public agencies (I.A.3-6; I.A.3-17), providing the training needs of corporations and agencies across the district and beyond. AHC is a member of the California Corporate College (I.A.3-18) and has provided training for initiatives, such as the Affordable Care Act and the Pacific Gas and Electric's Solar System Training Program. The College is the only California community college authorized by the Petroleum Education Council to offer the SafeLandUSA, SafeGulf, Core Compliance, and Core Compliance Refresher certifications and is the exclusive provider of ExxonMobil's CalOps Site Orientation (I.A.3-19).

The District supports northern Santa Barbara's "diverse community" in a variety of ways. The Community Education division offers free classes to prepare students for the citizenship test (I.A.3-32) as well as courses to prepare for the GED and noncredit ESL classes. The credit English as a Second Language (ESL) program prepares non-native speakers of English for academic study (I.A.3-33; I.A.3-34) and includes courses in reading, writing, grammar, and listening/speaking skills at four levels from beginning to advanced. AHC also provides student support programs through the 3SP Plan that supports elementary and secondary education, basic skills, ESL, short-term vocational, and workforce preparation.

**I.A.4 The institution articulates its mission in a widely published statement approved by the governing board. The mission statement is periodically reviewed and updated as necessary. (ER 6)**

***Eligibility Requirement 6 – Mission***

*The institution's educational mission is clearly defined, adopted, and published by its governing board consistent with its legal authorization, and is appropriate to a degree-granting institution of higher education and the constituency it seeks to serve. The mission statement defines institutional commitment to student learning and achievement. (Standard I.A.1 and I.A.4)*

**Evidence of Meeting the Standard**

Allan Hancock College widely publicizes its mission statement approved by the governing board. The mission statement reflects the College commitment to learning and serving the diverse community of northern Santa Barbara County. The mission statement can be found online, on posters around campus, on the back of staff and faculty business cards, in planning documents, and in other District publications.

- I.A.4-1 Board Agenda Item 8.F,
- I.A.4-2 Mission and Values
- I.A.4-3 Catalog, 2015-16, page 8,
- I.A.4-4 Human Resources reception screen – screen shot
- I.A.4-5 New hire packet from Human Resources; Laurie has a hardcopy

- I.A.4-6 New student online orientation, email from Margaret Shigenaka to Laurie Pemberton dated October 1, 2014
- I.A.4-7 AHC Strategic Plan 2014-2020, page 2
- I.A.4-8 AHC Educational Master Plan 2014-2020, page 5
- I.A.4-9 Planning Retreat 2011, (slides 13-15); Planning Retreat 2012,; Mission Vision Values, Planning Retreat 2013-14,
- I.A.4-10 Mission, Vision, Values Feedback, AHC's Planning Retreat 2013, (slides 2-5)
- I.A.4-11 Board Agenda Item 3.C, ; minutes
- I.A.4-12 Minutes of ASBG Executive Council, February 26, 2014, new business item 2; Laurie has a hardcopy 'ASBG\_MEETING\_MINUTES\_02-26-2014.doc'
- I.A.4-13 Minutes from College Council, March 17, 2014 item 8 and April 7, 2014 item 10; Laurie has hardcopies 'College Council Agenda 2014 03 17.pdf', '2014 17 03 College Council Notes.pdf', 'College Council Agenda 2014 04 07.pdf', '2014 04 07 College Council Notes.pdf'
- I.A.4-14 Sample Council Agendas
- I.A.4-15 Board Policy 1200 Mission

### **Analysis and Evaluation**

Allan Hancock College's mission statement is reviewed annually. Acknowledging the diverse needs of the community in the semi-rural 3,000 square mile district while aligning with the mission of the California Community Colleges drives the structure of the mission. AHC's Board of Trustees first approved the current mission statement on January 20, 2009 when it was revised to provide a description of the college's purpose and to focus on student learning (I.A.4-1):

*Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural and economic vitality of our diverse community.*

The board approved the mission statement most recently in January 2014 as part of the strategic planning process. AHC's mission, vision, and values are widely published on the website (I.A.4-2), college catalog (I.A.4-3), publications and brochures, posters throughout campus buildings, and in the Board Agenda. The mission statement appears on agendas for many groups, including College Council, Institutional Effectiveness Council, Technology Council, Cabinet, Administrative Team, and the Bond Measure I Citizens Oversight Committee (I.A.4-14). A screen in the Human Resources reception area displays information regarding college employment, including the mission, values, and goals of AHC (I.A.4-4). As part of new employee orientations, the mission, vision, and values are on the first page of the new hire packets (I.A.4-5). The information is also included in the online orientation for new students (I.A.4-6).

AHC's mission, vision, and values drive its planning processes. The Strategic Plan begins with these cornerstones (I.A.4-7), as does the Educational Master Plan (I.A.4-8). The mission is reviewed at the start of each annual strategic planning initiative as part of the planning retreats (I.A.4-9).

The mission review process is conducted in a manner that ensures all campus interests are represented. During the 2013 Planning Retreat, focused feedback was obtained from attendees representing all employee groups (I.A.4-10). After the 2013 planning retreat, the superintendent/president met with the Associated Student Body Government and leadership class students, and gave a presentation on the mission statement (I.A.4-12). The mission, vision, values were also discussed at College Council, whose members include shared governance representatives of full-time faculty, part-time faculty, administration, classified staff, supervisory/confidential staff, and students (I.A.4-13). The Board of Trustees revisited the mission, vision, and values at its January 17, 2014 meeting (I.A.4-11).

**I.B.1 The institution demonstrates a sustained, substantive, and collegial dialog about student outcomes, student equity, academic quality, institutional effectiveness, and continuous improvement of student learning and achievement.**

**Evidence of Meeting the Standard**

Allan Hancock College has established policies and processes that ensure a sustained District-wide dialog on student outcomes and equity, academic quality, institutional effectiveness, and continuous quality improvement. Through review of the mission, planning processes, committee and council meetings, all-staff convocations, and retreats, student learning and achievement remain at center of discussions.

- I.B.1-1 Councils and Committees: Pathways to Decisions
- I.B.1-2 ASL Program Review
- I.B.1-3 CBIS Annual Update
- I.B.1-4 Sample Student Outcomes Report
- I.B.1-5 Sample Student Achievement (Program Review) Data
- I.B.1-6 Sample Program Review Survey
- I.B.1-7 LOAC Retreat Minutes January 14, 2015
- I.B.1-8 Institutional Assessment Plan
- I.B.1-9 Student Equity Plan 2014
- I.B.1-10 Student Equity Plan 2015
- I.B.1-11 Student Equity Focus Group Evidence
- I.B.1-12 2015 Planning Retreat Student Equity Plan Presentation
- I.B.1-13 2015 Planning Retreat Equity and Preparedness Presentation
- I.B.1-14 Program Review Matrix
- I.B.1-15 Vice President Prioritization Lists
- I.B.1-16 Calendar Committee Agenda and Notes Regarding Winter Intersession
- I.B.1-17 Student Learning Council Agenda and Notes Regarding Short-term courses
- I.B.1-18 Academic Senate Agenda and Minutes Discussion on Winter Intersession
- I.B.1-19 DL Committee Agenda and Notes 10-12-2014
- I.B.1-20 DL Committee Agenda and Notes 11-12-2015
- I.B.1-21 CCPD Council Descriptions of IEC, SCL, and SSC
- I.B.1-22 IEC Agendas and Notes Various Meetings
- I.B.1-24 College Co-Chair Meeting Agenda and Notes

### **Analysis and Evaluation**

Dialog about student outcomes, student equity, and academic quality, institutional effectiveness, and continuous quality improvement takes place in a number of forums across the District. As noted in the CCPD, the college's councils and committees, and academic senate are venues through which substantive dialogue occurs (I.B.1-1)

#### **Student Outcomes**

Ongoing dialogue about outcomes occurs at the department and program level (I.B.1-2, I.B.1-3). These examples of program review show how data on student outcomes result in programmatic dialogue about improvements. The office of institutional effectiveness provides each instructional program data on student outcomes (I.B.1-4) and student achievement (I.B.1-5). Institutional Effectiveness also provides instructional and student services programs with survey support (I.B.1-6) that are used to complete program reviews and facilitate dialogue among faculty and staff in programs.

Dialogue about SLOs also occurs within campus committees. LOAC meets regularly to discuss assessment regarding topics such as ILO results, professional development, mapping course and ILO outcomes, the process for writing course improvement plans, and assessment of basic skills and transfer level courses (I.B.1-7) The college Institutional Assessment Plan guides assessment of teaching and learning. It documents the College's assessment policy; provides a structure and reference resource for campus-wide outcomes and assessment efforts; and clearly states roles, responsibilities, and timelines for outcomes and assessment activities (I.B.1-8). In addition, the plan outlines assessment roles and responsibilities of the Academic Senate, faculty, staff, and students as well as department chairs, deans, directors, coordinators, and the vice president of academic affairs and the vice president of student services (I.B.1-8, pages 4-6 & 8-9).

#### **Student Equity**

AHC's mission statement and its strategic direction guided development of the Student Equity Plan 2014-2017 (I.B.1-9) and the new plan for 2015-2018 (I.B.1-10). The College's strategic direction of "student learning and success" focuses on providing educational programs and comprehensive support services to promote student success, defined by student achievement of their educational goals, and respond to the qualitative and quantitative assessment of learning. The Student Equity Plan outlines the District's plan to improve outcomes on five student success indicators for students regardless of race and ethnicity, gender, age, disability, economic circumstances, veteran, or foster youth status. There are five student success indicators: access, course completion, ESL and basic skills completion, degree and certificate completion, and transfer (I.B.1-9, I.B.1-10). Data on student outcomes used in the plan were shared and discussed at various focus groups, where AHC faculty and staff could discuss the implications of the data and possible actions for improvement (I.B.1-11)

Student equity data are shared and discussed at various venues. Data from the 2015 Student Equity Plan and Student Preparedness data with a focus on equity were part of the dialogue at the 2015 annual planning retreat (I.B.1- 12, (I.B.1-13).

### Academic Quality

As part of the comprehensive program review process that occurs every six years along with dialog takes place within academic affairs, administrative units, and student services regarding academic quality (I.B.1-14). Comprehensive program reviews and updates assess and document resource needs associated with student outcomes, student equity, and student achievement. These needs are prioritized by cabinet-level administrators as part of the planning and resource allocation process (I.B.1-15).

Discussions of academic quality occur in various college councils and committees and at academic senate meetings. For example, when the calendar committee proposed a four-week winter intersession (I.B-16), Student Learning Council discussed the merits and best practices associated with short-term instruction (I.B.1-17) The Academic Senate further discussed the merits of a short-term winter and voted in favor after considerable dialogue I.B.1-18). Emphasis on academic quality with regard to distance learning has been a focus for the college over the last few years. The Distance Learning Committee has provided ongoing dialogue on topics such as effective contact, student success and retention, the DL success gap, and adoption of a new course management platform (Canvas) (I.B.1-19, I.B.1-20)

### Institutional Effectiveness

Collective dialog around institutional effectiveness takes place within venues such as the Institutional Effectiveness Council (IEC), the Student Learning Council, and the Student Services Council (I.B.1-21). The IEC organizes the annual AHC planning retreat, conducts a periodic council and governance survey, reviews annual reports from all other councils, and is charged with recommending improved institutional practices I.B.1-22). Recommendations from IEC to College Council from surveys and annual reports led to the formation of a council co-chair meeting to make improvements to communication and organization of Council meetings (I.B.1-23). The Student Learning Council develops and recommends strategies to support and improve student learning programs across the District and seeks to advance and encourage innovation in teaching and learning to meet changing student needs both onsite and online. Among other things, the Student Services Council is a resource and recommending body on issues related to student services and the improvement of student services programs. In an effort to promote and support innovative best practices, these two councils organized Student Success Summits in 2014 and 2015 (I.B.1-24).

### Continuous Quality Improvement of Student Learning and Achievement

The aforementioned examples of dialogue in various college settings support student learning and achievement. The college provides ample opportunity for dialogue about student learning and achievement through the program review process where student outcomes and achievement data are discussed at the program level, and through councils and committees, where an institutional focus is provided.

## **I.B.2 The institution defines and assesses student learning outcomes for all instructional programs and student and learning support services. (ER 11)**

***Eligibility Requirement 11 – Student Learning and Student Achievement:***

*The institution defines standards for student achievement and assesses its performance against those standards. The institution publishes for each program the program's expected student learning and any program-specific achievement outcomes. Through regular and systematic assessment, it demonstrates that students who complete programs, no matter where or how they are offered, achieve the identified outcomes and that the standards for student achievement are met. (Standard I.B.2, I.B.3, and II.A.1)*

### **Evidence of Meeting the Standard**

Allan Hancock College defines and assesses student learning outcomes on a sustained and continuous process in all instructional programs and student support services. Regular and systematic assessment is part of the program review process. Course outcomes are identified in the course outlines of record and are the same regardless of location or modality. Course outcomes are mapped to program outcomes, which are publicized in the catalog online and in print.

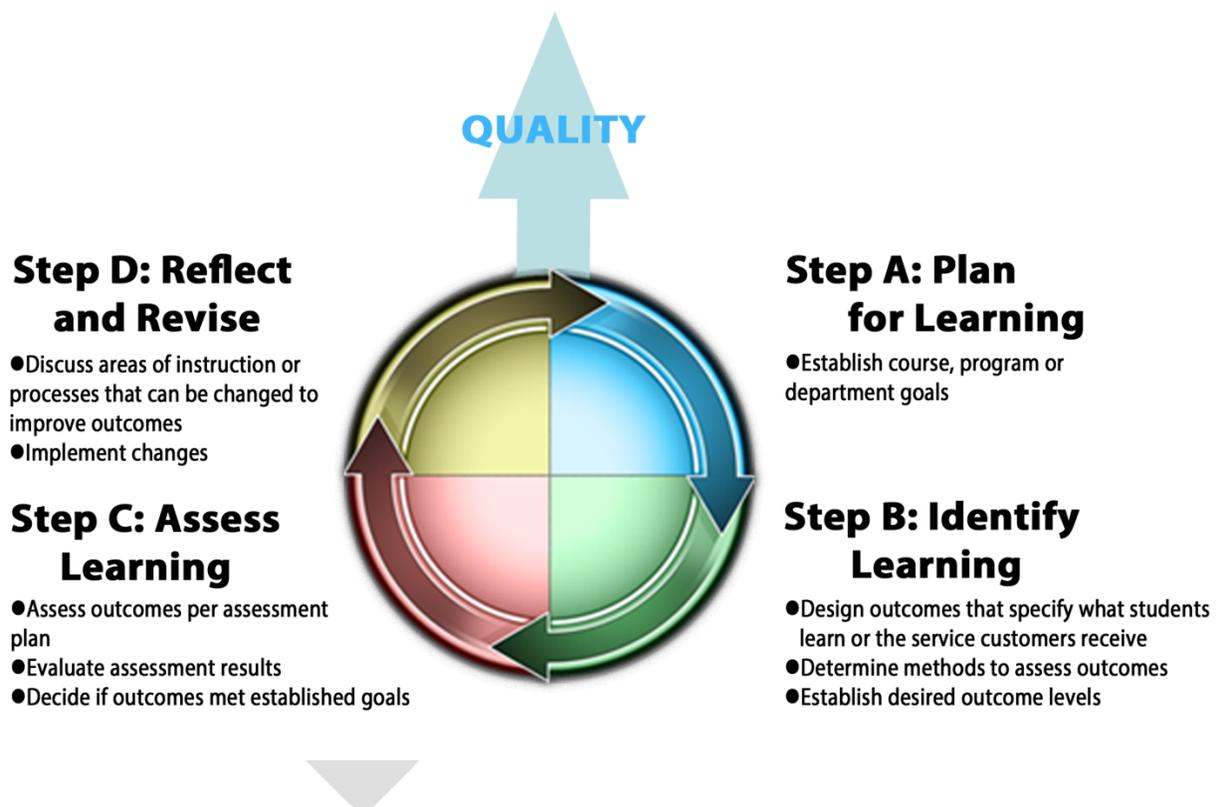
- I.B.2-1 AHC Catalog 2015-16; Institutional Learning Outcomes pgs. 8-9
- I.B.2-2 AHC Website, Institutional Learning Outcomes
- I.B.2-3 AHC Institutional Assessment Plan
- I.B.2-4 AHC Catalog 2015-16, Degrees & Certificates listings pgs. 64-121
- I.B.2-5 Learning Outcomes and Assessment Committee Charge
- I.B.2-6 Assessment Professional Development Schedule and Attendance
- I.B.2-7 AHC Website, Student Services Outcomes
- I.B.2-8 AHC Website, Administrative Service Area outcomes
- I.B.2-9 myHancock, Institutional Learning Outcomes
- I.B.2-10 myHancock, Program Review Matrix
- I.B.2-11 myHancock, Faculty Tab, Academic Program Review Channel (all forms and guides listed)
- I.B.2-12 AHC Institutional Assessment Plan, Roles and Responsibilities Faculty pg. 5
- I.B.2-13 ACCJC Annual Report of Assessment
- I.B.2-14 LOAC Annual Report of Accomplishments
- I.B.2-15 Program SLO Report Samples
- I.B.2-16 ILO Summary Report

### **Analysis and Evaluation**

Allan Hancock College has defined program and institutional learning outcomes and communicates them through the printed and online catalogs (I.B.2-1), the online institutional research and planning learning outcomes web page (I.B.2-2), and the "Institutional Assessment Plan" (IAP) (I.B.2-3, pages 20-21). Course level outcomes appear on all syllabi and are mapped to program outcomes as part of the program review cycle. Guidance and training for the process of assessment is provided through LOAC (I.B.2-5), the Institutional Assessment Plan (I.B.2-12), and through ongoing professional development (I.B.2-6).

Since 2009, Allan Hancock College has clearly defined and published learning outcomes for all instructional programs in the printed and online catalogs (I.B.2-7). Learning outcomes to support student services are also identified and are posted online in both the individual student services web pages and the Institutional Research and Planning learning outcomes page (I.B.2-7). Administrative areas have defined service area outcomes, which are posted online through the Institutional Research and Planning learning outcomes page (I.B.2-8).

Allan Hancock College evidence teams completed initial assessments of each of its institutional learning outcomes during 2011-2013. AHC regards the purpose of learning outcomes assessment to be the improvement of teaching and learning. Reports by each team are available internally to faculty and staff (I.B.2-11), and the evidence teams held meetings to present and discuss their findings. The four steps listed are in the IAP and shown below for regular ongoing assessment of the institutional learning outcomes are clear and concise, showing this is an easily sustainable practice.



AHC expects that every learning outcome will be assessed at least once within a six-year period, including institutional, program, course, student services, learning support services and administrative services outcomes. Many areas assess every learning outcome every year, gathering comprehensive and longitudinal data for analysis and improvement plans (I.B.2-8).

AHC's comprehensive program review and annual update processes (I.B.2-9) include measures and reports of student achievement data. Since learning outcomes assessment is incorporated in AHC's program review and annual updates processes, programs have done assessment of

program learning outcomes if they are current in their program reviews. As of fall 2014, all instructional programs have ongoing assessment of program learning outcomes. Our student learning and support areas have shown consistent, ongoing assessment of 100% of learning outcomes since 2013(I.A.2-13)

Additionally, all course outcomes and student and learning support services outcomes map to program level outcomes and institutional level outcomes, so data collected from direct student level assessments also assists in program assessment and is documented in program reviews. Faculty members use the results of assessment data to strengthen and improve the curriculum, textbooks, and pedagogy and thus improve student learning (I.B.2-12).

LOAC evaluates the committee accomplishments and status of assessments through an annual report (I.A.2-14) as well as program summary reports (for example, Nursing, BIS, and Art) (I.A.2-15), as well as summary reports of ILOs (I.A.2-16).

**I.B.3 The institution establishes institution-set standards for student achievement, appropriate to its mission, assesses how well it is achieving them in pursuit of continuous improvement, and publishes this information. (ER 11)**

***Eligibility Requirement 11 – Student Learning and Student Achievement***

*The institution defines standards for student achievement and assesses its performance against those standards. The institution publishes for each program the program’s expected student learning and any program-specific achievement outcomes. Through regular and systematic assessment, it demonstrates that students who complete programs, no matter where or how they are offered, achieve the identified outcomes and that the standards for student achievement are met. (Standard I.B.2, I.B.3; See Standard II.A.1 for program level standards)*

**Evidence of Meeting the Standard**

Institutional standards represent minimum levels that the District expects to meet, and below which it is expected to initiate intentional action for improvement. Student achievement data are published and available publicly through the Office of Institutional Effectiveness that are evaluated at various college venues. The institutional standards are being met and evaluation will continue annually.

- I.B.3-1 AHC Institution Set Standards
- I.B.3-2 ACCJC Annual Report, 2013—on file in ALO’s Office
- I.B.3-2 myHancock Institutional Effectiveness Accreditation Measures
- I.B.3-3 2014 and 2015 Planning Retreat Agenda
- I.B.3-4 California Community Colleges Student Success Scorecard
- I.B.3-5 myHancock Institutional Effectiveness State Student Success Scorecard I
- I.B.3-6 myHancock Tableau dashboards
- I.B.3-7 AHC Fact Book 2014
- I.B.3-8 IEPI Data and Goals

### **Analysis and Evaluation**

Allan Hancock College has established institution set standards in the areas of course completion (percentage of students completing a course), successful course completion (percentage of student passing a course with a “C” or better), degrees (duplicated and unduplicated), certificates (duplicated and unduplicated), and transfer (to CSU, UC, private, and out of state) (I.B.1-1). AHC began identifying student outcomes data and the dialogue regarding minimum standards (I.B.1-2). At the 2014 and 2015 Planning Retreats there was dialogue about the definition of the standards as a minimum threshold (floor) and the criteria used to set the floor was discussed. Prior to the retreat, there were numerous discussions about appropriate measures and standards at various college meetings including the Student Learning Council and Academic Senate (I.B.3-3). Data on AHC’s performance compared to its institution-set standards are reported in the Annual Report to ACCJC (I.B.3-2).

In addition to these measures, the California Chancellor’s Office developed a scorecard tool which provides data on defined measures related to student achievement. This information is available to the public (I.B.3-4). AHC also makes these data available internally to faculty and staff in an annual Fact Book (I.B.3-5).

To ensure regular and systematic assessment, AHC’s Office of Institutional Effectiveness purchased licenses for the Tableau visual analytics tool. Dashboards are made available internally to faculty and staff that utilize data related to student achievement (I.B.3-6). Program and institutional outcomes data are readily available to all college employees; the dashboards also allow the end user to disaggregate data by student groups.

The Office of Institutional Effectiveness updates AHC’s Fact Book every year and makes this information available both internally and externally (I.B.3-7). The Fact Book includes state-wide performance indicators for comparison and detailed student demographic information as well as additional student outcomes data beyond those used in the Institution Set Standards.

A recent development related to institution set standards are the data colleges are required to establish goals for as part of the Institutional Effectiveness Partnership Initiative (I.B.3-8). Although similar to institution set standards (which are minimum thresholds), IEPI goals are aspirational. The IEPI data measures are also prescribed to institutions. These distinctions and data definitions were discussed at the 2015 Planning Retreat (I.B.3-3) and IEC meeting in 2015 (I.B.3-8) shortly after the data measures were made available to colleges.

### **I.B.4 The institution uses assessment data and organizes its institutional processes to support student learning and student achievement.**

#### **Evidence of Meeting the Standard**

Allan Hancock College uses assessment data to improve institutional effectiveness through integrated processes that support student learning and student achievement. The college has established organized processes that support wide-scale dialogue about student learning and student achievement through committees, institutional planning, and comprehensive program review

I.B.4-1 Strategic Plan Strategic Direction: Support Student Learning and Success

I.B.4-2 Comprehensive Program Review Guide

I.B. 4-3 Annual Program Review Guide

I.B.4-4 Learning Outcomes and Assessment Committee Charge

I.B.4-5 LOAC Annual Reports and Retreat Minutes 2013 to Present

I.B.4-6 ILO Chart

I.B.4-7 Information and Technology Literacy Planning Retreat Presentation

I.B.4-8 SLO Assessment Professional Development Fall 2010 - Present

I.B.4-9 Annual Planning Retreat Agendas 2013, 2014, 2015

I.B.4-10 2015 Planning Retreat Student Equity Presentation

I.B.4-11 2015 Planning Retreat IEPI Data

I.B.4-12 2015 Planning Retreat Institution-Set Standards Data

I.B.4-13 Distance Learning Committee meeting notes on student performance

I.B.4-14 Student Success Summit Agendas 2014 and 2015

### **Evaluation and Analysis**

Assessment of student learning and achievement is a primary focus of AHC as it is one of the Strategic Plan Strategic Directions – Student Learning and Success (I.B.4-1). This strategic direction includes two goals:

**Goal SLS1:** To ensure continuous improvement based on Student Learning Outcomes assessment data.

**Goal SLS2:** To support student access, achievement, and success.

Assessment of student learning occurs through various processes at AHC. Program and course assessment data are integrated into six-year comprehensive and annual program reviews (I.B.4-2, I.B.4-3). The program review guides require that faculty tie program improvement plans and resource requests (e.g., equipment and faculty) to evaluation of student learning and achievement.

AHC analyzes Institutional Learning Outcomes (ILOs) through various processes. Course SLOs are tied to Institutional Learning Outcomes so that as a result of course assessment, ILOs are assessed and reviewed by the Learning Outcomes and Assessment Committee (LOAC) (I.B.4-4). LOAC regularly meets to discuss assessment results (I.B.4-5). Results from ILO assessment are summarized for annual comparison of student performance (I.B.4-6) LOAC also organizes faculty inquiry groups to gather artifacts to evaluate one ILO each year. Results of those assessments are shared and discussed; for example, assessment results for the ILO *Information Technology and Literacy* were presented at the fall 2015 Planning Retreat (I.B.4-7). ILOs have

been discussed across the campus over time in various venues as summarized in the following list:

<b>Institutional Learning Outcomes Assessment and Information Sessions</b>		
Date	Topics	Participants
8/16/2012	<b>ASSESSMENT DAY: Overview of Assessment, Historical Perspective on ILOs, ILO Communication Team Results, Evidence Team Leader Introductions &amp; Overview on Assessment of ILOs, I&amp;PS SLO Retreat Model, and where do we go from here?</b>	65
9/18/2012	<b>Critical Thinking &amp; Problem Solving ILO Session/Results</b>	18
10/19/2012	<b>Personal Responsibility &amp; Development ILO Session/Results</b>	11
1/17/2013	<b>ASSESSMENT DAY: "Where we are with Assessment-Making Your Life Easier," and Breakouts on Global Awareness ILO, eLumen and Closing the Loop</b>	33
2/22/2013	<b>Quantitative &amp; Scientific Literacy ILO Session/Results</b>	7
3/1/2013	<b>Information &amp; Technology Literacy Session/Results</b>	16
1/17/2014	<b>Global Awareness &amp; Cultural Competence ILO Session/Results</b>	17
8/14/2014	ILO Forum: Information & Technology Literacy - Discuss Split	11
9/3/2014	LOAC-SS Mtg / Shared ILO Update on Info & Tech Literacy	
9/5/2014	Fine Arts Dept / Shared ILO Update on Info & Tech Literacy	10
9/5/2014	Mathematical Sciences Dept / Shared ILO Update on Info & Tech Literacy	12
9/9/2014	Business Dept / Shared ILO Update on Info & Tech Literacy	7
9/18/2014	Kinesiology, Rec & Athletics Dept / Shared ILO Update on Info & Tech Literacy	6
9/19/2014	Industrial Technology Dept / Shared ILO Update on Info & Tech Literacy	6
9/19/2014	Life & Physical Sciences Dept / Shared ILO Update on Info & Tech Literacy	11
9/23/2014	Social & Behavioral Sciences Dept / Shared ILO Update on Info & Tech Literacy	6
9/24/2014	Languages & Comm Dept / Shared ILO Update on Info & Tech Literacy	7
10/2/2014	Health Sciences Dept / Shared ILO Update on Info & Tech Literacy	8
10/8/2014	Applied Behavioral Sciences Dept / Shared ILO Update on Info & Tech Literacy	9
10/8/2014	Public Safety Dept / Shared ILO Update on Info & Tech Literacy	2
10/16/2014	Counseling Dept / Shared ILO Update on Info & Tech Literacy	28
11/19/2014	English Dept / Shared ILO Update on Info & Tech Literacy	9
9/15/2015	<b>ILO Dialog: Information &amp; Technology Literacy Session/Results</b>	9
11/12/2015	AHC Planning Retreat: ILO Presentation on Information & Technology Literacy Results	40

12/17/2015

In order to ensure effective processes to support assessment of student learning, professional development activities are provided throughout the year for faculty to learn about assessment as well as to learn how assessment data are entered into the assessment database, eLumen ( I.B.4-8).

Institutional processes to support student learning include the annual Planning Retreat, Student Success Summit, and efforts in committees such as the Distance Learning Committee, Basic Skills Committee, and grant funded initiatives. Data on student outcomes are regularly shared and discussed at the college Planning retreat (I.B.4-9). At the most recent retreat, approximately 60 college faculty, staff, and administrators reviewed and discussed data on Student Equity, Institutional Effectiveness Indicators, and Institution-Set Standards (I.B.4-10, I.B.4-11, I.B.4-12). A result of this dialogue led to establishing an additional Institutional Effectiveness outcome regarding basic skills progression.

Student learning and achievement are supported through various processes, including program review. The program review process requires a comprehensive analysis of program contribution to the institution mission every six years, with an annual update each year. The process includes evaluation of disaggregated data on student success in courses, degrees/certificates, and where appropriate, labor market outcomes. At the institution level as part of the review of institution-set

standards, transfer is also evaluated. In conjunction with review of student performance online compared to onsite that took place in the Distance Learning Committee (I.B.4-12), program evaluation now explicitly requires an analysis of student performance in online versus onsite courses.

Through dialogue at the Student Learning Council and Student Services Council, Student Success Summits were convened in 2014 and 2015 to share data on student outcomes and best practices aimed at improvements in student outcomes. Topics discussed included initiatives AHC faculty have undertaken including summer bridge programs in math and English to accelerate student progression through developmental courses and multiple measures assessment using high school coursework. The faculty in math and English in response to data on student progression through developmental courses have revised curriculum to improve student outcomes. For example, the math department is now offering a course for non-STEM students that will allow students to complete algebra I and algebra II in one semester.

The college uses a variety of student learning and achievement data to inform improvements and has provided an organizational structure to support assessment of student data through program, committee, and institutional dialogue. The college is committed to continuously improving in this area by linking assessment student learning outcomes and achievement data to improvements in student outcomes.

**I.B.5 The institution assesses accomplishment of its mission through program review and evaluation of goals and objectives, student learning outcomes, and student achievement. Quantitative and qualitative data are disaggregated for analysis by program type and mode of delivery.**

**Evidence of Meeting the Standard**

Allan Hancock assess its mission through program review and evaluation of goals and objectives. The college analyzes disaggregated quantitative and qualitative data for programs.

- I.B.5-1 Institutional Assessment Plan
- I.B.5-2 Library Program Review ISLO/PSLO Summary Map by Course
- I.B.5-3 Program Review Matrix
- I.B.5-4 ILO Mapping Evidence
- I.B.5-3 2013 Planning Retreat
- I.B.5-4 2014 Planning Retreat
- I.B.5-5 Accounting Program Review data
- I.B.5-6 Board Retreat Presentation on Public Safety and Nursing
- I.B.5-7 Lists of faculty, staff, and equipment requested

**Analysis and Evaluation**

Allan Hancock College assesses the accomplishment of its mission through program review and evaluating goals and objectives, student learning outcomes, and student achievement. An Institutional Assessment Plan, developed by a faculty-led committee and approved through the Councils and Committee structure, is used widely across the college to guide both instructional

and student services assessments (I.B.5-1). The plan's purpose is to document assessment policy; provide a structure and reference for campus wide outcomes and assessment efforts; and clearly state roles, responsibilities, and timelines for outcomes and assessment activities.

The college has three interrelated levels of assessment:

1. **Course level-** assessment provides evidence of student learning using both direct and indirect measures. Faculty, as discipline experts, lead the effort and are responsible for developing and assessing course student learning outcomes (SLOs). These course outcomes are mapped to both program and institutional outcomes (I.B.5-2).
2. **Program level-** outcomes are identified in academic, student support, and administrative units. Academic program outcomes are mapped to course level outcomes and are assessed using course level assessments along with annual program review reports.
3. **Institutional level-** Institutional learning outcomes (ILOs) are linked to course and program outcomes and are integrated as knowledge, skills, abilities, and attitudes into a variety of courses and student services (I.B.5-1, page 9-10). General education courses that are not part of a defined program can be mapped directly to ILOs. A six-year assessment cycle ensures all ILOs are assessed at least once every six years. ILO assessment was completed using an evidence-team model; multidisciplinary faculty used an institutional level rubric to score student artifacts. (I.B.5-4))

Assessment data are collected and recorded either at the student level or in aggregated format and are housed in eLumen assessment software. The minimum data collected for each SLO is aggregated data.

Student achievement data disaggregated by course, program and modality (online versus onsite) are made available for instructional programs in PDF form (I.B.5-5). For faculty who want to disaggregate more thoroughly than required, they can query program and college data through the Tableau Dashboard allows faculty to disaggregate the data to determine if there are disproportionate impacts on student learning for different groups of students, such as by gender, ethnicity, age, previous college work, etc.. (I.B.5-6).

In support of the College's mission, program reviews and annual updates guide institutional decision-making, planning, and resource allocation (I.B.5-3; I.B.5-4; I.B.5-5). AHC evaluates program quality through these comprehensive program reviews conducted on a six-year cycle (two years for some vocational programs) and reinforced with annual updates (I.B.5-2). The findings and conclusions are fundamental to program and course improvement. Resource needs documented in program reviews, are prioritized by departments and divisions and forwarded the appropriate vice president for consideration. In addition, program reviews and annual updates are pivotal in determining full-time faculty and classified staff hiring prioritization as well as equipment prioritization (I.B.5-6)

**I.B.6 The institution disaggregates and analyzes learning outcomes and achievement for subpopulations of students. When the institution identifies performance gaps, it implements strategies, which may include allocation or reallocation of human, fiscal**

**and other resources, to mitigate those gaps and evaluates the efficacy of those strategies.**

### **Evidence of Meeting the Standard**

Allan Hancock College has a number of systems, plans, and practices for disaggregating data to examine performance gaps. When gaps are noted, the College develops strategies and actions for improving teaching and services that may include allocation or reallocation of resources.

- I.B.6-1 Institutional Research & Planning (IRP) Fact Book
- I.B.6- 2 Elumen Reports
- I.B.6-3 Tableau myHancock/WorkTools/Assessment&IRP/Tableau
- I.B.6-4 Spanish Program Review
- I.B.6-5 Library Program Review
- I.B.6-6 Art Program Review
- I.B.6-7 EOPS Program Review
- I.B.6-8 Distance Learning Committee Notes spring 2015
  
- I.B.6-6 Educational Master Plan 2014-2020 pg 8-9
- I.B.6-7 AHC Student Equity Plan, 2014-17

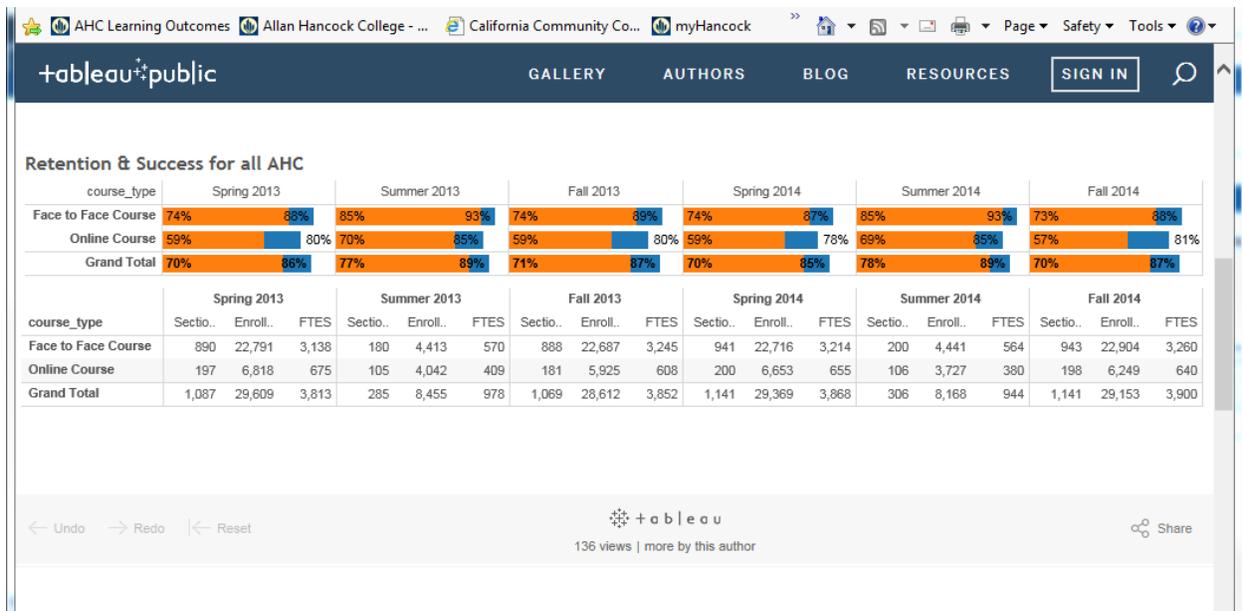
### **Analysis and Evaluation**

At Allan Hancock College, collecting data, analyzing learning outcomes, and measuring student success is accomplished in a variety of ways. The Institutional Effectiveness department guides and manages much of the data gathering. Data are publicly available online in the College Fact Book (I.B.6-1), with completion indicators and outcomes by subject/section.

District-wide student learning outcomes (SLOs) data are compiled in the eLumen system; results are analyzed and reviewed regularly by faculty, staff, and administrators as part of the annual or comprehensive program review process (I.B.6-2). The Tableau data dashboard provides retention and success analytics by course, term, delivery method, ethnicity, gender, age, enrollment status, and other subsets (I.B.6-3). Both eLumen and Tableau assist with disaggregation of data for program review and improvement, grant proposals and reports, and other purposes (I.B.6-4).

Spanish faculty noted that assessment results in Spanish 101 were skewed by the number of enrolled native Spanish speakers. AHC is a Hispanic-serving institution with a substantial number of native speakers enrolled in Spanish courses. An improvement suggestion documented in eLumen is to develop a placement test designed specifically for native Spanish speakers (I.B.6-4). Other examples of programs responding to data are found in the Library, Art, and EOPS program reviews (I.B.6-5, I.B.6-6, I.B.6-7)

Tableau enables the College to easily recognize the gap in student retention and success between onsite and online students. The illustration below shows overall retention and success over several semesters for onsite and distance learning students. The clear gap became a regular discussion topic for the Distance Learning Committee in 2014-15. Several improvement approaches were initiated, including tutorial modules for online-instructor training (I.B.6-8).



The Educational Master Plan 2014-2020 (EMP) demonstrates that AHC embeds the analysis and use of data in enrollment management, educational directions and initiatives, and integrated planning. After discussion of data (listed in EMP appendices) at forums and various council meetings, initiatives were developed that are listed on page 11 of the EMP. Some of these initiatives were endorsed at the annual Student Success Summit in April 2015, and initial actions from EMP Initiative One included expanding summer bridge programs in summer 2015 and launching an online student orientation in English and Spanish (I.B.6-6).

The AHC Student Equity Plan 2014-2017 provides another example of using disaggregated data for improvement planning (I.B.6-7). Campus-based student-population data were disaggregated by race and ethnicity, gender, age, economically disadvantaged, disability, veterans and foster youth to examine the five student success indicators. As goals and activities were developed, each of these student populations were considered; however, through the review of campus data on the five student success indicators, specific attention was given to the target student groups of individuals with disabilities, males, Latinos, economically disadvantaged, African Americans, Veterans, and foster youth. Improvements based on data included the creation of a Student Ambassador Program and counseling support for Veterans and foster youth (I.B.6-8).

Disaggregated achievement data are readily available and analyzed as part of program review. However, the college has not yet implemented the technology to provide disaggregated SLOs data at the program level. The SLO database system (eLumen) has the capacity to provide these types of data, and the institution fully intends to implement this feature, but at this point in time the data are not available.

### **Planning Agenda**

Fully implement the data analysis features in eLumen to provide disaggregated student outcomes data.

**I.B.7 The institution regularly evaluates its policies and practices across all areas of the institution, including instructional programs, student and learning support services, resource management, and governance processes to assure their effectiveness in supporting academic quality and accomplishment of mission.**

### **Evidence of Meeting the Standard**

Allan Hancock College evaluates its policies and procedures across all areas of the institution to assure effective support of academic quality and accomplishment of mission. Instructional programs, student and learning support services, resource management, and governance process are evaluated through a variety of mechanisms.

- I.B.7-1 Curriculum Development Handbook
- I.B.7-2 Student Learning Council Minutes, 2015. Winter Intersession.
- I.B.7-3 Annual Update Template
- I.B.7-4 Sample Program Review Data
- I.B.7-5 RN Annual Update
- I.B.7-6 Program Review Feedback Form
- I.B.7-7 Academic Senate Program Review Committee Charge
- I.B.7-8 2014-15 Program Review Committee Minutes
- I.B.7-9 2015-16 Program Review Committee Minutes and Proposed Changes to Program Review
- I.B.7-10 2016 LOAC Retreat Agenda
- I.B.7-11 CCPD Surveys
- I.B.7-12 CCPD Notes Regarding New Planning and Resource Model
- I.B.7-13 College Council Agenda 2/01/2016

### **Analysis and Evaluation**

Allan Hancock College regularly evaluates its policies and procedures for all areas of the institution, including instructional programs, student and learning support services, resource management, and governance processes.

The quality and currency of new courses and programs is monitored through the Academic Policy and Planning Committee (AP&P), a subcommittee of Academic Senate. All new courses and programs (and modifications to courses and programs) undergo a rigorous approval process overseen by AP&P, including separate review of distance learning courses to ensure compliance with federal and state standards (I.B.7-1). Prior to submission to AP&P, course and program modifications are thoroughly discussed by discipline faculty within each department.

The council and committee process through entities such as the Distance Learning Committee, Student Learning Council and Student Services Council provides opportunity for dialogue about best practices and institutional improvement in instructional and student learning programs. For example, when the Calendar Committee proposed reinstatement of a four-week winter intersession, Student Learning Council assessed best practices in the area of instruction in short terms and contributed recommendations to the Academic Senate as part of the determination whether to move forward with the term (I.B.7-2).

All instructional and student learning programs undergo a comprehensive review every six years as well as annual review. Established in 2010-11 in order in response to evaluation of program review, the annual update revisits the plan of action established at the end of the most current comprehensive program, asks programs to assess continued relevance and progress toward identified goals, and updates enrollment and labor market trends, as well as student learning outcomes assessment data (I.B.7-3). The Office of Institutional Effectiveness (formally Institutional Research and Planning) provides common data sets, including student achievement data disaggregated by modality and student demographics (I.B.7-4). The comprehensive six-year program review requires programs to establish a six-year calendar of assessment of SLOs and to incorporate recommendations to improve learning outcomes and student performance into the final plan action. The annual update asks for reports on assessments conducted and resulting changes and recommendations (I.B.7-5).

Program review processes are subject to evaluation on an ongoing basis to ensure program review leads to programmatic improvements. Prior to 2014, input into the evaluation of the program review process was conducted solely through feedback from faculty and staff who completed a program review each year (I.B.7-6). In order to ensure a more systematic process of program review evaluation and improvements, the academic senate created a program review committee in 2014 that is convened annually to “prepare a report of accomplishments, challenges, and recommendations for improvement to the Academic Senate” (I.B.7-7). In the 2014-15 academic year, the committee made changes to the instructional program review to add data elements, including disaggregated distance learning data and prompts in the Guide asking for analysis of the data (I.B.7-8). In fall 2015, modifications were made to the student services program review to align it more with the instructional program review. During this same time, the committee also addressed the need for CTE programs to more rigorously evaluate labor market trends, and the guidelines now provide more direction with regard to the availability of, and analysis of labor market data. The Program Review also asks for a more focused assessment of how the program mission ties to the college mission (I.B.7-9)

In addition to ensuring that SLOs are integrated into program review and that programs establish a cycle and six-year assessment plan, the College Institutional Assessment Plan forms the basis for everyone's roles and responsibilities in the assessment process. As noted in the plan, The purpose of this document is to:

- Document the assessment policy for Allan Hancock College;
- Provide a structure and reference for campus wide outcomes and assessment efforts;
- Clearly state roles, responsibilities and timelines for outcomes and assessment activities.

Since the policy and practices of assessment are integral to effective use of student outcomes data, the plan is periodically reviewed by the Learning Outcomes Assessment Committee (LOAC), with the most recent review and revision occurring in spring 2016 (I.B.7-10). The Assessment Plan states that, "All constituencies have a role in assessment and learning and the reporting structure is defined by the Council and Committee Pathways to Decisions (CCPD)." The Plan indicates roles and responsibilities through the governance process of faculty, staff, administrators, students and committees and councils in the assessment of student learning. After review and draft revisions of the Assessment Plan are finalized, LOAC will forward the recommendations to Student Learning Council and to constituencies such as the Academic Senate for review and approval.

Governance and resource processes are identified in the CCPD. The document as well as institutional processes is evaluated by the Institutional Effectiveness Council (IEC) through a bi-annual evaluation (I.B.7-11). In 2013, the College Council created a task force to develop language that more clearly articulates the planning and resource allocation process. New language was included on pages of the CCPD that shows in a flow chart the processes for various types of resource allocation needs (I.B.7-12). As part of the ongoing assessment of the planning and resource process, and in light of additional improvements, a new task force was convened in 2014-15 to provide a complete review of the CCPD for clarity to ensure understanding of both governance and resource allocation processes. The task force made clarifying edits to sections of the CCPD that dealt with governance and decision making, as well as a recommendation to College Council that IEC continue to refine the documentation related to planning and resource allocation. In light of the comprehensive scope of planning and resource allocation processes, IEC recommended to College Council that this task be one area of the Quality Focus Essay (I.B.7-13).

Allan Hancock College evaluates its policies and procedures across all areas of the institution to assure effective support of academic quality and accomplishment of mission.

### **Quality Focus Essay**

*What barriers exist at the institution that need to be overcome to enable integrated evaluation, planning, resource allocation, and re-evaluation to improve academic quality and student learning and achievement?*

**I.B.8 The institution broadly communicates the results of all of its assessment and evaluation activities so that the institution has a shared understanding of its strengths and weaknesses and sets appropriate priorities.**

**Evidence of Meeting the Standard**

Allan Hancock College maintains an ongoing dialog regarding assessment and evaluation through committees, including the learning outcomes committees, and activities such as assessment days.

- I.B.8-1 Learning Outcomes & Assessment Committees,
- I.B.8-2 Learning Outcomes and Assessment Committee agendas and minutes/notes,; AHC Learning Outcomes & Assessment Committee Reports,
- I.B.8-3 “ILO Information Sessions 2012 to present.pdf” (dropbox)
- I.B.8-4 Program Review Inventory,
- I.B.8-5 Council/Committee Responsibilities, Councils and Committees Pathways to Decisions, pages 29-30,
- I.B.8-6 Accomplishments of AHC’s Councils,
- I.B.8-7 AHC District Accomplishments,
- I.B.8-8 Student Equity Information Session Flyer
- I.B.8-9 Student Equity Focus Group Flyer
- I.B.8-10 2014 and 2015 Student Success Summit Agendas
- I.B.8-11 Superintendent Roundtable Agendas

**Analysis and Evaluation**

Results of assessment and evaluation activities are communicated so that the institution has a shared understanding of its strengths and weaknesses and sets appropriate priorities.

Key to this communication are two Learning Outcomes Assessment Committees (LOACs) – one focused on academic affairs and the other focused on student services (I.B.8-1). Both committees have liaisons from the different campus departments. During meetings, liaisons communicate what their areas are doing in regards to learning outcomes assessment and share information, concerns, problems, and progress (I.B.8-2).

In addition, information sessions and special assessment days are held throughout the academic year to engage all faculty and staff in dialog and sharing about assessment activities and results (I.B.8-3). Tips and ideas for defining student learning outcomes, developing appropriate methods to measure and gather data, and analyzing and preparing improvement plans are shared and discussed.

Course, program, and student services assessment are part of program review and the annual update process. Areas in which students are not performing as well as expected become priorities for improvement. To facilitate sharing of information, the most recent program review and annual update for each area are available through an internal electronic archive (I.B.8-4).

Assessment and evaluation occurs in all areas of the campus through the shared governance process. At the beginning of each academic year, all councils and committees review their purpose and set goals for the coming year (I.B.8-5). The groups continually review their goals and monitor progress. At the end of each academic year, all councils and committees evaluate and report on their accomplishments as well as challenges and suggestions for improvement (I.B.8-6). The superintendent/president annually provides a progress report on accomplishments to the Board of Trustees (I.B.8-7).

During development of the 2015 Student Equity Plan, Information Sessions (I.B.8-8) and Focus Groups (I.B.8-9) to discuss areas of strength and weakness to help prioritize action items. An additional example of communication is the Student Success Summits in 2014 and 2015 (I.B.8-10)

Student performance is shared with local high school officials at the annual Superintendent's Roundtable (I.B.8-11). This setting provides an opportunity for college and high school faculty and administrators to identify solutions that will improve the success of incoming students.

**I.B.9 The institution engages in continuous, broad based, systematic evaluation and planning. The institution integrates program review, planning, and resource allocation into a comprehensive process that leads to accomplishment of its mission and improvement of institutional effectiveness and academic quality. Institutional planning addresses short- and long-range needs for educational programs and services and for human, physical, technology, and financial resources. (ER 19)**

***Eligibility Requirement 19 – Institutional Planning and Evaluation***

*The institution systematically evaluates and makes public how well and in what ways it is accomplishing its purposes, including assessment of student learning outcomes. The institution provides evidence of planning for improvement of institutional structures and processes, student achievement of educational goals, and student learning. The institution assesses progress toward achieving its stated goals and makes decisions regarding improvement through an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. (Standard I.B.9 and I.C.3)*

**Evidence of Meeting the Standard**

As noted elsewhere in Standard I, Allan Hancock College has an integrated planning process that links program review to resource allocation. Systematic evaluation and planning occurs annually at the department/program levels leading to comprehensive program review every six years. Short and long-range needs for educational programs and services are identified for human, physical, technology, and financial resources.

I.B.9-1 Board Policy 3255 Program Review

I.B.9-2 Comprehensive Program Review Guide

I.B.9-3 Annual Program Review Update

I.B.9-4 ASL Program Review

- I.B.9-5 CBIS Program Review
- I.B.9-6 Art Program Review
- I.B.9-10 Library Program Review
- I.B.9-11 EOPS Program Review
- I.B.9-12 CCPD Overview of Planning
- I.B.9-13 Faculty Prioritization Process
- I.B.9-14 Staff Prioritization Lists
- I.B.9-15 Facilities Prioritization Lists
- I.B.9-16 Instructional Equipment request form
- I.B.9-17 Council Co-Chairs Meeting agenda and notes

### **Analysis and Evaluation**

All instructional, student services, and administrative programs participate in the program review process (I.B.9-1). As stated in the Board Policy,

*The primary purpose of program review is to determine program effectiveness; its processes are designed to recognize good performance and to identify and assist programs needing improvement. Program review also drives the institution's annual planning and resource allocation processes. All educational programs, student support services, and administrative departments of Allan Hancock College will be reviewed at least once every six years in accordance with the procedures. Based on findings and recommendations, such reviews may result in expansion or modification of programs, services, or departments, or a recommendation of further review to assess vitality and feasibility.*

As part of the program review process, units evaluate data relevant to the evaluation of the program, define plans of action, and identify necessary resources to accomplish programmatic goals. Long-range planning is conducted in the comprehensive program reviews for academic and student service programs, where short-term plans are made through annual updates. Programs must ensure integration into the college institutional mission and priorities by identifying a program specific mission and explicating the relationship of the program to the institution (I.B.9-2, I.B.9-3). Recent examples of program review leading to improvement include for example, ASL, CBIS, Art, Library, and EOPS (I.B.9-4 through I.B.9-11). The ASL program review demonstrates a need for a full-time faculty member, Art identified the need for course advisories, Library made improvements to its assessment instrument, and EOPS worked towards improving integration with other support programs on campus to improve transfer among their students.

The program review process requires that resource requests be tied to institutional planning. Likewise, resource requests are required to have program review documentation supporting the request, including requests for faculty, support staff, facilities, and technology. The outline of planning and resource allocation is described in the CCPD (I.B.9-12), in which allocation processes for human, physical, technology, and financial resources are described.

FACULTY PRIORITIZATION (I.B.9-13). The process to determine which full-time faculty positions to fund has evolved over time after reviewing different types of quantitative and qualitative objective and subjective data have been used to rank requested positions. The current process requires identification of need in program review and linkages to institutional mission and priorities.

STAFF PRIORITIZATION (I.B.9-14). Staffing requests are forwarded through the program review and other processes to vice presidents where positions are prioritized based on institutional needs.

FACILITIES PRIORITIZATION (I.B.9-15). Similar to staffing requests, vice presidents receive facilities needs from program reviews and prioritize based on institutional needs and forward their respective facilities needs to the Facilities Council for further consideration.

EQUIPMENT PRIORITIZATION. (I.B.9-16). The instructional equipment prioritization process starts with program review. After funds are determined for the annual distribution for instructional equipment, deans allocate funds towards programs with greatest impact and need. Funds from state allocations as well as technology funding from Bond Measure I, and CTEA funds are jointly considered to integrate the allocation mechanism.

In 2013 a revision to the CCPD Institutional Planning processes was made to update the document with recent institutional changes. However, in the time sense then the college has modified and adopted processes that are not reflected in the document. In order to more effectively articulate the linkage of planning and resource allocation, a taskforce of council co-chairs began to review documentation in the CCPD and elsewhere across the institution where planning and resources are addressed. The taskforce found that an institutional focused effort needs to be put into a thorough inventory of all related processes so that greater clarity can be made to the cycle of program review, planning and resource allocation.

#### **Quality Focus Essay Statement**

***While there is evidence that the college integrates program review, planning, and resource allocation, improvements can be made in the clarity of the processes in order to demonstrate that they lead to institutional effectiveness. The College will draft a Quality Focus Essay in order to improve the linkage between integrated evaluation, planning, and resource allocation to improve student learning and achievement.***

## **Standard I.C Institutional Integrity**

**I.C.1 The institution assures the clarity, accuracy, and integrity of information provided to students and prospective students, personnel, and all persons or organizations related to its mission statement, learning outcomes, educational programs, and student support services. The institution gives accurate information to students and the public about its accreditation status with all of its accreditors. (ER 20)**

*Eligibility Requirement 20-Integrity in Communication with the Public. The institution provides a print or electronic catalog for its constituencies with precise, accurate and current information concerning the following:*

### **General Information**

- *Official name, addresses, telephone numbers, and website address of the Institution*
- *Educational mission*
- *Representation of accredited status with ACCJC and with programmatic accreditors, if any*
- *Course, program and degree offerings*
- *Student learning outcomes for programs and degrees*
- *Academic Calendar and program length*
- *Academic freedom statement*
- *Available student financial aid*
- *Available learning resources*
- *Names of governing board members*

### **Requirements**

- *Admissions*
- *Student fees and other financial obligations*
- *Degrees, certificates, graduation and transfer*

### **Major Policies Affecting Students**

- *Academic regulations, including academic honesty*
- *Nondiscrimination*
- *Acceptance and transfer of credits*
- *Transcripts*
- *Grievance and complaint procedures*
- *Sexual harassment*
- *Refund of fees*

*Locations or publications where other policies may be found*

*(Standard I.C.2) Note: Please see 1.C.2 for a complete analysis of ER 20.*

## **Evidence of Meeting the Standard**

In all the District's various communication channels including the public website, the myHancock portal, and print publications including the catalog, Allan Hancock College ensures the integrity, clarity, currency and accuracy of the information the College presents to all its constituencies, prospective students, and to the public.

- I.C.1-1 Eligibility Requirement 20 General Information, Requirements, and Major Policies Affecting Students
- I.C.1-2 Allan Hancock College Website <http://www.hancockcollege.edu/>
- I.C.1-3 Web Services Committee agendas and notes, myHancock portal homepage [http://myhancock.hancockcollege.edu/render.userLayoutRootNode.uP?uP\\_root=root](http://myhancock.hancockcollege.edu/render.userLayoutRootNode.uP?uP_root=root).
- I.C.1-4 Allan Hancock College Catalog, 2014-15
- I.C.1-5 Alignment of SLOs [http://www.hancockcollege.edu/public\\_affairs/Catalog.php](http://www.hancockcollege.edu/public_affairs/Catalog.php)
- I.C.1-6 *Schedule at a Glance* samples (filed in office of public affairs/publications)
- I.C.1-7 *Spectrum* noncredit/community education schedule
- I.C.1-8 Sample brochures filed in the office of public affairs/publications

### **Analysis and Evaluation**

Allan Hancock College (AHC) assures the clarity, accuracy, and integrity of information when it communicates its mission, learning outcomes, educational programs, student support services, and accreditation status to students, prospective students, college personnel, the public and other organizations (I.C.1-1). Since 2010, AHC has relied primarily on web-based content to provide clear, accurate and complete information (I.C.1-2). The website is an effective way to communicate throughout the 3,000 square mile district and provide services to online students. In order to ensure accuracy in new web content, the AHC Web Committee meets twice monthly to review potential new content or pages for the website, to study usage analytics to ensure content is easily accessible, and to make changes as needed (I.C.1-3). In addition, new web content is vetted through the web content coordinator who relays substantial new content to the office of public affairs & publications before it is published.

The mission statement and current information about the college's accreditation status are accessible online through the [About Hancock](#) link on the college homepage. The college [catalog](#), both in print and online (I.C.1-4), includes the mission statement; learning outcomes; a complete list of degrees and certificates; course descriptions, content and requirements; as well as information about each student support program and student policies.

In coordination with the secretary to the vice president of student services, the academic services coordinator completely reviews and updates the catalog in the spring each year. All of the catalog elements listed in Eligibility Requirement 20 are checked for accuracy at that time. The entire campus community is asked to review, update and revise information related to their areas. The office of public affairs & publications then edits the catalog for consistency, style, grammar, and formatting, and prints and distributes the print and online catalog.

Learning outcomes are updated in the eLumen system by faculty and the learning outcomes analyst. The learning outcomes analyst annually compares outcomes in eLumen with ones in the catalog, to ensure they are accurate and identical. Outcomes listed in the online curriculum system Curricunet are also cross-checked with the catalog by the academic services coordinator (I.C.1-5).

In the past, AHC sent a printed credit class schedule, *Schedule at a Glance*, to students, prospective students and the public (I.C.1-6). These newsprint documents contained basic information about classes and referred users to the online class schedules for details. To ensure accuracy, the list of courses was downloaded directly from the Banner student information system and was reviewed by several offices, including admissions and records. In spring 2015, the *Schedule at a Glance* was changed to a mailer that contains a brief list of courses, with directions to check online for complete information. This is mailed to all district residents and out-of-area current students.

All District noncredit and community education classes are listed online, 24 hours a day, through “class search.” The college also prints a separate community education schedule, *Spectrum*, which is mailed to 77,000 homes district-wide and currently-enrolled, out-of-district community education students; it is also distributed to public libraries and other relevant community locations (I.C.1-7). The content for *Spectrum* is developed and reviewed for accuracy by the community education department, with course downloads from Banner.

In addition to the catalogs, the college publishes online information and numerous printed brochures about its educational and student support programs. The office of public affairs & publications reviews all content for accuracy and clarity, and consults frequently with departments to confirm content. (I.C.1-8).

Through ongoing review and revision, as well as monitoring current content, the college demonstrates integrity in all its efforts to ensure information is clear and accurate.

**I.C.2 The institution provides a print or online catalog for students and prospective students with precise, accurate, and current information on all facts, requirements, policies, and procedures listed in the “Catalog Requirements” (see endnote). (ER 20)**

*Eligibility Requirement 20: Integrity in Communication with the Public  
(Please see bulleted list below for point-by-point response to ER 20; See I.C.1 for complete text of ER 20)*

**Evidence of Meeting the Standard**

The Allan Hancock College catalog is available both in print and online versions. The catalog is kept current through an established timeline, and contains all the required elements for integrity in communication with students, prospective students and the public.

- 1.C.2-1 Allan Hancock College Catalog 2015-2016 Required
- 1.C.2-2 Allan Hancock College Website
- 1.C.2-3 Catalog Production Timeline
- 1.C.2-4 Academic Policy and Planning committee (AP&P)  
Curriculum Summary to Board of Trustees

**Analysis and Evaluation**

Allan Hancock College provides print and online catalogs for students and prospective students with precise, accurate, and current information on all facts, requirements, policies, and procedures. Required information regarding its mission statement, admission requirements and procedures, campus rules, academic programs and courses, services available to students, and other important information is available on the District's website and catalogs (I.C.2-1, I.C.2-2). The District catalog is published annually and produced by team from student services, academic affairs and public affairs & publications, with significant input and content provided by deans and faculty. All college policies and procedures in the catalog are completely reviewed following an established production timeline that starts with the completed curriculum and program work of the Academic Policy and Planning committee (AP&P) (I.C.2-3, I.C.2-4).

**I.C.3 The institution uses documented assessment of student learning and evaluation of student achievement to communicate matters of academic quality to appropriate constituencies, including current and prospective students and the public. (ER 19)**

*Eligibility Requirement 19 – Institutional Planning and Evaluation*

*The institution systematically evaluates and makes public how well and in what ways it is accomplishing its purposes, including assessment of student learning outcomes. The institution provides evidence of planning for improvement of institutional structures and processes, student achievement of educational goals, and student learning. The institution assesses progress toward achieving its stated goals and makes decisions regarding improvement through an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. (Standard I.B.9 and I.C.3)*

**Evidence of Meeting the Standard**

Allan Hancock College has a number of methods to measure and document student learning and achievement. The College publicizes measures of academic quality to all appropriate constituencies. Allocations support instruction and priorities established through program review.

I.C.3-1 Allan Hancock College Fact Book 2014 Completion Indicators (pages 11-2 – 11-11)

I.C.3-2 Allan Hancock College Homepage

I.C.3-3 AHC Institutional Planning webpage

I.C.3-4 AHC Educational Master Plan

I.C.3-5 myHancock Tableau dashboards

I.C.3-6 “Program Achievement Data.pdf”, November 2014 (dropbox)

I.C.3-7 Six year assessment cycle for Institutional Learning Outcomes, Institutional Assessment Plan page 12

I.C.3-8 Assessment of Institutional Learning Outcomes

I.C.3-9 Institutional Learning Outcomes Assessment Reports

I.C.3-10 AHC Budget Book

I.C.3-11 Instructional Equipment prioritization spreadsheet 2014 (office of VPAA)

I.C.3-12 CTEA Spreadsheet 2015 (located in grants office)

- I.C.3-13 Presentation to the Board of Trustees
- I.C.3-14 Community News, July 2015
- I.C.3-15 Community News, January 2016
- I.C.3-16 The Annual Report inside the Community News, January 2016
- I.C.3-17 Inside Hancock, April 2015
- I.C.3-18 Link to story on keynote address to Lompoc Chamber of Commerce
- I.C.3-19 Link to editorial published by the Santa Barbara Independent

### **Analysis and Evaluation**

The College documents assessment of student learning and evaluation of student achievement to inform the appropriate constituencies, current and prospective students, and public.

Student achievement data – including retention and success rates, fall to spring persistence, degrees and certificates, and retention and success rates by subject – are made public through the *AHC Fact Book*, which is updated annually and posted on the public website (I.C.3-1).

The statewide *Student Success Scorecard* has a link on the AHC home page. On the home page, under “About AHC—You Should Know” there is a section on Student Success Facts (I.C.3-2). The public also has access to the major planning documents of the college through the public institutional planning page (I.C.3-3). The *Educational Master Plan* in particular has a great deal of information on student performance, as well as planning goals (I.C.3-4).

Through the Office of Institutional Research and Planning and the Tableau system, faculty and staff access information (for example, enrollment, student success, and degree and certificate completion) to use in program and course review, enrollment management, and for other purposes (I.C.3-5).

At Allan Hancock College, student learning outcomes (SLOs) are assessed at the course, program, and institutional level for both academic programs and student services. Every SLO is assessed at least once every six years and, in some cases such as Spanish, assessment occurs every academic year or even every semester (I.C.3-6).

Institutional Learning Outcomes (ILOs) are assessed on a six-year schedule (I.C.3-7). Results are documented and are available to the campus, prospective students and the public in an institutional assessment report (I.C.3-8). All seven ILOs were assessed by interdisciplinary evidence teams during 2011-13 (I.C.3-9).

The annual *AHC Budget Book* is available to the public and students through the public website. The largest part of the unrestricted budget goes to academic salaries, evidence that the District is placing a high priority on instruction (I.C.3-10).

Student learning outcomes are assessed by faculty and resources requests for program improvements go into program reviews, or annual program review updates. For example, in the 2014-15 academic year, over \$200,000 of instructional equipment funds and \$440,000 of CTEA/Perkins funds went to improvements called out in program review based on SLOs. In both cases, funds were allocated through a committee process (deans’ council and shared governance CTE taskforce). (I.C.3-11, I.C.3-12).

The superintendent/president, and vice presidents regularly present measures of student achievement and evaluations to the Board of Trustees during the annual retreat and at the board meetings (I.C.3-13). The goal is to keep the trustees as informed as possible.

The Public Affairs and Publications office also produces biannual publications to share stories and measures of success and student learning outcomes with the general public. *Community News* is mailed to every household in the District in January and in July (I.C. 3-14, I.C.3-15) to increase awareness in the community. The January issue includes the Annual Report with a message from the President/Superintendent, and highlights from various departments and programs (I.C.3-16).

Public Affairs also produces *Inside Hancock*, a four-page publication distributed to new and prospective students during community outreach events and at high schools (I.C. 3-17). Both publications include measures of academic quality and academic success.

The superintendent/president makes several presentations throughout the year in the community to educate constituents about the state of the college and programs. For example, during the 2014-15 year, the superintendent/president was the keynote speaker at a Lompoc Chamber of Commerce event (I.C.3-18), wrote an editorial about the state of the College that was published in local newspapers (I.C.3-19).

#### **I.C.4 The institution describes its certificates and degrees in terms of their purpose, content, course requirements and expected learning outcomes.**

##### **Evidence of Meeting the Standard**

The annual college catalog contains a comprehensive description for every certificate and degree offered at Allan Hancock College, including the purpose, content, course requirements and learning outcomes.

- I.C.4-1 Allan Hancock Catalog 2015-16 pages 66 – 125
- I.C.4-2 Allan Hancock Catalog 2015-16 page 99, Fashion Design Program
- I.C.4-3 Image of Program Brochures at the Counseling Department
- I.C.4-4 Sample Program Brochures

##### **Analysis and Evaluation**

All degrees and certificates offered through Allan Hancock College are described completely in the annual catalog (I.C.4-1). The catalog is available on the college homepage and also in a print version.

In the section on each certificate or degree, there is:

- A statement of purpose or what type of student the program will serve. For example, for the fashion merchandising certificate the catalog states: “The certificate program in

fashion merchandising prepares students for immediate employment and to transfer to universities and technical schools of fashion and costume design.” (I.C.4-2)

- A general description of the content. For an Engineering A.A. the catalog states: “The engineering program provides a general background suitable for a variety of engineering fields including mechanical, civil, aerospace, electrical, computer, and biomedical engineering.” (I.C.4-1, page 91)
- A list of course requirements, including the units required, course numbers, and course titles.
- Learning outcomes listed as bullet points under the general description for each degree or certificate.

Program information can also be found in the Counseling Office (I.C.4-3) where brochures describing programs and contact information are available for students (I.C.4-4).

**I.C.5 The institution regularly reviews institutional policies, procedures, and publications to assure integrity in all representations of its mission, programs, and services.**

**Evidence**

Allan Hancock College has several layers of institutional review to assure integrity in all representations of its mission, programs and services.

- I.C.5-1 Allan Hancock College website,
- I.C.5-2 Planning Retreat Materials
- I.C.5-3 Board Agenda Item 3.C.; minutes
- I.C.5-4 Board Policies,
- I.C.5-5 Publication Guidelines & Stylebook, December 2015
- I.C.5-6 PA review matrix (dropbox ‘PA review process matrix.docx)
- I.C.5-7 Graphic Standards
- I.C.5-8 College Catalog
- I.C.5-9 College Catalog Timeline
- I.C.5-10 Priority Registration Brochure (English)
- I.C.5-11 Priority Registration Brochure (Spanish)

**Analysis and Evaluation**

The College has systems in place to regularly review its policies, procedures and publications to assure integrity in all representations of its mission, programs, and services. The mission is reviewed annually as part of strategic planning, and academic programs and all student services participate in annual program review updates. All departments update catalog information annually and course schedules each semester on a timeline set by academic affairs. After these

processes, information conveyed both internally and externally is examined again through the office of Public Affairs and Publications (PA).

PA is responsible for quality control of AHC publications across all programs and adds a layer of review to ensure accuracy. The college graphic standards (I.C.5-7) ensure publications maintain a consistent presentation, and an internal style guide (I.C.5-5) assists individual departments in content development. All printed flyers, brochures and other documents designed for the public are expected to go through a review process (I.C.5-6). If PA develops a new flyer or brochure, the information is evaluated and confirmed by content experts in the areas involved. For example, when the Vice President of Student Services requested a new brochure be made to explain how new students could receive priority registration, PA worked with faculty and staff in the counseling department and with members of the outreach committee to ensure the accuracy and simplicity of the brochure (I.C.5-10). PA oversaw the production of the brochure, as well as its Spanish translation to better serve the community (I.C.5-11).

AHC website content (I.C.5-1) is also reviewed by PA, and then uploaded directly by departments or by the web content coordinator. The information on the website stays current because departments are able to make minor changes to their own webpages in real time, maintaining accuracy and currency while eliminating bottlenecks. The web content coordinator has a high-level view of the site to make sure all pages stay consistent.

The college mission is reviewed every year at the annual planning retreat (I.C.5-2) as discussed in Standard I.A.4, and then presented to the Board of Trustees for review and approval—either in its new form, or for reaffirmation (I.C.5-3). This process ensures integrity in all representations of the mission and makes it available for public review.

As discussed in Standard I.B.7, AHC reviews its board policies and administrative procedures periodically, with the dates of review and revisions listed at the bottom of each policy. Consistency is also checked across policies and procedures by careful attention of council and committee members and the various constituencies. A major review project took place in 2014-15 in order to bring AHC board policies in alignment with the recommended League for California Community Colleges language and numbering system (I.C.5-4). The process involved the AHC Board of Trustees, the superintendent/president's office, college councils and committees, and constituency groups collaborating on the realignment.

Allan Hancock College provides print and online catalogs (I.C.5-8) for students and prospective students with precise, accurate and current information on all facts, requirements, policies, and procedures. Required information regarding its mission statement, admission requirements and procedures, campus rules, academic programs and courses, services available to students, and other important information is available to students in the printed and online catalog. The process to update the catalog takes more than three months and involves staff across disciplines and service areas. The process has built-in review redundancy in an effort to avoid any inaccuracies, and to ensure all pertinent information is included (I.C.5-9). All college policies and procedures in the catalog are completely reviewed and revised each year, coordinated by the academic affairs curriculum specialist and the student services administrative assistant. Further input comes from deans, department chairs, articulation coordinator, learning outcomes analyst, and

institutional research director. The superintendent/president is also consulted in the final review rounds.

All college policies and procedures in the catalog are completely reviewed following an established production timeline that starts with the completed curriculum and program work of the Academy Policy and Planning committee (AP&P). (I.C.2-3, I.C.2-4).

**I.C.6 The institution accurately informs current and prospective students regarding the total cost of education, including tuition, fees, and other required expenses, including textbooks, and other instructional materials.**

**Evidence of meeting the standard**

AHC informs current and prospective students on the total cost of education at the College through multiple information channels, including: the college website, myHancock student portal, community presentations and workshops, and outreach materials.

- I.C.6-1 AHC Catalog 2015-16
- I.C.6-2 CCCCCO Net Price Calculator
- I.C.6-3 Cashier Services – Cost to Attend
- I.C.6-4 AHC Bookstore.
- I.C.6-5 AHC Class Search
- I.C.6-6 Apply and Register
- I.C.6-7 Schedule of Financial Aid presentations and workshops
- I.C.6-8 Financial Aid presentation slides (English)
- I.C.6-9 Financial Aid presentation slides (Spanish)
- I.C.6-10 Financial Aid advertisement placed in Righetti High School newspaper
- I.C.6-11 *Inside Hancock* publication, pg.4

**Analysis and evaluation**

Allan Hancock College accurately informs and makes public the costs related with classes, including tuition, fees, books, and other instructional materials primarily through the AHC online and print catalog (I.C.6-1, pg. 16-17), bookstore website and outreach materials.

The college estimates the total cost of attendance for students through the Net Price Calculator provided by the California Community College Chancellor's Office (I.C.6-2). The total cost is estimated using actual tuition and fees at Hancock, and the California Student Aid Commission's annual student expense budget that factors in room, board, transportation, and personal miscellaneous components. Total cost information is available through the "Financial Aid" tab in the myHancock student portal (I.C.6-3.)

The online bookstore site provides rental, new, and used texts for college classes. The Bookstore also makes public the costs of instructional materials; such as supplies for art classes, instruments required for chemistry classes, and uniforms for medical programs (I.C.6-4).

In addition, through the college Schedule of Classes available online, students are able to select a link on the Schedule to view required materials and book costs associated with each class. Students may also link to materials and book costs from the Registration module when signing up for classes as shown below (1.C.6-5).

The screenshot shows the Allan Hancock College website interface. At the top is the college logo and name. Below it are navigation buttons: "Return To Search Menu" and "Close This Window".

The main content area is titled "Class Schedule Search Results for Fall 2015". It includes a red note: "NOTE: Further details about each course are available by clicking the CRN link. Details may include orientation information, wait list numbers, seat availability for cross-listed courses, instructor contact information, and material fees if applicable." Below this is a disclaimer: "Due to changes in the regulations that govern California Community Colleges, many credit courses are no longer repeatable. Visit www.hancockcollege.edu/course repeatability for information."

To the right is a "Status Definitions" section:

- Cancelled**: This class has been cancelled for this term.
- Class Ended**: This class has ended for this term.
- Closed**: Seats are not available at this time. Please click on the CRN for waitlist availability and cross-list information (like courses that cross academic disciplines and are taught by one instructor).
- In Progress**: This class is in progress. Please click on CRN to view last date to add.
- Open**: Seats are available for this class. (Classes in Open status may have a waitlist or be cross-listed with another section. Click on the CRN for details.)

Below this is a browser address bar showing the URL: http://bannerweb.hancockcollege.edu/prod/iS\_sched\_popup?vsub=AJ&vcrcse=101&vterm=201620&vcrcn=20129

The main content area is titled "AJ 101 Intro to Criminal Justice" with a "Close This Window" button. It is divided into two main sections:

**Section Information as of 15-MAY-2015 01:05:20 PM**

- Status: Open
- Title: AJ 101 Intro to Criminal Justice
- CRN: 20129
- Instructor: Lupo, E (elupo@hancockcollege.edu)
- Grade Option: Standard Letter, Pass/No Pass
- Acceptable For Credit: CSU; UC
- Section Prerequisites: NONE
- Section Corequisites: NONE
- Campus: LVC - Lompoc Valley Center
- Building: LVC2 - Lompoc Valley Center Bldg 2
- Room: 104

Below the list is a link: "Click to check book costs..." and a "Campus Map" button.

**Meeting Time**

W	06:30pm - 09:35pm	08/17/15	12/10/15
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**Seating Availability**

Enrolled	Capacity	Available
1	30	29

**Waitlist Availability**

Enrolled	Capacity	Available
0	20	20

**Critical Dates for this Course**

Term:	Fall 2015
Last day to drop with a refund:	28-AUG-15
Last day to drop without a "W":	28-AUG-15
Last day to add class with add code:	30-AUG-15
Census Roster Due Date:	30-AUG-15
Last day to choose Pass/No Pass grade option:	18-SEP-15
Last day to drop with a "W":	06-NOV-15

Tuition costs are listed in a number of places on the main AHC website, under links with labels like "Future Students," "Apply & Register" and "Cashier Services." (I.C.6-6). Tuition costs are broken down into various categories like enrollment fees, health fees, parking, and materials fees. Tuition costs are also identified and itemized when a student registers and receives a print out of courses and fees.

The Financial Aid and Counseling departments have taken a proactive approach to educate new and prospective students, as well as their parents, about the costs associated with attending the College. Faculty and staff hold parent and student presentations throughout the District to explain the cost of education, as well as the available scholarships and financial aid (I.C.6-7). The workshops and presentations take place in the afternoon and evenings, as well as in English (I.C.6-8) and in Spanish (I.C.6-9) to better serve the District.

The Public Affairs office also places advertisements in high school newspapers, parent newsletters and magazines about the costs associated with attending the College (I.C.6-10). Information is also included in a biannual publication *Inside Hancock* that is distributed to prospective students during outreach events at the high school and throughout the District (I.C.6-11). Public Affairs staff uses the Net Price Calculator (I.C.6-2) for all data included in the materials.

**I.C.7 In order to assure institutional and academic integrity, the institution uses and publishes governing board policies on academic freedom and responsibility. These policies make clear the institution’s commitment to the free pursuit and dissemination of knowledge, and its support for an atmosphere in which intellectual freedom exists for all constituencies, including faculty and students. (ER 13)**

*Eligibility Requirement 13 – Academic Freedom*

*The institution’s faculty and students are free to examine and test all knowledge appropriate to their discipline or area of major study as judged by the academic/educational community in general. Regardless of institutional affiliation or sponsorship, the institution maintains an atmosphere in which intellectual freedom and independence exist.*

*(Standard I.C.7)*

**Evidence of Meeting the Standard**

The AHC Board of Trustees, the Academic Senate and the Associated Student Body Government adhere to clearly stated and published policies that support an atmosphere of freedom for all constituencies in the pursuit and dissemination of knowledge throughout the Allan Hancock College District.

- I.C.7-1 Board Policy 4030 Academic Freedom and Responsibility
- I.C.7.2 Allan Hancock College Shared Values, Catalog 2014-15, pg. 8  
<http://epubs.hancockcollege.edu/catalog/2014-15/#?page=10>
- I.C.7-3 Academic Senate Articles of Agreement, Senate Webpage 12/18/14
- I.C.7-4 AS Academic Integrity Committee Functions (myHancock, Doc/Forms library, search “academic integrity”)
- I.C.7-5 CCPD page 8, Allan Hancock College Values
- I.C.7-6 Associated Student Body Code of Ethics, Part 1
- I.C.7-7 Standards of Student Conduct, AKA Guidelines for Student Conduct
- I.C.7-8 Student Pledge of Honor Image in Student Center

## **Analysis and Evaluation**

Allan Hancock College board policy and administrative procedure 4030 clearly state the district's commitment to academic freedom and responsibility as "essential to the free search for truth and knowledge and their free exposition" (I.C.7-1). In addition, the administrative procedure provides guidelines for filing a complaint if a faculty member believes academic freedom has been violated. Academic freedom is one of the eight shared values frequently published with the college mission statement and vision (I.C.7-2).

The AHC Academic Senate reflects and restates the faculty commitment to academic freedom in their articles of agreement that state in part "...we uphold a philosophy of shared governance through open communication and collaboration and of academic freedom and integrity." (I.C.7-3) The Academic Senate standing committee "Academic Integrity Committee" has two functions that demonstrate commitment to academic responsibility and integrity:

- 1. Promote campus-wide efforts to educate students, staff, faculty, and administrators in the pursuit of academic honesty.*
- 2. Review institutional academic integrity policies and processes and recommend changes as needed to align with best practices and regulatory mandates (I.C.7.-4).*

Allan Hancock College also publishes a list of shared values that include academic freedom (I.C.7-5).

Students echo the importance of academic freedom through the AHC associated student body code of ethics, which includes "...being a member of this organization involves participating in an environment by which freedom of expression is of paramount importance to ensure total student input on the policy depictions and the free exchange of ideas." (I.C.7-6)

In the Standards of Student Conduct established by the AHC Board of Trustees and published in the catalog, the first sentence is "A student enrolling in Allan Hancock College may rightfully expect that the faculty and administrators will maintain an environment in which there is freedom to learn." (I.C.7-7), this commitment is further enhanced by the student *Pledge of Honor* found in the Student Center (I.C.7-8)

**I.C.8 The institution establishes and publishes clear policies and procedures that promote honesty, responsibility and academic integrity. These policies apply to all constituencies and include specifics relative to each, including student behavior, academic honesty and the consequences for dishonesty.**

## **Evidence of Meeting the Standard**

Allan Hancock College has established policies and procedures promoting honesty, responsibility, and integrity with processes in place for violations that occur. These policies are published and include guidelines for student conduct and an academic honesty policy.

- I.C.8-1 Institutional Code of Ethics. Board Policy 3050,
- I.C.8-2 Board of Trustees Code of Ethics. Board Policy 2715,
- I.C.8-3 Academic Freedom and Responsibility Policy. Board Policy 4030,
- I.C.8-4 Academic Senate Academic Integrity Committee
- I.C.8-5 AHC College Catalog 2015-2016 Academic Honesty, [Catalog, p.39]
- I.C.8-6 AHC College Catalog 2015-2016 Guidelines for Student Conduct [p.35-38]
- I.C.8-7 Associated Student Body Government, Code of Ethics
- I.C.8-8 Sample Syllabi with Academic Honesty Guidelines

### **Analysis and Evaluation**

All constituencies at Allan Hancock College are expected to promote academic honesty and integrity. A core document is the Institutional Code of Ethics (I.C.8-1) which states “employees of the Allan Hancock Joint Community College District are committed to the ethical values of honesty”. The Board of Trustees follows a specific Code of Ethics as defined in board policy (I.C.8-2). Integrity and responsibility are also part of the Board Policy on Academic Freedom and Responsibility (I.C.8-3), which is particularly applicable to faculty. The Academic Senate has a standing committee, the Academic Integrity Committee, with the stated function to “educate student, staff, faculty, and administrators in pursuit of academic honesty” (I.C.8-4).

Students are made aware of academic honesty through the college catalog, which is available both in print and on the AHC website in an Academic Honesty section that includes the consequences of dishonesty (I.C.8-5). As spelled out in the catalog, the first consequence of academic dishonesty is a failing grade on an assignment that is plagiarized or otherwise fraudulent; however, the instructor may take other measures that are “reasonable and appropriate”. There are also separate guidelines for student conduct (I.C.8-6, clause 16, pg. 36) and the Code of Ethics for the Associated Student Body Government (I.C.8-7). In addition, many faculty include academic honesty guidelines in their syllabus and course content (I.C.8-8).

**\*\*Kelly to provide information on consequences\*\***

### **I.C.9 Faculty distinguish between personal conviction and professionally accepted views in a discipline. They present data and information fairly and objectively.**

#### **Evidence of Meeting the Standard**

The District has policies in place to ensure faculty and other employees act in a fair, objective and ethical manner.

- I.C.9-1 Board Policy 4030 Academic Freedom and Responsibility
- I.C.9-2 Full Time Faculty Evaluation Form
- I.C.9-3 Board Policy 3050 Institutional Code of Ethics

### **Analysis and Evaluation**

Faculty standards for professional integrity at Allan Hancock College are described in Board Policy 4030, Academic Freedom and Responsibility: “A member of the faculty has freedom and an obligation, in the classroom or in research, to discuss and pursue the faculty member’s subject with candor, integrity, and objectivity even when the subject requires consideration of topics which may be politically, socially, or scientifically controversial.” Moreover, the faculty member “...should not purport to be an institutional spokesperson, should show respect for the rights of others to express their opinions, and has the responsibility to present the subject matter of his/her course as announced to students and as approved by the faculty in their collective responsibility for the curriculum” (I.C.9-1).

Faculty evaluations take into account the following criteria: “acknowledging and defending the free inquiry of their associates in the exchange of ideas”, “acknowledging academic debts (crediting sources to avoid plagiarism)”, and “acting in accordance with the ethics of the profession and with a sense of personal integrity” (I.C.9.2).

In addition, all employees of the College, including faculty, are subject to Board Policy 3050, the Institutional Code of Ethics which states employees are “fair, honest, straightforward, trustworthy and unprejudiced” (I.C.9-3).

**I.C.10 Institutions that require conformity to specific codes of conduct of staff, faculty, administrators, or students, or that seek to instill specific beliefs or world views, give clear prior notice of such policies, including statements in the catalog and/or appropriate faculty and student handbooks.**

#### **Evidence of Meeting the Standard**

Allan Hancock College is a public institution that is open to all students regardless of race or religion. The college does not require conformity to specific codes of conduct, nor does it seek to instill specific beliefs or world views.

I.C.10-1 Mission, Vision, Values in Catalog

#### **Analysis and Evaluation**

The Allan Hancock College mission, vision and values are widely published, do not contain language requiring conformity to specific codes of conduct and do not seek to instill specific beliefs or worldviews. All constituencies at Allan Hancock College campuses frequently see the mission, vision and values on framed posters throughout the buildings. Both the vision and value statements encompass “mutual respect” as part of the culture. The mission, vision and values are also on the public website and in the print catalog (I.C.10-1).

**I.C.11 Institutions operating in foreign locations operate in conformity with the Standards and applicable Commission policies for all students. Institutions must have authorization from the Commission to operate in a foreign location.**

This standard does not apply to Allan Hancock College.

**I.C.12 The institution agrees to comply with Eligibility Requirements, Accreditation Standards, Commission policies, guidelines, and requirements for public disclosure, institutional reporting, team visits, and prior approval of substantive changes. When directed to act by the Commission, the institution responds to meet requirements within a time period set by the Commission. It discloses information required by the Commission to carry out its accrediting responsibilities. (ER 21)**

*21. Integrity in Relations with the Accrediting Commission*

*The institution provides assurance that it adheres to the Eligibility Requirements, Accreditation Standards, and Commission policies, describes itself in identical terms to all its accrediting agencies, communicates any changes in its accredited status, and agrees to disclose information required by the Commission to achieve its accrediting responsibilities. The institution will comply with Commission requests, directives, decisions and policies, and will make complete, accurate, and honest disclosure. Failure to do so is sufficient reason, in and of itself, for the Commission to impose a sanction, or to deny or revoke candidacy or accreditation. (I.C.12, I.C.13)*

**Evidence of Meeting the Standard**

Allan Hancock College requires a component of general education for each degree based on a philosophy stated in the college catalog and the AHC Curriculum Development Handbook. This philosophy takes into account principles designed to assist faculty in reviewing GE courses. The courses selected for general education clearly articulate such GE principles in their course outlines of record.

- II.A.12-1 AHC Catalog 2015-16, pg. 57
- II.A.12-2 GE Worksheets used by AP&P Committee
- II.A.12-3 Guiding Notes for General Education Course Reviewers, published by the CSU/UC, January 2012.  
<https://www.dropbox.com/s/ffnrk0ydt9svhpr/GeneralEducationGuidingPrincipleshandout.pdf?dl=0>
- II.A.12-4 AHC Curriculum Development Handbook (CDH) (pp. 69-70, 78)
- II.A.12-5 GE category map to ILOs from Jennie Robertson in IRP office

**Analysis and Evaluation**

Allan Hancock College requires a component of general education for each degree that is based on a carefully considered philosophy for both associate and baccalaureate degrees (II.A.12-1, pgs. 57-58). The college catalog states that “general education is a pattern of courses designed to develop in students a breadth of knowledge and allow students to gain command of subject areas and methods of inquiry that characterize the liberally educated person” (II.A.12-1, p. 57).

The Academic Policy and Planning Committee (AP&P) relies on faculty expertise to determine the appropriateness of each course for inclusion in the general education curriculum, based upon learning outcomes and competencies appropriate to the degree level. These learning outcomes and competencies are reflected in GE worksheets that faculty must complete and submit to AP&P for review and approval at the local level (II.A.12-2).

The five general education categories on the GE Worksheets are:

- Natural Sciences
- Human Institutions
- Humanities
- Language and Rationality (which addresses written composition, communication, and analytical thinking)
- Living Skills (which addresses a student's preparation for and acceptance of responsible participation in civil society, skills for lifelong learning, and application of learning).

The five general education categories are mapped to the seven AHC institutional learning outcomes (II.A.12-5).

The AP&P Committee examines the course outline of record for evidence to approve the course's inclusion in these categories. Using *Guiding Notes for General Education Reviewers* (II.A.12-3) and the *AHC Curriculum Development Handbook* (II.A.12-4), committee members are trained to review the course outline of record (COR) for course content, instructional objectives, evaluation methods, assigned homework, and student learning outcomes. They also assess the level, scope, integrity, generality, critical thinking, continuing study, and cultural diversity in the COR.

Overall, courses meeting GE criteria provide students with a broad comprehension of the development of knowledge, practice, and interpretive approaches in the arts and humanities, the sciences, mathematics, and social sciences.

**I.C.13 The institution advocates and demonstrates honesty and integrity in its relationships with external agencies, including compliance with regulations and statutes. It describes itself in consistent terms to all of its accrediting agencies and communicates any changes in its accredited status to the Commission, students, and the public. (ER 21)**

*ER 21: Integrity in Relations with the Accrediting Commission*

*The institution provides assurance that it adheres to the Eligibility Requirements, Accreditation Standards and Commission policies, describes itself in identical terms to all its accrediting agencies, communicates any changes in its accredited status, and agrees to disclose information required by the Commission to achieve its accrediting responsibilities. The institution will comply with Commission requests, directives, decisions and policies, and will make complete, accurate, and honest disclosure. Failure to do so is sufficient reason, in and of itself, for the Commission to impose a sanction, or to deny or revoke candidacy or accreditation. (Standard I.C.12 and I.C.13)*

External program accreditation is addressed by Board policy & Administrative Procedure 3200, External Program Accreditation, and Board Policy & Administrative Procedure 4102, Advisory Committees for Instructional Programs. External agency review and program licensure or certification occur per agency requirements.

Allan Hancock College has sixteen programs governed by external licensing agencies. Those programs are as follows:

<b>PROGRAM</b>	<b>LICENSING</b>	<b>TYPE OF LICENSE/CERTIFICATE</b>
Auto	Automotive Service	ASE A1 through ASE A8 exams are voluntary and AHC does not receive official feedback on exam results.
		ASE Refrigerant Recovery and Recycling Review
	California Bureau of	Qualified for Smog Check Inspector State Licensing Exam
Auto Body	Auto Service	Damage Analysis/Estimating Collision
C.N.A./Acute	California Department	Certification
Cosmetology	Board of Barbering	Cosmetology, Manicuring License Exams
Culinology	American Culinary	Chef Certification
	National Restaurant	
Safe Food	Santa Barbara County	Safe Food Handling Certification
Dental	Dental Board of	Registered Dental Assistant
Dietetic	California Department	Approval of Dietetic Service Supervision
	Dietary Managers	The Allan Hancock College certificate candidate
Early	Department of Social	ECS Teaching Credential or permit
Emergency	National Registry of Emergency Medical Technicians (NREMT)	EMT-Basic/ EMS Level Certification
Environmental	California Specialized	CSTI Hazmat Certification
	Department of	
	Occupational Safety	
	Environmental	
	Department of	
Fire	California State Fire	State Fire Marshal Fire Technology Academy
		Slate Fire Marshal Fire Technology Degree
Human	California Association	Certified Addiction Counselor
Law	CA Commission on	P'OST Regular Basic Course
Licensed	Board of Vocational	Licensed Vocational Nurse
Medical	American Medical	Registered Medical Assistant
	California Certifying	
Paralegal		
Real Estate	California Department	Real Estate Sales and/or Brokers License
Registered	Board of Registered	Registered Nurse
Registered	California Veterinary	Provides the educational component to be qualified
Welding	American Welding	Structural Steel Certification
	Int'l Boiler & Vessel	Pressure Pipe Welding

	American National	Petroleum/Natural Gas Storage & Transport by
	American Petroleum	Cross Country Pipe Welding
Wildland Fire	California Slate Fire	Slate Fire Marshal WFT Certificate
	National Wildland Fire	National WFT certificate
<b>PROGRAM</b>	<b>LICENSING</b>	<b>TYPE OF LICENSE/CERTIFICATE</b>
Auto Technology	Automotive Service	ASE A1 through ASE A8 exams are voluntary and AHC does not receive official feedback on exam results.  ASE Refrigerant Recovery and Recycling Review and Quiz (AHC's AT 306)  Qualified for Smog Check Inspector State Licensing Exam
Auto Body	Auto Service Excellence (ASE)	Damage Analysis/Estimating  Collision Repair/Refinish
Cosmetology	Consumer Affairs	Cosmetology, Manicuring
Culinology		
Dental Assisting	Commission on Dental Auxiliaries/Dental	Registered Dental Assistant
Early Childhood Studies (ECS)	Department of Social Services Community Care Licensing Division Commission on Teacher Credentialing	ECS Teaching Credential or permit
Emergency Medical	National Registry of Emergency Medical	EMT-Basic/ EMS Level Certification
Environmental Technology (ENVT)	California Specialized Training Institute Department of Homeland Security (DHS) Occupational Safety and Health Administration (OSHA/CalOSHA) Environmental Protection Agency (EPA/CalEPA)	CSTI Hazmat Certification

	Department of Transportation (DOT)	
Fire Technology (degree and academy)	California State Fire Marshal's Office	State Fire Marshal Fire Technology Academy Certificate Slate Fire Marshal Fire Technology Degree Certificate
Human Services	California Association for Alcohol & Drug California Association for Alcohol & Drug counselors (CAADAC)	Certified Addiction Counselor
Law Enforcement	Police Officers Standards and Training	P'OST Basic Police Academy
Licensed Vocational	Board of Vocational Nursing and	Licensed Vocational Nurse
Wildland Fire Technology (WFT)	California Slate Fire National Wildland Fire Coord. Group (NWFCG)- federal level	Slate Fire Marshal WFT Certificate National WFT certificate

### **Evidence of Meeting the Standard**

External program accreditation is addressed by Board policy & Administrative Procedure 3200, External Program Accreditation, and Board Policy & Administrative Procedure 4102, Advisory Committees for Instructional Programs. External agency review and program licensure or certification occur per agency requirements.

- I.C.13-1 Accreditation website link to last Accreditation Report
- I.C.13-2 BP 3200, External Program Accreditation (*needs to be updated*)
- I.C.13-3 AP 3200, External Program Accreditation (*needs to be updated*)
- I.C.13-4 BP 4102, Advisory Committees for Instructional Programs (*needs to be updated*)
- I.C.13-5 AP 4102, Advisory Committees for Instructional Programs (*needs to be updated*)
- I.C.13-6 Pdf listing of the sixteen programs which require external licensing
- I.C.13-7 Evidence (external agency program review docs for each program)

### **Analysis and Evaluation**

Allan Hancock College is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges. The college has been continuously accredited since 1952 and the latest accreditation report is available for review on the Allan Hancock College website (evidence link here).

Allan Hancock College remains in good standing with external accrediting and licensure agencies and required certification testing follow the instructional standards and staffing prescribed by the appropriate agency.

**I.C.14 The institution ensures that its commitments to high quality education, student achievement and student learning are paramount to other objectives such as generating financial returns for investors, contributing to a related or parent organization, or supporting external interests.**

**Evidence of Meeting the Standard**

AHC demonstrates commitment to high quality education, student achievement and student learning through its mission, vision and values; through integrated planning focused on student learning; through high quality student support services; through faculty professional development; and through themes the superintendent/president has introduced that have been widely adopted through the college.

- I.C.14-1 AHC Mission, Vision, and Values
- I.C.14-2 Strategic Plan 2014-2020, pg. 16
- I.C.14-3 Educational Master Plan 2014-2020, pg. 10
- I.C.14-4 Aspen Prize Nomination Notifications
- I.C.14-5 Student services webpage
- I.C.14-6 Professional development schedules
- I.C.14-7 AHC Adopted Budget 2016
- I.C.14-8 Measure I Bond Oversight Committee Reports
- I.C.14-9 Measure I Bond Updates to the Board of Trustees

**Analysis and Evaluation**

The mission statement of the District begins: “Allan Hancock College provides quality educational opportunities that enhance student learning” (I.C.14-1). All of the College’s integrated plans start with this mission, and the largest and most significant direction in the *AHC Strategic Plan* is “Student Learning and Success” (I.C.14-2). The first direction in the *AHC Educational Master Plan 2014-2020* is “Student Success” (I.C.14-3). In recognition of AHC’s commitment to high quality education, the college has been nominated for the Aspen Prize twice (in 2011 and 2014) (I.C.14-4).

The motto of the AHC Extended Opportunities (EOPS) program is “Above and Beyond”, and that summarizes the philosophy of student services at the College. The extensive list of student support services available in various modalities reflects the District’s commitment to student achievement and learning (I.C.14-5).

High quality education begins with dedicated, highly trained faculty. AHC provides a substantial list of professional development opportunities to faculty every academic year. In

addition, many faculty choose to attend conferences in their discipline areas, at least partially funded by the College (I.C.14-6).

As a public institution and single college district, AHC does not contribute to a parent organization. The annual District budget shows the largest allocation of resources goes to support instruction (I.C.14-7). The Measure I Bond from 2006-2016 has been carefully monitored by the AHC Board of Trustees and a Citizens' Oversight Committee to ensure projects followed priorities and stayed within allocated funding amounts (I.C.14-8; I.C.14-9).

DRAFT

## **Standard IIA INSTRUCTIONAL PROGRAMS**

**II.A.1. All instructional programs, regardless of location or means of delivery, including distance education and correspondence education, are offered in fields of study consistent with the institution's mission, are appropriate to higher education, and culminate in student attainment of identified student learning outcomes, and achievement of degrees, certificates, employment, or transfer to other higher education programs. (ER 9 and ER 11)**

### ER 9. Educational Programs

The institution's principal degree programs are congruent with its mission, are based on recognize higher education field(s) of study, are of sufficient content and length, are conducted at levels of quality and rigor appropriate to the degrees offered, and culminate in identified student outcomes.

### ER 11. Student Learning and Achievement

The institution defines standards for student achievement and assesses its performance against those standards. The institution publishes for each program the program's expected student learning and any program-specific achievement outcomes. Through regular and systematic assessment, it demonstrates that students who complete programs, no matter where or how they are offered, achieve the identified outcomes and that the standards for student achievement are met.

### **Evidence of Meeting the Standard**

II.A.1-1 AHC College Catalog, 2015-2016

II.A.1-2 Academic Policy and Planning Website

<http://www.hancockcollege.edu/app/curricunet.php>

II.A.1-3 ASSIST (<http://www.assist.org/web-assist/AHC.html>)

(AHC 13-14 Transfer Course Agreements in ASSIST)

II.A. 1-4 Program Review Resource Guide, Six-Year Review Academic and Vocational Programs

II.A.1-5 Academic Affairs Program Review Annual Update

II.A.1-6 Art Six-year Program Review

II.A. 1-7 Catalog Page 75. Auto Technology and Biology program SLOs.

II.A. 1-8 Noncredit Certificates

II.A. 1-9 Distance Learning Report Form ENGL 108

II.A. 1-10 Course Outline English 108

II.A. 1-11 Board Policy 4105

II.A 1-12 Degrees and certificates 100% DL

II.A 1-13 Accounting Annual Update

II.A 1-14 AP&P Course and Program Approval

II.A 1-15 RVT Program Application

II.A 1- 16 Units and Hours

II.A 1-17 Demystifying Hours and Units

II.A. 1-18 Institutional Report on Student Learning Outcomes

II.A. 1-19 ACCJC Annual Report Chart by Year  
II.A 1-20 CTE Institution Set Standards  
II.A 1-21 ACCJC Institution Set Standards

## **Analysis and Evaluation**

All AHC's instructional programs are offered in fields of study consistent with the College mission to provide quality educational opportunities that enhance student learning and the economic vitality of the community. AHC currently offers 111 certificates and 93 Associate Degrees (AA and AS: Associate of Arts and Associate of Science), including 14 Associate Degrees for Transfer (ADTs: AA-T and AS-T) (II.A.1-1). These credit certificate and degrees provide opportunities to gain employment in areas such as automotive technology, nursing, and winemaking – exemplary programs that reflect the strong employment areas in the region. Two-year degrees provide pathways for students into career fields and on to four-year universities. Strong academic two-year transfer programs that have been enhanced by a Department of Education STEM Grant include engineering, biology, computer science, and math. Additionally, AHC offers noncredit courses in areas such as ESL, Adult Basic Education, and in community education, providing lifelong learning opportunities for the service area. Currently, noncredit certificate programs are offered in eight areas (II.A.1-8). Regardless of where courses are offered, they all are subject to the same approval process with programmatic oversight and evaluation from lead faculty in the program areas.

Many courses are offered online (approximately 12% of fall 2015 credit sections). Courses that faculty request to be offered online are subject to an additional approval process in the college curriculum committee (Academic Policy and Planning) (IIA. 1-9, IIA. 1-10). The college recently revised Board Policy 4105 (Distance Education) (IIA. 1-11), which ensures compliance with Department of Education guidelines regarding student authentication and documentation of regular substantive contact; the policy also distinguishes between distance and correspondence education, although the college currently does not offer correspondence education. The college offers six AA and six AS degree programs approved for substantive change that can be completed entirely online (IIA. 1-12).

Curriculum and program review processes ensure all curriculum offerings align with the mission (II.A.1-2 , II.A. 1-4 , II.A.1-5) . In both the annual and six-year instructional program review, faculty in the programs demonstrate how their mission aligns with the college mission. Some program mission statements such as Art (A.II 1-6) are comprehensive and demonstrate the breadth and depth of the intended program outcomes that often include GE and CTE aspects. Annual program updates require programs to verify that their program continues to align with the college mission, assess labor market trends (for CTE programs), and provide assessment on progress towards program goals and a status on program and course SLOs (II.A. 1-13)

The Academic Policy and Planning Committee (AP&P), which approves all curriculum, reviews all course outlines to ensure the courses meet the college mission at the time of submission for approval, and have program and course student learning outcomes (II.A.1-2). All Associate Degrees (AA, AS, AS-T, and AA-T) are a minimum of 60 units (Two-years). The program approval process also requires that each program develop and make public program level

outcomes, which are provided in the college catalog; both CTE and academic programs make public their program learning outcomes (II.A. 1-7).

All new programs are reviewed by the AP&P and evaluated for mission alignment, student demand and need, UC/CSU transferability and articulation, industry and business needs, and appropriate academic rigor, following the guidelines detailed in the State Chancellor's Office Program and Course Approval Handbook (PCAH) at the AP&P website (II.A. 1-14). Courses that are intended to transfer are vetted through Assist (II.A.1-3). CTE program approval requires extensive analysis of labor market need, identification of intended program outcomes, anticipated enrollments, and an identified sequence of courses leading to a certificate or degree (II.A.1-15). Faculty who create new curriculum are also given professional development training and guidance regarding higher education standards related to units and hours (II.A 1-16, II.A 1-17)

Instructional programs lead to attainment of student learning outcomes at AHC. Course SLO assessment is conducted by discipline faculty on a schedule created in conjunction with a six year plan developed in comprehensive program review (IIA 1-4, 1-5, 1-6). Assessments, sampling methodology, results, and improvements are documented in assessment reports (II.A. 1-18, 1-19). Programs lead to certificates, degrees, employment, and transfer (II.A 1-20, 1-21).

**II.A.2. Faculty, including full time, part time, and adjunct faculty, ensure that the content and methods of instruction meet generally accepted academic and professional standards and expectations. Faculty and others responsible act to continuously improve instructional courses, programs and directly related services through systematic evaluation to assure currency, improve teaching and learning strategies, and promote student success.**

### **Evidence of Meeting the Standard**

Faculty are responsible for the institution's curriculum development and approval processes, which in turn ensure that course and programs are designed to meet academic and professional standards. Courses and programs, including service programs, are regularly reviewed by discipline faculty as part of the program review process, for quality, rigor, currency, and effectiveness in achieving learning outcomes. Results of such reviews contribute to a robust dialogue about strategies to improve student success.

II. A.2.1. 4020 Board Policy Curriculum Development

II.A.2.2. 2014-2015 Academic Policy and Planning (AP&P) Committee List

II.A.2.3. September 9, 2011 AP&P Meeting Minutes, MMAC 112 and 114 Recommendations

II.A.2.4. October 24, 2013 AP&P Meeting Minutes, AG 158 Recommendation

II.A.2.5 August 27, 2015 AP&P Meeting Minutes, AG 124 Recommendation

II.A.2.6 CurricUNET Curriculum Proposal Review Process

II.A.2.7 CurricUNET Review: Comments for Art Course Proposals

II.A.2.8 September 12, 2013 AP&P Meeting Minutes, ECS 111 Recommendations

II.A.2.9 Academic Policy and Planning Committee Best Practices for Curriculum Development

II.A.2.10 Curriculum Development Handbook, pages 16-22

- II.A.2.11 New Program Proposal Notes
- II.A.2.12 AP&P Spring 2012 Retreat Minutes
- II.A.2.13. Repeatability Standards 1<sup>st</sup> Draft
- II.A.2.14 AP&P Minutes, October 3, 2013, DANC 183 Recommendations
- II.A.2.15 Modification of Drama to Theatre
- II.A.2.16 UC Approval of Theater Courses
- II.A.2.17 AP&P Retreats Spring and Fall 2015
- II.A.2.18 AP&P Committee Goals 2014-15
- II.A.2.19 Snapshot of Program Review Matrix
- II.A.2.20 CurricUnet 6-Year Course Review Report
- II.A.2.21 Instructional Program Review Master Calendar
- II.A.2.22 CurricUnet 6-Year Course Review Report
- II.A.2.23 Selected Program Reviews
- II.A.2.24 Program Review Efforts

### **Analysis and Evaluation**

Allan Hancock College faculty have primary responsibility for development of new courses, new programs, program outcomes, and assessment of outcomes. and modifications to courses and programs. The review and recommending body who has delegated authority to approve curriculum is the Academic Policy and Planning Committee (AP&P) (II.A.2.1.). The AP&P Committee is a subcommittee of the local Academic Senate and is comprised of faculty members representative of each academic department, including a member of the student body government. To ensure vital information is at hand at meetings and that curriculum decisions and curriculum related information is communicated across campus, the committee also includes non-voting representatives from student services, administration, and part-time faculty (II.A.2.2).

All courses and programs are held to the same standard of review that ensures compliance with required standards and criteria, currency, quality, rigor, and integration of course objectives between content, methods of instruction, assignments, and methods of evaluation. (II.A.2.4 and II.A.2.5). To maintain quality courses and programs that deliver expected outcomes a, courses mapped to programs are regularly assessed to ensure effective teaching and achievement of learning outcomes. Where an analysis of the assessment data indicate expectations are not being met, course improvement plans are created to address identified gaps in teaching methods, and/or strategies that will enhance students' achievement of learning outcomes. If a modification to the content of the course will result in desired outcomes, a proposal to modify the course outline of record, or program, is submitted to the AP&P committee to review the changes and ensure that the course meets the established criteria. appropriately.

Proposals are submitted in CurricUNET's workflow system and are reviewed by faculty, including part-time faculty, librarians, articulation officer, academic dean, distance learning coordinator, learning resources dean, and curriculum specialist. This established process allows reviewers to conduct a technical review of the proposal based on their role and expertise in their field (II.A.2.6). Recommendations made by reviewers for proposed curriculum are documented in CurricUNET, and recommendations from the committee are documented in committee meeting minutes. (II.A.2.7) Methods of instruction appropriate to course content are reviewed

by the committee and recommendations are made to modify when necessary. (II.A.2.8) Courses proposed to be offered as distance learning undergo a separate approval process which includes designation as either distance or correspondence education and methods for ensuring regular substantive contact with students. (II.A.2.X CurricUnet Course Approval Process; II.A.2.X Regular Substantive Contact Policy; II.A.2.X Board Policy and Administrative Procedures 3255 Distance Education)

(Initiators of distance learning proposals must meet with learning assistance staff to ensure that delivery methods are appropriate for all students. A distance learning proposal is also reviewed and approved by the learning resources dean in consultation with the distance learning coordinator in addition to the committee, ensure that training has been completed in the college's course management system.

To reinforce established processes and maintain the quality of curriculum, the AP&P committee adopted Best Practices for Curriculum Development. The Best Practices serves as a checklist in support of the procedures for the development of new curriculum (II.A.2.9). Collaboration with appropriate college staff in key roles, and supporting documentation for new curriculum proposals are primary considerations for the committee in recommending adoption of new curriculum (II.A.2.10 and II.A.2.11). AP&P recommends new courses and programs for adoption to the Academic Senate and to the Board of Trustees for approval per board policy, 4020, Curriculum Development. (II.A.2.1).

To keep abreast of new regulations, professional development activities are scheduled and the AP&P committee regularly participates in curriculum related professional development activities and modifies processes accordingly (II.A.2.12, 13, and 14). When new regulations limiting course repeatability went into effect, AP&P identified groups of courses with limited repeats and approved the leveling of existing drama courses, appropriately. Approval of these new courses as UC transferrable courses, now prefixed as Theater, is evidence that content and methods of instruction meet generally accepted academic and professional standards and expectations. (II.2.15 and 16). Planning retreats for AP&P committee members are held at the beginning of each semester, and work is ongoing in the committee's efforts to maintain the quality of courses and programs. (II.A.2.17 and II.A.2.18).

Discipline faculty conduct regular reviews of instructional programs, courses, and related services are scheduled regularly every 6 years and annually in between. The schedule of reviews is tracked on the Program Review Matrix and is maintained by the Institutional Research Office (II.A.2.19 [http://research.hancockcollege.edu/student\\_learning\\_outcomes/matrix.html#Top](http://research.hancockcollege.edu/student_learning_outcomes/matrix.html#Top) ) Each of these processes, 6-year comprehensive review, course review, and annual update, provide avenues for an ongoing collection and review of data for purposes of maintaining currency of curriculum, identifying areas of improvement in teaching, and identifying needed resources for budget and planning.

Course reviews are scheduled the year prior to the 6-year comprehensive program review. During course review, discipline faculty review course outlines of record for currency and to re-establish prerequisites, corequisites, advisories, general education status, and/or articulation status. (II.A.2.20) Course syllabi and materials are examined to ensure that instruction is

appropriately rigorous and aligned with the standards in the course outlines. (II.A.2.x *Course Review Resource Guide*). The tracking of course review completion is aligned with the Instructional Program Review Master Calendar (II.A.2.2) . In fall 2014 the college implemented an automated curriculum course and program proposal process (CurricUnet) which has the capability of tracking courses which are not current (II.A.2.22). The use of CurricUnet is in its third semester of implementation and refinements in the processes and use of reports will be ongoing as the college is currently upgrading to CurricUnet's new Meta version.

The 6-year comprehensive program review and annual update include analysis of assessment of course and program learning outcomes data. (IIA.2.x Academic Program Review Resource Guide). If students are not achieving the desired outcomes, faculty use these results to plan improvements and design modifications to programs and services in order to promote student achievement and success (IIA.2. 22 2014 Agribusiness Program Review Annual Update; IIA.2.23 2014 Counseling Department Annual Update; IIA.2.24 2015 Automotive Technology Course Improvement Plans; IIA.2 25 2015 Mathematics Course Improvement Plans). (See IIA.2.16 for a detailed description of the program review process.) LINK

## II.A

3. **The institution identifies and regularly assesses learning outcomes for courses, programs, certificates and degrees using established institutional procedures. The institution has officially approved and current course outlines that include student learning outcomes. In every class section students receive a course syllabus that includes learning outcomes from the institution's officially approved course outline.**

### Evidence of meeting the Standard

Learning outcomes at Allan Hancock College are listed on syllabi, on the course outline of record in the CurricuNet system, and in the eLumen learning outcomes system. Faculty systematically assesses outcomes for continuous quality improvement.

- II.A.3-1 Institutional Assessment Plan, Purpose, page 3
- II.A.3-2 myHancock, Spanish 6-Year Assessment Schedule
- II.A.3-3 Samples of good, robust course improvement plans across disciplines (MA 305, ESL 537, MATH 181)
- II.A.3-4 Program Review Resource Guide, Six-Year Review Academic and Vocational Programs
- II.A.3-5 2014-15 Program Review Email and Memo, September 29, 2014
- II.A.3-6 myHancock, Program Review Matrix
- II.A.3-7 English Program Review Annual Update, Spring 2014, pg. 9
- II.A.3-8 SLOs Implementation, LOAC\_Minutes\_02-26-13 (dropbox)
- II.A.3-9 How to change a SLO, Nov 2015,
- II.A.3-10 Language Lab Schedule Fall 2015

### Analysis and Evaluation

Allan Hancock College implemented an “Institutional Assessment Plan” (IAP) in April 2014 to “provide a structure and reference for campus wide outcomes and assessment efforts as well as to clearly state roles, responsibilities and timelines for outcomes and assessment activities” (II.A.3-1).

Course level assessment at Allan Hancock College is faculty driven; faculty directly assess their students’ skills, abilities and knowledge based on identified student learning outcomes which are documented in the course outline of record in CurricuNet and communicated to students in course syllabi. Data collected from course assessment is documented in eLumen, the district’s assessment software, which was implemented in fall 2010. Assessment results are used to strengthen and improve curriculum and student learning. For example the Art program identified in their 2014-15 Art program review four areas for improvement within their program based on assessment data. These areas include rewriting their program outcomes; adding an English/reading advisory to six Art courses; adding online quizzes to lecture courses and finally adding a new SLO to all studio courses to assess craft. **(Evidence of SLO assessment used to improve student learning)**

Course outcomes are mapped within eLumen to both program and institutional level outcomes so collected student data supports both program and institutional assessment. Faculty assess at least one outcome per course, per term, based on their six-year assessment cycles (II.A.3-2), and enter the data into eLumen using an institutional set rubric of “3-exceeds standard; 2-meets standard; and 1-below standard.” Along with the data, faculty provide a narrative response to the data by completing a section or course improvement plan. One example (taken from a fall 2013 course improvement plan for ESL537) is “night students do not spend as many hours in the Language Lab as the day students. This is likely due to the fact that night students have less free time and less access to the lab...” Needed resources identified by this instructor include “Funds ... to continue to have the lab open before and after evening classes” (II.A.3-3) In response to this assessment and previous program reviews, ESL was able to hire a full-time Lab Coordinator and dramatically improve the lab hours offered to ESL students in fall 2015 (II.A.3-10) including the addition of evening lab hours four nights a week.

Both the comprehensive program review and annual update processes at the College provide and document program level assessment. As stated in the Academic Program Review Resource Guide Purpose and Goals (p.3) that was developed by faculty, “Program review is the process through which constituencies (not only faculty) on a campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively.” Also stated in the guide, “A well-developed program review process will be both descriptive and evaluative, directed toward improving teaching and learning, producing a foundation for action, and based upon well-considered academic values” (II.A.3-4).

Comprehensive program reviews and annual updates are scheduled on a cycle documented and communicated by the Vice President, Academic Affairs’ office (II.A.3-5). Institutional Research & Planning posts and maintains an online matrix of current and previous reviews (II.A.3-6) available to all faculty and staff through myHancock. Program reviews document evaluation of the past six years’ assessment and results data; annual updates ensure evaluation is ongoing.

During the program review process, faculty collaborate to improve courses by documenting modifications made to their outcomes and methods of assessment, as the English department did in spring 2014 when they reduced their course SLOs overall from 72 to 52 and changed their assessments. “With fewer SLOs, the department believes that it will be more effective in its measurement of SLOs.” Also noted: “Despite the robust results the English department will now look at the recommendations in the Course Improvement Plans and work toward evaluating the effectiveness of the types of assessments used and whether any SLOs need to be further revised to reflect course content” (II.A.3-7).

To assist faculty in changing their SLOs after evaluation and collaboration “and keeping them consistent across the levels (syllabi, COR, CurricuNet, eLumen)” (II.A.3-8), the Learning Outcomes and Assessment Committee for Academic Affairs developed and vetted a detailed process on how to change course, program, institutional and student service SLOs (II.A.3-9) that was approved by College Council in June 2014 (**add June 2014 College Council minutes as evidence here**) was implemented in the fall 2014 semester, and revised again in November 2015 in response to fully implementing the CurricuNet system. This “How to Change a SLO” process clarifies the specific steps needed to follow when a change is needed and clearly documents for all staff and faculty where the official source of information is, who must approve the change and who must be informed of the change.

**II.A.4 If the institution offers pre-collegiate level curriculum, it distinguishes that curriculum from college level curriculum and directly supports students in learning the knowledge and skills necessary to advance to and succeed in college level curriculum.**

**Evidence of Meeting the Standard**

- II.A.4-1 Allan Hancock College Catalog 2015-16, Remedial Course Limit pg. 45
- II.A.4-2 Spectrum Community Education Schedules, filed in CE Dean’s Office
- II.A.4-3 Board Policy and Administrative Procedures 4222, Remedial Course Work
- II.A.4-4 Allan Hancock College Catalog 2015-16, Course Information pg. 123
- II.A.4-5 Curriculum Development Handbook pg. 47 (Being revised 21.14? Not on Portal)
- II.A.4-6 Basic Skills Enrollment Data Chart, Office of Institutional Research based on CCCC MIS data
- II.A.4-7 Basic Skills Success Data Chart, Office of Institutional Research
- II.A.4-8 Developmental English Course Outlines 511, 512, 513, 514, CurricuNet
- II.A.4-9 “Exponential Attrition and the Promise of Acceleration In Developmental English and Math”, Katie Hern, 2010
- II.A.4-10 English Boot Camp and Acceleration, BSI Outcomes Report Summer 2014 II.A.4-11 Math Skills Refresher Course 2009
- II.A.4-12 Math Skills Refresher Course Summaries 2013, 2014
- II.A.4-13 AHC 2014-15 Student Support and Success Program Plan Draft #3
- II.A.4-14 Writing Center Surveys Total Tally 1 and 2
- II.A.4-15 Math Center Program Review Fall 2008-Spring 2014
- II.A.4-16 Title V AIM Summary

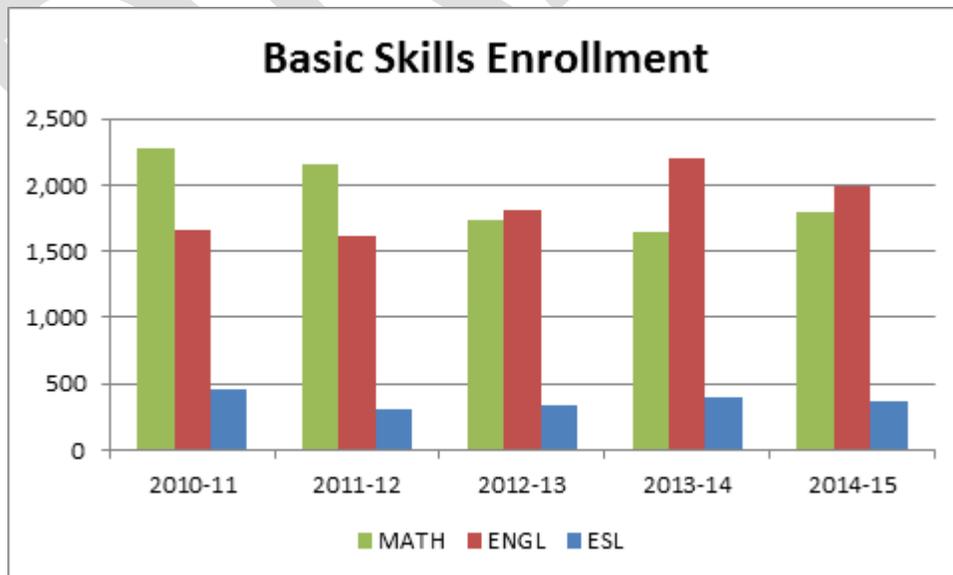
### Analysis and Evaluation

AHC’s mission commits the college to serving a diverse community and student population. Central to that mission is our service to remedial students or students who are unprepared for college-level work. Basic skills courses are offered as both noncredit and credit courses. (II.A.4.1, II.A.4-2)

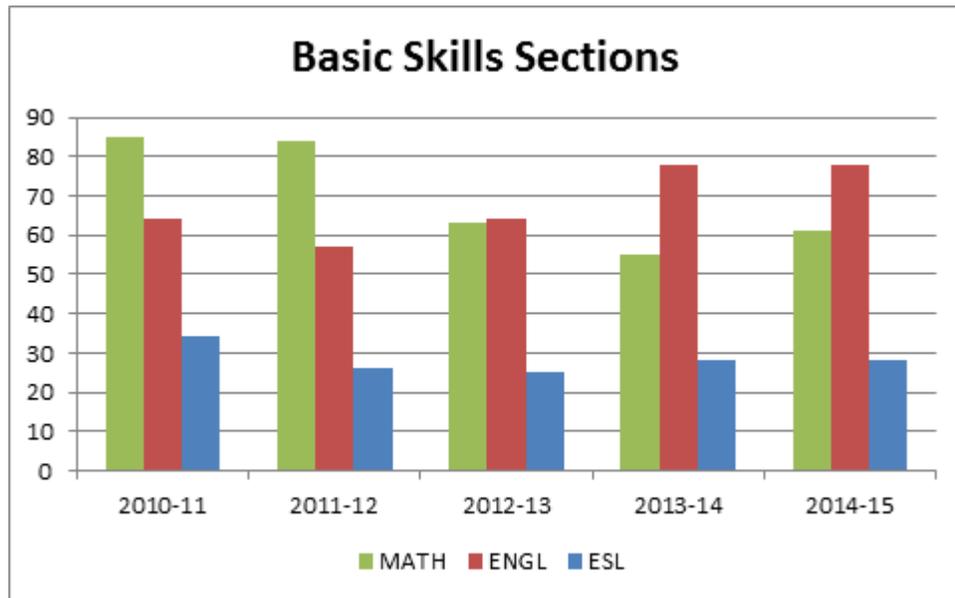
Board Policy and Administrative Procedures 4222 define remedial, or pre-collegiate level, curriculum as “credit courses in reading, writing, math, English, learning skills, study skills, and English as a Second Language, which have been designated as non-degree applicable courses designed to assist the underprepared student to develop the academic skills necessary for college level work.” (II.A.4-3). Distinguished by their 500- level designation, the catalog describes these courses to students: “Courses numbered 500-599 are college preparatory in nature and are not applicable to the associate degree programs and do not transfer to four year institutions.” (II.A.4-4).

Students are limited to 30 semester units of remedial course work, with certain exceptions for ESL or learning-disabled students and subject to appeal as described in board policy. To support student success, the remedial course approval process requires that the course outline of record include entry-level skills which a student needs to succeed in the course (II.A.4-5). The Banner registration system enforces completion of required prerequisite courses before enrollment in higher levels.

The chart below reflects the college’s enrollment in basic skills (pre-collegiate) Math, English and ESL (credit) since 2010:



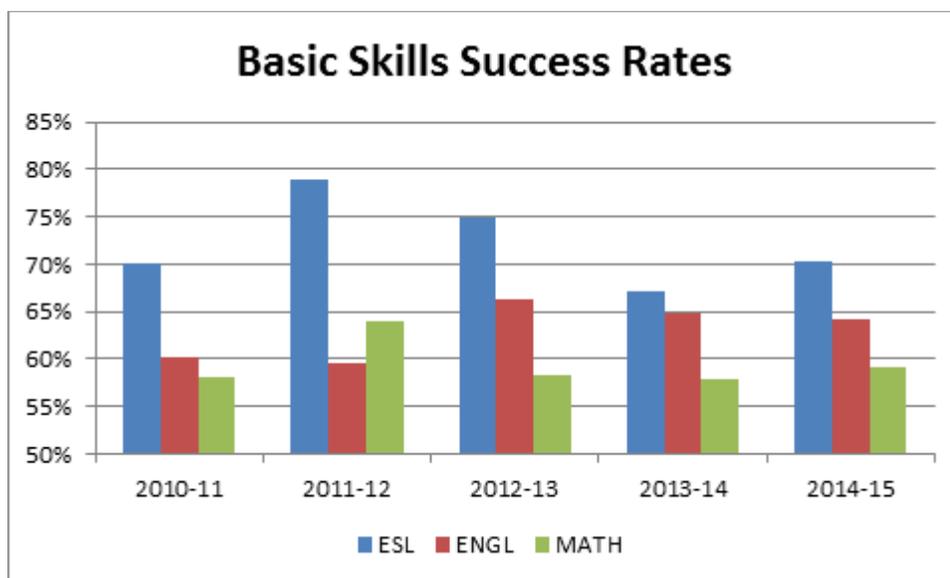
The chart below shows the number of basic skills courses offered in ESL, English and Math per term from 2010 to 2015:



### Basic Skills Success

In order to identify ways to increase student success, the district monitors success data in basic skills programs and courses (II.A.4-7). English has seen an increase in success rates in the last two years. During 2010, the department overhauled its entire developmental curriculum to align better with state coding of pre-collegiate coursework and competencies. The improvement in success rates since 2010 coincides with the implementation of the new curriculum sequence (II.A.4-8).

The chart below shows student success rates in basic skills ESL, English and Math from 2010 to 2015:



\*Pass/C or better. AHC Institutional Effectiveness Research data

The more levels of remediation required, the less likely a student will make it to college-level courses (II.A.4-9). With this in mind and to improve students' odds of making it to college-level coursework, AHC's English Department is participating in California Community Colleges Success Network (3CSN), California Acceleration Project, piloting accelerated pathways to move students more quickly and effectively through remedial curriculum. The Summer Boot Camp, first offered in summer 2014, is part of a California Academic Partnership Project with Ernest Righetti High School. The two-week workshop is designed to accelerate the placement of entering students who had placed at least one level below transfer in English. At the end all had improved significantly: of 31, fifteen successfully entered college-level English, one stayed in English 514 (one level below), and the rest entered an accelerated section of 514. (II.A.4-10)

The Math Department has offered a summer skills refresher for incoming students for the last five years. These short courses provide students an intense review and enable them to re-take the placement test, demonstrate their readiness for the next level, and avoid repeating a course they have already taken. Generally over half of enrolled students improved their placement, and most other students improved their skills and likelihood of succeeding in their next math class (II.A.4-11, II.A.4-12).

Students who are enrolled in basic skills coursework are a segment of the target audience for at-risk follow-up counseling services. The available services include individual counseling appointments with emphasis on developing a comprehensive student educational plan (including recommendations for Personal Development coursework such as "Success in College" when appropriate), referrals to additional support services both on and off campus, and group workshops addressing study skills and how to identify educational and career goals (II.A.4-13).

Other services that are provided support students in advancing and succeeding – referrals may be made to the following programs, where basic skills students are often disproportionately represented:

*Extended Opportunity Programs and Services (EOPS)* is a state-funded program established to increase the number and percentage of educationally and economically disadvantaged students enrolled in community colleges. EOPS provides peer advising, registration assistance, career, academic and personal counseling, specialized workshops, annual activities, and assistance with the completion of financial aid applications.

*Learning Assistance Program (LAP)* provides students with specialized support and advocacy including reasonable accommodations, instruction, assessment, and counseling. **(need evidence here )**

*College Achievement Now (CAN)* provides underrepresented students with academic tutoring, mentoring, counseling, career exploration, and scholarship assistance.

*The Writing Center* is dedicated to providing one-to-one instructional assistance for students in all levels of reading and writing, with particular emphasis on the success of basic skills English and ESL students. In annual student surveys since fall 2007, greater than 84% of students indicate that they believe that their time in the lab improved their academic skills (II.A.4-14).

*The Math Center* serves as a supplementary lab for students at all levels who need additional practice to successfully complete math coursework. Student-use hours increased 70% between spring 2009 and spring 2014, from 9,046 to 15,359. In general, data show a positive correlation between the number of hours a student spends in the Math Center and grades. During the 2012, 2013, and 2014 summer sessions and in fall 2013 data was collected on students who spent 10 hours or more in the Math Center. In comparison with all math students who received a grade in a math class, the data showed:

1. Increased % Success (C or better)
2. Increased % of A grades
3. Increased GPA (2)

(II.A.4-15).

AHC provides many support services to aid students in advancing to college level courses, and has piloted several innovative and successful programs and initiatives to support basic skills students. The college hopes to expand and scale these efforts through leveraging current grants and initiatives, including the recent award of its third Title V federal grant. This Hispanic-Serving Institutions grant began on October 1, 2014 and has one activity focused entirely on improving outcomes for basic skills and credit/noncredit ESL students (II.A.4-16).

## II.A

**5. The institution’s degrees and programs follow practices common to American higher education, including appropriate length, breadth, depth, rigor, course sequencing, time to completion, and synthesis of learning. The institution ensures that minimum degree requirements are 60 semester credits or equivalent at the associate level, and 120 credits or equivalent at the baccalaureate level.**

### **Evidence of Meeting the Standard**

Allan Hancock College ensures degrees and programs conform with appropriate practices in American higher education through policies and processes guided by board policy, the Academic Senate through the curriculum committee (AP&P committee), and state regulations and guidelines

- II.A.5-1 AHC Catalog, 2015-16 pgs. 56-59 (check page numbers)
- II.A.5-2 BP/AP 4020 Curriculum Development
- II.A.5-3 AHC Curriculum Development Handbook (In revision 2015)
- II.A.5-4 AP&P Retreat Agendas
- II.A.5-5 Sports Medicine Associate in Science Program Proposal and Approval Letter
- II.A.5-6 Articulation agreements with CSU and UC
- II.A.5-7 General Education Criteria

### **Analysis and Evaluation**

Development, evaluation, and revision of Allan Hancock College instructional programs and curriculum follow practices common in American higher education. Allan Hancock College ensures that the minimum degree requirements are 60 semester credits, as explained in the 2015-2016 college catalog: “An associate degree will be awarded when a minimum of 60 units have been completed satisfactorily.” (II.A.5-1).

As Board Policy 4020 outlines, “Curriculum development is the responsibility of the faculty the chief agency for the coordination of curriculum changes is the Academic Policy and Planning Committee” (II.A.5-2). The AHC Academic Senate oversees the college’s curriculum committee, Academic Policy and Planning (AP&P). The committee relies on faculty expertise to review and approve development and revision of instructional programs, ensuring appropriateness to the college mission, and the breadth, depth, rigor, appropriate length, and time to completion.

The AP&P committee’s procedures for reviewing and approving new and modified instructional programs can be found in Section 5 of the AP&P Curriculum Development Handbook, page 78 (II.A.5-3). Committee review and approval ensures that all proposal elements are accordance with best practices and compliance. To keep abreast of changes in curriculum related topics AP&P committee members participate in professional development activities each fall and spring semesters (II.A.5-4.). In addition, the committee utilizes resource materials that are widely used and which follow review and approval practices common in American higher education: Chancellor’s Office “Program and Course Approval Handbook”, and the Academic Senate for

California Community Colleges' "The Course Outline of Record: A Curriculum Reference Guide". The use of these resource materials ensures strict adherence to policies and practices for developing sound instructional programs. In spring 2015, a new program proposal was submitted for a Sports Medicine associate degree program. The proposal included all of the required components and was approved at the local, regional, and state levels .(II.A.5-5)

Allan Hancock College offers two year degrees and has articulation agreements with the University of California (UC), California State University (CSU) and numerous independent universities for transfer-level instructional programs (including the associate degrees for transfer -- ADTs) that satisfy the breadth, depth and rigor for baccalaureate degrees. Articulation ensures that AHC course and program sequences are appropriate for the lower-division bachelor degree requirements. In 2013-2014 the college had 727 UC and 1,467 CSU course by-major articulation agreements (II.A.5-6).

Allan Hancock College degree programs include an area of emphasis or study, program outcomes, and a selection of general education courses. The AP&P committee reviews courses for inclusion in the general education categories through a set of criteria and objectives designed to develop in students a breadth of knowledge and allow students to gain a command of subject areas and methods of inquiry that characterize the liberally educated person.(II.A.5-7)-Through general education, students expand their understanding of the physical world and the complex interrelationships of individuals and groups within their social environments, understand the modes of inquiry of the major disciplines, deepen appreciation of their artistic and cultural heritage; become aware of other cultures and times, strengthen their ability to communicate, reason, and critically evaluate information both orally and in writing, acquire a positive attitude toward learning, and develop self-understanding. As a result, they are better able to recognize, understand, and act upon the complex personal, social, scientific, and political issues which confront them.

## II.A

### **6. The institution schedules courses in a manner that allows students to complete certificate and degree programs within a period of time consistent with established expectations in higher education. (ER 9)**

#### *Eligibility Requirement 9 Educational Programs*

*The Institution's principal degree programs are congruent with its mission, are based on recognized higher education field(s) of study, are of sufficient content and length, are conducted at levels of quality and rigor appropriate to the degrees offered, and culminate in identified student outcomes. (II.A.1, II.A.6)*

### **Evidence of Meeting the Standard**

By using a variety of methods, Allan Hancock College schedules courses in a manner that allows students to complete certificate and degree programs within a period of time consistent with established expectations. Rubrics and charts have been developed to schedule courses efficiently and in alignment with program sequences. Program sequencing information published in the college catalog provides timelines for degree or certificate completion.

- II.A.6-1 [Academic Policy and Planning Website](http://www.hancockcollege.edu/app/curricunet.php)  
<http://www.hancockcollege.edu/app/curricunet.php>
- II.A.6-2 AHC College Catalog, 2015-2016:
- II.A.6-3 Rubric / Tracking Chart for Spanish Course Offerings:  
[https://www.dropbox.com/s/4f7hg5jnqdl650d/Substandard\\_6\\_Rubric\\_for\\_SPAN\\_course\\_scheduling.docx?dl=0](https://www.dropbox.com/s/4f7hg5jnqdl650d/Substandard_6_Rubric_for_SPAN_course_scheduling.docx?dl=0)
- II.A.6-4 Business Department Spreadsheet for 2-Year Offering:  
[https://www.dropbox.com/s/uvw5g9bdsm0xirk/Business\\_2-year\\_plan.xlsx?dl=0](https://www.dropbox.com/s/uvw5g9bdsm0xirk/Business_2-year_plan.xlsx?dl=0)
- II.A.6-5 Discussion at Dean's Meeting for 2-Year Offering Scheduling:  
[https://www.dropbox.com/s/8v4vton7v9cqse4/Considerations\\_for\\_planning\\_a\\_two\\_year\\_plan.docx?dl=0](https://www.dropbox.com/s/8v4vton7v9cqse4/Considerations_for_planning_a_two_year_plan.docx?dl=0)
- II.A.6-6 Wait Listed Courses Report:  
[https://www.dropbox.com/s/s0vt4jonacm0ecv/Spring2015\\_WaitListCourses\\_Report.pdf?dl=0](https://www.dropbox.com/s/s0vt4jonacm0ecv/Spring2015_WaitListCourses_Report.pdf?dl=0)
- II.A.6-7 Final Argos wait list report, spring semester 2015
- II.A.6-8 Sequence Flowcharts:  
[http:// HancockCollege.edu/programs\\_of\\_study/index.php](http:// HancockCollege.edu/programs_of_study/index.php)
- II.A.6-9 Lompoc Valley Center Degree Plans:  
[https://www.dropbox.com/s/hiaj79bcbqfbs0s/LVC\\_Degree\\_Plans.pdf?dl=0](https://www.dropbox.com/s/hiaj79bcbqfbs0s/LVC_Degree_Plans.pdf?dl=0)
- II.A.6-10 VAFB CCAF Degree Plan:  
[https://www.dropbox.com/s/8fbsgrnrwl8y3ba/VAFB\\_CCAF\\_Degree\\_Plan.pdf?dl=0](https://www.dropbox.com/s/8fbsgrnrwl8y3ba/VAFB_CCAF_Degree_Plan.pdf?dl=0)
- II.A.6-11 FCC CAMP Human Services Certificate Plan:  
[https://www.dropbox.com/s/krdj809cibzm0gv/FCC\\_CAMP\\_Human\\_Services\\_Certificate\\_Plan.pdf?dl=0](https://www.dropbox.com/s/krdj809cibzm0gv/FCC_CAMP_Human_Services_Certificate_Plan.pdf?dl=0)
- II.A.6-12 FCI USP Degree Plan for Social Science, Liberal Arts, and Social Behavioral Sciences:  
[https://www.dropbox.com/s/a5pga48oa6qmwbs/FCI-USP\\_Degree\\_Plan\\_SocialScience\\_LiberalArts-SocialBehaviouralSciences.pdf?dl=0](https://www.dropbox.com/s/a5pga48oa6qmwbs/FCI-USP_Degree_Plan_SocialScience_LiberalArts-SocialBehaviouralSciences.pdf?dl=0)

### **Analysis and Evaluation**

Allan Hancock College faculty are responsible for developing degree and certificate programs before they are submitted to the Academic Senate and the curriculum committee, known as the Academic Policy and Planning (AP & P) Committee. Quality, rigor, and other requirements are identified on the AP&P web page (II.A.6-1). Once programs are developed and approved at the local and state levels, they are added to the catalog and schedule. Each program description in the degrees and certificates section of the online and print catalog includes the student learning outcomes (II.A.6-2).

By using a variety of methods and software, AHC schedules courses in a manner that allows students to complete certificate and degree programs within a period of time consistent with established expectations. Scheduling is primarily prepared by department chairs and deans, with most associate degrees awarded at 60 successfully completed credit units (including a general education component). For most other degrees, the expectation is that every course needed to

complete the degree is offered within a two-year sequence, and prerequisite courses are available early in that sequence. **(Evidence needed here, program two year course offering plan)**

Department chairs and academic deans use rubrics and charts for course scheduling, as well as program sequence (II.A.6-3, II.A.6-4, II.A.6-5). Comprehensive 6 year program review/ annual updates are used to review two year course offering sequence flowcharts. These charts show the courses needed for several degrees and certificates, options for offering courses so that students complete the degree or certificate in a timely manner, and track the frequency of offering courses.

Another tool used to schedule courses efficiently, as well as to meet student demand, is to look at courses that have students on waiting lists (“wait-listed courses”). The wait-listed course reports (II.A.6-6) allow department chairs and academic deans to offer more sections of these courses in the subsequent semester or in an eight-week session (terms 2 and 4) within the longer fall and spring semesters. In spring 2015, the final wait list was only 735 students out of a capacity of 21,378 or about 3.5% that were not able to enroll in courses they wanted (II.A.6-7). The wait listed reports, correlated with program sequence flowcharts, inform course scheduling so that students can earn degrees or certificates in a timely manner.

The AHC website provides students with information on the courses needed to complete degrees and certificates, whether courses are taken onsite and online (II.A.6-8). The information is not provided to students throughout the District, including the Lompoc Valley Center (II.A.6-9), Vandenberg Air Force Base (II.A.6-10), and the Lompoc penitentiary sites (II.A.6-11, II.A.6-12).

Students may independently explore certificate and degree pathways online through a software program called DegreeWorks (II.A.6-13). DegreeWorks is a web-based, degree-auditing and tracking tool which enables students and counselors to evaluate academic progress towards graduation. This tool supports real time delivery of progress towards degree completion, is accessible, and allows students to determine what courses are required to complete a degree.

## **II.A 7. The institution effectively uses delivery modes, teaching methodologies and learning support services that reflect the diverse and changing needs of its students, in support of equity in success for all students.**

### **Evidence of Meeting the Standard**

The mission of Allan Hancock College is to serve a diverse community, which is reflected in a variety of teaching methods and delivery modes. In the geographically large district, student access is a consideration as courses and programs are proposed and developed. Learning and student support services use various delivery modes to align with and to support instruction.

- II.A.7-1 Credit and noncredit class schedules (add link in 2015-16)
- II.A.7-2 AHC Fact Book 2014, Distance Learning Profile
- II.A.7-3 Sample of CORs-credit, transfer, CTE, non-credit).
- II.A.7-4 Professional Development schedules (Flex calendars)

- II.A.7-5 Pedagogy Hour email invitations (Nancy Meddings Office)
- II.A.7-6 AHC Student Equity Plan 2014
- II.A.7-7 Tableau Distance Learning Comparison Tables
- II.A.7-8 Assessment and improvement plan, Spanish 103, Fall 2014

### **Analysis and Evaluation**

Allan Hancock College effectively uses delivery modes, teaching methodologies and learning support services that reflect the diverse and changing needs of its students, in support of equity in success for all students.

To address both the learning styles and real-world constraints such as jobs and family obligations that our students face, Allan Hancock College offers courses in a variety of modes and formats. These include credit, noncredit, fee based, face-to-face, hybrid, and weekend workshops courses offered in at various sites (II.A.7-1). Courses are offered in 4, 6, and 8 week formats to provide students flexibility in balancing their work and personal lives as they pursue their academic goals.

The District's large geographic area (3,000 square miles) and lack of public transportation can make it difficult for some students to attend classes. The distance education program provides these students the access, flexibility and convenience to pursue their educational goals. The College delivers more than 150 online course sections per semester, and all general education courses can be completed online (II.A.7-1).

As the Tableau data dashboard "Distance Learning Comparison" tables show, student retention in online courses at AHC is often similar to onsite courses; however, there are significant student success gaps in a number of disciplines (II.A.7-7). The dialog on improvement has begun at the department level, in the distance learning committee, and in the student learning council. For example, the Spanish 103 assessment and improvement plan from fall 2014 found "the artifacts that were chosen in a face-to-face course may not work as well in a DL Course" (II.A.7-8).

A large number of late afternoon and night classes (at both the Santa Maria and Lompoc campuses) support the students who cannot attend classes during the day. The Hispanic student population is increasing rapidly, from 40.2% of enrollment in fall 2010 to 51.5% in fall 2013. These students comprise the largest group in the evening, and much of the noncredit ESL program is offered at night to better serve them (II.A.7-1, *Spectrum* catalog). Evening courses have the second largest overall enrollment, after on site day courses (II.A.7-2, pgs. 2.9, 2.10).

Teaching methodologies at AHC are designed to facilitate effective learning and meet the diverse needs and learning styles of students. A variety of instructional methodologies are employed including lecture, discussion, small group work, labs, activities, clinical experience, field trips, work experience, internships, apprenticeships, and the academy model. AHC faculty are cognizant of the benefits to all student populations of using a diversity of instructional methodologies and therefore employ a variety of teaching methods. Some examples are listed in Curricunet in the course outlines of record (II.A.7-3). Modes and methodologies are carefully

considered at the time of course development and approval, and are regularly revisited during program review.

Multiple workshops each semester support dialogue of accessibility and cultural awareness. Tutoring support for targeted groups was identified in the AHC Student Equity Plan 2015-2018 (II.A.7-6) (by gender, veterans, ethnicity, foster youth and basic skills students) and discussed in workshops. Increasing tutoring services will support students with the difficult transfer subject areas, increasing GPAs of Hispanic/Latino and economically disadvantaged students and leading to higher transfer rates at universities. Activities developed in the Student Equity Plan support increasing transfer rates for students identified in the plan (II.A.7-9).

Learning support services use delivery modes and methodologies (onsite at various locations, online, via telephone and email) to maximize student access. In an effort to address the diverse educational needs of specific populations, the college offers student learning support to instructional programs ranging from MESA to non-credit ESL, adult basic skills, and GED preparation. Academic services such as the library offer online as well as onsite support. Student services such as EOPS/CARE and CalWORKS provide services such as peer mentoring, book loans, and extra hours of tutoring for disadvantaged and historically underrepresented students. The special needs of students with disabilities are met through the Learning Assistance Program (LAP). For example, to provide increased mobility to access information and instruction, LAP is using mobile technology (iPads) as an assistive technology.

Standard II.B.1 contains a complete description of academic support services and delivery modes, and Standards II.C.1 and II.C.3 contain a complete description of student support services.

## II.A

- 8. The institution validates the effectiveness of department-wide course and/or program examinations, where used, including direct assessment of prior learning. The institution ensures that processes are in place to reduce test bias and enhance reliability.**

### **Evidence of Meeting the Standard**

Allan Hancock College uses only a limited number of department-wide course or program examinations. The following documents provide evidence that these examinations are validated and that processes are used to reduce test bias and enhance reliability.

- II.A.8 – 1 Spanish Common Final Exam
- II.A.8 – 2 Spanish Common Final Exam Rubric
- II.A.8 – 3 Holistic Scoring Guide – Mathematical Equations
- II.A.8 – 4 Math Common Final Exam
- II.A.8 – 5 Allan Hancock College Algebra I and Algebra II Final Exams: Learning Outcomes Study
- II.A.8 - Dance Auditions Rubric

## Analysis and Evaluation

Allan Hancock College uses a limited number of department-wide course or program examinations. Math and Spanish programs employ common finals with normed rubrics; faculty dialogue about the instruments and exam results are evidence of efforts to establish validity and reliability.

The Spanish program's common final examination was developed by the teaching faculty who established a rubric and agreed upon answers (II.A.8-1, II.A.8-2). The rubric, titled "Rubric for the Cultural Component – Common Final Exams," establishes three levels of performance – outstanding, competent, and minimal. "Outstanding" performance is defined as "The student excels at reflecting on their cultural awareness, and demonstrates appreciation for the cultural diversity of the Spanish-speaking world." Explanations in the rubric are detailed and provide clear examples.

The math program uses common finals for Algebra I and Algebra II. To establish student learning outcomes assessment data, both full and part-time faculty participate in norming and grading the common finals (II.A.8-3, II.A.8-4). The rubric, "Holistic Scoring Guide – Mathematical Equations," includes four performance levels. The highest level criteria "Shows full understanding of mathematical concepts with no computational errors; executes algorithms for equations completely and correctly." The lowest performance level is described as "Shows very little, if not limited, understanding of concepts with major computational errors; failure to execute algorithms." After selecting the examination questions, the faculty commissioned a research study in the college's Office of Institutional Research and Planning (IRP) to assess the validity and reliability of test scores – thereby analyzing the degree to which the exams are sound measures of algebra skills (II.A.8-5). The department continues to assess test results and makes necessary changes as needed.

A few programs such as Dance include prior knowledge in their placement of students through auditions that have established rubrics. **(Evidence)** In a number of career and technical education programs (for example nursing, auto technology, and public safety), prior learning of perishable skills is often assessed. A number of programs (including public safety, nursing, and cosmetology) have standardized state licensure or certification exams. The nursing program uses the NCLE-PN exam as part of a multiple measures, merit-based scoring criteria for admission into the RN program.

The math and English programs use the College Board Accuplacer test instrument. This assessment provides placement scores that have predictive validity and are shown to be reliable indicators of success. IRP periodically assists the programs with validation of the placement instrument, as well as assesses results for disproportionate impact. Counselors use multiple measures for placement (II.A.8-6). The assessment process includes interviews by a counselor to gather information about a student's study skills, learning and career goals, computational skills, English language proficiency, educational and employment histories, academic performance, and need for special services. The counselor may utilize personal interviews, career aptitude and interest inventories, high school or postsecondary transcripts, or other measures of performance (e.g. specialized licenses, military training) to aid in the assessment process for course

placement. This process ensures more than one measure is used in the assessment process for course placement. The English and Math Departments meet with counselors to discuss multiple measures (II.A.8-7). A counselor also sits on the District's Academic Planning and Policy (curriculum) committee and is instrumental in the curriculum review process when new English and math courses are created or modified.

## II.A

**9. The institution awards course credit, degrees and certificates based on student attainment of learning outcomes. Units of credit awarded are consistent with institutional policies that reflect generally accepted norms or equivalencies in higher education. If the institution offers courses based on clock hours, it follows Federal standards for clock-to-credit-hour conversions. (ER 10)**

*ER 10 Academic Credit*

*The institution awards academic credits based on generally accepted practices in degree-granting institutions of higher education and in accordance with statutory or system regulatory requirements. The institution provides appropriate information about the awarding of academic credit. (Standard II.A.9 and II.A.10)*

### **Evidence of Meeting the Standard**

Allan Hancock College's policies on the awarding of units of credit are based on generally accepted practices in degree-granting institutions in higher education. These policies and practices delineate consistent parameters for awarding units of credit and in compliance with state and federal regulations. Information and resource materials are published in the college catalog and the Academic Policy and Planning Curriculum Development Guide.

- II.A.9-1 BP/AP 4100. Transfer of Credit and Course Waiver  
<http://www.hancockcollege.edu/board/BoardPolicies.php>
- II.A.9-2 BP/AP 4020. Curriculum Development -  
<http://www.hancockcollege.edu/board/BoardPolicies.php>
- II.A.9-3 AHC Academic Policy and Planning Committee (AP&P) curriculum development website <http://www.hancockcollege.edu/curriculum/curricunet.php>
- II.A.9-4 California Community College Chancellor's office *Program and Course Approval Handbook*, 5<sup>th</sup> edition (pp. 80-81)
- II.A.9-5 AHC Curriculum Development Handbook (pp. 46-50, 55) -  
<https://www.dropbox.com/s/9vbp0tkml7w9k7/CDH%20%20FINAL%20DRAFT.docx?dl=0>
- II.A.9-6 Instructions for the COR (pp.6-9) -  
<https://www.dropbox.com/s/d1y15nzar0dryd/Instructions%20for%20the%20COR%20-%202012-2014%20copy.pdf?dl=0>
- II.A.9-7 2014-2015 AHC Catalog (pp. 40-41 and 58-61)  
<http://epubs.hancockcollege.edu/catalog/2014-15/>
- II.A.9-8 Chancellor's Office Hours to Units Memo and Guidelines
- II.A.9-9 Course Outline of Record - LE 320
- II.A.9-10 Course Outline of Record - CWE 149
- II.A.9-11 Noncredit Course Outline of Record

## Analysis and Evaluation

Allan Hancock College awards course credits, degrees, and certificates based on students' attainment of student learning outcomes (SLOs), as determined by faculty. Students must maintain a 2.0 grade point average to earn a degree or certificate.

AHC awards units of credit consistent with institutional policies; for example, Board Policy/Administrative Procedures 4100 and 4020 that follow generally accepted norms or equivalencies in higher education (II.A.9-1 and II.A.9-2). The District's policies base the definition of credit hour on federal regulations that comply with financial aid eligibility.

Resource materials on the AHC Academic Policy and Planning Committee (AP&P) curriculum development website (II.A.9-3) are evidence that the College adheres to state and federal guidelines. In establishing units of credit, courses at AHC are in compliance with regulations and the parameters established by the California Community College Chancellor's Office for colleges operating on the semester system (II.A.9-4).

Calculations are based on the total number of learning hours (lecture hours, lab hours or activity hours, expected hours of study outside of class) in a semester expressed as a minimum of 48 hours to a maximum of 54 hours for 1 unit of credit. As a matter of standard practice in higher education, one hour of lecture requires two hours of outside study. (II.A.9-8) The table below represents ratios of in-class and outside-of-class hours used at AHC. (II.A.9-5)

Instructional Category	In-class Hours	Outside-of-class Hours
<b>Lecture</b> (Lecture, Discussion, Seminar and Related Work)	1	2
<b>Activity</b> (Activity, Lab w/ Homework, Studio, and Similar)	2	1
<b>Laboratory</b> (Traditional Lab, Natural Science Lab, Clinical, and Similar)	3	0

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- II.A.9-6 Instructions for the COR (pp.6-9) -  
<https://www.dropbox.com/s/d1y15nzar0dryd/Instructions%20for%20the%20COR%20-%202012-2014%20copy.pdf?dl=0>
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<b>Laboratory</b> (Traditional Lab, Natural Science Lab, Clinical, and Similar)	3	0

The Curriculum Development Handbook (II.A.9-5), and the Instructions for the Course Outline of Record (II.A.9-6) are in place to assist faculty in applying an appropriate number of hours and assignments when developing new curriculum. To ensure accuracy and consistency in calculations across instructional categories and modalities using the established relationship of hours to units, automated formulas are in place in the college's curriculum management software, CurricUNET. To accommodate other classifications of courses not following the standard for credit hour calculations AHC;s CurricUNET design includes an override feature which allows appropriate entries of hours/units for noncredit, clock hour, and/or cooperative work experience courses. (II.A.9-9, II.A.9-10, II.A.9-11).

The college catalog provides the information to students on the awarding of academic credit for degrees and certificates including transfer of credit from other colleges and course substitutions as allowed per board policy 4100, Transfer of Credit and Course Waiver. (II.A.9-7).

**II.A.10 The institution makes available to its students clearly stated transfer-of-credit policies in order to facilitate the mobility of students without penalty. In accepting transfer credits to fulfill degree requirements, the institution certifies that the expected learning outcomes for transferred courses are comparable to the learning outcomes of its own courses. Where patterns of student enrollment between institutions are identified, the institution develops articulation agreements as appropriate to its mission. (ER 10)**

*ER 10 Academic Credit*

*The institution awards academic credits based on generally accepted practices in degree-granting institutions of higher education and in accordance with statutory or system regulatory requirements. The institution provides appropriate information about the awarding of academic credit. (Standard II.A.9 and II.A.10)*

**Evidence of Meeting the Standard**

Allan Hancock College makes transfer-of-credit policies clearly accessible through its catalog and website. District counselors work with students to facilitate mobility and ease transfer. Articulation agreements exist as part of the AHC mission to serve our diverse community.

II.A.10-1 AHC Board Policy 4100 Transfer of Credit and Course Waiver

II.A.10-2 AHC Catalog

- Transfer of Credit and Course Waiver Catalog statement: p. 40

- AP, CLEP & IB statements: p. 40
- Articulation of High School Courses p. 40
- AHC AP, CLEP & IB Equivalency List: pp. 41-42
- IGETC Pass Along Statement: pp. 51-52
- CSU GE Pass Along Statement: p. 53
- Associate Degree transfer of credit policy: p. 59 #4 under the “Petitioning Procedures for the Associate Degree” section.

II.A.10-3	AHC Counseling Course Substitution and/or Waiver Form
II.A.10-4	Pass Along Forms and Counseling Grid
II.A.10-5	AHC Course Outline High School Comparison Examples
II.A.10-6	ASSIST ( <a href="http://www.assist.org/web-assist/AHC.html">http://www.assist.org/web-assist/AHC.html</a> ) (AHC 13-14 Transfer Course Agreements in ASSIST)

### **Analysis and Evaluation**

Allan Hancock College has clearly stated policies and procedures for the transfer-of-credit from other institutions. Board Policy 4100, Transfer of Credit and Course Waiver, addresses credit transfer from other institutions (II.A.10-1). Transfer-of-credit information is also in the “Transfer of Credit and Course Waiver” section of the college catalog (II.A.10-2, p. 40).

District processes and procedures facilitate transfer of credit and ensure comparable rigor. Students request credit for coursework taken at other institutions through the Counseling Department, which uses the Course Substitution and/or Waiver form (II.A.10-3) to aid faculty in evaluating course syllabi and/or course outlines of record. Students with foreign transcripts must have them translated and evaluated by a US-qualified agency prior to AHC college faculty review.

A similar procedure is in place to petition that credits transferred from other institutions are applied to the District’s transfer general education patterns, California State University General Education Breadth (CSU GE), and Intersegmental General Education Transfer Curriculum (IGETC). The policies and procedures are stated in the transfer information section of the catalog (II.A.10-2, pp. 51-53) and are supported by the counseling department CSU GE and IGETC Pass Along forms (II.A.10-4).

In addition to coursework transfer-of-credit policies and procedures, course subject and unit credit equivalency lists are in the AHC college catalog for external examinations that include Advanced Placement (AP), College Level Examination Program (CLEP) and International Baccalaureate (IB) (II.A.10-2, pp. 40-42). These aid students in receiving credit for courses that primarily satisfy GE requirements.

Articulation agreements have been in place with local high schools for over 25 years; the AHC catalog (II.A.10-2, pages 40) describes the high school course articulation policy. Allan Hancock College’s instructional departments are responsible for identifying high school courses that are deemed equivalent to specific Allan Hancock College courses. Once a student has successfully completed a more advanced course in the discipline at the college, the student will

receive college credit. The articulated course will appear on the student's transcript as a high school articulated course. During 2014-2015, a new procedure for establishing high school articulation was instituted (insert evidence). In addition to submitting their course material and examinations for Allan Hancock College faculty review, high school instructors now identify how their courses address the college's course outline of record, including student learning outcomes. AHC Course Outline High School Comparison forms were developed for this procedure (II.A.10-5).

Articulation agreements between the District and both California State University (CSU) and the University of California (UC) are listed in the official state articulation repository ASSIST (<http://www.assist.org/web-assist/AHC.html>). During the 2013-14 academic year, the college had 1,467 By-Major and 1,171 By-Department course articulation agreements with CSU, and 725 By-Major and 419 By-Department course articulation agreements with the UC system (II.A.10-6).

During the last three years, AHC's articulation efforts focused on developing or revising courses to match the Course Identification (C-ID) course descriptors, a California initiative to identify a common course numbering system. This effort addresses SB 1400 and SB 440 laws that require Associate Degrees for Transfer (ADT) based on C-ID course descriptors. In addition to the C-ID effort, the college's articulation officer is constantly reviewing course articulation with individual CSU and UC campus articulation staff, as well as with system-wide articulation entities such as the CSU GE and IGETC review committees.

## II.A

- 11. The institution includes in all of its programs, student learning outcomes, appropriate to the program level, in communication competency, information competency, quantitative competency, analytic inquiry skills, ethical reasoning, the ability to engage diverse perspectives, and other program-specific learning outcomes.**

### Evidence of meeting the Standard

The following documents provide evidence that Allan Hancock College, in all its programs, includes student learning outcomes appropriate to the program level.

- II.A.11-1 ILOs
- II.A.11-2 AHC Catalog, Institutional Learning Outcomes, pgs8-9
- II.A.11-3 SLO Achievement Report: ISLOs/PSLOs Overall for Courses, November 07, 2014 (dropbox)
- II.A.11-4 Information & Technology Literacy ILO Assessment Report, Ratings Percentages by ILO Dimension, page 51
- II.A.11-5 Information & Technology Literacy ILO Assessment Report, Recommendations
- II.A.11-6 ILO Six-Year Assessment Plan (ILO\_Assessment\_Six-Year\_Plan\_ver3 dropbox)

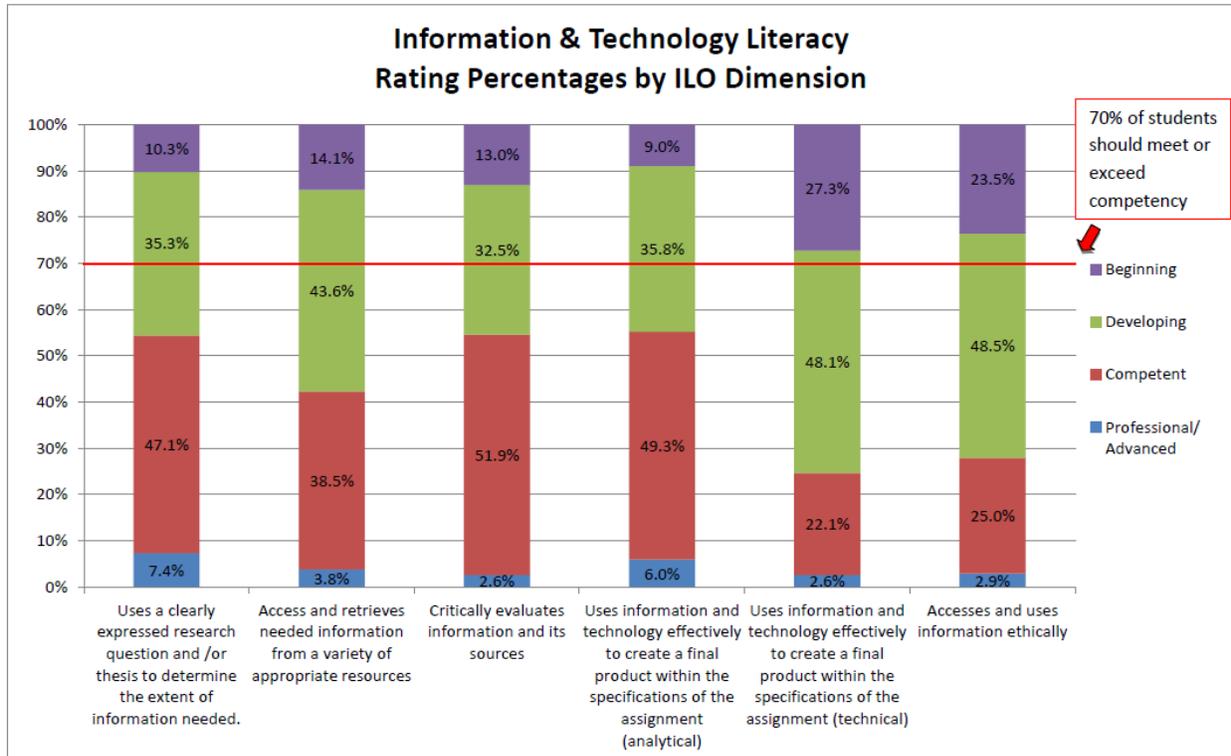
- II.A.11-7 Learning Outcomes & Assessment Committee – Academic Affairs Retreat Minutes, October 3, 2014 (AALOAC\_Minutes\_10-03-14 dropbox)
- II.A.11-8 Learning Outcomes & Assessment Committee – Academic Affairs Retreat Minutes, August 13, 2014 (AALOAC\_Retreat\_Minutes\_08-13-14 dropbox)
- II.A.11-9 ISLO Summary Map by Course – 100 Level Courses, October 03, 2014 (dropbox)
- II.A.11-10 ISLO Summary Map by Course – 300 Level Courses, October 03, 2014(dropbox)

### **Analysis and Evaluation**

Allan Hancock College includes student learning outcomes, appropriate to the program's level, in all programs. The outcomes are listed in the AHC catalog description for each program. All courses, including General education courses, link to the institutional learning outcomes (ILOs). (Evidence) Discipline faculty determines which ILOs are encompassed in their program by mapping courses in the program to ILOs, as well as developing additional program-specific outcomes.

The College has defined (ILOs) as communication; critical thinking and problem solving; global awareness and cultural competence; information and technology literacy; quantitative literacy; scientific literacy; and personal responsibility and development [II.A.11-1]. “Upon receiving an associate's degree from Allan Hancock College, students will have achieved proficiency in these areas [IIA.11-2].”

To measure student proficiency of ILOs, faculty and staff mapped each course and service-area outcome to one ILO and one program-level outcome and, with data collected since fall 2010, show students are meeting and exceeding ILO standards consistently each term (II.A.11-3). Overall 39% of students are exceeding standards, 47% of students are meeting standards and only 14% of students are below the standard. Prior to using an abundance of eLumen data, assessment data were collected and analyzed using rubrics in 2011-13 for each ILO by an interdisciplinary Evidence Team (II.A.11-4). The Information & Technology Literacy team was the one team that showed less than expected results.



The evidence team stated in their recommendation that “the institution should consider the relationship between technology and information literacy – are they separate outcomes?” Team noted the growth in importance of our use of technology seems to be an applicable outcome across all ILOs – not just this one. The evidence team recommended that the information and technology ILO be split into two ILOs” (II.A.11-5). Based on this assessment recommendation and the ILO Six-Year Assessment Plan (II.A.11-6). Additional campus-wide feedback was solicited through department meetings in fall 2014 (II.A.11-7) to educate the faculty on the recommendation and discuss splitting the ILO. A new ILO team will convene in the spring 2015 to implement changes, work with faculty to remap their courses, and run and review reports.

Significant conversation has occurred regarding courses that were originally mapped to the ILOs. In fall 2014, the Learning Outcomes and Assessment Committee – Academic Affairs (LOAC-AA) approved, this item as one of their goals for 2014-15 (II.A.11-8), to review and remove the basic skills and remedial courses (300, 400 and 500 levels) so they can more accurately measure this proficiency (II.A.11-9, II.A.11- 10). NM Note: Check on the last sentence—LOAC made this proposal, but is meeting with opposition from SLC.

## II.A

**12. The institution requires of all of its degree programs a component of general education based on a carefully considered philosophy for both associate and baccalaureate degrees that is clearly stated in its catalog. The institution, relying on faculty expertise, determines the appropriateness of each course for inclusion in the general education curriculum, based upon student learning**

**outcomes and competencies appropriate to the degree level. The learning outcomes include a student's preparation for and acceptance of responsible participation in civil society, skills for lifelong learning and application of learning, and a broad comprehension of the development of knowledge, practice, and interpretive approaches in the arts and humanities, the sciences, mathematics, and social sciences. (ER 12)**

*Eligibility Requirement 12—General Education*

*The institution defines and incorporates into all of its degree programs a substantial component of general education designed to ensure breadth of knowledge and promote intellectual inquiry. The general education component includes an introduction to some of the major areas of knowledge. General education courses are selected to ensure students achieve comprehensive learning outcomes in the degree program. Degree credit for the general education component must be consistent with levels of quality and rigor appropriate to higher education. (II.A.12, II.A.5)*

### **Evidence of meeting the Standard**

Allan Hancock College requires a component of general education for each degree based on a philosophy stated in the college catalog and the AHC Curriculum Development Handbook. This philosophy takes into account principles designed to assist faculty in reviewing GE courses. The courses selected for general education clearly articulate such GE principles in their course outlines of record.

II.A.12-1 AHC Catalog 2015-16, pg. 57

II.A.12-2 GE Worksheets used by AP&P Committee

II.A.12-3 Guiding Notes for General Education Course Reviewers, published by the CSU/UC, January 2012.

<https://www.dropbox.com/s/ffnrk0ydt9svhpr/GeneralEducationGuidingPrincipleshandout.pdf?dl=0>

II.A.12-4 AHC Curriculum Development Handbook (CDH) (pp. 69-70, 78)

II.A.12-5 GE category map to ILOs from Jennie Robertson in IRP office

### **Analysis and Evaluation**

Allan Hancock College requires a component of general education for each degree that is based on a carefully considered philosophy for both associate and baccalaureate degrees (II.A.12-1, pgs. 57-58). The college catalog states that “general education is a pattern of courses designed to develop in students a breadth of knowledge and allow students to gain command of subject areas and methods of inquiry that characterize the liberally educated person” (II.A.12-1, p. 57).

The Academic Policy and Planning Committee (AP&P) relies on faculty expertise to determine the appropriateness of each course for inclusion in the general education curriculum, based upon learning outcomes and competencies appropriate to the degree level. These learning outcomes

and competencies are reflected in GE worksheets that faculty must complete and submit to AP&P for review and approval at the local level (II.A.12-2).

The five general education categories on the GE Worksheets are:

- Natural Sciences
- Human Institutions
- Humanities
- Language and Rationality (which addresses written composition, communication, and analytical thinking)

Living Skills (which addresses a student's preparation for and acceptance of responsible participation in civil society, skills for lifelong learning, and application of learning).

The five general education categories are mapped to the seven AHC institutional learning outcomes (II.A.12-5).

The AP&P Committee examines the course outline of record for evidence to approve the course's inclusion in these categories. Using Guiding Notes for General Education Reviewers (II.A.12-3) and the AHC Curriculum Development Handbook (II.A.12-4), committee members are trained to review the course outline of record (COR) for course content, instructional objectives, evaluation methods, assigned homework, and student learning outcomes. They also assess the level, scope, integrity, generality, critical thinking, continuing study, and cultural diversity in the COR.

Overall, courses meeting GE criteria provide students with a broad comprehension of the development of knowledge, practice, and interpretive approaches in the arts and humanities, the sciences, mathematics, and social sciences.

## II.A

**13 All degree programs include focused study in at least one area of inquiry or in an established interdisciplinary core. The identification of specialized courses in an area of inquiry or interdisciplinary core is based upon student learning outcomes and competencies, and includes mastery, at the appropriate degree level, of key theories and practices within the field of study.**

### Evidence of Meeting the Standard

Allan Hancock College offers degrees that focus on one area of inquiry or an interdisciplinary core. All courses have established student learning outcomes and assessment. Through outcomes assessment, faculty measure student mastery of key theories and practices within degree areas.

II.A.13-1 New Program Proposal, Curriculum Development Handbook

II.A.13-2 Associate Degree for Transfer Program Requirements, 2015-2016 Catalog, pages 58-59

- II.A.13-3 Chancellor’s Office Program Awards Summary
- II.A.13-4 2015-2016 Catalog, AA/AS Degree Graduation Requirements, pg. 57
- II.A.13-5 2015-2016 Catalog, Degrees and Certificates, pgs. 64
- II.A.13- 6 SLO Achievement Report\_ISLO\_PSLOs\_11-24-14 (dropbox)

**Analysis and Evaluation**

Allan Hancock College offers four types of associate degrees: the associate in arts (AA), the associate in science (AS), and, as of fall 2011, the associate in arts for transfer (AA-T) and associate in science for transfer (AS-T).

The associate in arts degree offers lower-division preparation for a student planning to transfer to a four-year public or private university or college. The associate in science degree provides training for students focusing on a specific occupational area. Students obtaining these degrees must complete all AHC graduation requirements. The faculty determine the amount of focused study in each program, based on learning outcomes that demonstrate mastery of competencies, theories, and practices (II.A.13-1). Units of study that are required in the major vary, for example from 21 in English to 25 in business administration for an AA.; and from 21 in recreation management to 42 units in early childhood studies for an AS degree.

AA-T and AS-T degrees are designed for students wishing to earn a degree at a California state University (CSU) in the same or similar field. Students who successfully complete an AA or AS-T degree are guaranteed admission to a CSU campus (although not necessarily the campus of their choice) to finish a four-year degree. These students are exempt from some AHC graduation requirements but must satisfy the CSU general-education pattern (II.A.13-2).

Chancellor’s Office Data Mart  
Allan Hancock College Associate Degree for Transfer Program Awards

ADT PROGRAM AWARDS	2011/12	2012/13	2013/14	2014/15
Associate in Science for Transfer (A.S.-T) Degree	1	3	38	98
Associate in Arts for Transfer (A.A.-T) Degree	4	3	13	42

AHC currently offers 27 AA, 53 AS, 10 AA-T and 6 AS-T degrees. Each degree requires completion of at least 18 units within the major, a minimum of 60 total units, and a grade of a C or better in each major course. A minimum of 25 percent of required units in the major must be completed at AHC. [II.A.13-4]

PROGRAM TYPES	NUMBER OF PROGRAMS
Associate in Arts	27
Associate in Science	53
Associate Degree for Transfer	16
Certificate of Achievement (transfer)	3
Certificate of Achievement (CTE, credit))	55
Low-unit Certificate (credit)	57
Noncredit Certificate	12
<b>TOTAL:</b>	<b>223</b>

The District's degree programs include focused study in at least one area of inquiry or in an established interdisciplinary core. All degree programs have program-level student learning outcomes that are printed in the college catalog. [II.A.13-5] Courses are mapped to degree program outcomes and institutional level outcomes to measure mastery, and assessment data are entered by faculty and stored in eLumen. As of fall 2014, 86 percent of students show mastery (meeting or exceeding standards) at the institutional level while only 14 percent fall below the standard, as assessed by faculty. [II.A.13-6]

## II.A

### **14. Graduates completing career technical certificates and degrees demonstrate technical and professional competencies that meet employment and other applicable standards and are prepared for external licensure and certification.**

#### **Evidence of Meeting the Standard**

Allan Hancock College graduates completing CTE certificates and degrees demonstrate technical and professional competencies through a variety of methods. This evidence indicates that graduates completing AHC career technical certificates and degrees demonstrate the competencies that meet employment and other applicable standards and that they are prepared for external licensure and certification.

- II.A.14-1 Allan Hancock College Catalog for 2015-2016, pp. 61-121 (verify page numbers)
- II.A.14-2 Allan Hancock College Career Technical Education website
- II.A.14-3 AHC Statistical Picture 2013-2014
- II.A.14-4 AHC CTE 2016 Publication (scan hard copy)
- II.A.14-5 eLumen data showing CTE Program Outcomes and achievement data
- II.A.14-6 Pass rates for various CTE-related licensing exams (Nursing, Medical Assisting)
- II.A.14-7 *AHC Fact Book 2014*
- II.A.14-8 List of AHC Advisory Boards for CTE Programs
- II.A.14-9 Core indicator information from the Chancellor's website on AHC CTE Programs

#### **Analysis and Evaluation**

Allan Hancock College offers 149 career technical education (CTE) certificate and degree programs in 37 fields including 90 associate degrees and 113 certificates. Degrees and certifications are listed in the college catalog (II.A.14-1, pp. 63-125), the College CTE website (II.A.14-2), and through various brochures and advertising publications such as the Statistical Picture 2013-2014 brochure (II.A.14-3) and the CTE 2016 Publication (II.A.14-4).

AHC graduates completing CTE certificates and degrees demonstrate technical and professional competencies through a variety of methods. CTE programs in the college catalog list student

learning outcomes (SLOs), which are measurable through mapped course-level outcomes. Assessment, evaluation, analysis, and collection of SLOs are housed in the eLumen system (II.A.14-5). Program outcomes (II.A.14-5) indicate that students meet or exceed program-level outcomes, as well as course-level outcomes.

Many CTE programs have licensing requirements. The high pass rate of CTE graduates (II.A.14-6) demonstrates attainment of course and program outcomes and acquisition of professional competencies that meet employment demand.

The following programs have external licensure or certification testing and follow the instructional standards and staffing prescribed by the appropriate licensing board or agency: registered nursing, licensed vocational nursing, dental, cosmetology, fire, emergency medical services, law enforcement, real estate, early childhood studies, auto, welding, and human services.

Institutional Effectiveness and Planning (IEP) tracks all academic programs through annual discipline summary reports published in the Fact Book 2014 (II.A.14-7, pg. 7-10). Key performance indicators for CTE and transfer are compared in Section 11.

CTE programs without external licensure (for example, film and video production, computer business office, applied design/media and machine technology) are compliant with CTE reporting requirements and faculty meet regularly with advisory committees and/or industry partners (CTE Advisory Committee List evidence here). The College advisory committees (listed on the College's CTE webpage [II.A.14-8]) meet a minimum of once a year (twice for those receiving grant funding) and are relied upon for updating coursework, recommending new technology, and keeping faculty current on emerging trends. Faculty revises curriculum and program requirements to meet changing industry needs that they identify, or that are recommended by advisory committees and industry partners.

By keeping CTE programs current as industries change, the College prepares students for employment. Core indicator reports on Skills Attainment (II.A.14-9) show that the programs are meeting expected goals. Faculty use core indicator information from the Chancellor's Office website to help analyze progress in meeting program goals. Program review is conducted every two years for CTE programs in addition to the College's regular six-year review. Updated faculty skills and innovative programs result from a well-established process of grant application, implementation, assessment, and reporting as well as regular participation in program review.

To increase both student employment and collaboration with area industry partners, the college created two full-time, permanent CTE counselors during fall 2014. The career counselors (see <http://www.hancockcollege.edu/cjpc/>) positions provide vocational, academic, and personal guidance to prospective, new, and returning AHC students. They also provide leadership in the campus Career Center and act as liaisons with area employers, high school and college CTE faculty and programs, and participate in outreach and professional development activities. This deliberate goal of increased career counselor funding aligns with national and state labor initiatives to increase employment and improve student vocational skill attainment.

The AHC College Work Experience (CWE) program was reviewed and revitalized. A program coordinator was assigned to oversee the CWE program plan development through a campus-wide constituent review process that culminated in Board approval on (Board date and Board agenda item here).

The AHC Apprenticeship Training program is composed of three separate vocational training programs: Operating Engineers (Heavy Equipment) Apprenticeship, Electricians Apprenticeship, and Plumbers (Pipe Trades) Apprenticeship. Each program provides related and supplemental instruction to apprentices that are regulated by the California Division of Apprenticeship Standards (DAS) and the Chancellor of the California Community Colleges (CCCCO).

On-the-job training is coordinated by the program sponsor and related and supplemental instruction is supported through Allan Hancock College for all three vocational training programs.

The District's CTE federal funding decreased from over \$1 million in 2008-09 to \$511,787 in 2014-15. Despite reduced funding, all CTE core indicators continue to be met and enrollment in the programs has not substantially decreased (II.A.14-9). The major impact has been a reduction in CTE degrees and certificates awarded due to decreased class offerings beginning in 2010. The result was a 50 percent drop in A.S. degrees awarded – from 226 in 2012-13 to 98 in 2013-14 (II.A.14-7). The number of awarded certificates declined from 494 in 2012-13 to 248 in 2013-14 (II.A.14-7). Now, as state educational budgets are restored, this trend should reverse as class sections are increased.

## II. A

**15. When programs are eliminated or program requirements are significantly changed, the institution makes appropriate arrangements so that enrolled students may complete their education in a timely manner with a minimum of disruption.**

### **Evidence of Meeting the Standard**

Allan Hancock College Board Policy 4021. *Program Vitality* (II.A.15-1/II.A.15 -2) stipulates the conditions under which a program will be discontinued, which also requires a phasing out plan to ensure students complete selected program with a minimum of disruption to their educational goals. Administrative procedure 4021 stipulates the formation of an evaluation committee, comprised of faculty discipline experts, a student, dean, classified staff from the affected program, an advisory committee member, and institutional research staff, to properly review and recommend the potential discontinuance of a program. Per the administrative procedure, the evaluation committee is charged with making a formal recommendation to the Academic Policy and Planning (AP&P) Committee regarding the status of a program under review.

- II.A.15 – 1 Board Policy 4021 (Adopted 5/17/2011; Revised 4/21/2015) – Program Vitality.
- II.A.15 – 2 Memo to College Council regarding revised Board Policy 4021
- II.A.15 – 3 Board Policy 4021 (Revised accompanying memo) 10/29/2014

- II.A.15 – 4 Initial Discontinuance Considerations Discussion: ENVT and Drama Tech Programs on September 13, 2012.
- II.A.15 – 5 Environmental Technology Program Evaluation Committee Program Discontinuance Evaluation Report, April 2012.
- II.A.15 –6 Environmental Technology Program Discontinuance Meeting Minutes December 7, 2011; December 12, 2011; and January 17, 2012. Attachments include program review and labor market data.
- II.A.15 –7 Academic Planning and Policy Committee Goals: Development of the Program Vitality Resource Guide.
- II.A.15 –8 Academic Planning and Policy Committee: Developing Sub Groups and Timelines.
- II.A.15 –9 Academic Policy and Planning Committee Description.
- II.A.15 –10 Program Discontinuance Report Drama – Technical Theatre.
- II.A.15 –11 Academic Policy and Planning Committee September 2012 Minutes.

### **Analysis and Evaluation**

Allan Hancock College adopted Board Policy and Procedure 4021 on May 17, 2011 to address program discontinuance and establish processes for such (II.A.15 – 1). Administrative Procedure (AP) 4021 notes that quantitative and qualitative data (AP 4021, pp. 4-5) must be used to assess a program’s academic relevance and vitality, including the program’s alignment with the college’s mission. The conditions for discontinuance of a program are clearly stated in this procedure (AP 4021, p. 2).

Programs under BP/AP 4021 are identified via a process that starts with Academic Affairs (AP 4021, p. 3) every fall. A formal list of programs identified under BP/AP 4021 is provided to Academic Senate along with the supporting data. Program review data (AP 4021, p. 3) is identified as one of the components to be analyzed when comprising the data to identify programs under this policy and procedure. Academic Senate then calls for the formation of evaluation committees, and the vitality reports submitted by these evaluation committees are submitted to Academic Affairs and Academic Senate. It is Academic Senate that forwards the evaluation reports to the Academic Policy and Planning Committee, which then sets the timelines for review and recommendations (which are not to exceed 120 days, exclusive of summer and winter breaks) (AP 4021, p. 3). AP&P is a standing sub-committee of Academic Senate charged with curriculum development. This committee includes, among others, representatives from Counseling and Admissions & Records, ensuring that when the recommendation is to discontinue a program, faculty will provide students with adequate notification or changes to program requirements or elimination of the program via college catalog, schedule of classes, program website, counselors, etc., and that student education plans and academic records will be considered in the phase-out process.

The discontinuance procedure requires the formation of an evaluation committee, and this policy clearly delineates the make up for such a committee (AP 4021, pp. 3-4). The qualitative factors to be considered are listed (AP 4021, pp. 4-5) in this procedure. These qualitative factors are aligned with the college mission, values and goals, including equity of access for all students. Quantitative factors and data are provided by the Institutional Effectiveness Office (AP 4021, p.

5) and include such factors as a sustained downward trend in FTES generated, sustained increase in expense or annual cost/FTES, changes in industry that lead to program obsolescence, enrollment trends, and others. The evaluation committee then produces a report, the Vitality Report, in which the committee presents its findings and recommendations, including implementation timelines (AP 4021, pp. 5-7). The evaluation committee can make one of three determinations upon review of all data and appropriate analysis: (1) continue program, (2) continue program with qualifications, or (3) discontinue program. The procedure states that when discontinuance is recommended, “the recommendation must provide either a way for currently enrolled students to continue their programs of study or a plan for them to meet their educational objectives through alternative means (AP 4021, page 6). If a program is recommended for discontinuance, the report must include a detailed plan and timelines for the phasing out of the program to ensure the least amount of impact on the students (AP 4021, P. 6).

Under this policy and procedure adopted in 2011 two programs were subsequently recommended for consideration of discontinuance, Environmental Technology, and Drama: Design/Technical Theatre. It is important to explain that the evaluation committees for each program did not recommend discontinuance in each case (II.A.15 – 4). Examples of Vitality Report are the final report of the Environmental Technology Program Evaluation Committee (II.A.15 – 5) and the Drama: Design/Technical Theatre (II.A.15 –10). The Environmental Technology Program Evaluation Committee, for example, met on three occasions and reviewed labor market and program review data; the committee also discussed shortcomings in the original BP and AP (II.A.15 –6). With regard to the Drama: Design/Technical Theatre Evaluation Committee, their report indicated that qualifications were needed (II.A.15 -10). When a program is recommended to continue with qualifications (AP 4021, p. 6), the program modifications are routed to the Academic Policy and Planning (AP&P) Committee (II.A.15 –9).

As a result of unintended gaps in the original board policy and procedure, a revised policy and procedure was drafted and forwarded to College Council on October 2014 for final vetting through the college governance processes (II.A.15 – 3). The policy was renamed *Program Vitality* and additional clarification was included regarding committee roles and responsibilities. The procedure maintains the same language regarding impact on students and need to ensure that students meet their educational needs. Further, the Academic Policy and Planning (AP&P) Committee has been tasked with the development of a Program Vitality Resource Guide that would delineate the items required by this committee to properly review programs under potential discontinuance, including templates for potential phasing-out timelines (II.A.15 –7, II.A.15 –8). It is expected that the AP&P Committee will present an initial draft of this resource guide in the spring 2016.

## **II.A.**

- 16.** The institution regularly evaluates and improves the quality and currency of all instructional programs offered in the name of the institution, including collegiate, pre-collegiate, career-technical, and continuing and community education courses and programs, regardless of delivery mode or location. The institution systematically strives to improve programs and courses to enhance learning outcomes and achievement for students.

## **Evidence of Meeting the Standard**

Substantial evidence demonstrates the institution's efforts to provide quality educational programs in all modalities and in all service locations. The quality and currency of new programs as well as modifications to existing curriculum are reviewed through by the Academic Policy and Planning Committee, a subcommittee of the Academic Senate, and then are approved by the Board of Trustees. Board Policy and Administrative Procedures 3255 outline the process for the review of all educational programs and services on a six-year cycle, with annual updates, including assessment of student learning and achievement outcomes. These processes ensure continuous review and improvement of courses and programs at all levels.

- II.A.16-1 Curriculum Development Handbook, pages
- II.A.16-2 CNET (CurricUnet) Curriculum Proposal Review Process
- II.A.16-3 Meeting minutes
- II.A.16-4 Councils and Committees: Pathways to Decisions (CCPD)
- II.A.16-5 Board Policy and Administrative Procedures 3255 Program Review
- II.A.16-6 Program Review Resource Guide: Course Review and Student Data Collection
- II.A.16-7 2014-2015 VPAA Program Review Memo
- II.A.16-8 Screen Shot, Program Review Matrix
- II.A.16-9 Program Review Training Powerpoint (10-7-14)
- II.A.16-10 Sign-In Sheets (9-12-12)
- II.A.16-11 Program Review Resource Guide: Academic and Vocational Programs
- II.A.16-12 Nursing-RN Program Review 2011-12
- II.A.16-13 sample annual updates
- II.A.16-14 RN 2014 SLOs Data and Improvement Plans
- II.A.16-15 Email, Nov. 26, 2014, Elaine Healy, Coordinator, Community Education
- II.A.16-16 Noncredit Student Evaluation of Instruction Form
- II.A.16-17 Program Review Committee Description, Academic Senate Website
- II.A.16-18 Academic Senate minutes
- II.A.16-19 Memo to Institutional Research from Program Review Committee
- II.A.16-20 Comprehensive Program Review Self Study Revisions 2015

## **Analysis and Evaluation**

The quality and currency of new courses and programs is monitored through the Academic Policy and Planning Committee (AP & P), a subcommittee of Academic Senate. All credit courses and programs, including collegiate and precollegiate, undergo a rigorous approval process. Modifications designed to improve existing courses and programs must also be submitted for review and approval. Prior to submission to AP & P, course and program development and modification is subject to extensive dialogue at the discipline, department, and administrative levels. Courses to be offered in distance modalities undergo additional scrutiny to ensure that these courses conform to the technical and pedagogical standards established by the college (II.A.16-1 Curriculum Development Handbook pages; II.A.16-2 CNET (CurricUnet) Curriculum Proposal Review Process). Other venues, including the

Distance Learning Committee, Student Learning Council and Academic Senate, contribute to quality assurance through examination of issues pertinent to instruction, such as defining substantive effective contact. (II.A.16-3 various meeting minutes)

All credit educational programs and services undergo a comprehensive review at least every six years as well as an annual review (II.A.16-4 CCPD page 22; II.A.16-5 Board Policy and Administrative Procedures 3255).

The six-year comprehensive review is preceded by a course review during the year prior to the program review. In course review, discipline faculty review course outlines of record for currency, and appropriateness, and to re-establish prerequisites, corequisites, advisories, and general education status. A course review verification form reports those course outlines that will be submitted for modification to the AP&P Committee (II.A.16-6 *Program Review Resource Guide: Course Review and Student Data Collection*).

By April 1 each year, the Vice President of Academic Affairs distributes the program and course review schedule for the upcoming fiscal year via memo. This notification identifies programs scheduled for a six-year comprehensive review and disciplines scheduled for a six-year course review (II.A.16-7 2014-15 VPAA Program Review Memo). All other instructional programs not scheduled for the six-year comprehensive or course review are required to complete an annual program review update. Each of these processes--six-year review, course review, and annual update--provides avenues for an ongoing collection and review of data for purposes of identifying teaching and learning strategies for student success, maintaining currency and appropriateness of curriculum, and identifying needed resources for budget and planning purposes.

The Office of Institutional Planning and Research provides common data sets, training in the uses of data, and additional technical assistance as needed. Data include student achievement data, such as retention and course and program completion, as well as student learning outcomes and assessment data as recorded by faculty and entered into eLumen (II.A.-8 Screen Shot, Program Review Matrix). Academic Affairs staff provide additional assistance and training to faculty (II.A.16-9 Program Review Training Powerpoint; II.A.16-10 Sign-In Sheets). Program reviews conclude with an external review by a validation team (II.A.16-5 Administrative Procedures 3255; II.A.16-11 *Program Review Resource Guide: Academic and Vocational Programs*, pages 30-35). All instructional sites and modalities are included in the established review processes and standards.

Established in 2010-11, the annual update revisits the plan of action established at the end of the last comprehensive program review, assesses its continued relevance and progress toward identified goals; updates enrollment trends, labor market information, and assessment data; and links program review to the annual resource allocation process (II.A.11 *Program Review Resource Guide: Academic and Vocational Programs*, pages 44-50). With the implementation of the annual program review update the two-year process for vocational programs was eliminated.

Both the comprehensive and annual review processes incorporate assessment of learning outcomes and student achievement. The comprehensive six-year program review requires programs to establish a six-year calendar for assessment of student learning outcomes and to incorporate recommendations to improve learning outcomes and student performance in the final plan of action. The annual update asks for reports on assessments conducted and resulting changes and recommendations (II.A.11 *Program Review Resource Guide: Academic and Vocational Programs*, pages 17-20, 28,43 and 46; II.A.16-Nursing-RN Program Review 2011-12 ; II.A.16-13 sample annual updates; II.A.14 RN 2014 SLOs Data and Improvement Plans).

The Community Education program offers approximately 200 sections of noncredit classes each semester and 50 fee-based (continuing services) classes. Until 2015, , all noncredit classes were taught by part-time faculty. Noncredit courses are evaluated by a student evaluation survey the first time the course is offered with a new instructor, and subsequently once every three years. Community Education is currently in the process of a comprehensive program review that includes surveying 500 students to assess student satisfaction and student needs and to better understand the program's student population. This comprehensive program review is expected to be completed in spring 2015. Preliminary survey results show high student satisfaction and the need for additional vocational programs and a greater variety of course offerings. In 2010-2011 all noncredit course outlines were updated and student learning outcomes were incorporated. The program operated solely with part-time faculty until 2015, when the college hired its first full-time noncredit instructor in ESL, and as a result there have been limited resources to regularly review, update, and develop new curriculum. Fee-based classes are developed based on student demand, and these courses are evaluated by students every time they are offered (II.A.16-15 Nov. 28, 2014 email from Noncredit Coordinator Elaine Healy; II.A.16-16 Noncredit Student Evaluation of Instruction Form).

In spring 2014, the Academic Senate created the *Program Review Committee*, whose charge is to

1. Annually review and recommend to Academic Senate changes to the AHC Program Review Resource Guide (PRG).
2. Annually review and recommend to Academic Senate changes to Program Review Board Policy 3255 and related Administrative Procedures.
3. Review the Program Review Inventory report of annual updates and program reviews each semester which lists each program/discipline, a link to its most recent program review and annual update, and the date of its next program review. Provide a copy to Academic Senate.
4. Annually prepare and deliver a report of accomplishments, challenges, and recommendations for improvement to Academic Senate at its first meeting in May.

(II.A.16-17 Program Review Committee Description, Academic Senate Website.

[http://www.hancockcollege.edu/academic\\_senate/docs/Program%20Review%20Committee.pdf](http://www.hancockcollege.edu/academic_senate/docs/Program%20Review%20Committee.pdf))

The committee, which began meeting in fall 2014, reviewed and recommended changes to the data elements provided to academic programs. In spring 2015 the committee recommended modifications to the academic program review self study and format (PRC agendas and minutes). In addition, the committee reports to the Academic Senate on programs that have not completed course and program reviews or annual updates, often due to a lack of full-time faculty in single-person disciplines. (II.A.16-18 Academic Senate minutes, II.A.16-7 2014-2015 VPAA Program Review Memo; II.A.16-8 Screen Shot, Program Review Matrix).

The committee has requested that the Office of Institutional Planning and Research routinely provide disaggregated data on distance learning retention and success and a comparison to face-to-face courses for programs that offer online courses (II.A.16-19 Memo to Institutional Research from Program Review Committee). In addition in Spring 2015 the committee modified the comprehensive academic program review self-study to include questions that specifically address distance learning--including retention and success as well as regular substantive contact and student equity outcomes. These recommendations were approved by the Academic Senate in spring 2015 and implemented in 2015-16 (II.A.16-20 Comprehensive Program Review Self Study Revisions 2015). In October 2015, modifications were made to the Student Services program review to align it with the instructional program review process, and in Spring 2016 Academic Senate is considering recommendations from the committee to update the annual update process and to establish program-set standards. (IIA.2.x PRC minutes??)

Systems and processes are in place for the effective evaluation and improvement of instructional and service programs, but inconsistent availability of data and faculty in areas without a full-time instructor to perform the reviews has occasionally hindered these processes. To address these issues, the institution may need to make resources available on a regular basis to allow associate faculty to perform the reviews when full-time faculty are not available. In addition, an electronic program review template with preloaded data and preliminary analysis noted would enable faculty to focus on deeper analysis and developing strategies to improve student learning outcomes and achievement.

## **II.B Library and Learning Support Services**

**1. The institution supports student learning and achievement by providing library and other learning support services to students and to personnel responsible for student learning and support. These services are sufficient in quantity, currency, depth, and variety to support educational programs, regardless of location or means of delivery, including distance education and correspondence education. Learning support services include, but are not limited to, library collections, tutoring, learning centers, computer laboratories, learning technology, and ongoing instruction for users of library and other learning support services.**

*(ER 17) Eligibility Requirement 17 Information and Learning Support Services: The institution provides, through ownership or contractual agreement, specific long-term access to sufficient information and learning support services adequate for its mission and instructional programs in whatever format whenever and wherever they are offered. (Standard II.B.1 and II.B.4).*

### **Evidence of Meeting the Standard**

Allan Hancock College supports student learning and achievement by providing on-campus and online library and learning support services to basic skills, transfer, and career technical students as well as faculty and staff. The library and the learning resources programs support all college instructional programs and include the library, tutorial, writing center, distance learning, and multimedia services as well as open access computer labs. There are additional computer labs specific to disciplines and community partnerships.

II.B.1-1	Library Web page
II.B.1-2	Educational Master Plan 2014-2020 pg 10-11
II.B.1-3	Library Comprehensive Program Review 2013-14
II.B.1-3a	Library Annual Statistics Report 2014-2015
II.B.1-4	Academic Search Premier Database Usage Report
II.B.1-5	AHC Technology Master Plan 2014-2020 Goals pg. 2-15
II.B.1-6	Friends of the AHC Library Meeting Minutes
II.B.1-6a	Friends of the AHC Library event and program flyers
II.B.1-7	Distance Learning Professional Development Schedule
II.B.1-8	CCPD Distance Learning Committee Description, 2015-16 ed. pg. 59
II.B.1-9	AHC Technology Master Plan 2014-2020, Goal 8, pg. 13
II.B.1-10	Sample agendas/notes from Distance Learning Committee meetings
II.B.1-11	Smarthinking Usage Reports, through 2015
II.B.1-12	Learning Resources Program Review 2013-2014

### **Analysis and Evaluation**

The library and all learning resources support the Allan Hancock College mission to provide “quality educational opportunities that enhance student learning” At AHC, the library has its own program review. The learning resources program review encompasses distance learning, the

teacher learning center, multimedia services, the open access computer lab, tutorial services, and the writing center.

### The Library

The library department mission statement aligns with the AHC mission:

*... to support all Allan Hancock College students and staff with both immediate research needs and the development of information literacy skills, to enhance lifelong learning. In addition, the library is the campus “center of learning,” with a welcoming atmosphere conducive to studying and learning” (II.B.1-1).*

Collections shared between the Santa Maria campus (SM) and Lompoc Valley Center (LVC) constitute the AHC library, which provide services pertaining to “information and technology literacy” and “ability to acquire knowledge for life-long learning through a variety of means” as identified in the Educational Master Plan (II.B.1- 2 ). The Jacoby Library at the Lompoc Valley Center (LVC) includes tutorial services space and an open access computer lab. The Vandenberg Air Force Base and Solvang sites rely primarily on online library resources and services, materials from campus libraries are delivered to these offsite locations upon request.

Materials provided to support student and staff research, both onsite and online, include books, magazines, journals, newspapers, reference materials, and audio and video materials. An assortment of physical items such as anatomical models and reserve textbooks are available within the libraries. The holdings owned by the AHC libraries in September 2014 number 90,821 physical items (II.B.1-3, Summary in Exhibits). Students, staff, and faculty have access to a full array of library and research resources available around the clock through the college library webpage (II.B.1-1). Online services and resources accessible on and off campus include the online library catalog, which has one searchable interface that integrates books, electronic books, and streaming videos. There are electronic reference services, phone reference, and multiple collections of electronic books. In addition, the library provides online discipline-specific research guides (Libguides) to assist students with their research projects. Faculty librarians and instructional faculty work together to create Libguides based on specific research assignments (II.B.1-1).

To better serve students online and onsite, the library is focused on maximizing 24/7 access to research materials. For example, the libraries subscribed to 300 print magazine and journal titles six years ago and now only subscribe to 156, but added online periodical databases and reference books. Assessments done in the decision-making process included webpage analytics and usage counts of both print and online materials. In 2014, over 40,000 journal articles were accessed by AHC users in one database alone (II.B.1-4). Due to demand for remote access, the number of databases has grown from 15 general and specialized databases to over 30. This serves both on campus users and the distance learning students, and meets *AHC Technology Master Plan* goals of flexibility of support services and contributing to digital fluency (II.B.1-5).

Students have access to 42 computer stations in the Santa Maria campus library and 47 stations in the LVC Jacoby Library, and may check out laptops at both locations. Both locations have accessible stations with adaptive software. Other collections include geology specimens and anatomical models. Library services include wireless access, photocopiers, DVD viewing

stations, computer stations with adaptive software for disabled students, and interlibrary loan services. Students have access to two group-study rooms at each campus library, one with laptop access and a large screen. Electronic devices available for faculty to check out of the library include laptops, iPads, and student response “clicker” systems.

Library and information literacy instruction is primarily delivered through a two-unit credit online library skills course and library orientations for classes with outcomes assessments detailed in the Library Program Review. Librarians provide over 100 class orientations per semester and more than 190,000 library users were counted in school year 2014-2015. (II.B.1-3a). The “How Can I?” section on the library webpage offers links to get help, and users can complete an online reference question form. Additional reference services and library instruction are provided by faculty librarians during all open hours and include one-on-one assistance, telephone service, and electronic reference.

The Friends of the AHC Library offers enhanced cultural and aesthetic programming. In the last six years, the Friends have sponsored events including the Maddux Children’s Book Art Exhibit, prizes for Constitution Day contests, "Xtreme" research competitions, lectures with local and visiting faculty, Community Reads programs in collaboration with local public libraries, and various fundraisers to support both campus and community library events and services (II.B.1-6, II.B.1-6a).

### Learning Resources

The following five services are co-located in the Academic Resources Center at the SM Campus and (where applicable) the Jacoby Library at LVC.

#### *Distance Learning*

A faculty specialist and two technical support staff support the Distance Learning (DL) program and manage Blackboard, the current District course management system (CMS). The CMS is used by approximately 600 class sections each semester – from fully online classes, to onsite classes that use features such as the gradebook. Instructors incorporate learning resources such as embedded links to online library books, articles, and streaming media into their instruction. Technology training for faculty and staff are provided by the DL staff each semester during scheduled staff development training and by appointment (II.B.1-7).

The Distance Learning Committee is chaired by the faculty DL specialist and reports to the Student Learning Council (II.B.1-8). Distance learning does not have a separate plan, but is one of the twelve major goals in the *AHC Technology Master Plan 2014-2020*: “*Enhance distance learning activities and support for online student success.*”(II.B.1-9). The DL Committee makes recommendations on DL policies, practices and mandates from the state and federal levels (II.B.1-10).

#### *Multimedia*

Multimedia staff manages instructional support and learning technology at all district sites in over 100 classrooms, and facilitate instruction across disciplines with services from equipment delivery to instructional design, primarily for classroom support. At all centers they maintain classroom equipment such as projectors and document cameras, provide

photographic and video support, and train faculty in a wide range of instructional technology applications for both onsite courses and distance learning. Staff streams live events such as graduations.

The Teacher Learning Center (TLC) is located on the 2<sup>nd</sup> floor of the Academic Resource Center. Featuring state of the art equipment, the TLC is managed through the Multimedia Department and used primarily by DL staff and the coordinator of instructional technology for training faculty. It is also used for external webinars, online meetings, and other technology-based applications.

*Open Access Labs*

Open Access Computer Labs (OACL) are located on the SM and LVC campuses. They are multi-purpose computer labs, accessible to all students regardless of major. They provide students, staff, and faculty with a wide range of computer applications, low-cost printing, and lab staff assistance. The OACLs have adaptive workstations that accommodate students with physical or learning disabilities.

*Tutorial*

The Tutorial Centers at the SM and LVC sites provide peer tutoring across the curriculum in drop in, one-on-one, and group modalities, with an emphasis on math and English. Distance learning students have access to Smarthinking, an online tutoring service delivered by tutors who have a bachelor’s degree or higher (II.B.1-11). Peer onsite tutors are trained at the start of each semester, and must be recommended by their instructors as well as having earned a grade of “B” or higher in the courses they tutor.

*Writing Center*

The Writing Center provides resources to support students with lab components linked with English/ESL classes. Faculty and staff offer one-on-one assistance to the 700-900 students visiting weekly with writing and reading. There is also an interdisciplinary course, ENGL 306, to assist students with writing across the curriculum. Online writing assistance is provided through the essay center feature of Smarthinking. Learning outcomes are assessed each semester in eLumen, revised regularly, and documented in program review (II.B.1-12).

*Additional Learning Support Services*

Most of these services are not included in the learning resources program review, as they are primarily managed through individual disciplines. They are listed here to document other services located on and off campus provided in a variety of areas, including the Atkinson Lifelong Learning Center (a community partnership with the City of Santa Maria) and the Workforce Resource Center (in partnership with Santa Barbara County).

**AHC Instructional Labs**

<b>Name</b>	<b>Location</b>	<b># of stations</b>	<b>Hours</b>	<b>PC or</b>
AIM (Basic Computer Resources)	Virtual	Virtual	24/7	
	Santa Maria	54 and 6 other stations	MTWR 9 a.m.-7:45 p.m.	PC and Mac

Language Lab	Santa Maria	24	MTWR 9a.m. - 8 p.m.	PC
Math Lab	Santa Maria	14 and 2 other stations	MTWR 9 a.m. - 6:30 p.m.	PC
MESA	Santa Maria	7	MTW 9a.m.-6 p.m. Thurs 9 a.m.-5 p.m.	PC
Open Access Computer Lab**	Santa Maria	58 and 1 other station (a/v)	MTWR 8 a.m. - 8 p.m. Fri 8 a.m. - 3 p.m.	PC
STEM Center	Santa Maria	6	MTWR 9 a.m.-6 p.m. Fri 9 a.m.-2 p.m.	PC
Writing Center**	Santa Maria	47	MTWR 8 a.m. - 8 p.m. Fri 8 a.m. - 2 p.m.	PC
Graphics Lab Film Lab Photography Lab	Santa Maria	29	MTWR 8 a.m. - 8 p.m. Fri 8 a.m. - 2 p.m.	PC and Mac
Computer Resources Center	Lompoc Valley Center (LVC)	36 (34 PC and 2 Mac)	MTWR 9 a.m. - 2 p.m. & 5:30 p.m. - 8:30 p.m.	PC and Mac
Open Access Computer	Lompoc Valley Center (LVC)	47 and 1 cctv magnifier	MTWR 8 a.m. - 8 p.m.	PC
Atkinson Lifelong	Santa Maria off-site	30 and 2 other stations	MTWR 9 a.m. - 10 p.m.	PC
Workforce Resource Center	Santa Maria off-site	20 and 1 other stations (a/v)	M 8 a.m. - 12:30 p.m. TWR 8 a.m. - 10 p.m.	PC

\*\* Indicates learning resources included in the 2013-2014 learning resources program review.

## II.B

**2. Relying on appropriate expertise of faculty, including librarians, and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.**

### **Evidence of Meeting the Standard**

Library and learning resources at Allan Hancock College follow established board policies and selection processes to achieve the mission and meet the standard. Instructional faculty expertise is demonstrated through curriculum development and program review, together with faculty librarians' professional judgment to select equipment and materials that achieve high student satisfaction and support learning.

II.B.2-1 Board Policy 4040 and Administrative Procedure 4040

II.B.2-2 Faculty purchase suggestion form, library website

II.B.2-3 Curriculum proposal files, housed in SM Campus library reference area

II.B.2-4 Friends of the AHC Library Libguide, library website (under revision 12.14)

- II.B.2-5 Library Program Review 2013-14, pg. 7
- II.B.2-6 Descriptions of Professional Development Activities (Sandra Bierdzinski)
- II.B.2-7 Sample Agendas and Notes from Senate Library Advisory Committee
- II.B.2-7a Library Material Discards Donations Purchases.pdf
- II.B.2-8 Student responses regarding services, Strategic Planning Survey 2013, housed in IRP.
- II.B.2-9 Sample CTEA/ TAC Request for Lab Computers—Graphic Arts Lab
- II.B.2-10 Learning Resources Program Review 2013-14, Exhibit E3, pg. 140
- II.B.2-11 District Standards for Multimedia Equipment 2016
- II.B.2-12 Specification as Proprietary Item for Construction, Board Item 13.A, pg. 115, 11.10.15

### **Analysis and Evaluation**

Evidence demonstrates that library and learning support services faculty and staff, with input from instructional faculty, follow collection development processes and equipment prioritization to support student needs in accordance with the College mission and [Board Policy 4040](#) (II.B.2-1).

Library and learning resources faculty sit on both the Academic Senate and the curriculum committee, where they work closely with instructional faculty. Librarians outreach to subject-specific faculty for guidance and expertise on appropriate purchases in their areas, and provide a [form](#) online for materials requests (II.B.2-2). For example, anatomical models were purchased in 2013/14, and biological sciences faculty were instrumental in selecting the best models for student use. Library faculty also dialog with individual instructors, attend department meetings to solicit feedback, and offer staff development workshops to promote innovative new sources.

The Academic Policy and Planning curriculum committee (AP&P) tracks instructional materials that are required and suggested for classes in course outlines of record. Both full-time and part-time librarians regularly review and track curriculum proposals (II.B.2-3), identifying potential purchases according to quality and reviews in credible publications such as *Library Journal* or the *New York Times Book Review*. Recommended purchases to support curriculum are kept on file at the reference desk and added periodically. The district budget has been augmented with funding from two U.S. Department of Education Title V grants and California Basic Skills Initiative funding. The library also receives instructional equipment funding to support the online databases. Donations are integrated into the collection after faculty librarians review them. The AHC libraries have been fortunate to have the strong support of a donor that established a library endowment in 2013, as well as the active Friends of the Library group (II.B.2-4) that maintains several funds to enhance areas of the library collections.

Faculty librarians confer often with library support staff to review circulation trends which are monitored and documented in library program review. Faculty librarians also utilize program review needs and confer with instructional technology specialists, distance learning staff, department faculty, and learning assistance (aka Disabled Students Programs and Services) staff when considering purchase of assistance technology materials or equipment (II.B.2-5). Examples during 2014 included multi-media staff who identified big screen monitors for student use in conference rooms and learning assistance staff who assisted with suggesting a particular flatbed scanner model for student use.

Faculty librarians and learning resources faculty and staff provide ample professional development opportunities to the campus community, particularly instructional faculty. A favorite professional development activity was the the “Library Free for All”, when the campus is invited to come in for an afternoon and try any and all new databases and materials. Another well received event was the “Red Carpet Premiere” that introduced faculty to Films on Demand streamed digital videos in 2013 (II.B.2-6).

Academic Senate provides input to the library through the activities of the Senate Library Advisory Committee, known as SLAC, which is typically composed of three instructional faculty, faculty librarians, and the library dean. SLAC meets one time in the fall and spring semesters in the SM campus library to review and discuss topics ranging from orientations and programs to budget and assessment (II.B.2-7)

Library and learning resources materials are maintained, inventoried, mended and discarded on a regular basis by three paraprofessional staff and their student workers, under the direction of the faculty librarians and dean (II.B.2-7a).

Student satisfaction with the library services and learning resources ranked the highest of all services on campus in the 2013 strategic planning climate survey (II.B.2-8).

#### *Other Learning Resources*

Equipment for student labs (shown in the Instructional Labs Table in II.B.1) is selected with input from both faculty and students. Faculty requests equipment based on discipline needs, such as Mac computers for graphics (II.B.2-9). Students provide input through surveys; according to the Open Access Computer Lab Student Survey in 2013, 86% of students agreed or strongly agreed that the software they needed was available (II.B.2-10). Multimedia equipment for classrooms is based on an Extron standard developed over recent years of new construction (II.B.2-11). The goal is to eventually move all classrooms to this standard (II.B.2-12)

## **II.B**

**3. The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services includes evidence that they contribute to the attainment of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.**

### **Evidence of Meeting the Standard**

Faculty librarians developed and regularly assess outcomes as part of the comprehensive program review and annual update process. Faculty librarians and the faculty DL specialist assist with assessing outcomes for the learning resources areas coordinated by classified staff. Faculty librarians are active members of the academic Learning Outcomes and Assessment Committee.

- II.B.3-1 Learning Resources Program Review 2013-2014
- II.B.3-2 Library Program Review 2013-2014
- II.B.3-2a Information and Technology Literacy Evidence Team Report
- II.B.3-2.b LOAC.Meeting Minutes, 2014-2015
- II.B.3-2.c eLumen Library Student Assessments sample, 2014-2015
- II.B.3-3 Online Student Readiness Tutorials
- II.B.3-4 Multimedia Services Request Forms
- II.B.3-5 Institutional Research and Planning, Campus Climate Survey 2013

### **Analysis and Evaluation**

The AHC library and learning support services (the writing center, tutorial, open access computer lab, multimedia, and distance learning) regularly evaluate and assess services and programs. These services completed six-year comprehensive program reviews in 2013-2014 with clearly identified and measurable student learning outcomes (SLOs) (II.B.3-1, II.B.3-2).

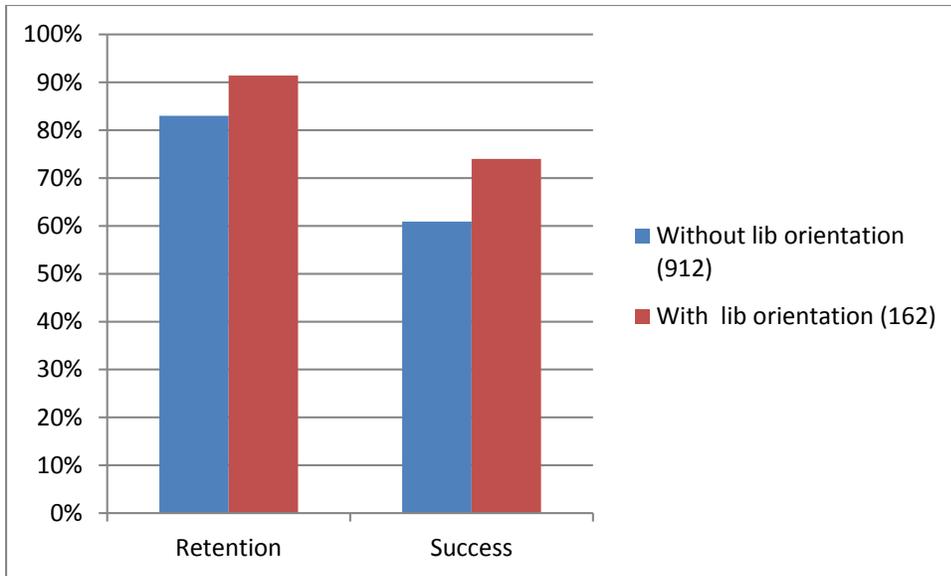
These SLOs, which are reviewed annually, are discussed at meetings each semester and are revised systematically in response to collected data and student feedback. Library faculty led the Information and Technology Literacy Team in developing institutional learning outcomes and participate in the Learning Outcome Committee (II.B.3-2.a, II.B.3-2.b). The libraries and writing center also gather data by conducting surveys/focus groups, recording usage, and analysis of student performance data with the eLumen SLOs assessment system (II.B.3-2.c).

### **Library**

The faculty librarians assess both the library skills course (LIBR 170) and library services, both online and onsite, according to the assessment plan in the library program review (II.B.3-2, pg. 19). The library skills course (LIBR 170) is assessed every time the course is offered using the eLumen system, with data gathered used to make improvements and redesign the course. The onsite course had low enrollments; librarians piloted an online version in spring 2016, enrollment increased, and the course will be assessed at the end of the semester.

Library services are assessed during orientations, workshops, desk interviews, or other methods agreed to by librarians, with findings used to guide revisions to curriculum, services, and procedures. Improvements made as a result of the 2013-14 program review student focus group responses include laptop loans, Saturday hours, and 11 computer stations added near the SM library reference desk in 2014-2016 (II.B.3-2 Exhibit 3).

In fall 2014 the Institutional Research Office tracked data to assess the retention and success of 162 English 101 students who attended a one hour library orientation with a faculty librarian. The control group was measured against the retention and success of 912 English 101 students who did not attend a library orientation. The findings indicate students who attended a library orientation had higher rates of retention and success. The findings have been shared with the English faculty and additional assessment is planned for fall 2016.



A “Research Detective” one hour voluntary library workshop is presented at the Lompoc Valley Center Jacoby Library by librarians. Instructors at the LVC give students extra credit for attendance because they believe it is beneficial. Librarians used eLumen to assess student learning outcomes, which shows that a majority of students who attend meet or exceed the standard. Additional research was performed measuring the 44 Research Detective attendees’ retention against all off-campus program students, and the results are shown below. Revisions, such as additional content are added to the workshop presentations, and further assessments are planned.



Learning Resources

*Distance Learning*

The Distance Learning (DL) staff adequately supports more than 600 courses each semester on the course management system, both completely online and supplementing face-to-face classes (II.B.3-1 pg. 11). Learning outcomes assessment included student/faculty surveys, and user analytics (II.B.3-1 pg.16). Surveys and review of analytics revealed the need to develop online instructional modules to better prepare both students and faculty (II.B.3-1 pg. 24). The state OEI sent out helpful student preparation modules, which were added to the DL webpage in 2015 (II.B.3-3).

### *Multimedia*

Multimedia Services provides support in instructional equipment design, set up, maintenance, and training at all campus sites and more than 100 classrooms in a wide range of services including smart podiums, audio and video equipment, photography, and wireless mobile devices (II.B.3-4). Multimedia staff assesses installations of new equipment, tracks requests for services, assesses training sessions, and reviews survey results from faculty, staff, and students. Results of evaluations demonstrate that equipment and support are adequate to facilitate student learning (II.B.3-1 pgs.16, 27). Assessment led to resource requests which include online training modules for faculty, installation of smart podiums in all classrooms, hiring of additional staff, and providing current technology to students and faculty (II.B.3-1 pg. 57).

### *Open Access Computer Labs*

The Open Access Computer Labs (OACLs) are open to any student in any discipline on both campuses. Many other subject-specific labs are available for students in programs such as STEM, graphics, math, business, and writing. The first Program Review for the OACLs was in 2013-2014, which documents that over 13,000 students use the OACLs at both campus locations annually (II.B.3-1 pg. 13). Learning outcomes are established and assessed regularly and consist of surveys of students and faculty (II.B.3-1 pg. 17). Assessment findings indicate resource needs such as future staff training, purchases of updated software, and streamlined printing technology (II.B.3-1 pg. 21).

### *Tutorial*

Tutorial Services adequately meets student needs in providing tutoring across disciplines for over 6,000 hours per school year at the Santa Maria and Lompoc sites (II.B.3-1 pg. 15). Online and onsite students are served with Smarthinking, a third-party online tutoring service. The “Drop In” model has been used onsite since 2012, in addition to individual one-on-one hourly tutoring appointments (II.B.3-1 pg. 14). Drop In tutoring in high-demand subjects, such as math, is available without appointment and has been especially popular at the SM campus in the evening. The Tutorial Center has established student learning outcomes and assesses students annually with surveys and tutor evaluations, which were overwhelmingly (100%) positive with statements such as “prompt and reliable for keeping appointments.” In 2013, 78% of 113 students surveyed who received tutoring reported that their grades went up (II.B.3-1, Exhibit E4, pg. 150).

### *Writing Center*

The Writing Center provides reading and writing assistance for 700-900 students weekly (II.B.3-1 pg. 11, 17). Evidence of importance and satisfaction with the Writing Center for faculty and student users can be found with high rankings in the 2013 Climate Survey of Students (II.B.3-5). The Writing Center has learning outcomes that are documented and assessed in fall and spring semesters with all developmental English and ESL classes (II.B.3-1 pg. 17) by means of faculty/student surveys and GPA comparisons. Assessment findings resulted in plans to develop strategies to reduce the wait time to serve students (II.B.3-1 pg. 26).

## **II.B**

**4. When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended purposes, are easily accessible and utilized. The institution takes responsibility for and assures the security, maintenance, and reliability of services provided either directly or through contractual arrangement. The institution regularly evaluates these services to ensure their effectiveness.**

*(ER 17) Eligibility Requirement 17: Information and Learning Support Services The institution provides, through ownership or contractual agreement, specific long-term access to sufficient information and learning support services adequate for its mission and instructional programs in whatever format and wherever they are offered. (II.B.1 and II.B.4)*

### **Evidence of Meeting the Standard**

AHC libraries and learning resources maintain contractual agreements as described below to provide resources and services that are adequate, accessible and utilized by students. Staff members in the library, learning resources, IT services, and district police collaborate to assure the security and reliability of all services. Services are assessed regularly, often annually, and improvements made as needed.

- II.B.4-1 Council of Chief Librarians, California Community Colleges. (CCLCCC) Library profile
- II.B.4-2 Community College League Consortium
- II.B.4-3 AHC Library Website Articles and More Databases (available off and on campus)
- II.B.4-4 AHC Library Interlibrary Loans Form
- II.B.4-5 Cal Poly Interlibrary Loans page, 8/26/14
- II.B.4-6 Smarthinking Contracts, filed in dean of library/learning resources office
- II.B.4-7 Blackboard hosting/licensing contracts, filed in dean of library/learning resources office
- II.B.4-8 Academic Senate agenda and notes 11/3/15, action item number 6
- II.B.4-9 AHC Technology Master Plan 2014-2020, Goal 2, page 4
- II.B.4-10 Sample IT Services Work Order from the myHancock portal

### **Analysis and Evaluation**

### Collaboration/Contracts

An AHC library profile is available at the Council of Chief Librarians California Community Colleges website (II.B.4-1). For online resources, librarians evaluate the Community College Library Consortium (CCLC) databases available through the Council each fall and spring. Library website Criteria includes accessibility, usage statistics, faculty and student input, product comparisons and reviews, and scope, currency, authority, and other factors. Purchasing electronic resources through the CCLC consortium is a cost-effective way to provide electronic database access to onsite and remote students (II.B.4-2, II.B.4-3).

The Santa Maria and Lompoc campus libraries regularly exchange materials per student and faculty requests via a daily (week day) AHC courier service. Documentation of this exchange is maintained in the Library ILS system, Polaris. There is no fee to users for this service. The only four year college that the AHC libraries regularly request interlibrary loan materials from is California Polytechnic State University in San Luis Obispo, which lists interlibrary loan policies for the Kennedy Library on its webpages. Interlibrary loan from other libraries is minimal, but the process is well documented and efficient (II.B.4-4, II.B.4-5).

Blackboard is Allan Hancock College's course management platform, hosted securely in Reston, Virginia.. Blackboard contracts are negotiated and renewed either annually or for multiple years, and kept in the dean of learning resources' office (II.B.4-7).

The distance learning committee and distance learning staff periodically assess Blackboard in comparison to Moodle or other products. The academic resources technical specialist piloted Moodle as a test, but felt any cost savings would be offset by the programming needs. Factors in favor of Blackboard included excellent reliability, security, and ADA accessibility; also popular building blocks, and compatibility with publisher content. In fall 2015, the Academic Senate and Distance Learning Committee investigated Canvas in conjunction with the statewide Online Education Initiative (OEI) and recommended moving to Canvas in fall 2015 (II.B.4-8). The planned conversion to Canvas will be final by spring 2017.

Smarthinking is the vendor for 24/7 asynchronous online tutoring services for AHC students. English students are the primary users, particularly the essay center where drafts of papers are submitted for guidance from online tutors who possess master's degrees or higher. The contracts for this service are housed in the dean of learning resources' office (II.B.4-6). Smarthinking provides AHC with monthly usage statistics and periodic student survey comments.

Faculty and staff have carefully weighed Net Tutor and other online tutoring options against Smarthinking, including pricing. Prior to the OEI, there was no momentum in moving to other services, as satisfaction with Smarthinking from both faculty and students has been high. However, Net Tutor is being revisited in the 2015-16 academic year with possible cost savings from the OEI consortium pricing as the main motivation.

The open access computer lab and writing center are co-located in the academic resources center (ARC). There are no third- party services or agreements, and students visit these areas onsite to use computers and obtain assistance with writing. Multimedia services (MMS) provide

audiovisual support for classrooms and events and are also located in the ARC; no third-party vendors are used.

### Accessibility

Library buildings are accessible to all students with automatic door openers, wheel-chair accessible restrooms, and computer stations with adaptive software for those with low-vision or the hearing-impaired. A public videophone is available for deaf students. The Library web page is accessible to low-vision or deaf students, and reviewed by college's web content manager.

Blackboard operates 24/7 and is ADA compliant. The faculty DL specialist goes over ADA compliance when training online faculty. The academic resources technical specialist will notify the alternative media specialist in the learning assistance department if a Blackboard course needs assistance in becoming fully accessible.

The open access computer labs, writing center, and tutoring services all have accessible doors, computer stations, and restrooms. Smarthinking Online tutoring

### Security and Maintenance

Library and learning support services are offered onsite weekdays, evenings and Saturdays. District police and security officers patrol regularly, and both the library and learning support counters have "panic buttons" that connect them to the district alarm company. Physical library facilities have an alarm system managed by district police. In addition, standard physical security measures such as cables and locks for all computers and a library 3M security gate are in place.

The information technology services department handles all physical and virtual security for library and learning support computer equipment including locking laptop and tablet carts, anti-virus software and spam filters, and Deep Freeze system restore software. Goal two of the AHC Technology Plan outlines all the measures taken to provide reliable and secure resources (II.B.4-9).

Library and learning resources staff, district police, and information technology services staff work together to ensure the physical and virtual security of all physical sites, onsite equipment and materials, and virtual resources. As a result, there have been no reports of major thefts, computer problems or vandalism in the library and learning resources areas for the past 10 years.

Blackboard is securely hosted offsite in Reston, Virginia. The academic resources technical specialist maintains and supports the software upgrades for Blackboard, the library online catalog, and the tutorial appointment system. IT services staff maintains and supports all the other software, as well as student and staff computers and printers in the library and academic resources center. Problems are reported to IT services through the online work order system accessed through the myHancock portal (II.B.4-10). In general, reliability has been very good and replacement/upgrades have been routine when physical equipment becomes worn out or software versions change.

## Standard II: Student Learning Programs and Support Services

The institution offers instructional programs, library and learning support services, and student support services aligned with its mission. The institution's programs are conducted at levels of quality and rigor appropriate for higher education. The institution assesses its educational quality through methods accepted in higher education, makes the results of its assessments available to the public, and uses the results to improve educational quality and effectiveness. The institution defines and incorporates into all of its degree programs a substantial component of general education designed to ensure breadth of knowledge and to promote intellectual inquiry. The provisions of this standard are broadly applicable to all instructional programs and student and learning support services offered in the name of the institution.

### II.C Student Support Services

**1. The institution regularly evaluates the quality of support services and demonstrates that these services, regardless of location or means of delivery, including distance education and correspondence education, support student learning, and enhance accomplishment of the mission of the institution. (ER 15).**

*Eligibility Requirement 15 The institution provides for all of its students appropriate student support services that foster student learning and development within the context of the institutional mission.*

### Evidence of Meeting the Standard

In providing student services, Allan Hancock College adheres to practices that support systematic evaluation and quality assurance regardless of location or means of delivery. The commitment to excellence in student services is embodied in the college's mission and vision statements which recognize that student services are central to student learning and to the College fulfilling its mission (II.C.1-1). The role of student services in student learning is further reflected in the Educational Master Plan and is made operational through the development of strategic directions (II.C.1-2) and through a structure of councils and committees that integrates instruction and student services at all levels of institutional planning and governance (II.C.1-3). Multiple processes, including systematic program review and student learning outcome (SLO) assessment, are used to assess the effectiveness of student services in supporting student learning and to inform planning at the department, division and institutional levels.

II.C.1-1	Allan Hancock College Catalog-Mission and Vision Statements (page 8)
II.C.1-2	Educational Master Plan (pages 11, 35, 37, 43, 46-47)
II.C.1-3	Councils and Committees Manual (pages 30)
II.C.1-4	AHC Student Services Department Websites: Admissions and Records Cal-SOAP CalWORKS <hr/> CARE Career/Job Placement Center Counseling

Extended Opportunity Programs and Services (EOPS)  
Financial Aid/Veterans and Scholarships  
Learning Assistance Program (Disability Services)  
Non-Credit Counseling  
Student Health Services  
Student Activities (ASBG)  
Testing Center  
College Achievement Now (CAN)/Trio  
University Transfer Center  
Veteran Success Center

II.C.1-5	Student Services Program Review Matrix
II.C.1-6	Student Services Learning Outcomes Matrix
II.C.1-7	Department Meeting and Retreat Minutes
II.C.1-8	Student Services Audit Reports
II.C.1-9	Basic Skills Initiative Outcomes Reports
II.C.1-10	Academic Policy and Planning Committee Course Approvals
II.C.1-11	Student Support and Success Program
II.C.1-12	Student Equity Plan
II.C.1-13	Council Meeting Minutes
II.C.1-14	Planning Retreat Agenda
II.C.1-15	Internet Native Banner
II.C.1-16	SARS Grid
II.C.1-17	Student Success Summit Agenda
II.C.1-18	Basic Skills Summit
II.C.1-19	Adult Education Summit
II.C.1-20	Counseling Department Minutes
II.C.1-21	Counseling Online Services
II.C.1-22	Personal Development Program Review
II.C.1-23	Campus Maps

### **Analysis and Evaluation**

Allan Hancock College student support services play an essential role in student learning at every stage – from outreach, assessment, orientation, advising, registration and financial aid to a full range of programs and services that support academic success and personal growth. Student services advance institutional learning outcomes most directly in the areas of cultural competence and personal responsibility and development (II.C.1-4).

Access to student services is available at all District locations. As the College expanded its distance learning course offerings, student services ensured student access to essential services in the distance mode. All student service departments provide remote access to comprehensive program information, including a detailed description of services, location, hours and contact

information, and, if applicable, online forms (II.C.1-21). For example, in areas such as Admissions and Records, Counseling, Financial Aid, EOPS and the Learning Assistance Program (LAP), students can access most essential services online. In addition to face-to-face and web access, all student service departments provide student access via email, phone and fax. The expansion of online services has not only proven to be an essential support system for students enrolled in online courses, it has also resulted in greater accessibility for all students regardless of mode of instruction. During the fall of 2015, Admissions and Records augmented face to face services by responding to 624 help desk emails. (Distance services are examined in greater detail in standard II.C.3.)

AHC student service programs are systematically evaluated through program review, which occurs on a six-year cycle with annual updates (II.C.1-5). Each program also assesses Student Learning Outcomes (SLOs) and SLOs are mapped to program and institutional learning outcomes (II.C.1-6). Student services initiated SLO assessment in 2005; the learning outcomes cycle is now well established and functions at the level of continuous sustainable quality improvement. Student services also use regular department meetings, department retreats and the Student Services Council for on-going evaluation and planning (II.C.1-7).

In addition to AHC practices, programs such as Financial Aid, EOPS/CARE/ CalWORKS and Learning Assistance are annually evaluated by the Chancellor's office to ensure program effectiveness (II.C.1-8). Several departments also participate in grant projects which require additional evaluation of specific program initiatives. For example, EOPS, Counseling and the Learning Assistance Program participate in Basic Skills Initiative projects that require evidence of outcomes that positively impact student learning (II.C.1-9). Credit courses offered by the Counseling and Learning Assistance departments are approved through the college's curriculum committee (AP&P) (II.C.1-10) and assessed for effectiveness through academic program review and SLO course assessment (II.C.1-22).

These well-established processes of evaluation and planning are enhanced by the District's Student Success and Support Plan (3SP) (II.C.1-11). Since 2014, the plan has provided an additional opportunity for comprehensive assessment of counseling services, as well as resources to address identified needs. The development of the 3SP plan coincided with the scheduled update of the district's Student Equity Plan (II.C.1-12). These combined efforts have provided data that inform evaluation and planning in all areas of the College.

Both the 3SP plan and the Student Equity Plan were vetted through the councils and committees structure as outlined in the CCPD (II.C.1-13). In addition, the Academic Senate and the Associated Student Body Government (ASBG) participated in the development of these plans, and campus-wide feedback was collected at the College's annual planning retreat (II.C.1-14). This broad consultation assures that 3SP recommendations align with the AHC mission and goals. The 3SP and Student Equity committees use these plans to inform prioritization and recommendations for hiring. As a result of the prioritization process, a transcript evaluator was hired, and additional assignment days for full time counselors were funded to provide services to students.

The opening of the new Student Services Building in 2013 is an example of the District's use of evaluation and long range planning to enhance the effectiveness of student services in achieving the college mission. The facility has a positive impact on the capacity of student services personnel to effectively support student learning. The ability of students to access a wide range of support services in one place has not only improved student service effectiveness, but improved the ease of access. Students who formerly sought services that were located throughout the campus, often in temporary facilities, is evident every day (II.C.1-23). Being housed together in one facility has also strengthened connections across programs.

The integration of services is further supported by the District's Banner student system and the adoption of SARS GRID, a student appointment and reporting system (II.C.1-15, II.C.1-16). The capacity to instantly share student data and service history across departments, regardless of location or modality, facilitates a far more informed and effective approach to student support. SARS web-based service, eSARS, allows students to make appointments and ask brief questions online. The data derived from these systems are used to evaluate and improve program effectiveness. For example, in 2013-14, the Counseling Department used this technology to conduct targeted outreach to students who have not identified an educational goal and students who are enrolled in basic skills coursework (evidence needed).

The ability of student service programs to ensure quality support for student learning is enhanced by collaboration with instructional faculty. Student services faculty and staff regularly participate in campus-wide efforts focused on evaluating student learning, such as the Student Success Summit (II.C.1-17), the Basic Skills Summit (II.C.1-18), and the Adult Education Summit (II.C.1-19).

Collaboration also occurs through classroom presentations, attendance at academic department meetings, joint participation on college committees, and individual instructor engagement with specific services. For example, counselors collaborate with instructional faculty through their formal role as liaisons to AHC academic departments, while instructional faculty attend counseling department meetings to share program information and explore new opportunities for collaboration (II.C.1-20). The Counseling Department also holds a monthly meeting with Admissions and Records to strengthen communication and effectiveness of student services. In addition to the many formal processes that facilitate the role of student services in support of student learning, AHC has a culture of mutual respect and informal collaboration. This facilitates ongoing cross-discipline dialogue and cooperation, which fosters continuous improvement in student services.

The District's capacity to assure quality student support services and effectiveness in supporting student learning is sustained through systematic evaluation and integrated planning, investment in staff development, facilities and technology, effective communication and shared commitment to the college mission.

## II.C

**2. The institution identifies and assesses learning support outcomes for its student population and provides appropriate student support services and programs to achieve**

**those outcomes. The institution uses assessment data to continuously improve student support programs and services.**

### **Evidence of Meeting the Standard**

Allan Hancock College identifies and assesses learning support outcomes for its student population and uses assessment data for program planning and improvement.

In addition to comprehensive program review and annual updates, (II.C.2-1, II.C.2-3) state mandated reporting, (II.C.2-2) and ongoing planning at the department and division level, student learning outcomes (SLOs) assessment are a primary method for AHC to assure the high quality of student support services. SLO identification and assessment has been integrated into program review, both for the comprehensive program reviews on a six-year cycle and for annual updates. (II.C.2-3). Program improvements are instituted as part of the cycle of assessment and planning to improve student services effectiveness.

II.C.2-1	Program Review Matrix
II.C.2-2	MIS Annual Reports (MIS)
II.C.2-3	Student Learning Outcomes- Student Services
II.C.2-4	Student Equity Plan 2014
II.C.2-5	Allan Hancock College Catalog
II.C.2-6	Student Services Website
II.C.2-7	Student Orientation
II.C.2-8	Campus Events Calendar 2015-2016
II.C.2-9	Personal Development Course Outlines (AP&P)
II.C.2-10	Student Services Council Functions (CCPD)
II.C.2-13	Student Services Learning Outcomes and Assessment Committee Functions
II.C.2-11	Student Services Council Notes 091015
II.C.2-12	Bridges to Success Program Agenda Lompoc Valley Center
II.C.2-14	Bridges to Success Program Agenda Santa Maria

### **Analysis and Evaluation**

AHC provides a broad range of student services and programs in support of student access and achievement of learning support outcomes. Program improvements are instituted based on program data and input from stakeholders. For example, the recently updated Student Equity Plan has resulted in the implementation of programs to address the needs of veterans, foster youth and first generation college students (II.C.2-4). Detailed information on all student programs and services is available to students and the public through the college catalog, which is available in print and online, as well as hyperlinks on the Student Services website (II.C.2-5, II.C.2-6). Students are also informed of college services through student orientation, campus events and Personal Development course curriculum (I.C.2-7, II.C.2-8, II.C.2-9).

The College was an early adopter of student services SLOs, and all student support services have completed multiple student learning outcomes assessment cycles (II.C.2-3, II.C.2-13).

Assessments are based on analysis of both quantitative and qualitative data, and program improvements are implemented in order to achieve program goals and support student success.

For example, in response to the district's growing Latino student population, the college will launch a Spanish language version of the an online student orientation in Spring 2016 (II.C.2-7).

Student learning outcomes are integrated into the District's planning processes (II.C.2-10, II.C.2-13). This begins with departmental SLO representatives who serve on the Student Services Learning Outcomes and Assessment Committee. This committee reports and makes recommendations to the Student Services Council, which has a permanent seat on the College Council (II.C.2-11). College Council reviews input from Student Services Council and makes recommendations to the superintendent/president and board of trustees. These processes inform planning at the department, division and institutional level. For example, in response to data provided by the counseling department, the District hired two full-time counselors in 2014 devoted to university transfer and career/job placement. The College also established a Bridges to Success program which includes comprehensive counseling collaboration between AHC and the local feeder high schools. This program provides a valuable platform for implementation of the district's student success initiatives (II.C.2-12, II.C.2-13).

The district uses eLumen software to house SLO outcomes and assessment data. The chart below summarizes student services SLO progress since 2005.

### Student and Learning Support Activities

	SLOs	Assessments Identified	Data Collected & Use of Results													Current 6 Year Schedule	Current PRAU	Mapping: PSLO/ISLO	SLOs						
			2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	Ongoing Assessment (2+ years)	eLumen & Web Match				All SLOs have Data	SLOs w/o Data					
A&R	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
CalSOAP	X	X	/ / / / / / / / / / / / / / /															X	X			1,2			
CalWORKs	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			1,5
Career Job Placement	X	X		X	X	/ / / / / / / / /							X	X	X	X									3,5
Counseling	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			3,4
EOPS/CARE	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X
Financial Aid	X	X	X	X	X	X					X	X	X	X	X	X	X	X	X	X	X				5,7
Student Health Services	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X
Learning Assistance	X	X		X	X	X				X	X	X	X	X	X	X	X	X	X	X	X				3
Noncredit	X	X	X	X	X	X				X	X	X	X	X	X	X	X	X	X	X	X			X	X
Student Activities	X	X									X	X	X	X	X	X	X	X	X	X	X			X	X
Testing Center	X	X		X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X			X	
CAN/TRIO	X	X									X	X	X	X	X	X	X	X	X	X	X				
Univ Transfer Center	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	1,2,4,5,6
	14	14	2	5	11	11	9	7	11	11	12	12		13	13			14	13	5					

What percent of student and learning support activities have SLOs identified? 100%

Percent of support activities with on-going (2 or more yrs) assessment? 93%

Percent of support activities that have a 6-Year Assessment Schedule - red is outdated 93%

**Bold "X"** indicate Course Improvement Plan in eLumen is complete

**3. The institution assures equitable access to all of its students by providing appropriate, comprehensive and reliable services to students regardless of service location or delivery method.**

*Eligibility Requirement 15 The institution provides for all of its students appropriate student support services that foster student learning and development within the context of the institutional mission.*

**Evidence of Meeting the Standard**

Allan Hancock College provides equitable student access to a full range of student services regardless of location or mode of delivery. All student services are consistent with the college mission which assures the provision of “opportunities that enhance student learning.” The district engages in systematic assessment focused on the quality and accessibility of student services. This analysis occurs at all levels of the college community and uses multiple sources of data.

- II.C.3-1 Student Services Program Review
- II.C.3-18 Student Services Program Review Financial Aid
- II.C.3-2 eLumen (Student Services SLO Assessment)
- II.C.3-3 Financial Aid Retreat Minutes
- II.C.3-19 EOPS/Care/CalWorks Retreat Minutes
- II.C.3-4 CCPD Student Services Committee Minutes
- II.C.3-5 CCPD Councils and Committees Manual (pg. 27)
- II.C.3-6 Student Success Summit Agenda
- II.C.3-7 Basic Skills Committee Minutes
- II.C.3-8 Student Equity Plan
- II.C.3-9 Student Support and Success Program
- II.C.3-10 AHC Home Page Links to Student Services  
(Student Service Websites program links under Standard II.C.1)
- II.C.3-11 Student Online Orientation
- II.C.3-12 Degree Works Website
- II.C.3-13 Student Wellness Magazine
- II.C.3-14 Career / Job Placement Center Job Postings
- II.C.3-15 Financial Aid Updates
- II.C.3-16 Sample Facebook and YouTube Pages  
Allan Hancock College  
EOPS/CARE & CalWORKs  
Student Health Services  
Library  
Filmfest
- II.C.3-16 Board Policy 5100 Student Services
- II.C.3- 17 Online Orientation Usage Report
- II.C.3-18 SARS Use for DL Services

**Analysis and Evaluation**

Allan Hancock College provides equitable student access to a full range of student services regardless of location or mode of delivery (IIC. 3-16). The quality, reliability, and accessibility of all Allan Hancock College student services are closely examined through comprehensive program review and annual updates (II.C.3-1), as well as annual cycles of student learning outcomes assessment (II.C.3-2). Examination of program access and effectiveness is also addressed at departmental and division meetings and retreats (II.C.3-3). The District's councils and committee structure provides a broader platform for this dialogue. Under this structure student access is examined as a meeting component in the four student services standing committees: Enrollment Management, Learning Outcomes and Assessment, and Student Success and Support Program (3SP) & Student Equity (II.C.3-4). Each of these committees has a representative on the Student Services Council, which in turn is represented on the College Council (II.C.3-5). Student services access and effectiveness is also examined through college-wide initiatives such as the Student Success Summit (II.C.3-6), Basic Skills Initiative (II.C.3-7), Equity Plan (II.C.3-8), and Student Support and Success Plan (II.C.3-9). All student service planning is linked to program mission and institutional goals.

The Santa Maria Campus is the district's primary location and the hub for all student services. As of 2013, student services at this campus are housed in a convenient student services building that facilitates access and continuity of services. Students attending classes at the Lompoc Valley Center have access to all core services including assessment, admissions, registration, counseling, financial aid, and bookstore operations. To assure equitable and reliable student access, the Vandenberg and Solvang sites are staffed with student services personnel who provide basic services and coordinate with the appropriate service on the Santa Maria campus as needed. The Lompoc Valley Center team is cross-trained to disseminate program information, provide referrals and assist in delivery of services for programs such as EOPS and Learning Assistance. Admissions and Records, Counseling (credit and noncredit), Financial Aid and EOPS are among the services available to students in Spanish and English.

All Santa Maria Campus student services are available Monday through Thursday from 8:00 a.m. to 4:30 p.m. and Friday from 8:00 a.m. to 4:00 p.m. Counseling, Admissions and Records, and Financial Aid are open from 8:00 a.m. to 6:00 p.m. on Tuesdays. The Testing Center serves students from 8:00 a.m. to 7:30 p.m. to meet high student demand at the beginning of each semester. In addition to these standard hours of operation, all student services on the Santa Maria campus are open from 8:00 a.m. to 6:00 p.m. during the first week of instruction.

Counseling, University Transfer Center, Job/Career Placement, EOPS, Financial Aid, Learning Assistance and Health Services have designated staff serving the Lompoc Campus. Counseling, University Transfer and Job/Career Placement staff are available from 8:00 a.m. to 4:30 p.m. Monday, Tuesday and Thursday, 8:00 a.m. to 6:00 p.m. on Wednesday and 8:00 a.m. to 4:00 p.m. on Friday. Financial Aid staff are available from 8:00 a.m. to 4:30 p.m. Monday through Thursday. Learning Assistance Program services are offered Monday through Thursday from 8:00 a.m. to 4:30 p.m. and Friday 8:00 a.m. to 4:00 p.m. Health Services staff are available on the Lompoc campus on Monday, Wednesday and Thursday from 9:00 a.m. to 3:30 p.m.

A continuing focus on expansion of online services supports greater access for all Hancock students, regardless of location, and mirrors the growth in online courses. These services include

“one click” online access to comprehensive information for all student services (II.C.3-10). Access to core services such as application for admission, student orientation, course registration, financial aid applications and student degree audits are available online. (II.C.3-11, II.C.3-12).

In addition to these core services, many departments offer additional services online. For example, Health Services posts a monthly student wellness magazine (II.C.3-13), Job Placement offers an online interest inventory, career and job search programs, and job orientation tools (II.C.3-14), and Financial Aid provides comprehensive information through Financial Aid TV as well as personalized student application updates through the student portal (II.C.3-15). Student support in all service areas is also accessible via email, phone, or fax. In addition to student service web sites and other distance modalities, the college employs social media such as Facebook, YouTube, and Instagram to support equitable access to student service information (II.C.3-16). The expansion of distance access to student services has not only been essential in meeting the needs of students taking online courses, it has proven to be a useful option for students attending classes on campus. For example, many students taking face-to-face classes use online orientation as well as other distance modalities as a means of communicating with student services.( II.C.3- 17, II.C.3-17).

The table below shows student access to services face-to-face and online:

<b>Student Service Departments Access to Services</b>	<b>Available in Person</b>	<b>Information Available On- line</b>	<b>Interactive Services On- line</b>
Admissions & Records	X	X	X
Cal-SOAP	X	X	X
Career & Job Placement	X	X	X
Counseling & Matriculation	X	X	X
EOPS	X	X	X
CARE	X	X	X
CalWORKS	X	X	X
Financial Aid	X	X	X
Learning Assistance	X	X	X
Non-Credit Counseling	X	X	X
Student Health Services	X	X	X
Student Activities	X	X	X
Testing Center	X	X	X
Trio/College Achievement Now (CAN)	X	X	X
University Transfer Center	X	X	X

## II.C

**4. Co-curricular programs and athletic programs are suited to the institution’s mission and contribute to the social and cultural dimensions of the educational experience of students. If the institution offers co-curricular or athletic programs, they are conducted with sound**

**educational policy and standards of integrity. The institution has responsibility for the control of these programs, including their finances.**

**Evidence of Meeting the Standard**

Allan Hancock College provides an environment that nurtures social responsibility and cultural appreciation. These values are embodied in the college mission statement which commits to the provision of “educational opportunities that enhance student learning and the creative, intellectual, cultural and economic vitality of our diverse community” (II.C.4-1). The commitment to this mission is reflected in the district’s institutional learning outcomes, which include cultural awareness and global competence (II.C.4-2). The district’s co-curricular and athletic programs exemplify these values and adhere to high standards of educational integrity (II.C.4-3, II.C.4-4). Athletic programs are available to men in baseball, basketball, football, golf, soccer and track and field. Women have the opportunity to compete in softball, basketball, soccer, swimming, volleyball, track and field, and water polo. All students have the opportunity to participate in co-curricular programs by joining campus clubs, enrolling in Leadership courses and by running for an ASBG Board of Directors elected position. All co-curricular and Athletic expenditures are managed in compliance with board approved procedures and follow Fiscal Crisis Management Assistance Team (FCMAT) guidelines (II.C.4-6, II.C.4-7).

- II.C.4-1 AHC Mission Statement
- II.C.4-2 Institutional Learning Outcomes
- II.C.4-3 Board Policy 5700 Athletics
- II.C.4-4 California Community College Athletic Association Annual Report
- II.C.4-6 Business Services Audit
- II.C.4-7 FCMAT Report
- II.C.4-8 ASBG 2014-2015 Events Calendar
- II.C.4-9 Bow-WOW Agenda Spring 2015
- II.C.4-10 ASBG Coordinator Job Description
- II.C.4-11 Leadership 111 and 112 Course Outlines
- II.C.4-12 ASBG Program Review
- II.C.4-13 ASBG Student Learning Outcomes
- II.C.4-14 Bow-WOW Student Participation Data
- II.C.4-15 California Community College ASBG Regulations
- II.C.4-16 Board Policies 2015 & 2105
- II.C.4-17 Club Charter Packet & Sample Application
- II.C.4-18 AHC Student Club List
- II.C.4-19 Board Policy 5420
- II.C.4-20 Student Activity Funding Request Form
- II.C.4-21 Expenditure Approval Form
- II.C.4-22 Strategic Plan pg.1
- II.C.4-23 Student Athlete Orientation
- II.C.4-24 College Catalog (student athlete retention / pg. 20)
- II.C.4-25 Student Athlete Retention and Success Plan
- II.C.4-26 Student Athlete Degree and Transfer Plan
- II.C.4-27 Spectrum Schedule of Classes

II.C.4-28	Board Policy 6700 (Community Use of Facilities)
II.C.4-29	Schedule of Youth Baseball Camp
II.C.4-30	Schedule of Youth Basketball Camps
II.C.4-31	Joe White Memorial Dinner and Auction Program and Participation Data
II.C.4-32	Kinesiology, Recreation & Intercollegiate Athletics Program Review
II.C.4-33	College Catalog (eligibility and equity / pg.30)
II.C.4-34	Athletics Department Website
II.C.4-35	California Community College Athletic Association (CCCAA) Regulations
II.C.4-36	Western State Conference (WSC) Regulations
II.C.4-37	Southern California Football Conference (SFCA) Regulations
II.C.4-38	Form R1 - Statement of compliance
II.C.4-39	Form R2 - Statement of in-service training
II.C.4-40	Form R3 - Statement of compliance with non-traditional season
II.C.4-41	Form R4 - Statement of compliance Title IX Gender Equity
II.C.4-42	Form X - Appointment of voting delegate to the CCCAA convention
II.C.4-43	Equity in Athletics Disclosure Act Report
II.C.4-44	AHC Board Policy 5700 (Athletics)
II.C.4-45	Western State Conference (WSC) Program Review
II.C.4-46	District Organizational Chart
II.C.4-47	Board Policy on Athletic Funding
II.C.4-48	District Audit

## **Analysis and Evaluation**

### **Co-Curricular Programs**

The Associated Student Body Government (ASBG) is the center of co-curricular activities at Allan Hancock and participates in college governance through the district's Council and Committees structure. ASBG sponsors over sixty events throughout the academic year designed to contribute to student's social and cultural education and to the vibrancy of student life (II.C.4-8). Students have access to a wide variety of co-curricular experiences ranging from Diversity Day, Voter Registration Drive and Earth Day to Alcohol Awareness Mocktails and "Hancock's Got Talent". However, the corner stone of campus events is Bulldog Week of Welcome (Bow-WOW), a campus wide event that kicks off a week of welcome experiences at the beginning of the fall and spring semesters. Bow-WOW provides an opportunity to enrich student awareness of campus and community programs and services while supporting student engagement with the college community. Dozens of campus and community groups participate in this event, showcasing campus programs and services, community resources and college clubs. Bow-WOW incorporates student demonstrations in disciplines ranging from cosmetology to physics as well as an eclectic range of music, food and dance performances (II.C.4-9).

ASBG is managed by a program coordinator who works in close collaboration with the instructor of Leadership 111 and 112 (II.C.4-10). Leadership course outcomes include development of effective communication and planning skills as well as self-awareness and cultural competence (II.C.4-11). There are fourteen ASBG officers. All student officers are required to be enrolled in a Leadership class, have a GPA of 2.0 or higher and be enrolled in a minimum of 8 units. The

connection between student activities and student learning is strengthened by the integration of co-curricular activities and instruction through the course emphasis on topics such as organizational structure, planning, group dynamics and communication. (II.C.4-12, II.C.4-13) An important component of ASBG planning is student participation. Data are tracked for all activities and used to plan future events. For example, Bow-WOW continues to be a college tradition: over two thousand students participate (II.C.4-14).

All co-curricular activities adhere to state regulations as well as district policies and procedures. These include California Community College regulations governing eligibility to hold a student government office as well as board policies related to ASBG organization, election of officers and student trustee, free speech, use of facilities and student appointment to college councils and committees (II.C.4-15, II.C.4-16). For example, to assure the integrity of college clubs, all clubs must be chartered through ASBG. Students interested in forming a club must complete a club charter packet which includes the club mission and constitution and identifies a staff advisor and a minimum of eight student members (II.C.4-17). Regardless of a club's mission, all clubs must be open to all students. Club packets are reviewed and approved by ASBG. These policies are designed to ensure the integrity of all co-curricular activities. There are over thirty clubs active on campus (II.C.4-18).

ASBG is funded through a share of the college bookstore sales and its finances are governed under board policy 5420 (II.C.4-19). A request for funding form is required for all expenditures and funding requests must be submitted to the ASBG Budget & Finance Committee. Once a recommendation to fund is submitted the request is voted on by the full ASBG membership and forwarded for approval to the Vice President, Student Services and the Chief Business Officer. Funding request must be accompanied by supporting documentation including a description of the activity, the minutes of the ASBG discussion and the vote (II.C.4-20, II.C.4-21). The distribution of funds is managed through the Auxiliary Accounting office and all expenditures are governed by FCMAT regulations (II.C.4-7). Club expenditures follow the same funding process.

### Athletic Programs

Allan Hancock College intercollegiate athletics programs are consistent with the college mission by enhancing educational opportunities and supporting student learning (II.C.4-1). By its very nature, athletics also aligns with the six factors for student success identified in the district's Strategic Plan: directed, engaged, focused, valued, nurtured, and connected (II.C.4-22). The college incorporates these success factors into the student-athlete experience through institutional practices that ensure that all student-athletes receive a comprehensive orientation, individualized educational planning, specialized counseling and on-going academic and personal support designed to meet the special needs of this population. (II.C.4-23, II.C.4-24).

The opportunity to participate in intercollegiate athletics provides a unique pathway to higher education for many students in our District. Student learning is supported through a student-athlete retention and success plan. The plan includes visits with a retention coordinator and designated academic counselor, access to a student-athlete computer lab, and a minimum of three hours per week in the student-athlete study hall (II.C.4-25). For many students, participation in

intercollegiate athletics fosters a sense of engagement and connection with the college community that supports student retention and success. For many student-athletes at Hancock, participation in athletics leads to degree completion and transfers to four-year universities (II.C.4-26).

Between 2010 and 2015, athletes had a retention rate of 88% and a success rate of 74%. Over the same time period, non-athletes had a retention rate of 85% and a success rate of 71%. During those five years, 215 (21%) athletes received degrees, 147 (15%) received certificates and 262 (26%) enrolled in a four-year university. In comparison, 10% of all students at Hancock received degrees, 7% received a certificate and 13% enrolled in a four year university.

Athletic programs also contribute to the cultural vitality of the campus and the community. All athletic events are open to the community. Students, staff and faculty receive free admission to all home sporting events. Athletes and community member are also benefitting from improvements in athletic facilities. For example, the new outdoor track provides a place for joggers to exercise. Community members have access to the college swimming pool and fitness center, as well as a variety of exercise classes, through enrollment in Community Education (II.C.4-27).

Organizations and groups whose purpose contributes to the welfare of the community may also use district athletic facilities on a fee basis (II.C.4-28). The college also offers multiple youth baseball and basketball camps for children within the service area (II.C.4-29, II.C.4-30). The access to new facilities and sports camps fulfill the college mission of providing quality educational opportunities that enhance the creative, cultural and student learning experiences of our community.

One of the college's most well-attended and longest-running events is the annual Joe White Memorial Dinner and Auction. The annual event brings the college and the community together the week before fall classes begin to benefit the athletics department. Each year, more than 400 supporters attend the event. After 14 years, the event has raised nearly \$700,000 for Hancock athletics (II.C.4-31). Based on needs identified in program review, funds from Joe White have been used for major facility improvements such as the installation of new bleachers, scoreboards, and improvements to the gymnasium, baseball and softball facilities.

Athletic programs adhere to sound educational policies and standards of integrity. The intercollegiate athletics program conducts regular program review and assesses student learning outcomes for all courses related to intercollegiate athletic participation (II.C.4-32). Information related to eligibility and equity is available to the public through the college catalog and Athletics website (II.C.4-33, II.C.4-34).

Allan Hancock College is a member in good standing with the California Community College Athletic Association (CCCCAA) (II.C.4-35). The athletics program complies with all standards as prescribed by the CCAA Constitution and subsidiary athletic conference organizations: Western State Conference (WSC) and Southern California Football Conference (SCFC) (II.C.4-36, II.C.4-37). The CCAA requires annual reporting related to athletic eligibility, appropriate training for athletic personnel, and representation by the institution as a voting member.

Specifically, AHC submits the following forms according to prescribed timelines; Form R1, Form R-2, , Form R4, and Form X (II.C.4-37, 38, 39,40, 41,42). Additionally, AHC files the annual Equity in Athletics Disclosure Act report as required by Federal Law. (II.C.4-43). AHC Board Policy 5700 “Gender Equity in Athletics” was revised and updated in 2015 (II.C.4-44).

The CCCAA also requires that institutions complete a program review administered by member Conferences. AHC completed the last WSC program review in the fall of 2009 and is scheduled for its next review in 2017-18 in accordance with the timeline set forth by the WSC (II.C.4-45).

The district has full authority over all aspects of athletic programs including finances. The Athletic Director reports to the Associate Superintendent/ Vice President, Academic Affairs (II.C.4-46). In addition to compliance with state and federal regulations, athletic programs are governed by district policies and procedures, including policies and procedures related to finance (II.C.4-47)). Athletic programs are funded from three sources: district funds, auxiliary funds, and proceeds from multiple fundraising activities. Expenditures have multiple signature authorities and funds are expended through board approved district procedures. Athletic funds are part of the audit procedures as a function of business services (II.C.4-48).

## II.C

**5. The institution provides counseling and/or academic advising programs to support student development and success and prepares faculty and other personnel responsible for the advising function. Counseling and advising programs orient students to ensure they understand the accurate information about relevant academic requirements, including graduation and transfer policies.**

### Evidence of Meeting the Standard

Allan Hancock College ensures student access to academic counseling and related services designed to support student learning and attainment of academic goals. Counseling services include overall student development, outreach, new student orientation and development of an educational plan (abbreviated and comprehensive) that details the academic requirements for the student’s identified goal. Students have access to counseling services in person, by phone or online both by appointment and drop-in. Specific policies and programs are designed to support special populations and at-risk students. Designated counselors are available, day and evening, to assist students enrolled in non-credit classes. Noncredit admission and registration forms are available online and in print.

II.C.5-1	Counseling Department Mission Statement
II.C.5-2	Strategic Directions (AHC Strategic Plan)
II.C.5-3	Student Support and Success Plan
II.C.5-4	Counseling Outreach Calendar
II.C.5-5	Counseling Department Meeting and Retreat Minutes
II.C.5-6	Counselor Professional Development Plans
II.C.5-7	Counseling Internship Program
II.C.5-8	New Student Orientation

II.C.5-9	PD 110 Course Outline
II.C.5-10	New Student Orientation Checklist
II.C.5-11	Title 5 Regulations – Student Orientation
II.C.5-12	New Student Orientation Schedule
II.C.5-13	High School Outreach Program-Bridges to Success
II.C.5-14	Sample Abbreviated Student Educational Plan
II.C.5-15	Sample Comprehensive Student Educational Plan
II.C.5-16	Supplemental Orientation Workshops
II.C.5-17	Bow-WOW Agenda
II.C.5-18	Transfer Day/College Night
II.C.5.19	UTC power points
	Transfer Workshops
	University Transfer Center Web Site
II.C.5-20	DegreeWorks Software
II.C.5-21	Publications for NSO

### **Analysis and Evaluation**

The Allan Hancock College counseling department's primary responsibility is student development through academic counseling and advising. The mission of the district's counseling department is to support the educational objectives of all Hancock students and prospective students in the district's service area (II.C.5-1). This mission is woven into the planning process through the district's Strategic Plan, which defines student success as the achievement of the student's educational goals and affirms the role of counseling as the primary agent in assisting students in clarifying and achieving those goals (II.C.5-2). The district employs 18 full-time counselors and 16 part-time counselors who are dedicated to achieving this mission.

The institution assures the quality of counseling services through rigorous hiring practices, adherence to California Community College minimum qualification for the discipline, weekly counseling meetings devoted primarily to training and support for professional development and continuing education (II.C.5-5) (II.C.5-6). The college also developed an internship program coordinated with LaVerne and Cal Poly universities to train future counselors (II.C.5-7).

In order to receive priority registration, new students are required to participate in a comprehensive advising program that includes assessment, student orientation and development of an educational plan which maps the academic pathway to achievement of each student's educational goal (II.C.5-3). All students have ongoing access to counselors, in both face-to-face and distance modes, to assist in academic advising, career exploration and transfer preparation. Programs and practices are in place to address the counseling needs of at-risk students and special populations. For example, the counseling department holds a special outreach event in the town of Guadalupe which includes New Student Orientation (NSO) and an Academic Advising Workshop (AAW) (II.C.5-4).

Follow-up services are provided to assist students in the development of a comprehensive Student Education Plan (SEP). Priority consideration is given to students identified as at-risk

(students enrolled in basic skills courses, students who have not identified an education goal and course of study, or students on academic or progress probation.) Those students are directly contacted by the counseling office and encouraged to meet with a counselor to develop a comprehensive SEP.

New Student Orientation

New Student Orientation (NSO) occurs in an on campus format on both the Santa Maria and the Lompoc Valley Center campuses (II.C.5-8). Orientations are available day and evening as well as online and is embedded in Personal Development (PD) 110 – College Success Seminar (II.C.5-9). The table below shows the number of students that participated in the NSO. Other student service programs provide orientations to new students as well.

For instance, College Achievement Now (CAN/TRiO), Extended Opportunity Programs and Services (EOPS)/ Cooperative Agency Resources for Education (CARE), CalWORKS, Science, Technology, Math, Engineering, and Science Achievement (MESA), and Athletics provide orientations for their new students. These orientations are examined to ensure they cover the district’s required orientation checklist and conform to Title 5 regulations (II.C.5-10) (II.C.5-11).

The online NSO allows the district to serve a greater number of students and to provide access throughout the academic year. The online NSO will be instrumental in providing service to students including, but not limited to, our distance learning population. AHC remains committed to delivering the NSO in person to as many students as possible. This commitment is deemed especially important for English as Second Language (ESL) and basic skills students.

**New Student Orientations for 14/15**

Online	1,743
In-Person	1,896
<b>Total</b>	<b>3,639</b>

**Special Programs Offering NSO's for 14/15  
Equivalent to 3SP-  
Mandated Orientation**

Athletics	42	Yes
CAN	132	Yes
EOPS	657	Yes
MESA	113	Yes
<b>Total</b>	<b>944</b>	

All new students are directed to complete NSO prior to registration. The NSO consists of eight interactive segments, which have the following working titles: Welcome and Orientation Instructions; Your First Steps; Academic Goals; Student Services; Academic Support Services; College Basics; Campus Life; Student Conduct and Safety. Important deadlines and academic policies and procedures are highlighted. On average ten to fourteen on campus NSO sessions are

available for students per registration period (II.C.5-12). The AAW and NOS programs are specifically designed to meet 3SP outcomes.

Students are invited to participate in NSO through the AHC website, the college catalog, the Steps to Enrollment checklist and the schedule of classes as well as through interaction with counseling faculty and other student services staff. In addition, NSO announcements are made in local high school newspapers, radio, and social media sites such as Facebook and Twitter (II.C.5-21). A counselor is used to record radio promotional spots encouraging students to register and to utilize the counseling department. These marketing efforts are coordinated by the AHC Public Affairs Office.

### Academic Pathway Services

Once students have attended an NSO they are directed to attend an Academic Advising Workshop (AAW), where abbreviated student education plans are created (II.C.5-14). The AAW allows students to work with counselors in a group setting and teaches students how to navigate class search, the student portal (myHancock), understand general education patterns and also stresses the importance of staying focused and committed. The workshop topics include: deciding on a major, study skills for college, university transfer requirements (basic and advanced) and nursing program requirements. Students are strongly encouraged to schedule an individual follow up appointment with a counselor during the next semester or two to develop their comprehensive SEP (II.C.5-15). Students are also advised of workshops offered by additional student services programs such as EOPS, CAN/TRiO, STEM, MESA, and Bridges to the Baccalaureate. Examples of workshops offered by these programs include: resume development, employability skills and communication, time management, scholarship tips and search, and personal finance. These workshops bring together students with shared goals and experiences and provide those students with an opportunity to focus more intensively on specific skills. (Program website links are available in Standard II.C.1)

Additional group workshops have been developed to provide supplemental orientation at particular benchmarks in a student's academic pathway. These workshops target students who have completed 15 units and are designed to assist those students in identifying their next academic and career planning steps. Students who have completed degree level and/or transferable English and math coursework are strongly advised to attend these workshops (II.C.5.16). Career workshops are available to all students each semester.

Students may independently explore certificate and degree pathways through a software program called DegreeWorks (II.C.5-20). Degree Works is a web-based, degree-auditing and tracking tool which enables students and counselors to evaluate academic progress towards graduation in accordance with university and major requirements. Ongoing workshops are held for students to learn how to navigate this software. DegreeWorks presentations and Q & A sessions are also conducted in classrooms. This tool allows students and counselors to quickly and easily identify which requirements have been satisfied, and which requirements are still needed in order to complete the stated associate degree and/or certificate.

DegreeWorks is designed to aid and facilitate academic advising, but is not intended to replace the valuable one-on-one sessions with counselors. The DegreeWorks program:

- Supports real time delivery of progress towards degree completion
- Easily determines which courses have been taken or transferred in for Associate degrees, which count as electives and requirements, and which are needed to complete a degree
- Online environment reduces paperwork and is accessible to students 24/7
- "What If" feature shows students how progress towards degree completion changes if they change majors

Through systematic processes of student assessment, orientation and academic counseling combined with close collaboration with other student services and instructional programs and effective use of technology, the district ensures that students receive clear, timely and accurate information required to achieve their academic goals.

### High School Outreach

Bridges to Success (B2S) is a comprehensive counseling collaboration between Allan Hancock College counseling faculty and their high school counterparts from district-area feeder high schools. The mission of B2S is to provide comprehensive counseling services to and advocacy for our area's most disproportionately impacted student populations (e.g. English Language Learners, African American and Latino males, low socioeconomic, first-generation college students and students with disabilities). A goal of B2S is to move beyond simply "promoting college for all students" to instead create opportunities and collaboration between community college and high school counselors. Counselors discuss issues of student development and advocacy, in order to respond to the achievement gaps that exist for area students and ensure greater equity in the promotion and promise of a higher education. A broader goal is to create and change education policy to better serve our students. The mission of the Bridges to Success is to enhance each student's academic, career and personal growth. A designated counselor and/or the counseling intern serves as a liaison to each local high school campus in the AHC district, particularly during the spring semester as students are gearing up for graduation and matriculation to Allan Hancock College. Counselors present steps to enrollment in high school classrooms and provide encouragement to first generation college students who are worried about financial support and fitting in (II.C.5-13). The college also hosts high school fairs, parent nights and an annual Career Exploration Day. These events bring over 1800 high school students to campus to tour programs and meet faculty and industry partners.

### Outreach

The counseling department collaborates with student government to provide a unique opportunity for student introduction to campus programs and services. By the third week of instruction, the College hosts a week of welcome through an event called the Bulldog Bow-WOW to showcase academic programs, student services, and student activities. The Bulldog Bow-WOW is held at the Santa Maria campus and at the Lompoc Valley Center. Academic programs share information about degrees and certificates, as well as related career information. Many academic programs have both an informational table as well as interactive activities for students. For example, the nursing program demonstrates how to measure blood pressure; the viticulture program demonstrates grape stomping, and the cosmetology program provides free haircuts to student volunteers. Students are able to explore different majors, connect with student support services and, most importantly, connect with faculty and staff (II.C.2-17). The Bulldog

Bow-WOW is designed to support student engagement and connectedness, two of the success factors that form the basis of the district's strategic plan.

The College also hosts a Transfer Day/College Night during the month of November to introduce students to colleges and universities with programs and services related to their interests and needs (II.C.5-18). Students are able to meet with representatives from the University of California, California State University, out-of-state universities, and private colleges. This event is held in both day and evening to meet the diverse needs of our students and community.

The AHC Ambassador Program provides an additional resource to support student development and success. This program recruits qualified Hancock students to represent the college at various events and serve as role models and mentors both new and continuing students. This group of trained representatives visits area high schools, participates in college fairs, special events and outreach efforts, provides campus tours, assists in the admissions/registration process, and promotes the image of Allan Hancock College.

The University Transfer Center provides the AHC student population with access to transfer-related workshops each semester on topics such as "Transfer Basics," "Advanced Transfer," "Completing the UC TAG" and "Completing the CSU Application" (II.C.5-19). Supported by data from the counseling department's program review, the district hired a full time counselor to support the University Transfer Center in 2014.

## II.C

**6. The institution has adopted and adheres to admission policies consistent with its mission that specify the qualifications of students appropriate for its programs. The institution defines and advises students on clear pathways to complete degrees, certificate and transfer goals. (ER 16)**

*Eligibility Requirement 16 The institution has adopted and adheres to admission policies consistent with its mission that specify the qualifications of students appropriate for its programs.*

### **Evidence of Meeting the Standard**

Allan Hancock College (AHC) adheres to admission policies based on open access and equal opportunity (II.C.6-1). These values are consistent with the college mission which commits to providing quality educational opportunities to our diverse community (II.C.6-2). Access to educational programs is available regardless of level of education, race, religion, culture, economic status or disability. Through assessment, orientation, comprehensive counseling and access to a full array of student services, AHC students are supported in understanding and achieving their educational goals. Student participation in these processes contributes to competency in institutional learning outcomes, particularly in the areas of communication, information technology and personal responsibility and development (II.C.6-3).

II.C.6-1 Board Policy 5010 Admissions

II.C.6-2 AHC Mission Statement

II.C.6-3 Institutional Learning Outcomes

II.C.6-4 Catalog – Admission Procedures (pgs.11-18)

II.C.6-5 Testing Center

- II.C.6-6 Catalog – *College Now!* (pg. 14)
- II.C.6-7 Schedule of Classes
- II.C.6-8 Community Education Schedule of Classes (Spectrum)
- II.C.6-9 UC and CSU Articulation Agreements
- II.C.6-10 II.C.6-12 Catalog - Transfer, Degree and Certificates (pgs 52-63)
- II.C.6-11 DegreeWorks Software
- II.C.6-12 New Student Orientation
- II.C.6-13 Personal Development 110 Course Outline

### **Analysis and Evaluation**

AHC admits any individual possessing a high school diploma, or the equivalent, or any individual who is at least 18 years of age and capable of profiting from the instruction offered (II.C.6-4, II.C.6-5). AHC offers a broad range of educational opportunities to meet the diverse needs of the community, in keeping with the mission. These include certificate and associate degree programs as well as general education and lower division courses designed to prepare students for transfer (II.C.6-6, II.C.6-7). The District also provides access to basic skills instruction in the following areas: English and math, English as a Second Language (ESL) (credit and noncredit), noncredit basic skills and General Education Diploma (GED) preparation, and a variety of non-credit community education courses for both adults and children (II.C.6-8).

The College's commitment to open access is combined with an equally strong commitment to student success. As a part of the focus on student achievement, qualifications are established for specific courses and programs. The college placement test is required as a prerequisite to enrollment in English, reading, math or ESL credit courses. The placement tests also determines eligibility for courses in other disciplines that have English and/or math prerequisites, and provides recommendations for noncredit basic skills instruction for students who are underprepared for credit English, reading, math or ESL courses. Students may retake the placement test if their scores fall within a specified range (II.C.6-5).

English and math placement criteria are validated in a collaborative process between faculty in the respective disciplines and the district's institutional research department. Prerequisites for sequential courses are determined by the district's curriculum committee (AP&P). Course prerequisites and advisories are communicated in the description of each course in the AHC catalog (print and online), and through a variety of face-to-face experiences including new student orientations and academic counseling and advising.

Course requirements for career and technical certificates are developed by faculty in the discipline based on industry standards and input from local employers. Vocational programs such as nursing, theater and the fire and police academies set specific prerequisites for admission to those programs. Students are electronically blocked from registration into classes for which they lack the appropriate prerequisite(s).

Associate degrees include a pattern of general education that addresses each of the district's institutional learning outcomes. Transfer articulation agreements with the CSU and UC systems inform course requirements for transfer and support a smooth transition from community college to university (II.C.6-9).

Pathways to certificates, degrees, and transfer are clearly defined. Students are informed of these pathways through multiple modalities including print, online and face-to-face access. Detailed information related to each educational pathway is found in the college catalog and on the college web site (II.C.6-10).

Students can independently track their progress toward their goals using the DegreeWorks student education plan software program (II.C.6-11). Students are also advised of academic requirements through face-to-face or online orientation (II.C.6-12) and on-going access to academic counseling and advising. These resources are augmented by a 1 unit orientation course, Personal Development 110 (II.C.6-13) as well as campus programs and services such as the Career and Job Placement Center, University Transfer Center, EOPS/Care/CalWORKS, LAP, Trio/CAN, MESA Bridges to the Baccalaureate and STEM which provide ongoing academic counseling and advising for special populations.

Students currently enrolled in high school may be admitted to the College under the College Now! program. High school juniors and seniors who meet the College Now! requirements and obtain the necessary permission from their principal or designee may enroll in approved courses on the Hancock campus. High school students may also earn college credits through a program of concurrent enrollment. Concurrent enrollment allows high school students to take college-credit bearing courses taught by college-approved high school teachers at the high school campus. These programs support the college mission of providing quality educational opportunities that enhance student learning and the creative, intellectual, cultural and economic vitality of our diverse community (II.C.6-6).

## II.C

### **7. The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases.**

#### **Evidence of Meeting the Standard**

Allan Hancock College regularly evaluates admission and placement instruments and procedures to ensure these practices are effective and bias is minimized. The effectiveness of admission processes is assessed as a component of a regular cycle of comprehensive program review and annual updates as well as Student Learning Outcomes assessment (II.C.7-1, II.C.7-2). All placement instruments are approved by the California Community College Chancellor's Office (CCCCO) and regularly evaluated to validate effectiveness and reduce bias (II.C.7-3). Assessment and placement practices are in compliance with Title 5 regulations and board policy 5010 (II.C.7-4). These procedures are communicated in print and online through the college catalog and Testing Center website (II.C.7-5, II.C.7-6). Over the past few years great attention has been devoted to the expanded use of technology to enhance student access to admission.

II.C.7-1	Program Review Matrix
II.C.7-2	SLO's Assessment
II.C.7-3	CCCCO Approved Instruments
II.C.7-4	BP/AP 5010 Admissions
II.C.7-5	AHC 2014-2015 Catalog- Admissions Procedure (pg. 11-14)
II.C.7-6	Placement Center Website
II.C.7-7	Admissions Application
II.C.7-8	CELSA 2014 Evaluation
II.C.7-9	Start Placement Practice Tests

## **Analysis and Evaluation**

Allan Hancock College is an open access institution. A local online admission application was adopted in spring 2010, when the system was new to the College. In April of 2016, as a part of the District's ongoing evaluation of admission practices and in accordance with state-wide initiatives, the college implemented CCCApply as its admission application process (II.C.7-7). The CCCApply Statewide committee ensures the application remains up to date with Chancellor Office mandates. This ensures that AHC collects the required data from our applicants. Additional admission requirements are utilized for programs such as the police and fire academies and the registered nursing program. These admission standards are informed by the requirements of the appropriate state agencies and undergo the standard institutional processes for approval and program review (II.C.7-1).

The assessment instruments have the full approval of the California Community College Chancellor's Office as meeting guidelines for reliability, bias, content validity and disproportionate impact. Accuplacer Companion Test and Combined English Language Skills Assessment (CELSA) are used in the credit assessment process. The college evaluates the effectiveness of its processes and utilizes multiple measures to ensure proper placement. The assessment test used for placement into English and mathematics is Accuplacer. Upgrades to the platform occur annually and the alternative formats of the Accuplacer tests, are available to students who are unable to utilize the standard format. Group settings of the Companion paper and pencil format are administered to the student population at the prison. Individualized testing sessions using alternative formats are arranged by the Testing Center as a means of ensuring equal access for individuals with disabilities. In these cases, the Testing Center collaborates with the Learning Assistance Program (LAP) to determine the appropriate accommodation for each student.

The assessment tests used for placement into ESL courses are the Accuplacer Level of English Proficiency (LOEP), and the CELSA. The AHC Writing Sample, administered in conjunction with the CELSA reading test, is a locally managed test. It is evaluated every six years and was most recently evaluated for approval in 2014 (II.C.7-8). ESL faculty and the Testing Center staff independently score the writing sample and the Institutional Research office completes the required analysis of test validity. The Accuplacer, LOEP, and CELSA are administered on campus using web-based software.

Students who feel their test placement score at AHC is invalid are afforded the opportunity for an individual counselor interview. As a part of this alternative measure, the counselor gathers information about a student's study skills, learning and career goals, computational skills, English language proficiency, educational and employment histories, academic performance, and need for special services. The counselor may utilize personal interview, career aptitude and interest inventories, high school or postsecondary transcripts, or other measures of performance such as specialized licenses and military training to aid in the assessment process for course placement. This process ensures that more than one measure is available to students in the assessment process for course placement.

Counselors work closely with the English and math departments as well as the Testing Center

to ensure student success. English and math faculty attend counseling meetings when there are curricular changes and ask for feedback on potential concerns. Both departments also work with counseling to determine multiple measures. A counselor sits on the district's curriculum committee and is instrumental when new English and math courses are developed. The assessment coordinator also attends counseling meetings as appropriate to update faculty on issues related to placement practices. Student services faculty and staff advise students of the importance of preparation before taking the placement test. Students are encouraged to take advantage of the START practice test and math review links available on the Testing Center website (II.C.7-9).

## **II.C**

**8. The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.**

### **Evidence of Meeting the Standard**

In accordance with board policy 5040, student records are permanently and securely maintained. The college has procedures in place to ensure confidentiality and adheres to board policies for the release of student records. The public is informed of policies and procedures related to the integrity and confidentiality of student records through the college catalog and website.

II.C.8-1 Board Policy 5040, Student Records, Directory Information and Privacy

II.C.8-2 Xtender Electronic Filing System

II.C.8-3 AHC Catalog, Release of Student Records

II.C.8-4 Admissions & Records link/FERPA tab

### **Analysis and Evaluation**

Allan Hancock College stores and maintains student records as outlined in board policy 5040, in accordance with all applicable laws (II.C.8-1). The policy also details how students can withhold even minimal directory information, or allow third party access to their records.

Student records are maintained on the Banner student information system and the Xtender Electronic Filing System (II.C.8-2). To ensure there is a secure backup of files, a differential nightly backup rolls into a full backup. This backup is replicated nightly on a server located at the Lompoc Valley Center. Data reside in a secure data center in Bldg. L on the Santa Maria Campus and in Lompoc Valley Center's communications room. The backup is saved for 30 days, and the replicated backup is saved for seven days. Student information stored in Xtender or Banner may only be deleted manually by the director of Admissions and Records and the director of Information Technology Services.

The confidentiality of student records is protected in accordance with the Family Educational Rights and Privacy Act (FERPA). The AHC catalog details the college's process for student access to their records as well as the information that may or may not be released without the student's consent (II.C.8-3). The catalog also describes how students may request that their records be amended and how to file a complaint if they believe their rights under FERPA have been violated. AHC Student Services staff and others with access to student records participate in formal FERPA training and are fully apprised of the FERPA regulations, which are posted on the AHC public website on the Admissions and Records page (II.C.8-4).

DRAFT

### **III.A.1 Human Resources**

The institution assures the integrity and quality of its programs and services by employing administrators, faculty and staff who are qualified by appropriate education, training, and experience to provide and support these programs and services. Criteria, qualifications, and procedures for selection of personnel are clearly and publicly stated and address the needs of the institution in serving its student population. Job descriptions are directly related to institutional mission and goals and accurately reflect position duties, responsibilities, and authority.

#### **Evidence of Meeting the Standard**

Clearly and publicly stated criteria, qualifications, and procedures ensure that the Board of Trustees, Human Resources staff, and hiring committee members assure the integrity and quality of the District's programs and services by employing highly qualified administrators, faculty, and staff.

- III.A.1.1 Minimum Qualifications on job descriptions  
[http://www.hancockcollege.edu/human\\_resources/JobDescriptions.php](http://www.hancockcollege.edu/human_resources/JobDescriptions.php)
- III.A.1.2 CCCCCO Minimum Qualifications publication on HR webpage sample page  
<http://www.asccc.org/sites/default/files/2014MinimumQualifications.pdf>
- III.A.1.3 Screening Process and documents available on the HR shared drive
- III.A.1.4 Mission and Vision statements on sample faculty job flyer
- III.A.1.5 Faculty Hiring Policy BP 7120 & AP 7120  
[http://dfl.hancockcollege.edu/Board\\_Policies/docs/Faculty%20Hiring%20%5B7120%5D.pdf](http://dfl.hancockcollege.edu/Board_Policies/docs/Faculty%20Hiring%20%5B7120%5D.pdf)
- III.A.1.6 Staff Diversity and Equal Employment Opportunity BP 3420 & AP 3420  
[http://dfl.hancockcollege.edu/Board\\_Policies/docs/Staff%20Diversity-Equal%20Employment%20Opportunity%20%5B3420%5D.pdf](http://dfl.hancockcollege.edu/Board_Policies/docs/Staff%20Diversity-Equal%20Employment%20Opportunity%20%5B3420%5D.pdf)
- III.A.1.7 Resolution #15-09, Delegation of Authority to Human Resources for Job Description Maintenance available in the April 2015 Board Book
- III.A.1.8 Executive Job Description Board Approval March 2015
- III.A.1.9 Excel Tracking Log for job description updates/changes available on the Human Resources shared drive
- III.A.1.10 District/CSEA Collective Bargaining Agreement, Personal Development Article
- III.A.1.11 District/Faculty Association Collective Bargaining Agreement, Professional Development Article
- III.A.1.12 District/Part-time Faculty Association Collective Bargaining Agreement, Assignment Article
- III.A.1.13 Example of Board approved job description changes
- III.A.1.14 Equivalency to Minimum Qualifications BP & AP 7211
- III.A.1.15 Educational Administrators AP 7250
- III.A.1.16 Classified Administrators AP 7260
- III.A.1.17 Foreign transcript evaluation service
- III.A.1.18 Certification of Equivalency form
- III.A.1.19 Roster of faculty and administrator degrees and experience

- III.A.1.20 Recruitment postcards
- III.A.1.21 Faculty announcement & application
- III.A.1.22 Administrator announcement & application
- III.A.1.23 Classified announcement & application

### **Analysis and Evaluation**

The Human Resources department monitors implementation of policies and procedures governing development of job descriptions, position announcements, recruitment, and selection practices of all positions. These policies and procedures developed through participatory governance and collegial consultation include the following:

- Faculty Hiring Board Policy and Procedure 7120 (III.A.1.5)
- Equivalency to Minimum Qualifications Board Policy 7211 (III.A.1.15)
- Staff Diversity/Equal Opportunity Employment Board Policy and Procedure 3420 (III.A.1.6)
- Human Resources screening and selection procedures (III.A.1.3)
- Educational Administrators 7250 (III.A.1.15)
- Classified Administrators 7260 (III.A.1.16)

Each applicant must submit an application detailing his or her education, training, and experience (III.A.1.21-23). Human Resources conducts recruitment training for all hiring committee members which covers Equal Employment Opportunity requirements and a discussion of the requirements of the position. The initial screening of all applications ensures that they meet minimum qualifications before forwarding the qualified applicants to the hiring committee (III.A.1.3).

For positions requiring degrees, applicants are required to submit official transcripts upon hire (III.A.1.21-23). If in doubt about minimum qualifications for an instructional position even following review by the hiring committee chair, Human Resources contacts the Professional Standards Committee for a decision (III.A.1.6). Staff also review all transcripts from candidates to ensure/confirm if degrees are from an accredited institution and directs out of the country transcripts to a credential evaluation service (III.A.1.17).

All faculty positions and assignments require that applicants meet the California Community College minimum qualifications of a master's degree in the appropriate discipline, or in areas which a master's degree is not commonly required, a bachelor's degree and two years of experience or an associate's degree and six years of experience (III.A.1.1 & III.A.1.2). Applicants may apply for equivalency (III.A.1.18). Final decisions on applications for equivalency are made by the Professional Standards Committee (III.A.1.6) and approved by the Board of Trustees.

Minimum qualifications for classified employees are determined in collaboration between Human Resources staff, the immediate supervisor, and CSEA (when applicable) and approved by the Board of Trustees (III.A.1.13). These may include specific education and/or experience. While degrees are not required for all classified staff positions, employees are encouraged to

pursue a degree via tuition reimbursement programs and/or incentive stipends for degrees earned (III.A.1.10).

Academic administrators must possess a minimum of a master's degree and experience in an area related to the assignment (III.A.1.2). Additional qualifications may be required based on the area of responsibility. Classified administrator minimum qualifications are based on the requirements of the position. (III.A.1.20).

Job announcements are posted on the Human Resources webpage and clearly state the criteria, qualifications, and procedures for interested applicants (III.A.1.21-23). Minimum qualifications are clearly listed in job descriptions and/or job announcement posted on the Human Resources webpage (III.A.1.1 & III.A.1.2). For outreach in recruiting for administrator and faculty positions, Human Resources staff create postcards that clearly and concisely state the criteria, qualifications, and procedures for application (III.A.1.20).

Prior to posting the position for recruitment, the appropriate administrator reviews the job description and/or job announcement for accuracy and to ensure that the qualifications reflect the program needs of the position. Substantive changes to job descriptions must be approved by the Board of Trustees (III.A.1.14) except as provided for by Board resolution (III.A.1.7) delegating authority for non-substantive changes to the Director of Human Resources. Selection procedures for candidates are listed in the job announcement (III.A.1.13), and selection procedures for the hiring committee are listed in Board policy and in the screening materials (III.A.1.6; III.A.1.3; III.A.1.15; III.A.1.16).

Human Resources staff review job announcements and descriptions for accuracy and a direct link to institutional mission and goals. In order to directly link job announcements and descriptions to the mission and values of the college, the text includes: “[the incumbent] values and promoted the mission and vision of the college.” This change was first made to all executive management job descriptions approved by the Board of Trustees in March of 2015 (III.A.1.8). As faculty do not have job descriptions, faculty job announcements and flyers include the mission and vision statement of the college (III.A.1.4.). In order to maintain accurate and up-to-date job descriptions, Human Resources staff maintain a log to track recent changes/updates to job descriptions and to ensure that job descriptions do not become outdated (III.A.1.9).

### **Planning Agenda**

None

## **Human Resources III.A.2**

Faculty qualifications include knowledge of the subject matter and requisite skills for the service to be performed. Factors of qualification include appropriate degrees, professional experience, discipline expertise, level of assignment, teaching skills, scholarly activities, and potential to contribute to the mission of the institution. Faculty job descriptions include development and review of curriculum as well as assessment of learning. (ER 14)

### **Eligibility Requirement 14 Faculty (ER 14).**

The institution has a substantial core of qualified faculty which includes full-time faculty and may include part-time and adjunct faculty, to achieve the institutional mission and purposes. The number is sufficient in size and experience to support all of the institution's educational programs. A clear statement of faculty responsibilities must include development and review of curriculum as well as assessment of learning. (Standard III.A.2 and III.A.7)

*Documentation*

- Full-time and part-time faculty roster, including degrees and experience (note that faculty degrees must be from US accredited institutions or the equivalent)

**Evidence of Meeting the Standard**

Faculty meet or exceed minimum qualifications for the assigned discipline (ER14: III.A.2.8). The college ensures faculty qualifications through robust announcement development, screening, and interview processes that focus on the faculty member's potential to contribute to the mission of the institution.

- III.A.2.1 Board Policy 7120 Faculty Hiring
- III.A.2.2. Board Policy 7211 Equivalency to the Minimum Qualifications
- III.A.2.3. Faculty Certification Forms (available via Forms & Documents on MyHancock)  
Faculty Equivalency Certification - not requiring Masters  
Faculty Equivalency Certification - requiring Masters  
Masters Equivalency Certification Form no markup  
Non-Masters Equivalency Certification Form no markup  
Noncredit Equivalency Certification forms
- III.A.2.4. Employment Verification Form  
[http://dfl.hancockcollege.edu/Human\\_Resources/docs/Employment%20Verification%20Form.pdf](http://dfl.hancockcollege.edu/Human_Resources/docs/Employment%20Verification%20Form.pdf)
- III.A.2.5. Applicant Equivalency Form  
[http://www.hancockcollege.edu/human\\_resources/docs/Faculty%20Administrator%20Application.pdf](http://www.hancockcollege.edu/human_resources/docs/Faculty%20Administrator%20Application.pdf)
- III.A.2.6 Sample Faculty Job Announcement (available through Human Resources)
- III.A.2.7 CCCCCO Minimum Qualifications publication on HR webpage sample page  
<http://www.asccc.org/sites/default/files/2014MinimumQualifications.pdf>
- III.A.2.8 Eligibility Requirement 14: Roster of faculty and administrator degrees and experience
- III.A.2.9 Example Board item for approval of equivalencies
- III.A.2.10 Sample faculty recruitment ("brown") folder with name redacted
- III.A.2.11 Faculty Responsibilities, Appendix A, Board Policy 7210, Professional Responsibility Policy  
[http://dfl.hancockcollege.edu/Board\\_Policies/docs/Professional%20Responsibility%20Policy%20\[7210\].pdf](http://dfl.hancockcollege.edu/Board_Policies/docs/Professional%20Responsibility%20Policy%20[7210].pdf)

**Analysis and Evaluation**

Board Policy 7211 (III.A.2.2) establishes the District's philosophy regarding a faculty member's qualifications,

Allan Hancock College is committed to selecting faculty who are expert in their disciplines, who are skilled in teaching and serving the needs of a varied student population, who can foster overall college effectiveness, and who are sensitive to and representative of the ethnic and cultural diversity of the adult population of the State of California.

Faculty at Allan Hancock College do not have job descriptions. Instead, the college utilizes job announcements and flyers and hiring processes to ensure the hire of qualified employees who understand the parameters and professional requirements of the position. Board Policy (III.A.2.11) also states the professional responsibilities for faculty members. Faculty qualifications in job announcements and flyers include knowledge of the subject matter and requisite skills for the service to be performed (III.A.2.6). Each job announcement includes required subject-matter job knowledge and related skills for the position to be performed. The hiring process includes verification of experience, skills, and potential to contribute to the mission of the college through screening, committee and President interviews, and reference checking (III.A.2.10 & III.A.2.4).

Faculty must meet the minimum requirements or equivalency under BP 7211 (III.A.2.2 & III.A.2.3 & III.A.2.5) in order to advance to an interview for the open position. "Applicants who can provide conclusive evidence that they have education or experience equivalent to that required by the minimum standards deserve careful consideration, even if their degrees have different names or if they acquired their qualifications by a route other than the conventional one. If this equivalency process were not used at all, fully qualified candidates might not receive consideration" (III.A.2.2). Prior to posting the position for recruitment, the department chair and appropriate administrator review the job announcement and flyer for accuracy and to ensure that the qualifications reflect the program needs of the position (III.A.2.1). In some cases, these qualifications may be higher than those required by the Chancellor's Office Minimum Qualifications (III.A.2.6 & III.A.2.7). The Board of Trustees approve all certifications of equivalency (III.A.2.9).

Faculty job announcements and flyers include development and review of curriculum as well as assessment of learning (III.A.2.6). Human Resources began a review of faculty job announcements in the spring of 2015 to ensure the requirement for review of curriculum and assessment of learning is clearly stated prior to posting for recruitment.

### **Planning Agenda**

None

### **Human Resources III.A.3**

Administrators and other employees responsible for educational programs and services possess qualifications necessary to perform duties required to sustain institutional effectiveness and academic quality.

### **Evidence of Meeting the Standard**

Administrators and other employees responsible for educational programs and services meet or exceed the necessary qualifications for the position and are encouraged to expand those qualifications through further training focused on institutional effectiveness and academic quality (ER 14: III.A.3.14.).

- III.A.3.1 Chancellor's Office Minimum Qualifications
- III.A.3.2 Board Policy 7120, Faculty Hiring
- III.A.3.3 Administrative Procedure 3420, Equal Employment Opportunity and Staff Diversity, page 4, Job Analysis and Validation
- III.A.3.4 Board Policy 7211, Equivalency to the Minimum Qualifications
- III.A.3.5 Equivalency Form
- III.A.3.6 Job Description, Classified Administrator
- III.A.3.7 Job Description, Educational Administrator
- III.A.3.8 Job Announcement, Faculty
- III.A.3.9 Academic Senate minutes
- III.A.3.10 Job Announcement Routing Form
- III.A.3.11 Administrator Retreat Rights
- III.A.3.12 College Council notes indicating review of educational administrator job description
- III.A.3.13 Sample Board item approving changes to an educational administrator job description
- III.A.3.14 Eligibility Requirement 14: Roster of faculty and administrator degrees and experience

### **Analysis and Evaluation**

Minimum qualifications for all administrators and other employees are clearly stated in job announcements and job descriptions (III.A.3.6-8), and the educational and experiential requirements are in compliance with law and regulation (III.A.3.1). Desirable qualifications and knowledge and abilities for educational and classified administrators are determined based on the needs, goals, and priorities of the department and institution and also identified in job descriptions (III.A.3.6-8). They are also developed with the intent of sustaining and/or improving the institution's effectiveness and the quality of its programs. Substantial changes to existing administrator job descriptions and new job descriptions are approved by the hiring administrator, College Council, and the Board of Trustees (III.A.3.10, III.A.3.12-13). In addition, Academic Senate provides input on the development of qualifications for educational administrators (III.A.3.9). Faculty coordinator job announcements are created with input from the department chair, appropriate supervisor, and Superintendent/President (III.A.3.10).

Recruitment screening committees evaluate the applicants qualifications necessary to perform duties stated in the job descriptions during the paper screening process of

applicants and further assessed during the initial and secondary interview processes (III.A.3.3).

### **Planning Agenda**

None

## **Human Resources III.A.4**

Required degrees held by faculty, administrators and other employees are from institutions accredited by recognized U.S. accrediting agencies. Degrees from non- U.S. institutions are recognized only if equivalence has been established.

### **Evidence of Meeting the Standard**

All active employees' degrees necessary to meet the minimum qualifications for the position have been verified as coming from an accredited institution or, if from an institution outside the United States, has been evaluated and confirmed by Academic Senates' Professional Standards Committee.

- III.A.4.1. Human Resources webpage, Applications link, notice of requirement
- III.A.4.2. BP 7120 Faculty Hiring
- III.A.4.3. Human Resources Procedure, Evaluation of Foreign Transcripts (available on HR shared drive)
- III.A.4.4 Eligibility Requirement 14: Roster of administrator and faculty degrees and experience

### **Analysis and Evaluation**

Human Resources staff ensure that all degrees meet minimum qualifications for the position and come from accredited institutions (III.A.4.3-4). If degrees come from institutions outside of the United States, Human Resources request a transcript evaluation from an outside agency and work in collaboration with the Academic Senate Professional Standards Committee to ensure equivalency per the requirements of Board Policy 7120 (III.A.4.2 & III.A.4.3).

After Human Resources pre-screens applications to ensure that transcripts are provided and are from accredited institutions, hiring committee members proceed with screening. This provides for more than one layer of review.

### **Planning Agenda**

None

## **Human Resources III.A.5**

The institution assures the effectiveness of its human resources by evaluating all personnel systematically and at stated intervals. The institution establishes written criteria for evaluating all personnel, including performance of assigned duties and participation in institutional responsibilities and other activities appropriate to their expertise. Evaluation processes seek to assess effectiveness of personnel and encourage improvement. Actions taken following evaluations are formal, timely, and documented.

### **Evidence of Meeting the Standard**

The District is committed to the continuous improvement of the institution and its personnel in support of our instructional mission. The District has established written criteria for the systematically evaluating all personnel. Regular, timely, and effective evaluation of personnel is vital to the assurance of continuous improvement. Actions taken following evaluations are formal, timely, and documented.

- III.A.5.1. District/CSEA Collective Bargaining Agreement, Evaluation Article
- III.A.5.2. District/Faculty Association Collective Bargaining Agreement, Evaluation Article (includes applicable forms as follows; also available on Employee Evaluation Process channel in MyHancock)
  - Classroom Worksite Observation
  - Colleague Staff Feedback
  - Faculty Assignment
  - Faculty Evaluation
  - Faculty Pre-School Parent Feedback Form
  - Faculty Self-Evaluation
  - Student Feedback of Instruction
  - Student Feedback of Service Faculty Member
- III.A.5.3. District/Part-time Faculty Association Collective Bargaining Agreement, Evaluation Article
- III.A.5.4. BP/AP 7150 Administrator Evaluations
- III.A.5.5. BP/AP 2435 Evaluation of the Superintendent/President
- III.A.5.6. BP/AP 2745 Board Self-Evaluation
- III.A.5.7. Memorandum of Understanding between District and Faculty Association, Part-time Faculty Evaluations
- III.A.5.8. Administrator Evaluation Forms per BP/AP 7150 (available via MyHancock Forms & Documents; also available on Employee Evaluation Process channel in MyHancock)
  - Form Table
  - Evaluation Summary Report (E)
  - Goals and Objectives (GO)
  - Professional Development Plan (PD)
  - Survey Distribution List (S-1)
  - Survey (S-2)
  - Analysis of Survey Results (S-3)
  - Self Evaluation (SE)

- III.A.5.9. Classified Evaluation Forms (available via MyHancock Forms & Documents; also available on Employee Evaluation Process channel in MyHancock)  
Classified Performance Evaluation Form (Groundskeeper - Custodian)  
Classified Performance Evaluation Form
- III.A.5.10. Classified Performance Evaluation Guide
- III.A.5.11. Faculty Evaluation of the Superintendent President, Academic Senate
- III.A. 5.12. Part-time Faculty Evaluation Forms  
Class Observation - DL  
Part-time Faculty Administrative Evaluation Rubric  
Part-time Faculty Classroom Worksite Observ Eval Rubric  
Part-time Faculty Evaluation Process  
Part-time Faculty Portfolio Guidelines  
Part-time Faculty Response to Student Evaluations  
Part-time Faculty Self Evaluation Form  
Part-time Faculty Syllabus Materials Checklist  
Workplace Observation Form for Librarians
- III.A.5.13. Classified Staff Evaluation Tracking Document
- III.A.5.14. Administrator Evaluation Tracking Document
- III.A.5.15. Student Worker Evaluation Form (available through Career/Job Placement)
- III.A.5.16. Cabinet and Admin Team notes reflecting discussion of classified evaluations
- III.A.5.17. Sample (redacted) Improvement Plan
- III.A.5.18. Memorandum of Understanding CFT/PFA Evaluations

### **Analysis and Evaluation**

The institution assures the effectiveness of its human resources by evaluating all personnel systematically and at stated intervals. Board Policies 7150, 2435, and 2745 and collective bargaining agreements cover the intervals and processes for evaluation of the following: the Board of Trustees, Superintendent/President, faculty (full and part-time), and classified staff (III.A.5.1-6). Student workers are evaluated each semester via the Student Worker Evaluation Form (III.A.5.14.).

The institution establishes written criteria for evaluating all personnel, including performance of assigned duties and participation in institutional responsibilities and other activities appropriate to their expertise. Evaluation criteria for the Board of Trustees, Superintendent/President, and administrators are included in the respective Board Policies. Criteria for full-time faculty are included in the collective bargaining agreement while criteria for classified employees are provided on the Classified Performance Evaluation Guide (III.A.5.2 and III.A.5.10.)

Evaluation processes assess effectiveness of personnel and encourage improvement. The Board of Trustees self-evaluation policy affirms, “The Board of Trustees is committed to assessing its own performance as a Board in order to identify its strengths and areas in which it may improve its functioning” (III.A.5.6.). Likewise, the Superintendent/President evaluation policy establishes that “Employee evaluation has as its primary purpose the improvement of performance. For maximum benefit to both the individual and the District, employee evaluation will be conducted in a positive manner” (III.A.5.5.). The Board of Trustees and

Superintendent/President evaluation processes set the tone for employee evaluations and ensure that the focus remains on continuous improvement of the institution and its personnel.

All personnel evaluations are meant primarily to encourage improvement and are directly linked to the instructional mission of the college. Article 17.2.1 of the District/Faculty Association Collective Bargaining Agreement states, “The primary purpose of the evaluation of faculty is the continuous improvement of instruction and support services at Allan Hancock College. Other purposes include the maintenance of quality programs and instruction and the professional competence of the faculty” (III.A.5.2). The District/Part-time Faculty Association Collective Bargaining Agreement duplicates this language and adds, “The evaluation process shall promote professionalism, enhance performance, and be closely linked with professional growth efforts” (III.A.5.3.). Article 6.3.3 of the District/CSEA Collective Bargaining Agreement states that “Any evaluation with an “improvement needed” or “unsatisfactory” rating in any category shall include specific recommendations for improvements and provisions for assisting the employee in implementing and recommendations made” (III.A.5.1.). Board Policy 7150, which directs the evaluation of District administrators, duplicates this additional language.

Actions taken following evaluations are formal, timely, and documented. The only action that would be directly triggered by an employee’s evaluation is an improvement plan or a 90 day notice. The improvement plan is required for any areas of deficiency even if the employee is rated Meets or Exceeds Standards overall. Human Resources receives copies of all completed evaluation forms and proves follow-up with the supervisor if an improvement plan is called for but not already included in hard copy (III.A.5.17). Human Resources staff work with supervisors to ensure appropriate documentation and timelines.

### **Planning Agenda: In Progress**

The District did experience a gap in classified evaluation primarily in 2011 and 2012 based on stated intervals. This is partly due to the restructuring of management positions. When managers either left service with the District or when their workload was restructured into supervision over different departments, classified evaluations were sometimes left uncompleted. It would have been inappropriate to assign a manager with no direct experience over the employee to complete the evaluation. Therefore, the District chose to wait on completing performance evaluations until the manager was prepared to address the employee’s performance based on direct knowledge. However, moving forward, the District is developing procedures to maintain the correct evaluation intervals. Discussions on this began at Cabinet and Admin Team in fall 2015 (III.A.5.16). Since that discussion, the majority of evaluations have been updated based on employee hire date.

While contract language (III.A.5.2) allows for/calls for the evaluation of faculty coordinator reassignments and both the District and the Full-Time Faculty Association agree on the necessity of the evaluation, the loss of employees who had served on the negotiating teams led to the failure to complete the process and develop rubrics. The remaining work is to negotiate the process and rubric for the evaluation of faculty coordinator reassignments.

In October 2013, the Part-Time Faculty Association and Allan Hancock Joint Community College District agreed to a Memorandum of Understanding which suspends the evaluation of pool 2 part-time faculty given the increased workload on full-time faculty department chairs (III.A.5.18). This MOU expires on May 31, 2016; prior to that date, the District must negotiate the evaluation of pool 2 part-time faculty.

## **Human Resources III.A.6**

The evaluation of faculty, academic administrators, and other personnel directly responsible for student learning includes, as a component of that evaluation, consideration of how these employees use the results of the assessment of learning outcomes to improve teaching and learning.

### **Evidence of Meeting the Standard**

The District considers faculty and academic administrator use of Student Learning Outcomes assessments to improve teaching and learning in the evaluation of faculty directly responsible for those assessments.

- III.A.6.1. District/Faculty Association Collective Bargaining Agreement, Evaluation Article (includes applicable forms as follows; also available on Employee Evaluation Process channel in MyHancock)
  - Classroom Worksite Observation
  - Colleague Staff Feedback
  - Faculty Assignment
  - Faculty Evaluation
  - Faculty Pre-School Parent Feedback Form
  - Faculty Self-Evaluation
  - Student Feedback of Instruction
  - Student Feedback of Service Faculty Member
- III.A.6.2. Board Policy 3255 Program Review
- III.A.6.3 Part-time faculty evaluation form
- III.A.6.4 Sample program review
- III.A.6.5 Board Policy 7150 Administrator Evaluation
- III.A.6.6 Sample departmental meeting notes showing discussion of courses, programs, and delivery improvements
- III.A.6.7 Memorandum from Vice President of Academic Affairs
- III.A.6.8 Student Learning Outcomes sample minutes
- III.A.6.9 Outcomes reports from the Math Center, Tutorial Center, and Writing Center
- III.A.6.10 Job description for Dean, Academic Affairs
- III.A.6.11 Elumen data, sample
- III.A.6.12 Fall 2015 Course Improvement Plan, report

### **Analysis and Evaluation**

At Allan Hancock College, full-time faculty are directly responsible for the assessment of student learning outcomes per Board Policy 3255, Program Review, written via primary reliance on the input of Academic Senate. All full-time faculty hold the responsibility for developing curriculum, programs, and establishing degree standards. Select faculty have the responsibility for conducting program reviews, which includes the assessment of learning outcome, for the ongoing improvement of programs. These faculty are assigned based on Board Policy 3255 and CBA Article 16.6 and evaluated via Article 17.5.2, "Criteria for evaluation of special assignments" (III.A.6.2. and III.A.6.1.). Discipline faculty use assessments, along with other professional acquired information, to improve teaching and learning via the curriculum and program review processes.

BP 3255 states that "The primary purpose of program review is to determine program effectiveness; its processes are designed to recognize good performance and to identify and assist programs needing improvement" (III.A.6.2). All full-time faculty in the discipline serve on the program review self-study team whose responsibilities include: "use program data and evaluation criteria as a basis for preparing and writing an evaluation report. The self-study report includes a follow-up on the plan of action for the previous program review, a description of the program, an appraisal of the program, an assessment plan, and a new plan of action which identifies needed resources" (III.A.6.2).

Faculty evaluations are meant primarily to encourage improvement and are directly linked to the instructional mission of the college. Article 17.2.1 of the District/Faculty Association Collective Bargaining Agreement states, "The primary purpose of the evaluation of faculty is the continuous improvement of instruction and support services at Allan Hancock College. Other purposes include the maintenance of quality programs and instruction and the professional competence of the faculty" (III.A.6.1.).

The comprehensive process for full-time faculty evaluations includes evidence of "meeting course learning and service outcomes" per CBA Article 17.3.1.1 (g) and "meeting the professional development obligation" per CBA Article 17.3.4 (III.A.6.1.). The "Colleague/Staff Feedback Report" form, which is part of the full-time faculty evaluation process, queries to what degree the assessor agrees that "The faculty member appropriately tests, measures and reports student progress" (III.A.6.1.).

Several sections of the part-time faculty evaluation assess the employee's use of learning outcomes, including that "Goals/objectives/purpose/standards are clearly defined" (standard 7), multiple measures for assessment (standard 15, and inclusion of learning outcomes on their syllabi (standard 19) (III.A.6.3). The amount of involvement by part-time faculty in processes such as program review varies from discipline to discipline. In cases where there is no full-time faculty, part-time faculty may write the program review.

Board Policy 7150 states the primary purpose of administrative evaluation is "continued improvement of the management of community college education and services in the district" (III.A.6.5). Educational administrators are responsible for ensuring the faculty review of assessment data to improve teaching and learning and are directed to do so by the office of Academic Affairs (III.A.6.7). The job description for Dean, Academic Affairs states specifically,

“Provides leadership in the development and assessment of learning outcomes” (III.A.6.10). Additionally, administrators follow-up on departmental discussions of assessment data and participate on the validation team for program review, which includes reviewing and validating assessment data and preparing recommendations based on this assessment (III.A.6.2).

Educational administrators also participate on the Student Learning and Student Services Councils, deans’ weekly meetings, basic skills committee, distance learning committee, and other groups whose focus is student success. At these regular meetings, development of new programs and improvement of outcomes based on retention, completion, and success data is discussed (III.A.6.8).

While instructional classified staff may participate on program review, they are not held directly responsible for student learning or its assessment. Many classified staff conduct their own survey and/or use existing data to improve services. For example, math center, tutorial center, and writing center staffs monitor waitlists, student satisfaction, and successful completion of the courses for which students sought help (III.A.6.9).

### **Planning Agenda**

None

### **Human Resources III.A.7**

The institution maintains a sufficient number of qualified faculty, which includes full time faculty and may include part time and adjunct faculty, to assure the fulfillment of faculty responsibilities essential to the quality of educational programs and services to achieve institutional mission and purposes. (ER 14)

#### **Eligibility Requirement 14 Faculty (ER 14).**

The institution has a substantial core of qualified faculty which includes full-time faculty and may include part-time and adjunct faculty, to achieve the institutional mission and purposes. The number is sufficient in size and experience to support all of the institution's educational programs. A clear statement of faculty responsibilities must include development and review of curriculum as well as assessment of learning. (Standard III.A.2 and III.A.7)

#### *Documentation*

- Full-time and part-time faculty roster, including degrees and experience (note that faculty degrees must be from US accredited institutions or the equivalent)

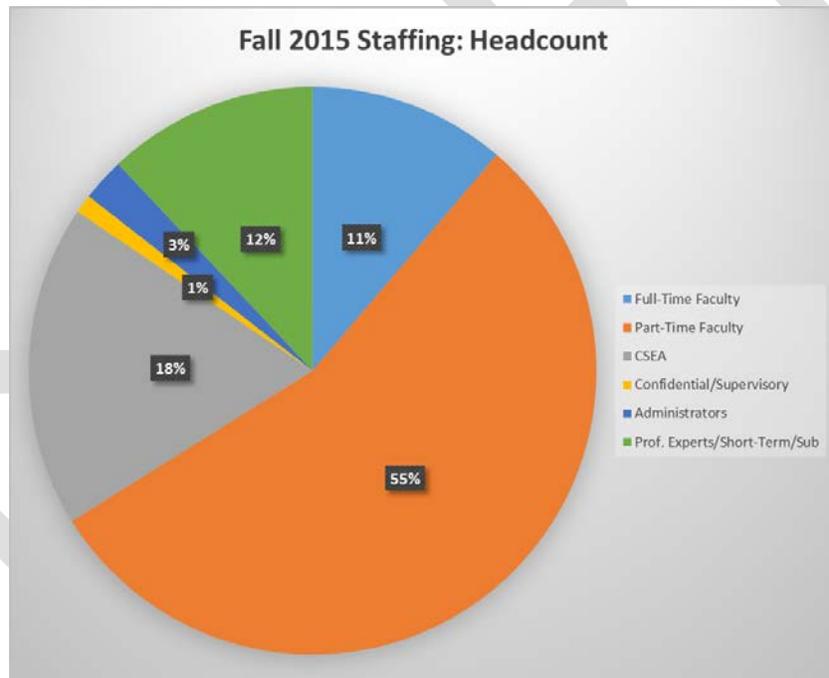
### **Evidence of Meeting the Standard**

The District maintains a sufficient number of qualified faculty to assure fulfillment of faculty responsibilities essential to the quality of educational programs and services to achieve the mission of the college. In Spring 2016, the District was able to post more than 21 faculty positions.

- III.A.7.1 BP 3255 Program Review
- III.A.7.2 Faculty Prioritization Process
- III.A.7.3 Obligation (FON) Report, Fall 2015
- III.A.7.4 Educational transcripts, proof of degrees, credentials, licensures and verification of occupational experience
- III.A.7.5 Institutional Research report on the fulltime equivalent student to fulltime equivalent faculty ratio
- III.A.7.6 Eligibility Requirement 14: Roster of administrator and faculty degrees and experience
- III.A.7.7 Human Resources Report to the Board of Trustees, July 31, 2015
- III.A.7.8 Faculty prioritization lists 2010-2015

**Analysis and Evaluation**

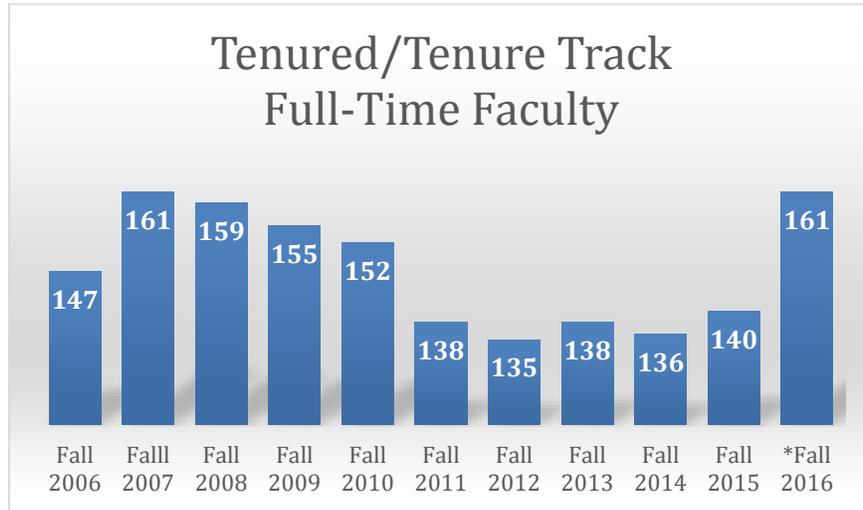
At the beginning of fall 2015, the college employed 864 faculty, including 147 full-time faculty and 717 part-time faculty, accounting for 66% of the District’s employee headcount.



The college reported 140.38 FTEF on the 2015 Faculty Obligation Report to the Chancellors’ Office: 7.08 FTEF over the obligation (III.A.7.3). Of the 140 full-time faculty, 24 have an associates or bachelor’s degree in accordance with the minimum qualifications of their position, 95 hold a master’s degree, and 21 have completed their doctorate degree (III.A.7.6). Additionally, the District employs a pool of highly qualified part-time faculty: 52 part-time faculty have completed their doctorate degree (III.A.7.6). In fall 2015, the district engaged 158.92 FTEF credit and noncredit part-time faculty (III.A.7.3). All degrees received in the United States are confirmed to be from accredited institutions. The district recognizes foreign

degrees only if the Professional Standards Committee determines that the candidate has established equivalency.

In order to further increase its capacity to fulfill its mission, the District is utilizing the Chancellor’s 2015-2016 allocation of funds for full-time faculty hiring to return to the District to its full-time faculty headcount prior to the economic downturn with the hire of 21 positions:



These full-time faculty positions include the following approved through faculty prioritization to fill vacancies: (III.A.7.8)

Current Vacancy	Proposed Position
CNA	CNA
Language	Speech
Art	Art
Dance	Dance
Library	Library
Public Safety	Fire Tech
Counseling	Couns/PD
Accounting	ACCT
English	English
Math	Math
Chemistry	Chemistry
Geography	Geography
Architecture	Architecture
Food Science/Nutrition	Food Science/Nutrition
Kinesiology	Kinesiology
Agriculture	Agriculture

In addition, the following full-time faculty positions have been approved for hire in spring 2015 utilizing categorical funding:

Learning Assistance Counselor, Early Alert Counselor, Non-Credit Counselor, Transfer Counselor, College Achievement Now Counselor

**Planning Agenda**

None

## **Human Resources III.A.8**

An institution with part time and adjunct faculty has employment policies and practices which provide for their orientation, oversight, evaluation, and professional development. The institution provides opportunities for integration of part time and adjunct faculty into the life of the institution.

### **Evidence of Meeting the Standard**

The District's employment policies and practices provide for the orientation, oversight, evaluation, and professional development of part-time faculty and encourage their integration into the life of the institution.

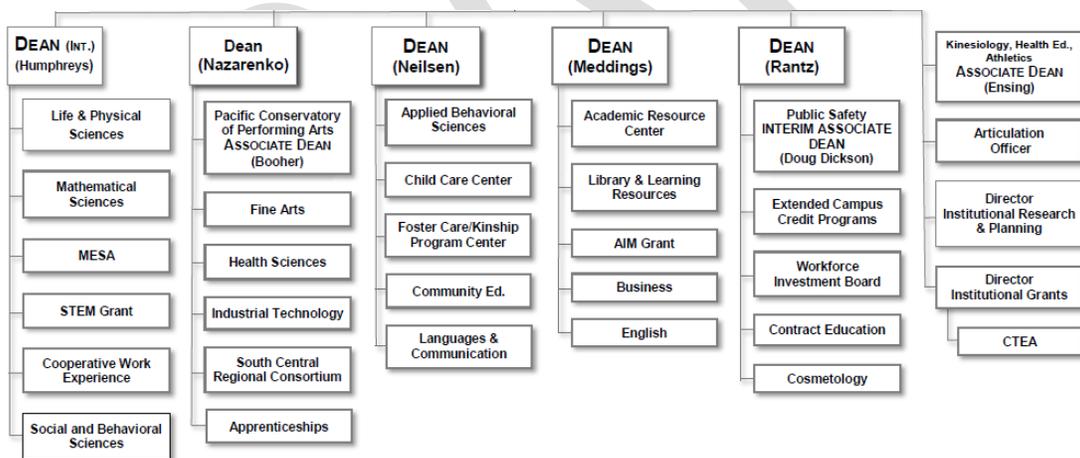
- III.A.8.1. District/Part-time Faculty Association Collective Bargaining Agreement, Performance Evaluation Article
- III.A.8.2. District/Part-time Faculty Association Collective Bargaining Agreement, Professional Development sub-article 11.6
- III.A.8.3. District/Part-time Faculty Association Collective Bargaining Agreement, Professional Development Article
- III.A.8.4. Part-time Faculty Evaluation Forms  
Class Observation - DL  
Part-time Faculty Administrative Evaluation Rubric  
Part-time Faculty Classroom Worksite Observ Eval Rubric  
Part-time Faculty Evaluation Process  
Part-time Faculty Portfolio Guidelines  
Part-time Faculty Response to Student Evaluations  
Part-time Faculty Self Evaluation Form  
Part-time Faculty Syllabus Materials Checklist  
Workplace Observation Form for Librarians
- III.A.8.5. New Employee Orientations Schedule (available in HR)
- III.A.8.6. New Employee Orientation Packet (available in HR)
- III.A.8.7. Part-Time Faculty Orientation (presentations available in the Office of Academic Affairs)
- III.A.8.8. Councils and Committees: Pathways to Decisions manual
- III.A.8.9. Allan Hancock College Flex Calendar Report, AY 2014-2015
- III.A.8.10. Allan Hancock College Professional Development Offerings, AY 2015-2016
- III.A.8.11. Board Policy 7160 Professional Development
- III.A.8.12. Recruitment video
- III.A.8.13. New Hire Video
- III.A.8.14. Dean, Academic Affairs job description
- III.A.8.15. Math and English Developmental Coordinator orientation
- III.A.8.16. Academic Senate minutes reflecting approval of part-time faculty department vote
- III.A.8.17. Memorandum of Understanding CFT/PFA Evaluation

- III.A.8.18 Sample all staff communications
- III.A.8.19 Sample Board agenda

### Analysis and Evaluation

The District has employment policies and practices which provide for the orientation of part-time faculty. Prior to hire, all perspective employees have access to the recruitment video available on the application pages of the Human Resources site (III.A.8.12). New hires view the New Hire video that orients them to the college and its achievements and culture (III.A.8.13). Part-time faculty receive a new employee orientation prior to starting work with the District (III.A.8.5.). During the new employee orientation, part-time faculty meet with Human Resources staff, payroll and benefits staff, campus police, and union representatives. New employees complete a new hire packet of materials (III.A.8.6.). In addition, the District hosts a Part-time Faculty Orientation the week before the start of classes each semester to which all part-time faculty who are schedule to teach that semester are invited. Furthermore, the English and Math Developmental Coordinators provide orientations to part-time faculty teaching developmental courses in those departments (III.A.8.15).

The District has employment policies and practices which provide for the oversight of part-time faculty. While part-time faculty are supervised by the discipline’s Academic Dean, they also receive oversight from the discipline’s Department Chair and, where appropriate, from the English and Math Developmental Coordinators. The college employees five Academic Deans and three Associate Deans who supervise the following areas:



The job description for Dean, Academic Affairs lists two functions that specific detail oversight: (III.A.8.14)

- Plans, supervises, directs, facilitates, and provides leadership to the instructional programs, which includes both academic and occupational programs.
- Supervises department chairpersons and program coordinators on matters related to curriculum and program development, curriculum revision, new course offerings, staffing, personnel problems, evaluation of faculty, preparation of grant proposals, budget

preparation, class schedules and course materials for the college catalog and use of college facilities and resources.

The District has employment policies and practices which provide for the evaluation of part-time faculty. Evaluation processes for part-time faculty have been negotiated into the collective bargaining agreement (III.A.8.1. & III.A.8.4). Evaluations are meant primarily to encourage improvement and are directly linked to the instructional mission of the college. Article 13 of the District/Part-time Faculty Association Collective Bargaining Agreement states that “The primary purpose of the evaluation of faculty is the continuous improvement of instruction and support services at Allan Hancock College. Other purposes include the maintenance of quality programs and instruction and the professional competence of the faculty. The evaluation process shall promote professionalism, enhance performance, and be closely linked with professional growth efforts” (III.A.8.1.). Currently, the District and Part-Time Faculty Association have a memorandum of understanding that further defines the evaluation of Pool 1 and Pool 2 part-time faculty members (III.A.8.17).

The District has employment policies and practices which provide for the professional development of part-time faculty. Sub-article 11.6 of the District/Part-time Faculty Association Collective Bargaining Agreement provides for compensation for part-time faculty who attend or deliver professional development (III.A.8.2). All employees, including part-time faculty, are invited to attend all District professional development offerings posted on the Professional Development tab on MyHancock. In AY 2015-2015, the District offered approximately 125 professional development activities open to all employees (III.A.8.9). Part-time faculty are also often invited to attend regular department meetings and department retreats (III.A.8.9).

In addition to invitation to All Staff Day and department meetings and retreats, the institution provides other opportunities for integration of part time and adjunct faculty into the life of the institution. Part-time faculty are integrated via inclusion on councils, committees, taskforces, and working groups (III.A.8.8.). As of spring 2016, part-time faculty now have a vote at department meetings (III.A.8.16). They receive regular All Staff communications via email from various sources, including the Superintendent/President, the office of Public Affairs, and their association (III.A.8.18). The part-time faculty association also has a standing monthly report to the Board (III.A.8.19).

#### **Planning Agenda:**

None

### **Human Resources III.A.9**

The institution has a sufficient number of staff with appropriate qualifications to support the effective educational, technological, physical, and administrative operations of the institution. (ER 8)

#### **Eligibility Requirement 8 (ER 8). Administrative Capacity**

The institution has sufficient staff, with appropriate preparation and experience to provide the administrative services necessary to support its mission and purpose. (Standard III.A.9 and III.A.10)

*Documentation*

- Table of organization, including names of those in the positions
- Names and biographical information about administrative staff

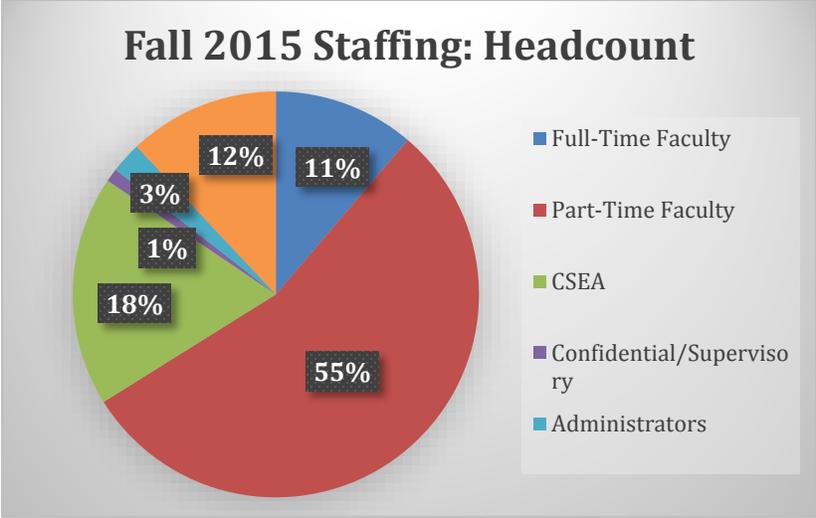
**Evidence of Meeting the Standard**

The District maintains appropriate staffing levels and qualifications to support the effective educational, technological, physical, and administrative operations of the institution.

- III.A.9.1. Human Resources Report to the Board of Trustees, July 31, 2015
- III.A.9.2. Organizational Chart, District
- III.A.9.3. Organizational Chart, Academic Affairs
- III.A.9.4. Organizational Chart, Student Services
- III.A.9.5. Organizational Chart, Administrative Services
- III.A.9.6. Organizational Chart, Facilities and Operations
- III.A.9.7. Organizational Chart, Human Resources
- III.A.9.8. Organizational Chart, Public Affairs
- III.A.9.9. Organizational Chart, Information Technology
- III.A.9.10. Organizational Chart, Auxiliary Operations
- III.A.9.11. 2010-2016 Classified Staff Prioritization List
- III.A.9.12. Appendix A, Classified Bargaining Unit Position List
- III.A.9.13. OneSolution data searches

**Analysis and Evaluation**

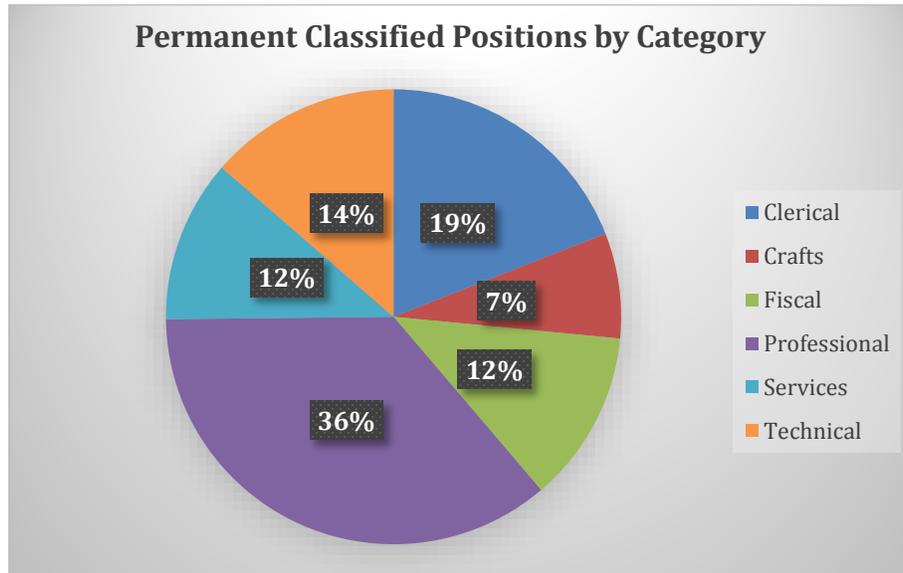
The District's classified staffing levels is maintained in concert with its capacity to serve students. In fall 2013, the District employed approximately 189 permanent classified employees. In fall 2015, the District employed 240 permanent classified staff, accounting for 18% of the total district staffing (III.A.9.1 & III.A.9.13). In spring, that number increased to 244 (III.A.9.13).



This increase over two years is due to the conversion of a number of temporary classified positions to permanent status in order to support the mission of the college. The District still maintains a pool of 237 temporary classified staff, but only 133 of those have been employed at any point in fiscal year 2015-2016 as of January 2016 (III.A.9.13).

For 2015-2016, the District has identified the need for 18 positions through classified prioritization, include five instructional positions (III.A.9.11). These positions total 33,308 hours of increased capacity to the District.

Permanent classified bargaining positions support the effective educational, technological, physical, and administrative operations of the institution are categorized as follows:



### Planning Agenda

None

### Human Resources III.A.10

The institution maintains a sufficient number of administrators with appropriate preparation and expertise to provide continuity and effective administrative leadership and services that support the institution's mission and purposes. (ER 8)

#### **Eligibility Requirement 8 (ER 8). Administrative Capacity**

The institution has sufficient staff, with appropriate preparation and experience to provide the administrative services necessary to support its mission and purpose. (Standard III.A.9 and III.A.10)

#### *Documentation*

- Table of organization, including names of those in the positions
- Names and biographical information about administrative staff

#### **Evidence of Meeting the Standard**

The District maintains a sufficient number of administrators – totaling 35 – with appropriate preparation and expertise to provide continuity and effective leadership and services that support the institution's mission and purposes (III.A.10.13).

- III.A.10.1. Human Resources Report to the Board of Trustees, July 31, 2015
- III.A.10.2. Organizational Chart, District

- [http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20District.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20District.pdf)
- III.A.10.3. Organizational Chart, Academic Affairs  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Academic%20Affairs.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Academic%20Affairs.pdf)
- III.A.10.4. Organizational Chart, Student Services  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Student%20Services.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Student%20Services.pdf)
- III.A.10.5. Organizational Chart, Administrative Services  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Administrative%20Services.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Administrative%20Services.pdf)
- III.A.10.6. Organizational Chart, Facilities and Operations  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Facilities%20and%20Operations.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Facilities%20and%20Operations.pdf)
- III.A.10.7. Organizational Chart, Human Resources  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Human%20Resources.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Human%20Resources.pdf)
- III.A.10.8. Organizational Chart, Public Affairs  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Public%20Affairs.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Public%20Affairs.pdf)
- III.A.10.9. Organizational Chart, Information Technology  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Information%20Technology.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Information%20Technology.pdf)
- III.A.10.10. Organizational Chart, Auxiliary Operations  
[http://dfl.hancockcollege.edu/Presidents\\_Office/docs/Organization%20Chart%20Auxiliary%20Operations.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/Organization%20Chart%20Auxiliary%20Operations.pdf)
- III.A.10.11. Salary Schedule 30, Managers  
[http://www.hancockcollege.edu/human\\_resources/docs/Management%20Salary%20Schedule.pdf](http://www.hancockcollege.edu/human_resources/docs/Management%20Salary%20Schedule.pdf)
- III.A.10.12. In-House Reference List for Board and Administrators 2015-2016  
(available through the Office of Finance and Administration)
- III.A.10.13. OneSolution data search
- III.A.10.14. Job description, Institutional Effectiveness
- III.A.10.15. Job description, College Advancement
- III.A.10.16. Executive Salary Schedule
- III.A.10.17. Dean restructure
- III.A.10.18. Allan Hancock College Flex Calendar Report, AY 2014-2015
- III.A.10.19. Evidence of 2014-2015 Administrator Trainings

### **Analysis and Evaluation**

Entering fall of 2015, the District employed 32 administrators. Of those numbers, six administrators were interim and one was temporary (III.A.10.1). In a one year period between July 2014 and July 2015, the District was able to hire three permanent executive-level administrators, replacing interim positions: Associate Superintendent/Vice President of Academic Affairs, Associate Superintendent/Vice

President of Finance and Administration, and Associate Superintendent/Vice President of Student Services (III.A.10.16). The District was also able to create and fill a new executive-level position: Vice President of Institutional Effectiveness. The newly created office of Institutional Effectiveness is responsible for research and planning, enrollment management, assessment, accreditation, and institutional planning. This office fills a need for centralized continuous improvement efforts in support of all aspects of the college (III.A.10.16). In spring 2016, the District is recruiting for an Executive Director of College Advancement. This position replaces the Executive Director of the AHC Foundation and combines oversight over the Foundation and grants with responsibility for “development, including fundraising, community and donor cultivation, campaign development, administrative supervision, fiscal management, planning, and event coordination” (III.A.10.15). The Vice President of Student Services has completed a proposal for the restructuring of student services, which includes recruiting for the Dean of Student Services position in spring 2016.

As of spring 2016, the District employs 35 administrators. Of those, four are interim and three are temporary, as follows:

- Dean, Academic Affairs – 2 interims
- Director, AHC Bookstore – interim
- Director, Public Affairs and Publications – interim
- Assistant Director, Institutional Grants – temporary
- Director, Special Projects – temporary
- Project Director, Cooperative Work Experience – temporary

In spring 2016, the Vice President of Academic Affairs is studying the workload of deans in consideration of a restructuring/redistribution of the work (III.A.10.17). The interim dean positions will post for recruitment in late spring 2016. The District is currently reviewing proposals to contract out bookstore services, so that position is on hold until the final decision is Board approved. Recruitment for a permanent Director of Public Affairs and Publications position is on hold until after the hire of the Executive Director of College Advancement. The temporary Assistant Director of Institutional Grants is a temporary out-of-class out-of-bargaining unit assignment for an employee to help address the workload needs of the office. The temporary Project Director of Cooperative Work Experience is a pilot of a previously existing position: the pilot is meant to assess the effectiveness of combining CWE with transfer and job placement. This position and pilot run through spring 2016. The temporary Director of Special Projects is working to close out the District’s STEM grant.

The District supports appropriate preparation and training to enhance administrator expertise that provides continuity and effective administrative leadership and services in support of the institution’s mission and purposes. Administrators are encouraged to pursue professional development through both on and off-campus offerings. Administrators were invited to the 125 professional development offerings provided to all staff in 2014-2015 (III.A.10.18). Administrators have also participated in the Asilomar Leadership Skills Seminar, CSSO Directors training, the ACHRO Leadership Academy, the AHC President’s Leadership Academy (III.A.10.19).

## **Planning Agenda**

None

### **Human Resources III.A.11**

The institution establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review. Such policies and procedures are fair and equitably and consistently administered.

#### **Evidence of Meeting the Standard**

The District establishes and reviews Board Policies and Procedures via the participatory governance process. These policies and procedures are readily available on the Allan Hancock College public website.

- III.A.11.1. AHC Board Policies
- III.A.11.2. Councils and Committees: Pathways to Decisions manual
- III.A.11.3. Board Policy 2410 Policies of the Board of Trustees
- III.A.11.4. College Catalog
- III.A.11.5. Faculty Resource Guide
- III.A.11.6. Agreement Between the District and California School Employees Association Allan Hancock College Chapter #251
- III.A.11.7. Agreement Between the District and the Faculty Association of Allan Hancock College
- III.A.11.8. Agreement Between District and California Federation of Teachers/Part-Time Faculty Association of Allan Hancock College Local 6185
- III.A.11.9. Guidelines for Student Conduct, Disciplinary Action and Procedural Fairness
- III.A.11.10. Student Rules and Regulations
- III.A.11.11. Injury and Illness Prevention Program

#### **Analysis and Evaluation**

The institution establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review. All District Board Policies are posted for employee and public information and review on the public Allan Hancock College website. These policies are established through the participatory governance process per the Councils and Committees: Pathways to Decisions manual. Once College Council recommends a new or changes policy or procedure, that document is forward to the Board of Trustees for first reading and then second reading and approval.

Board Policy 2410 also lists the following as policies of the Board:

- College Catalog

- Faculty Resource Guide
- Agreement Between the District and California School Employees Association
- Allan Hancock College Chapter #251
- Agreement Between the District and the Faculty Association of Allan Hancock College
- Agreement Between District and California Federation of Teachers/Part-Time
- Faculty Association of Allan Hancock College Local 6185
- Guidelines for Student Conduct, Disciplinary Action and Procedural Fairness
- Student Rules and Regulations
- Injury and Illness Prevention Program

Each of these are also readily available via the public Allan Hancock College website.

Such policies and procedures are fair and equitably and consistently administered. Board Policy 2410 references the necessity of consistently and ensures that procedures are consistent with policy. Violations of fair and equitable administration of any policies or procedures may be handles through the student or employee complaint process, the grievance procedures contained within the collective bargaining agreements, or through the participatory governance process.

### **Planning Agenda**

None

### **Human Resources III.A.12**

Through its policies and practices, the institution creates and maintains appropriate programs, practices, and services that support its diverse personnel. The institution regularly assesses its record in employment equity and diversity consistent with its mission.

### **Evidence of Meeting the Standard**

The institution creates and maintains appropriate programs, practices, and services that support its diverse personnel and regularly assesses its record in employment equity and diversity consistent with its mission. The

- III.A.12.1. Board Policy 3420, Equal Employment Opportunity and Staff Diversity
- III.A.12.2. Equal Employment Opportunity Plan, May 19, 2015  
<http://dfi.hancockcollege.edu/Planning/docs/Equal%20Employment%20Opportunity%20Plan.pdf>

- III.A.12.3. Diversity/Equal Employment Opportunity (EEO) Committee, CCPD  
Pg.55  
[http://dfh.hancockcollege.edu/Presidents\\_Office/docs/CCPD%20Councils%20and%20Committees%20Manual.pdf](http://dfh.hancockcollege.edu/Presidents_Office/docs/CCPD%20Councils%20and%20Committees%20Manual.pdf)
- III.A.12.4 Board Policy 7120, Faculty Hiring
- III.A.12.5 2014-2015 EEO6 Report to the Chancellor's Office
- III.A.12.6 2014-2017 Student Equity Plan pg. 3  
<http://www.hancockcollege.edu/planning/docs/Student%20Equity%20Plan%20-%202014-2017.pdf>
- III.A.12.7 2014-2020 Strategic Plan
- III.A.12.8 Human Resources Report to the Board, August 2015
- III.A.12.9 Board Policy 3410, Nondiscrimination
- III.A.12.10 Board Policy 3430, Prohibition of Harassment
- III.A.12.11 Chancellor's Office EEO Regional Workshop at Moorpark attendance verification
- III.A.12.12 Sample interview questions

### **Analysis and Evaluation**

The College maintains programs, practices, and services that support its diverse personnel. The District's Mission Statement focuses on diversity: "Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural, and economic vitality of our diverse community." Diversity is also one of eight of the District's Shared Values. Goal SLS5 (Nurture Students) of the 2014-2020 Strategic Plan, is to "Convey a sense of caring where students' success is important and expected. Understand that a broad definition of diversity supports students and values experiences arising from race/ethnicity, socioeconomic background, age, religion, sexual orientation, gender, nationality, and veteran status" (III.A.12.7). Strategic Plan Goal G2 is "To sustain a planning framework that values input from all constituencies and the board of trustees. The framework will ensure that decisions are made with consideration of the college's broad definition of diversity" (III.A.12.7). Two of the Strategic Plan's Action Steps focus on diversity:

#10 In order to meet the minimum legal requirements for a district equal employment opportunity plan as well as its goal of achieving a diverse workforce, the district will expedite completion of an EEO plan via the shared governance process.

#12 Build upon and institutionalize existing programs targeted at serving diverse populations (e.g., MESA, CAN, Veterans, LAP, STEM, EOPS).

Action Step #10 has already been completed (III.A.12.2). In addition, an activity in the District's 2014-2017 Student Equity Plan is to "Increase commitment to faculty and staff development related to student equity" (III.A.12.6).

AHC's Equal Employment Opportunity (EEO) Plan addresses methods for diversifying the workforce (III.A.12.2). The EEO Plan includes a requirement that all individuals serving on selection committees receive training in the importance of a diverse workforce, bias awareness, and the elements of cultural competence. From July 1, 2014 through the present, a total of 540 administrators, faculty, staff, students, and community members participated in the hiring committee training.

The District's shared governance EEO Committee is tasked with reviewing and recommending policies and procedures (including the EEO Plan) and trainings that support diversity. Its members include the Director, Human Resources and one appointee each from the following groups: Management Association, Faculty Association, CSEA, Supervisory/Confidential, and ASBG (III.A.12.3).

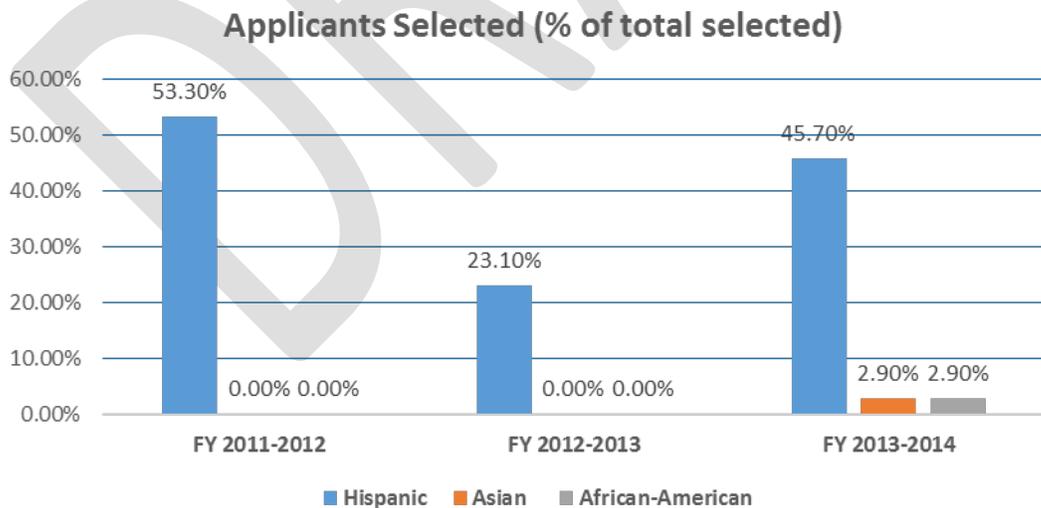
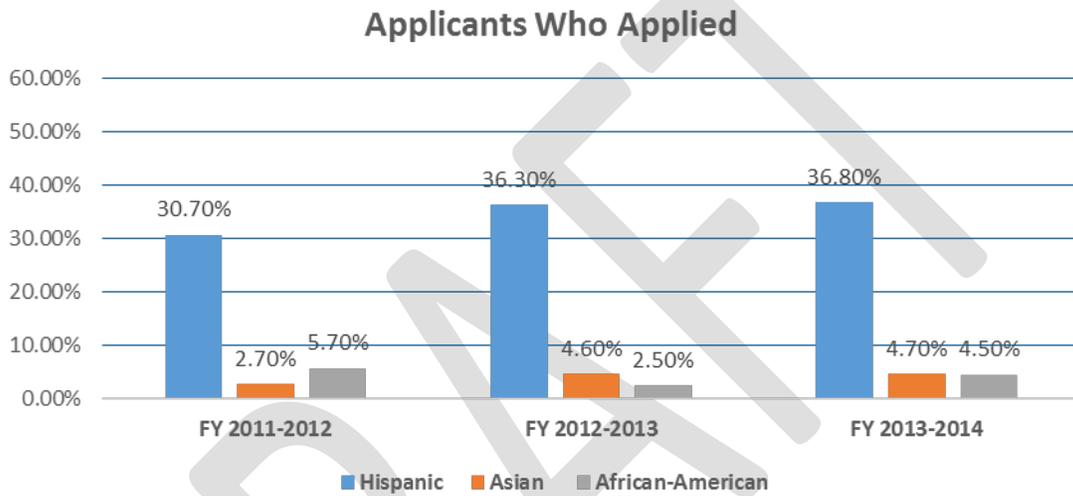
As the college is committed to creating and maintaining an environment that supports diversity, a total of 127 administrators, faculty and staff participated in training in the prevention of discrimination, harassment, and retaliation in the workplace between January of 2015 and August 2015 (III.A.12.5), which is an increase from the 89 trained in 2013. In the spring of 2015, College Council reviewed and recommended new Board Policies for Nondiscrimination and Prohibition of Harassment to the Board for approval, which they did approve in September (III.A.12.9 &10). Human Resources staff attended the Chancellor's Office's EEO Regional Workshop in January 2016 (III.A.12.11).

Each recruitment includes the EEO representative who is typically a Human Resources staff person. Faculty recruitments also include a Diversity Resource Specialist (DRS) who is selected by the Department Chair, in consultation with Human Resources, from a pool of trained faculty members. The role of the DRS in recruitment is to pre-screen the applicant pool and review staff diversity/equal employment opportunity principles and practices with committee members. (III.A.12.4) Each interview also includes a diversity question (III.A.12.12). To ensure diverse pools for recruitment, the District advertises in a list of publications, including but not limited to:

CCC Registry  
Higher Ed Jobs  
Santa Maria & SLO Craigslist  
LinkedIn  
CPOA.org (California Peace Officers Association)  
Santa Maria Times  
SLO Tribune  
SB News Press  
NCAA  
Hispanics in Higher Ed.com  
Nurse.com  
Indeed.com  
CUPAHR. Org ( College and University Professional Association for Human Resources)  
HR in Higher Ed  
POST.CA.GOV

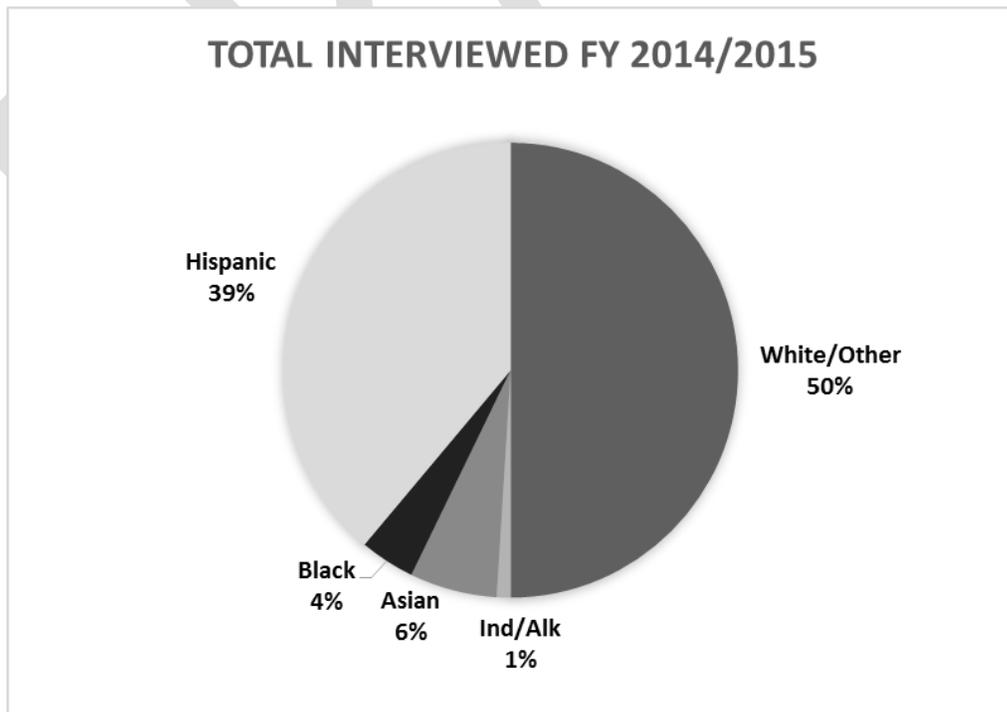
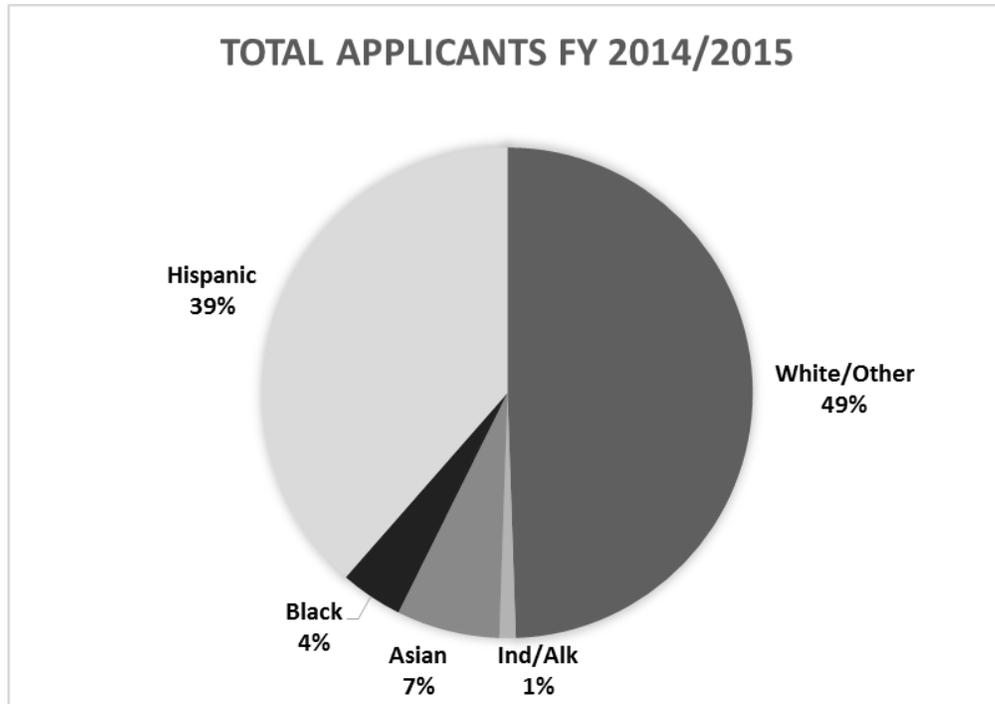
Blackpolice.org  
 IT Jobs in Higher Ed. com  
 Career Builder  
 CCUPCA.Com (California College and University Police Chiefs Association)

The institution regularly assesses its record in employment equity and diversity through a variety of reports. At the request of the Board of Trustees, Human Resources delivered a report to the Board at its semiannual retreat in July 2015 which focused on diversity data and efforts from July 2011 through August 2015. That presentation demonstrated an improved effort to attract and hire diverse employees (III.A.12.8).



Diversity data for 2014-2015 reported to the Chancellor's Office in the EEO6 report demonstrated that from the 63 active recruitments-between July 1, 2014 and June 30, 2015, the percentage of all new employees hired from monitored groups (Hispanic,

African American, Native American, and Asian/Pacific Islander) was 43% (III.A.12.5). That report also revealed an almost exact match in the distribution of diverse applications to that of the diversity of those interviewed, which evidences the efficacy of the screening process:



## **Planning Agenda**

None

## **Human Resources III.A.13**

The institution upholds a written code of professional ethics for all of its personnel, including consequences for violation.

### **Evidence of Meeting the Standard**

The institution has developed Board policies that ensure ethical practices for all employees. These policies are readily available to all personnel. Board Policies, collective bargaining agreements, and Education Code also address consequences for violations of local policies.

- III.A.13.1. BP 2715 Code of Ethics/Standards of Practice
- III.A.13.2. BP 2200 Board Duties and Responsibilities
- III.A.13.3. BP 3050 Institutional Code of Ethics
- III.A.13.4. BP 7210 Professional Responsibility Policy
- III.A.14.5. BP 4030 Academic Freedom and Responsibility Policy
- III.A.13.6. BP 7365 Dismissal, Suspension, or Demotion
- III.A.13.7. BP 5530 Student Rights and Grievances
- III.A.13.8. Student Rights and Complaints webpage
- III.A.13.9. Board Policy 3430 Prohibition of Harassment
- III.A.13.10. Board Policy 3410 Prohibition of Discrimination
- III.A.13.11. District/CSEA Collective Bargaining Agreement, Discipline Article
- III.A.13.12. District/Part-time Faculty Association Collective Bargaining Agreement, Discipline Article
- III.A.13.13. Confidentiality Statements for Hiring Committee Members (found in Human Resources)
- III.A.13.14. Oath of Office (found in new hire packets delivered during new hire orientation)
- III.A.13.15. Professional Development Offerings (available via OneSolution and through the HR office)
- III.A.13.16. Human Resources Council notes

### **Analysis and Evaluation**

Allan Hancock College strives for a collegial and professional work environment. The Allan Hancock Board of Trustees asserts in Board Policy 2715 that “The Board maintains high standards of ethical conduct for its members” (III.A.13.1.). Board Policy 2200 describes the duties and responsibilities of the Board that maintain those high standards and ethical behavior (III.A.13.2.).

Institutional Code of Ethics Board Policy (3050) sets the tone for the institution and its personnel (III.A.13.3).

Employees of the Allan Hancock Joint Community College District are committed to the ethical values of honesty and equity. Our behavior is guided by the following principles:

- Advocate for human dignity and assure that students and colleagues are respected as individuals;
- Refrain from disparagement, ridicule, or capricious judgment;
- Keep foremost in mind at all times that the district exists to serve students;
- Foster a climate of trust and mutual support through a governance process characterized by participation of the people affected; focus on objectives rather than personalities; respect for reason, freedom of expression, and right to dissent;
- Foster openness by encouraging and maintaining two-way communication;
- Be guided by the policies and procedures established by the board of trustees.

In addition, confidentiality agreements signed by hiring committee members and the oath of office delivered during new hire orientation reinforce the District's expectation of ethical behavior. Faculty in certain disciplines are governed by their professional organizations' ethical codes.

Student complaint procedures are contained in Student Rights and Grievances Board Policy (5530) and provided on the Student Complaints webpage on the Allan Hancock College site for ease of access (III.A.13.7. and III.A.13.8.). When a student feels that he/she has been subjected to unfair and improper action by any member of the college community, the student can seek to resolve the complaint in an expeditious manner by following the Administrative Procedure 5530. The policy and webpage provide information related to unlawful discrimination and unfair and improper action by any member of the college community and draws attention to ethical behavior.

Each of the employee related policies, related procedures, and collective bargaining agreements are readily available in written format and on the Allan Hancock intranet site. Employees are made aware of these policies during the initial employee orientation and at department meetings. All managers and other supervisors are required to participate in harassment and discrimination training, maintaining the requirements of Board Policies 3430 & 3410 (III.A.13.9. and III.A.13.10.). Those who have contact with children (including coaches, College Now personnel, and Children's Center personnel) are required to attend Mandated Reporter training and receive a certificate. The District also provides FERPA and Title IX training open to all staff.

During spring 2015, the Human Resources office conducted a self-analysis. This review led to identification of policies in need of updating, necessity for staff training on changes that occur, and the need to remind employees of codes they are expected to follow. The office of Human Resources is currently reviewing and making proposed changes to the human resources board policies via the participatory governance process and collective bargaining, as applicable (III.A.13.16).

Planning Agenda

None

### **Human Resources III.A.14**

The institution plans for and provides all personnel with appropriate opportunities for continued professional development, consistent with the institutional mission and based on evolving pedagogy, technology, and learning needs. The institution systematically evaluates professional development programs and uses the results of these evaluations as the basis for improvement.

#### **Evidence of Meeting the Standard**

The District provides robust professional development offerings for all personnel consistent with the institutional mission and based on evolving pedagogy, technology, and learning needs and evaluates those offerings annually.

- III.A.14.1. Educational Master Plan, Professional Development
- III.A.14.2. Board Policy 7160 Professional Development
- III.A.14.3. California Federation of Teachers/Part-Time Faculty Association of Allan Hancock College Local 6185, Collective Bargaining Agreement, Article 11.6
- III.A.14.4. District/California School Employees Association Chapter #251, Collective Bargaining Agreement, Article 24 – Professional Growth
- III.A.14.5. District/California Federation of Teachers/Part-Time Faculty Association of Allan Hancock College Local 6185, Collective Bargaining Agreement, Article 12 – Workload, Assignment, and Support Services
- III.A.14.6. District/Faculty Association of Allan Hancock College, Collective Bargaining Agreement, Article 16 – Assignment and Contract Year
- III.A.14.7. Professional Development Plan  
Available in Human Resources
- III.A.14.8. One Solution Professional Development Module  
<https://employee.hancockcollege.edu/finance/Edge/Default.aspx>
- III.A.14.9. Strategic Plan
- III.A.14.10. Professional Development Committee minutes  
<http://www.hancockcollege.edu/planning/index.php>
- III.A.14.11. President Leadership Academy list of attendees and agenda
- III.A.14.12. Leadership Institute For Tomorrow

- III.A.14.13 Professional development funding matrix
- III.A.14.14 Email from Kevin Walthers regarding increased PD funding for faculty
- III.A.14.15. Allan Hancock College Flex Calendar Report, AY 2014-2015
- III.A.14.16. Allan Hancock College Professional Development Offerings, AY 2015-2016
- III.A.14.17 Professional Development survey results, 2014 and 2015

### **Analysis and Evaluation**

The institution plans for and provides all personnel with appropriate opportunities for continued professional development, consistent with the institutional mission and based on evolving pedagogy, technology, and learning needs. The District's Educational Master Plan supports professional development of one of five educational directions for 2014-2020 (III.A.14.1.) in line with the college's mission and vision. The goal presented in the plan is that the "college [will] revamp its concept of professional growth opportunities in order to meet legal requirements and to leverage its existing human capital, including 1) creating a Professional Development and Growth plan that is updated annually, 2) re-categorizing workshops, 3) adjusting employee surveys, and 4) aligning offerings to advancement training/opportunities." The Professional Development Committee began pursuing this goal in earnest in February of 2015 when it began work on developing a professional development plan. This goal is also supported by the District's Strategic Plan for 2014-2020 (III.A.14.9).

The District maintains a robust professional development program open to all personnel. In FY 2014-2015, the District offered roughly 125 professional development offerings in the following areas: course instruction and evaluation; staff development, in-service training and instructional improvement; program and course curriculum or learning resource development and evaluation; student personnel services; learning resource services; related activities (such as student advising, guidance, orientation, matriculation services, and student, faculty, and staff diversity; departmental or division meetings, conferences and workshops, and institutional research; other duties as assigned by the district (III.A.14.15). The President doubled the amount to funding for faculty professional development in Academic Year 2015-2016 (III.A.14.13-14).

A selection of FY 2014-2015 offerings that support the evolving pedagogy, technology, and learning needs includes: Student Success Summit; Enhancing Successful 21<sup>st</sup> Century Early College High Schools/Middle College High Schools – Best Practices; Strategies to Reduce Cheating in Online Classes; Teacher Engagement; Supporting Men of Color in the Community Colleges; Grading that Motivates and Retains Students; and Wath the Text?@!: Motivating Millennials .

Administrators and other staff continue to expand their qualifications through participation in conferences and other professional development activities, including the President's Leadership Academy and Leadership Institute For Tomorrow (III.A.14.11 & III.A.14.12). The purpose of the first-ever President's Leadership Academy in the summer of 2015 was to begin, via an annualized program, development of administrators

to ensure succession planning utilizing well-trained and highly-skilled personnel who will sustain institutional effectiveness and academic quality. LIFT “was created to mentor, coach and LIFT eager, diverse professionals who may not have developed a clear sense of their leadership potential yet, toward concrete skills and experiences to help them to pursue career upward mobility in higher education leadership” (III.A.3.13).

The institution systematically evaluates professional development programs and uses the results of these evaluations as the basis for improvement. The District surveyed employee groups in 2014 and 2006-2011. The gap in survey data is related to the recent recession and consequent fiscal challenges which reduced the District’s ability to offer opportunities to participate in professional development; thus negating the need to assess. However, in 2014 the District reinvigorated professional development and the committee developed surveys for each constituency group (III.A.14.17). The 2014 surveys queried the following offerings:

2013-2014 Professional Development Offerings		
Category	# of repeat offerings	# of distinct offerings
Communication	22	15
Institutional Support	30	14
Learning Resource Development	39	31
Safety/Hazmat/Health	17	13
Technology	28	15
Diversity/Multiculturalism	10	9
Total Workshops	146	97

**Planning Agenda**

None

**Human Resources III.A.15**

The institution makes provision for the security and confidentiality of personnel records. Each employee has access to his/her personnel records in accordance with law.

**Evidence of Meeting the Standard**

The District makes provisions for the security and confidentiality of personnel records and for employee access via its Human Resources office physical space, policies, and procedure.

- III.A.15.1. District/California School Employees Association Chapter #251, Collective Bargaining Agreement, Article 6 – Personnel Files/Evaluations [http://dfi.hancockcollege.edu/Human\\_Resources/docs/CSEA%20Agreement.pdf](http://dfi.hancockcollege.edu/Human_Resources/docs/CSEA%20Agreement.pdf)

- III.A.15.2. District/California Federation of Teachers/Part-Time Faculty Association of Allan Hancock College Local 6185, Collective Bargaining Agreement, Article 10 – Personnel Files  
[http://dfl.hancockcollege.edu/Human\\_Resources/docs/Part-Time%20Faculty%20Agreement.pdf](http://dfl.hancockcollege.edu/Human_Resources/docs/Part-Time%20Faculty%20Agreement.pdf)
- III.A.15.3. District/Faculty Association of Allan Hancock College, Collective Bargaining Agreement, Article 12 – Personnel Records  
[http://dfl.hancockcollege.edu/Human\\_Resources/docs/Faculty%20Agreement.pdf4](http://dfl.hancockcollege.edu/Human_Resources/docs/Faculty%20Agreement.pdf4)
- III.A.15.4. Board Policy 3310, Retention and Destruction of Records
- III.A.15.5. Board Policy 3300, Public Records
- III.A.15.6. Request to Inspect Confidential Personnel Records form, available in HR

### **Analysis and Evaluation**

All active personnel records are housed in fire-safe lockable filing cabinets in Human Resources. All inactive personnel files are housed in a locked room in fire-safe lockable filing cabinets in bldg. Q on the college's south campus. Other active files containing personnel information (leaves, benefits, applications) are stored in lockable fire-safe cabinets in the appropriate coordinator's office in Human Resources. Inactive files of this sort may be housed in fire-safe cabinets in a locked archive room (B-200).

All active personnel files are locked each evening and weekend and remain within the control of Human Resources staff during work hours. Personnel files do not leave the Human Resources office except by authority and control of the Director of Human Resources or his/her designee and only to be transported to inactive files, when needed during a personnel meeting scheduled outside of the office (ex. Skelly meetings), or as requested by an employee pursuant to California Labor Code 1198.5.

Personnel files are maintained and records may be viewed by employees in accordance with each respective collective bargaining agreement and California Labor Code 1198.5 and/or by requesting a review in the Human Resources office by completing a "Request to Inspect Confidential Personnel Records" form (III.A.15.6.). Human Resources standard procedure is to accommodate employee review within a reasonable timeframe but no longer than 72 hours after the request is made except in extenuating circumstances. When employees, supervisors, or designated employee representatives review personnel files, a Human Resources staff member is present in the room; that is why HR requires that employees schedule a review in advance.

Each personnel file contains a log sheet for the purpose of tracking who has viewed a file, on which date, and for what purpose. These log sheets verify that only permissible personnel have viewed the file and that the review was for proper administration of the District's affairs or supervision of the employee.

### **Planning Agenda**

None

DRAFT

## Physical Resources

**III.B.1 The institution assures safe and sufficient physical resources at all locations where it offers courses, programs, and learning support services. They are constructed and maintained to assure access, safety, security, and a healthful learning and working environment.**

### Evidence of meeting the Standard

Physical resources at all District sites are maintained safely and securely. Since 2006, funding from Bond Measure I (\$180 million) has helped AHC construct state-of-the-art buildings. Combined efforts from plant services, AHC police, and District employees assist in maintaining a safe environment for learning.

- III.B.1-1 2014-2024 Facilities Master Plan, Educational Master Plan Linkages, Page XVIII
- III.B.1-2 2014-2024 Facilities Master Plan, Introduction Section page xxvi to xxix
- III.B.1-3 District Space Inventory Report: 2010, 2011, 2012, 2013, and 2014
- III.B.1-4 Program Review [Samples reflecting evaluating sufficiency of facilities]
- III.B.1-5 2007-2010 Educational and Facilities Master Plan
- III.B.1-6 Bond Measure I, 2013 Annual Report To The Board Of Trustees
- III.B.1-7 Division of the State Architect (DSA) Certification Approval – Industrial Technology/Physical Education and Athletic Fields project (Example)
- III.B.1-8 Scheduled Maintenance Completed Projects List
- III.B.1-9 Plant Services Work System - Home Page
- III.B.1-10 Safety Hazardous/Suggestion Form and copy of instructions are available on the MyHancock Portal
- III.B.1-11 Safety Committee Functions, CCPD
- III.B.1-12 Safety Committee Meeting Minutes - Sample minutes showing safety issues are being reviewed and addressed
- III.B.1-13 CSEA Contract, Article 21, Work Place Safety
- III.B.1-14 Campus Assessment and Support Team (CAST)
- III.B.1-15 Crises Intervention Manual
- III.B.1-16 Crisis Card
- III.B.1-17 CAST Card
- III.B.1-18 California Emergency Management Agency's Active Shooter Guide
- III.B.1-19 Health Services Website
- III.B.1-20 SWACC Property & Liability Inspections Reports, 2010, 2011, 2012, 2013, and 2014

- III.B.1-21 2008 Allan Hancock College, Volume I, Facilities and Site Master Plan, Page 3.67
- III.B.1-22 Board Policy 3500, Public Safety and Security
- III.B.1-23 HomeInsurance.com <https://homeinsurance.com/blog/safest-colleges/>
- III.B.1-24 2013 AHC Police Department Clery Act Report
- III.B.1-25 Safety Awards Program
- III.B.1-26 Security Master Plan- Facilities Meeting Minutes 11/19/15
- III.B.1-27 Campus Safety Team, Meeting Minutes
- III.B.1-28 Active Shooter Preparedness Training Seminar, <YouTube Site>

### **Analysis and Evaluation**

The College takes a variety of proactive approaches to provide a healthful learning and working environment. The Educational and Facilities Master Plans assist the College to provide sufficient physical resources where it offers courses, programs, and services. Buildings are designed and constructed with Division of the State Architect (DSA) approval to ensure accessibility and safety. Systems are in place to report facilities safety concerns and a behavioral intervention team is available to assist with behavioral situations.

The College determines sufficiency of its classrooms, lecture halls, laboratories, and other facilities using a variety of methods. The 2014-2020 *Educational Master Plan* identifies enrollment projections and future instructional needs for facilities space (III.B.1-1). The 2014-2024 *Facilities Master Plan* uses the enrollment projections, future needs for facilities space, and available facilities space inventory to identify future facilities needs and evaluate sufficiency (III.B.1-2). The district's Space Inventory Report identifies the available district owned or controlled facilities spaces (III.B.1-3). Both the district's Five-Year Construction Plan load capacity ratios and the institution's online class schedule provide evidence that the district is providing sufficient facilities. In addition to the educational and facilities master plans, the Facilities Council evaluates the effectiveness of its facilities by reviewing the yearly program review updates, facilities needs request list (III.B.1-4).

The District has effectively met its needs for facilities for the present by continuing to implement capital construction projects identified in the 2007-2010 Educational and Facilities Master Plan (III.B.1-5). Bond Measure I (2006-2016) has assisted AHC with the needed funding to meet its needs. Bond-funded capital construction projects include the One Stop Student Services Center, Child Care Center Addition, Public Safety Complex, and the Industrial Technology/Physical Education and Athletic Fields projects (III.B.1-6). New capital construction projects are designed and construction to meet with Division of the State Architect (DSA) approval for fire, life and safety compliance, structural integrity, and compliance with American Disabilities Act (ADA) (III.B.1-7) The above-mentioned project have operative doors on specific restrooms and building entrances to increase access for persons with disabilities that exceed ADA

Code requirements. In addition over \$12 million in scheduled maintenance projects were completed (III.B.1-8).

Plant Services Department has received several awards included Department of the Year 2013/14, Santa Maria Beautiful award for landscaped areas, Safety Awards for safe practices, and many accolades for how beautiful the campus is.

Any employee of Allan Hancock College (AHC) at any site in the District may report a safety hazard by either calling the Plant Services Department or using the online Plant Services work order system (III.B.1-9). Plant Services staff regularly evaluates and addresses safety hazards during the course of executing their job duties. The Plant Services leadership evaluates response time as a measure of effectiveness using the online work order system, status reports and monitoring radio communications when responding to emergency safety calls.

Students and employees may also anonymously report any safety concern by submitting the Safety Hazardous/Suggestion Form (III.B.1-10). The Safety Committee reviews and addresses safety issues – the Chief of Police and the Director, Plant Services co-chair the Safety Committee (III.B.11). Safety issues submitted via the Safety Hazardous/Suggestion Form are reviewed and addressed by the committee (III.B.1-12). The classified employee's union CSEA Contract, Article 21, Work Place Safety, also encourages classified employees to report possible unsafe conditions (III.B.1-13).

Campus Assessment and Support Team (CAST) is a behavioral intervention team intended to assist faculty, staff and students deal with behavioral situations that are causing concern – referral form are available on-line (III.B.1-14). The purpose of the team is to improve and promote campus community safety and wellness by coordinating information and developing support plans for people of concern. The team also creates and supplies resources for faculty, staff and students; such as, the Crisis Intervention Manual (III.B.1-15), the Crisis Card (III.B.1-16), CAST card (III.B.1-17), and California Emergency Management Agency's Active Shooter Guidebook (III.B.1-18).

Health Services provides students who have paid the health fee with a variety of benefits such as acute illness assessment, first-aid treatment, vision and hearing screening, family planning services, acupuncture/massage services, Tobacco Cessation and much more. Psychological counseling is also available and students can see a counselor up to 10 times a semester. Student Health Services provides wellness education and events to the campus at large focusing on a health/wellness topic every month and presenting a wellness event in the Student Center. Many community partners and other student services also participate in many of the events. Student Health Services also supplies a Student Accident Insurance for students who have paid the health fee that assist in paying for incurred medical costs in case of injury or accident during a school sponsored class or activity. Student Health Services staff include Registered Nurses, Physicians, Nurse Practitioners, MFT counselors, medical assistants

and office support staff (III.B.1-19).

An annual Statewide Association of Community Colleges (SWACC) Property and Liability inspection reports provides the institution an instrument to evaluate the safety of its facilities (III.B.1-20). The inspections evaluate security, emergency preparedness, fire protection, playground safety, pest management, chemical safety, forklift/man lift procedures, asbestos operations, hazardous materials handling/storage, and the district's self-inspection program. The above-mentioned SWACC inspections report conducted by Keenan and Associates, the district's insurance carrier, demonstrate the institution is maintaining the facilities in a safe condition.

Allan Hancock College District Police Department provides police and security services to maintain a safe learning and working environment for students, faculty and staff. This is accomplished by assigning armed, sworn police officers and non-sworn safety officers to patrol college properties - ensuring a high level of police visibility and rapid response to 911 calls for service and emergency situations. Nine blue tower emergency phones are located on the Santa Maria campus based on the 2008 Bond Measure I, Facilities and Site Master Plan and also located on the Lompoc Valley Center (ten) (III.B.1-21). In addition, the district has converted its existing phone switch to Voice-Over Internet Protocol (VOIP) that allows the institution to provide emergency communications to all instructional and non-instructional areas. Closed circuit television technology is used to increase security for students and employees and protection of property (III.B.1-22). Upgrading parking lot lighting fixtures at the Lompoc Valley Center and various parking lots on the Santa Maria Campus has improved safety for students walking to their car at night. The District Police Department uses surveillance information for law enforcement purposes. Cameras are located in the bookstore and specific areas on the Santa Maria Campus. The Lompoc Valley Center has security cameras located in parking lots and in the bookstore. For the protection of District property, new buildings constructed after 1999 include intrusion alarm systems. High-risk areas have panic alarm systems installed to facilitate contacting District Police.

HomeInsurance.com conducted research to determine the top 25 safest college campuses in America. HomeInsurance.Com ranks Allan Hancock College as the 7th safest campus in the United States (III.B.1-23). Their analysts looked at more than 400 colleges and universities and assigned each with a score for Violent Crime, Property Crime and Walkability. Their total score then ranked colleges. The Violent Crime score encompasses incidents of murder and non-negligent manslaughter, rape, robbery and aggravated assault. Violent crimes represent 45% of the overall score. The Property Crime score encompasses incidents of burglary, larceny-theft, motor vehicle theft and arson. Property Crimes represent 35% of the overall score. The underlying statistics are compiled by the Federal Bureau of Investigation and found in the recent 2013 AHC Clery Act Report (III.B.1-24). Based on the above-mentioned evidence the district provides a safe learning environment for students and staff.

Allan Hancock College, in conjunction with the Santa Barbara Self Insurance Program

for Employees (SIPE), provides a safety award program that rewards departments and offices for their diligence in keeping their workplaces safe and accident-free. Awards are based on three factors: an annual inspection of the district facilities, an evaluation of the completion of safety training courses by all full-time employees, and number of accident reports submitted for the academic year (III.B.1-25).

The College plans to develop a Security Master Plan (SMP) in order to enhance campus safety and crime prevention. The primary intent of the SMP is to provide the College with a set of guidelines and standards for physical and electronic security hardware for existing and future campus buildings. The campus security systems standards will include automated access control/door locks, alarm monitoring systems, closed circuit television system with security cameras, and security communication systems (III.B.1-26).

In Fall 2015, the District assembled a Campus Safety Team in response to the various active campus shootings across America (III.B.1-27). On January 22, 2016, the first in a series of Active Shooter preparedness trainings was conducted and streamed live on YouTube for employees (III.B.1-28).

**III.B.2. The institution plans, acquires or builds, maintains, and upgrades or replaces its physical resources, including facilities, equipment, land, and other assets, in a manner that assures effective utilization and the continuing quality necessary to support its programs and services and achieve its mission.**

#### **Evidence of meeting the Standard**

The following evidence demonstrates that Allan Hancock College (AHC) assures the quality and effective use of physical resources in order to achieve its mission and support its programs and services.

- III.B.2-1 Bond Measure I, Board of Trustees Resolution 06-43
- III.B.2-2 Vice President, Operations Job Description
- III.B.2-3 AHC Educational and Facilities Master Plan, 2007-2010
- III.B.2-4 AHC Facilities Master Plan 2014-2020
- III.B.2-5 Industrial Technology, Program Reviews, Facilities Needs Pages
- III.B.2-6 Stakeholder Sign-in Sheets - <Samples>
- III.B.2-7 Director, Plant Services Job Description
- III.B.2-8 Plant Services Online Work Order System, Completed Work Order Report
- III.B.2-9 Completed Scheduled Maintenance Project List
- III.B.2-10 Program Review Annual Update Form
- III .B.2-11 Board Policy 6550, Disposal of Property
- III .B.2-12 Instructional Equipment Prioritization Process, CCPD page
- III .B.2-13 Technology Advisory Committee Meeting Minutes
- III .B.2-14 Budget Development Process, CCPD page
- III .B.2-15 Information Technology Services – Online Work Order System Log-in

Home Page

- III .B.2-16 Media Services – Online Work Order System Log-in Home Page
- III .B.2-17 Plant Services – Online Work Order System Log-in Home Page
- III .B.2-18 Information Technology Services, Program Review
- III .B.2-19 Learning Resources/Media Services, Program Review
- III .B.2-20 Plant Services, Program Review
- III.B.2-21 District Vehicle Replacement Guidelines
- III .B.2-22 Facilities Council Functions, CCPD page 37
- III .B.2-23 Board Policy 6750, Parking and Traffic Control

### **Analysis and Evaluation**

Physical resources are crucial in meeting the College’s mission to provide “quality educational opportunities that enhance student learning,” AHC uses a variety of methods to plan, build, maintain and effectively use land, facilities, equipment and other physical resources. In the last six years, much of the building at the College was a result of the \$180 million Measure I Bond, approved by voters in 2006 (III.B.2-1). Building projects are prioritized by the Board of Trustees, with the actual planning and building overseen by the vice president of operations. (III.B.2-2).

To ensure the needs of programs and services are considered when planning new capital construction projects or remodeling existing buildings, the institution uses three processes: the facilities master plan, program reviews, and the participation of stakeholders in building design meetings. The needs for capital projects are identified in the 2007-2010 Educational and Facilities Master Plan (III .B.2-3) and the 2014-2024 Facilities Master Plan for future needs (III .B.2-4). Program Reviews inform both the facilities master planning process and developing building programming square footage - the Industrial Technology is an example (III .B.2-5). Project stakeholders provide input and communicate their programmatic needs as the preliminary plans and working drawing for construction are developed (III .B.2-6).

The District maintains its facilities in a manner that supports programs and services and allows the District to achieve its mission. The Plant Services Department, under direction of the director of plant services, is a support service division that maintains the educational facilities and provides support to other organizations through maintenance services; custodial services including event setup/teardown and furniture/equipment moving; campus grounds keeping; student and staff transportation; mail service; shipping and receiving; and hazardous materials handling services for the Santa Maria campus, Santa Maria south campus, Columbia Business Center, Lompoc Valley Center/Public Safety Complex, Solvang Center, and Vandenberg Air Force Base office. Plant Services endeavors to provide safe, well-maintained, and inviting facilities and grounds that create a positive learning and working environment for all that attend, work, and visit the college campuses. (III .B.2-7). The “completed work order report” (available from the plant services online work order system) provides evidence that facilities undergo routine maintenance and repair (III.B.2-8). A review of the completed

scheduled maintenance projects shows that the institution completes capital repair projects (III .B.2-9).

Plant Services has completed many Minor Maintenance Projects (under \$45,000) in the past year as a measure to improve individual education programs, replace or repair aging infrastructure, and improve safety. These are some of the projects that were done:

- Baseball/Softball complex entrance walkways and signage
- Campus Graphics exhaust system relocation
- Building D, Dance floor refurbishment
- Building N, Gym floor refurbishment
- Building O, Floor replacement for Photography Studio
- Building I200, Floor replacement for Childcare
- Building L, UPS By-pass project for the Computer Data Center
- Parking Lot 8, Backflow perimeter fencing
- Building N, Emergency repair of boiler
- Building P, Emergency safety pruning of trees
- Public Safety Complex, EVOC track gate and fence installation
- Building O200, Electrical disconnects for Industrial Tech welding program
- Building K, Building repainting and refurbishment

To ensure that departmental needs determine equipment replacement, six-year program reviews and annual program review updates include facility and equipment requests (III .B.2-10). The equipment's function, program need, age, efficiency, availability of parts, and cost of repairs are analyzed. When equipment is no longer needed, it is sent to surplus; if needed, the cost of repair is weighed against the cost of new and more efficient equipment (III .B.2-11).

Several processes are used to prioritize and fund facilities and equipment. As part of the instructional equipment prioritization process, deans annually review instructional equipment and technology needs (III .B.2-12). The Technology Advisory Committee (TAC) reviews requests for new or replacement technology equipment and allocates Measure I Bond funding (III .B.2-13). Non-instructional equipment needs (for example, vehicles and custodial equipment) and associated maintenance agreements are determined and prioritized each year as part of the budget development process (III .B.2-14).

The College ensures that programs and services identify equipment maintenance/repair needs by providing various online equipment repair request systems. The Information Technology Services (III .B.2-15), Media Services (III .B.2-16), and Plant Services (III .B.2-17) departments each have an online work order system so programs and services department may report their equipment repair request. Surveys conducted during the development of program reviews for the Information Technology Services (III .B.2-18), Media Services (III .B.2-19), and Plant Services (III .B.2-20) provides evidence that the institution evaluates the effectiveness of facilities and equipment in meeting the needs of programs and services.

The Vehicle Maintenance Services Department provides maintenance and repair of all district student transportation and staff vehicles. They also maintain and repair all equipment such as mowers, tractors, trailers, forklifts, portable equipment, and specialty equipment. This organization is responsible for 78 vehicles, 30 mobile equipment items, and over 120 portable or specialty equipment pieces. The Vehicle Maintenance Services also oversee fueling stations at the South Campus and Public Safety Complex that provide gasoline and diesel fuel for all operations.

The District leases four Chevrolet Suburbans on 3-year contracts for student transportation which ensures that newer vehicles are always available for the safety of transporting students. These vehicles have a maximum usage lease of 60,000 miles each for the three years for safety sake. The District also utilizes charter bus service for student transportation.

District replacement guidelines on student transportation vehicles is limited to 5-years or 100,000 miles. Staff vehicle replacement policy is 15 years or 150,000 miles (III.B.2-21). However, if a vehicle is found to be in need of total repairs exceeding 100% of purchase price or a single repair after warranty exceeds 50% of purchase price, the vehicle will then be replaced rather than repaired.

The Facilities Council is responsible for developing the facilities master plan and recommending priorities for capital projects to College Council. (III .B.2-22). In addition, the Facilities Council recommends board policy revisions related to physical spaces, such as parking, on campus (III .B.2-23).

**III.B. 3. To assure the feasibility and effectiveness of physical resources in supporting institutional programs and services, the institution plans and evaluates its facilities and equipment on a regular basis, taking utilization and other relevant data into account.**

#### **Evidence of meeting the Standard**

The evidence listed below demonstrates that Allan Hancock College (AHC) plans and evaluates its facilities and equipment on a regular basis in order to achieve its mission and support its programs and services.

III.B.3-1 Allan Hancock Joint Community College District, Space Inventory Report, 2010, 2011, 2012, 2013, 2014.

III.B.3-2 2015 District Five-Year Construction Plan, Capacity Load Ratios pages

III.B.3-3 Program Review, Administrative Procedure 3255

III.B.3-4 Program Review, Yearly Update Sample

III.B.3-5 2014-2020 Educational Master Plan, Page 14, Implications for Facilities Master Plan

III.B.3-6 Yearly Equipment and Facilities Needs List, FY 2014/15 & 2015/16

III.B.3-7 2014-2024 Facilities Master Plan, Page 1.24 and 1.25

III.B.3-8 Plant Services Work Order System Screenshots

III.B.3-9 Operational Cost Framework, Public Safety Training Complex

### **Analysis and Evaluation**

The College uses four approaches to assess the use and effectiveness of its facilities: *The Space Inventory Report*, program review, and the facilities master planning process is an integrated process, and is in addition to the plant services department online work order system.

AHC facilities and operations staff conduct an annual inventory of the District's facility spaces and identify the utilization of these spaces. The institution maintains this information on the California Community College Chancellor's Office online program, FUSION. Each year, the District submits a space inventory report that reflects any changes (III.B.3-1). The results of the space inventory report provide the Five-Year Construction Plan the information necessary to calculate the institution's need for additional space using a capacity load ratio calculation (III.B.2-2).

All educational programs, student support services, and administrative departments of Allan Hancock College develop a program review at least once every six years and annual updates in accordance with the procedures (III.B.3-3). Program reviews include a section for identifying facilities, technology equipment, and non-technology equipment needs. The program review annual updates facilities needs list are reviewed by the Facilities Council to recommend facilities needs to college council (III.B.3-4) and used by the Director, Plant Services and Vice President, Operations to develop the District's scheduled maintenance plan. The equipment needs identified in the annual program review updates are used in the instructional equipment prioritization process to support instructional equipment funding requests.

Guided by the *2014-2020 Educational Master Plan* (III.B.3-5), the *2014-2024 Facilities Master Plan* (FMP) compares the program review facilities needs with space inventory report and enrollment forecasts to identify the need for future capital construction projects (III.B.3-6, III.B.3-7). These projects are listed in the district's Five-Year Construction Plan. The plan is used to communicate to the State Chancellor's Office, Facilities Planning Unit the institution's priorities and need for capital construction funding.

On a daily basis any district employee may observe and report to the plant services department a facilities or HVAC equipment deficiency using the plant services department online work order program (III.B.3-8). The results of the issues reported are used on a daily basis by the plant services staff to manage minor repairs and requests for service. The work order system also provides a record of repairs to various campus equipment including HVAC mechanical units.

The four approaches listed above combine to ensure regular assessment of facilities and physical spaces. Data on utilization and other factors are collected and used to assure effective space usage and report facilities and construction needs.

Instruction commenced in earnest in January 2014 at the Public Safety Training Complex, Lompoc Valley Center. During the fall of 2013, staff developed an Operational Cost Framework plan (OCF) to identify the anticipated cost of operating the facilities (III.B.3-9). Staff is now developing a strategic plan to maximize the use of this facility in a manner that will cover maintenance and operation costs.

### **III.B. 4. Long-range capital plans support institutional improvement goals and reflect projections of the total cost of ownership of new facilities and Equipment.**

#### **Evidence of Meeting the Standard**

Integrated institutional plans support strategic goals for facility improvements and equipment needs. The district has a systematic approach for projecting total cost of ownership (TCO).

- III.B.4-1 Strategic Plan 2009-2013, Strategic Direction Three, Goal 3.4, pg. 10.
- III.B.4-2 Strategic Plan 2014-2020, Strategic Direction Institutional Resources, Goal IR4, pg. 17.
- III.B.4-3. Annual Five-Year Construction Plans: 2010, 2011, 2012, 2013, and 2014
- III.B.4-4 Final Project Proposals: One Stop Student Services Center, Childcare Center, Public Safety Complex
- III.B.4-5 2014 Bond Measure I, Yearly Report
- III.B.4-6 2014-2024 Facilities Master Plan
- III.B.4-7 Educational Master Plan 2014-2020
- III.B.4-8 2014-2014 Facilities Master Plan, Recommendation Sections, Introduction xix
- III.B.4-9 Fine Arts Final Project Proposal (FPP), JACF32
- III.B.4-10 Plant Services Program Review
- III.B.4-11 Operational Cost Framework, Public Safety Training Complex
- III.B.4-12 Board Policy and Administrative Procedure 6601, Operational Cost Framework: Facilities,

#### **Analysis and Evaluation**

Institutional directions and goals for facilities (“to provide a safe, attractive and accessible physical environment that enhances the ability to teach, learn, and work”) remained constant in the Allan Hancock College 2009-2013 and 2014-2020 strategic plans (III.B.4-1,4-2). These institutional goals guide strategic plans, capital construction projects outlined in the district's Five-Year Construction Plans (III.B.4-3), final project proposals (III.B.4-4), and recently completed buildings such as the Santa Maria campus Industrial Technology Complex (opened in 2014) (III.B.4-5).

To ensure long-range capital plans meet district needs and continue to support institutional improvement goals, the district developed the *2014-2024 Facilities Master Plan* (III.B.4-6). Implications for facilities in the *Educational Master Plan 2014-2020* guided the development of the *2014-2024 Facilities Master Plan* recommendations (III.B.4-7, 4-8).

The institution plans for the total cost of ownership of new facilities and equipment through a variety of planning processes. During the development of final project proposals, the cost associated with design, bidding, constructing, and equipping new facilities is identified, the Fine Arts Complex project is an example (III.B.4-9). Anticipated staffing needed to support new facilities is identified through the program review process (III.B.4-10).

In 2013, the institution developed an Operational Cost Framework (OCF) for the Public Safety Training Complex construction project (III.B.4-11). This OCF provides the elements for a systematic projection of the total cost of ownership associated with operating and maintaining new and major renovated facilities for the first two years of operation. This OCF model is now institutionalized through the “Operational Cost Framework” (OCF) board policy and administrative procedure 6601 (III.B.4-12) and provides a uniform and systematic approach to project costs associated with operating and maintaining new and major renovated facilities.

### **Standard III: Resources**

The institution effectively uses its human, physical, technology and financial resources to achieve its mission and to improve academic quality and institutional effectiveness.

Accredited colleges in multi-college systems may be organized so that the responsibility for resources, allocation of resources, and planning rests with the district/system. In such cases, the district/system is responsible for meeting the Standards, and an evaluation of its performance is reflected in the accredited status of the institution(s).

#### **III.C. Technology Resources**

- 1. Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.**

#### **Evidence of Meeting the Standard**

Allan Hancock College's information technology (IT) services department provides the support for the College's network infrastructure, telephone system, computers, websites, and software for academic, management and operational functions. The Academic Affairs Learning Resources multimedia services staff and distance learning support staff provide faculty training and support for online and classroom teaching, as well as academic systems. Students have access to an online helpdesk, as well as several computer labs.

- III.C.1.1 Allan Hancock College Technology Master Plan 2014-2020 Goals
- III.C.1.2 Program Review Technology Needs 2014
- III.C.1.3 Instructional Equipment Prioritization List Jan 2016
- III.C.1.4 Technology Master Plan Procedure for Annual Updates
- III.C.1.5 TAC Request Form
- III.C.1.6 SIS Vendor demonstrations Sept 2007
- III.C.1.7 Catalog Focus Group
- III.C.1.8 Instructional Equipment Prioritization Request Fall 2015
- III.C.1.9 Board Resolution 06-05 for General Obligation Bond Measure I
- III.C.1.10 Current Awards website
- III.C.1.11 TAC Funds
- III.C.1.12 Budget Council Notes which included 5-year Technology Outlook (Place Holder)
- III.C.1.13 Technology Maintenance Outlook by Year
- III.C.1.14 BP 6601 Operational Cost Framework
- III.C.1.15 Technology Master Plan 2014-2020 Goal 12
- III.C.1.16 Technology Advisory Committee 1/31/2014 Notes
- III.C.1.17 Object Code Guide for Technology Purchases
- III.C.1.18 TAC 11/6/2015 Notes on ArborPro
- III.C.1.19 Technology Master Plan 2014-2020 Goal 7

- III.C.1.20 ERP Architecture
- III.C.1.21 CI Solutions integration with Banner
- III.C.1.22 Portal Focus Groups 2009
- III.C.1.23 Web Services committee fall 2011 student myHancock survey
- III.C.1.24 Web Services committee fall 2012 student myHancock survey
- III.C.1.25 Registration fall 2010 student survey
- III.C.1.26 Registration summer 2011 student survey
- III.C.1.27 Web Services Committee Notes 11/15/2012
- III.C.1.28 Spikes List web page
- III.C.1.29 Technology Council fall 2013 employee survey
- III.C.1.30 Technology Council Notes 10/23/2015
- III.C.1.31 Distance Learning committee Canvas demo
- III.C.1.32 Web Services Committee 10/1/2015 New Portal
- III.C.1.33 TAC Request for Laptop based upon program review

### **Analysis and Evaluation**

#### **AHC technology is appropriate and adequate as discussed in the following topics:**

- **Oversight**
- **Participation**
- **Funding**
- **Total Cost of Ownership**
- **Integrated**
- **Continuous Improvement**

#### **Oversight**

With guidance from the technology council and its subcommittees, Allan Hancock College (AHC) technology services and resources are adequate, appropriate, and align with the Allan Hancock College Technology Master Plan (TMP) goals (III.C.1.1). Through the integrated planning process, technology resource needs are identified through program review (III.C.1.2), instructional equipment prioritization (III.C.1.3), and the shared governance Technology Council and its subcommittees. The initiatives in the TMP are reviewed and updated annually by the Technology Council where technology needs are considered (III.C.1.4). The Technology Advisory Committee (TAC) project request form was revised in January 2014 to incorporate the identification of the TMP goal, the program review that supports the request, and a rubric to evaluate the request (III.C.1.5 and III.C.1.16). This change assists the committee in the evaluation of request. For example, the rationale for a particular TAC request for a laptop in addition to the office computer was based upon the program review for that department which assisted the committee in their decision (III.C.1.33)

#### **Participation**

Major operational and data management systems are selected with constituency input, participation by affected functional users, and guidance from IT Services. Academic and support services technology is selected with input from the appropriate faculty and staff, after vendor presentations. For example, the new student information system was

selected through the request for proposal (RFP) process followed by vendor demonstration of the top two respondents. The demonstrations were attended by a large number of employees who completed a questionnaire that determined the final selection (III.C.1.6). New web-based functionality that will be used by students, faculty, and staff is reviewed by the web services committee which has representation from all groups. For a major change, focus groups are used to gather broader participation. For example, a focus group consisting of students, staff, counselors, and faculty was held September 2015 to design an interface for a new online catalog (III.C.1.7).

### **Funding**

Funding for technology comes from various sources: The instructional equipment prioritization process (III.C.1.8) managed by Academic Affairs; Bond Measure I technology and instructional equipment modernization funding (III.C.1.9) managed through the technology advisory committee (TAC); federal and state awards such as Title V and Career and Technical Education Act (CTEA) (III.C.1.10); and district funding.

The college manages license renewals and institutional system upgrades to ensure continuity. Measure I Bond technology modernization funding has enhanced the district's capacity to provide adequate and quality technology resources since 2006. The Measure I \$8.4 million mainframe replacement funds enabled AHC to implement modern student and financial systems 2006 through 2012. The Measure I \$1.5 million VoIP funds enabled AHC to replace a very old PBX with a modern phone system in 2012. The Measure I \$11 million Technology and Equipment Modernization funds have been used to provide new equipment, computers, and infrastructure through the institution since 2006 (III.C.1.11) The IT services director and vice-president of administrative services have carefully tracked and gradually institutionalized all of the significant ongoing license and maintenance costs related to bond-funded projects.

A five year outlook is maintained by the IT Services director to anticipate any ongoing technology licenses and maintenance costs including those from other sources of funding that will transition to the district budget in the future. This outlook is submitted each year to the budget council for their consideration (III.C.1.12). Based upon this outlook, the district has increased the college technology license/maintenance budget from approximately \$100K in 2005/2006 to more than \$700K in 2015/2016 (III.C.1.13). The majority of this increase was to cover the ongoing license and support costs associated with the purchase of modern technology under Measure I.

Due to Bond Measure I construction projects, there are many state-of-the-art classrooms and computer labs on the Santa Maria (SM) Campus, Lompoc Valley Center (LVC), and the Solvang Center. These include the labs in the public safety training complex at the LVC, as well as the industrial technology buildings and student services building on the Santa Maria Campus.

### **Total Cost of Ownership**

For every technology project, long term support and infrastructure expenses are considered in accordance with BP 6601 Operational Cost Framework (III.C.1.14) and Technology Master Plan Goal 12 Sustainability plan which includes “Total cost of ownership” (TCO) (III.C.1.15). TCO will be evaluated as part of technology purchasing decisions. The TAC request form includes training in section C, plant services in section G, and IT services in section H (III.C.1.5). To ensure that there is a plan to cover ongoing costs for all new technology purchases, the ONESolution purchase approval workflow is programmed for technology related object codes to include the director of IT services (III.C.1.17). The director refers to the notes from committees and material attached to the purchase request before approving the request. For example, the TAC request for the ArborPro plant management software was recommended for purchase by the committee after the confirmation that the Operations department had funding to cover the annual fees (III.C.1.18).

#### **10.**

##### **Integrated**

Per TMP Goal seven (III.C.19) “Strive for compatibility and integration of information technology applications and systems” selection preference is given to products that integrate and are compatible with the existing AHC Enterprise Resource Planning (ERP) systems. The Ellucian Banner Student System and the FIS Global Public Sector (formally SunGard Public Sector) Finance/HR System are the two ERP systems used at the college. Other business and student related products are selected and integrated with one of the ERPs (III.C.1.20). One example was the selection of the CI Track attendance product. References were checked with other Banner schools and a demonstration conducted (III.C.1.21).

#### **11.**

##### **Continuous Improvement**

To assess and ensure that all technology is appropriate and adequate, surveys are conducted by the various technology committees. These include general technology surveys of the faculty and staff as well as student satisfaction surveys conducted through the myHancock portal using the class climate product. For example, the web services committee was involved in the myHancock Portal focus groups when this new technology was initially designed (III.C.1.22). This committee followed up with a survey in the fall 2011 (III.C.1.23) and another one in fall 2012 (III.C.1.24). The committee also reviewed the results of registration surveys from fall 2010 (III.C.1.25) and summer 2011 (III.C.1.26). Based upon this feedback several adjustments have been made to the portal since the introduction in 2010 to help students such as the addition of Spike’s List online bulletin board (III.C.1.27 and III.C.1.28), the reorganization of the student registration and accounts page, and the increase of the public wireless timeout value from 1 hour to 4.25 hours.

In the Technology Council fall 2013 employee survey satisfaction with most of the standard technology at AHC averaged around 2.5 on a 3 point scale, with 3 as the most satisfied and 1 as not satisfied (III.C.1.29). An example of an improvement based upon feedback from the faculty and staff survey is the upgrade and expansion of the wireless network in 2015/2016 (III.C.1.29 questions 4 and 11) (III.C.1.30). The survey indicated only average satisfaction with the current learning management system and portal

technology (III.C.1.29 questions 7 and 8). Plans are underway in 2016 to replace both these products with more modern systems (III.C.1.31 and III.C.1.32).

**12.**

### **III.C**

**2. The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure; quality and capacity are adequate to support its mission, operations, programs, and services.**

#### **Evidence of Meeting the Standard**

The Allan Hancock College Technology Master Plan (TMP) 2014-2020 is structured around twelve technology goals that function as guiding principles. These goals were deliberately written to align with the College's strategic plan, board policies and other procedures that guide the use of technology in instruction. The director of IT services, the technology council and its subcommittees, and program review all play a role in technology planning.

- III.C.2.1 Kelly Underwood's PowerPoint on planning integration (need to get)
- III.C.2.2 AHC Technology Master Plan 2014-2020
- III.C.2.3 Technology Council Oct 23, 2015 Notes (Wireless)
- III.C.2.4 Web Services Action Items Aug 18, 2015
- III.C.2.5 Banner Steering Committee Calendar
- III.C.2.6 Banner Projects
- III.C.2.7 Measure I TAC Purchases 2014-2015
- III.C.2.8 ITS Project list for 2016
- III.C.2.9 VoIP core switch replacement PowerPoint
- III.C.2.10 Facilities Master Plan linkages
- III.C.2.11 Network Material Standard
- III.C.2.12 Audio Visual Standard
- III.C.2.13 AV standard board agenda item
- III.C.2.14 TAC September 18, 2015 Notes
- III.C.2.15 Computer and Software Standards
- III.C.2.16 myHancock Standard quotes
- III.C.2.17 TAC Quick Request Form
- III.C.2.18 Dell Asset recovery procedure
- III.C.2.19 Multimedia Room Inventory
- III.C.2.20 New Wireless Standard
- III.C.2.21 Technology Master Plan Goal 9
- III.C.2.22 Technology Maser Plan Goal 12
- III.C.2.23 Web Services December 4, 2014 Notes
- III.C.2.24 IFAS Steering Committee notes September 10, 2012

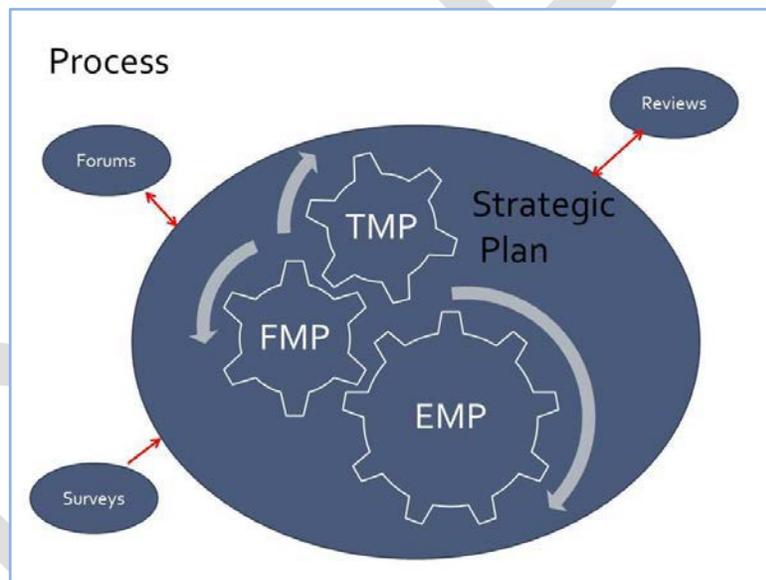
#### **Analysis and Evaluation**

**Technology planning for updates and replacements is discussed in the following topics:**

- **Planning**
- **Standards**
- **Updates**
- **Measure I**

**Planning**

All AHC integrated planning processes start with the AHC mission to “provide quality educational opportunities” III.C.2.1). Technology planning is part of the integrated process at the College that includes resource needs from program review, annual strategic planning, the Technology Master Plan (TMP), Educational Master Plan, and Facilities Master Plan. The shared-governance technology council fostered development of the AHC *Technology Master Plan 2014-2020* (TMP) (III.C.2.2)The technology plan goals were developed by council members to integrate and align with other plans, including the *Strategic Plan*. Integration of plans is essential, as new facilities and programs almost always require technology.



Technology planning is part of the program review resource request. In comprehensive six year program review or in the annual updates, departments can list needed technology resources. These needs can then be submitted for prioritization and funding through instructional equipment funds, CTEA/Perkins funding (vocational programs only), or Measure I bond technology modernization funds allocated through the technology advisory (TAC) committee. In all cases, part of the process is to tie the need for technology resources back to the *Strategic Plan* and other plans.

The shared governance process manages large-scale updating and technology replacement needs, such as infrastructure and entire computer labs. The Technology Council helps identify major technology needs such as the expansion of wireless for

students and employees (III.C.2.3). The TC subcommittees plan and oversee the more detailed activities in support of the TMP goals. For example, the Web Services committee maintains an action item list (III.C.2.4) in addition to the meeting notes. The Banner steering committee maintains a calendar of events (III.C.2.5) and list of projects (III.C.2.6) in addition to the meeting notes. TAC oversees the allocation of Measure I funds to address some of the technology needs (III.C.2.7).

The Technology Council (TC) developed a procedure to update the TMP each year (III.C.1.4). Updates will be based upon input from the Planning retreat, technology needs identified in program reviews, and technology advances and trends.

The director of IT Services maintains an annual project list to support the committee initiatives and the general infrastructure upgrades and support activities (III.C.2.8). The IT Services department plans and implements the infrastructure projects. For example the network core switch was replaced in June 2015 as part of the Voice over IP (VoIP) telephone upgrade Measure I project. This new switch replaced an aging piece of equipment that could no longer support the network traffic needs of the VOIP and wireless traffic (III.C.2.9).

### **Standards**

As identified in the Facilities Master Plan linkages to the TMP (III.C.2.10), when buildings are constructed or renovated, the plans include the installation of the current network standard equipment (III.C.2.11), security systems, wireless infrastructure, current audio/visual standard systems (III.C.2.12 and III.C.2.13), and emergency equipment. For example, all the buildings constructed or renovated with Measure I funds included a new CAT6 network and 10GB edge switches.

The computer standard is updated annually by the technology advisory committee (TAC) (III.C.2.14) and approved by the technology council. The computer standard covers office and lab computers, including laptops and tablets (III.C.15). Quotes of the standard technology are maintained on the portal to assist in the purchase process (III.C.2.16). Processes are in place for replacing, updating, and re-purposing technology equipment that is not up to the current computer standards. If an employee's office computer, printer, or scanner needs to be replaced, they submit a helpdesk case for the equipment to be evaluated against the standard. If it is determined to be below the minimum standard, they can purchase a replacement using the TAC Quick Request form or other sources of funding (III.C.2.17).

Audio visual equipment is managed by the multimedia services staff in the academic learning resources department. The goal is for all classrooms to have built-in or access to a projector, computer, and display screen (III.C.2.19). With Measure I construction projects, all new classrooms and conference rooms included built-in audio/visual equipment per the college standard (III.C.2.12). Rolling audio/visual stock is available upon request for temporary needs. Replacements and upgrades are done when equipment fails or to address instructional technology needs.

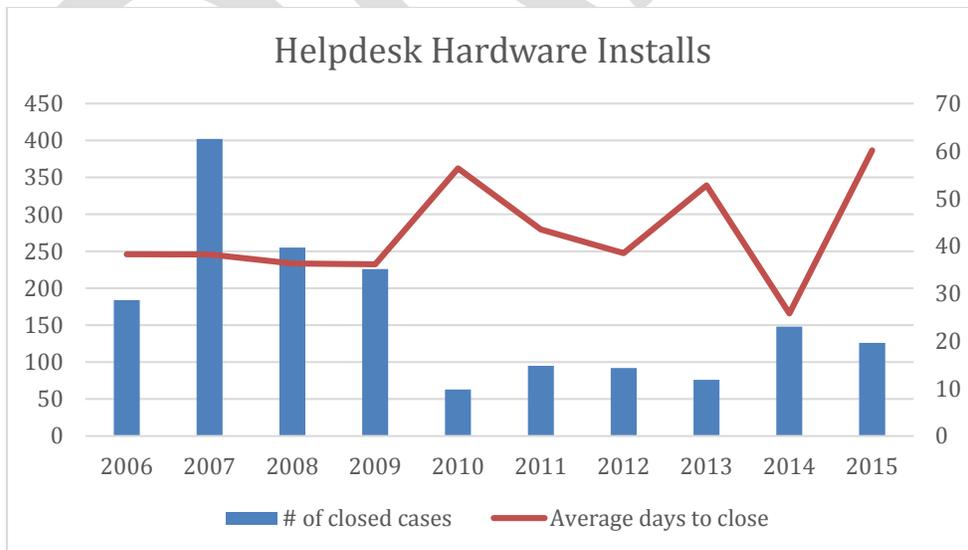
The network was upgraded in December 2015 to support the latest wireless standard IEEE 802.11ac. This new standard provides high-throughput wireless network access to our students and employees on the 5 GHz band (III.C.2.20)

In the 2013 Technology Survey, respondents rated all infrastructure, networks, support services and job-related computer resources at 77% or higher in the good to excellent range (III.C.1.29 questions 6 and 11).

**Updates**

TMP Goal 9 (III.C.2.21) for the procurement and implementation of technologies and TMP Goal 12 (III.C.2.22) for the sustainability plan for technology are factored into the technology update and replacement process to ensure needs are being met. The technology council and its subcommittees (technology advisory, web services, Banner steering, and ONESolution steering) oversee this technology planning and assessment through vendor demonstrations, satisfaction surveys, focus groups, working groups, and sharing of information. For example, the web services committee researched vendors for a replacement emergency notification system and invited the top three vendors to give demonstrations before selecting one (III.C.2.23). The steering committee made the recommendation to upgrade from Integrated Financial and Administrative Solution (IFAS) to ONESolution and also participated in the project management of the implementation and training on the new system (III.C.2.24).

IT services averaged 200 hardware installation cases a year between 2006 and 2009. Starting in 2014, the number of hardware installations again increased to over 100 as the age of many computers reached the 5 year mark. Replacing computers has become very labor intensive as the number and complexity of computer programs used at AHC has grown. Planning is in process on how to address the replacement of obsolete equipment to improve customer response.



**Figure 1 - Hardware New installations and Replacements**

The disposal of the old equipment is managed by IT services. Based upon the age and condition of the equipment it is re-purposed, sold back to Dell as part of the Asset Recovery program (III.C.2.18), donated to a local school or library, used for spare parts, or placed on a pallet for a public auction.

### **Measure I**

Bond Measure I provided \$11 million technology and instructional equipment modernization funds. This funding provides over one million dollars per year for technology upgrades, including smart classrooms, wireless infrastructure, new computers, and tablets. These funds have enabled AHC to replace office and lab computers as needed. These funds enabled the addition of a computer lab at the Solvang center. Between July 2006 and June 2015, \$9.8 million has been spent as shown in the chart below. The remaining \$1.2 million will be used during the next two years to continue to upgrade the technology.

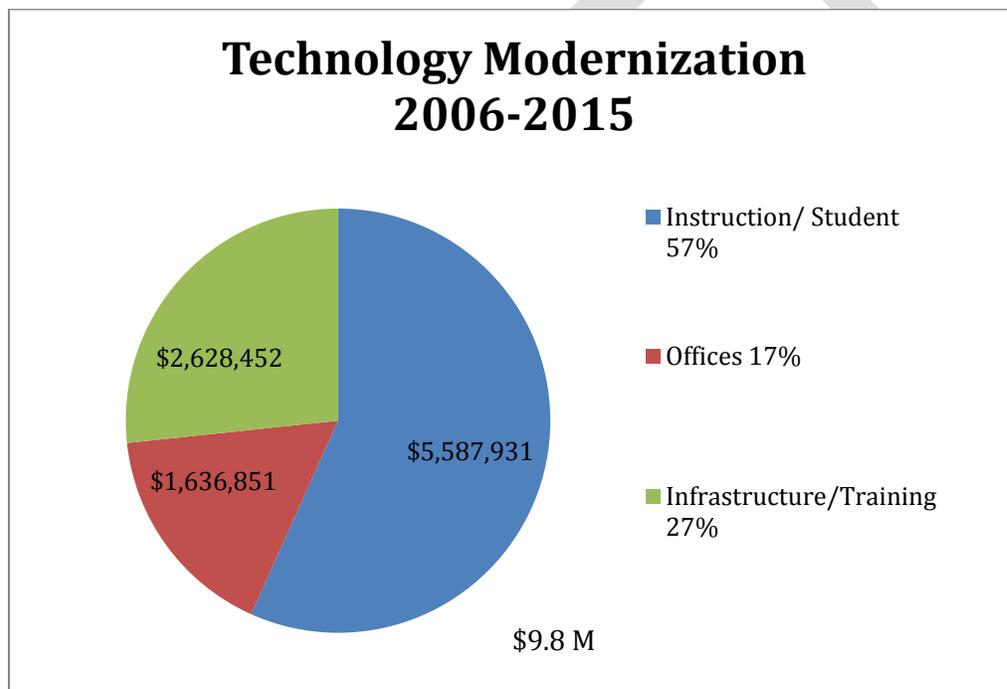


Figure 2 - TAC Funds spent Fall 2006 through Spring 2015

### **Planning Agendas:**

- 1) Implementation of improved computer life cycle process including detailed inventory and automatic replacements.
- 2) Implementation of funding for computer replacements after TAC funds depleted.

### **III.C**

**3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.**

**Evidence of Meeting the Standard**

The implementation and maintenance of technology resources at Allan Hancock College are primarily the responsibility of the information technology services director and staff. Technology resources are available at the Santa Maria Campus, the Lompoc Valley Center, and the Solvang Center. AHC provides technology at the Vandenberg Airforce Base (VAFB) training center, the Atkinson Center, the Work Force Resource Center (WRC), and the Institute Beauty Culture in Santa Maria. Third party technologies, such as the learning management system used for distance learning and course delivery are securely and reliably hosted in remote locations.

III.C.3.1	Technology Master Plan 2014-2020 Goal 2
III.C.3.2	Technology Master Plan 2014-2020 Goal 11
III.C.3.7	AHCALL email on ransomware
III.C.3.8	Sophos email on ransomware
III.C.3.9	Blackboard Hosting Agreement
III.C.3.10	Employee password policy
III.C.3.11	Banner INB User Authorization Form
III.C.3.12	myHancock Report access request Form
III.C.3.13	VPN/Remote Access Request form
III.C.3.14	Network Diagram
III.C.3.15	ITS request forms notebooks picture

**Analysis and Evaluation**

**Reliable access, safety, and security are discussed in the following topics:**

- **Goals**
- **Operations**
- **Disaster Recovery**
- **Security**

**Goals**

The college IT services department manages technology resources district-wide in accordance with Goal 2 of the Technology Master Plan (TMP) to ensure reliability, security, and safety (III.C.3.1). Maximum flexibility and access for users in the AHC online learning and services environment is TMP Goal 11 (III.C.3.2). Security and reliability of the AHC online services using personal devices on and off campus is now just as important as on-site college owned equipment. Keeping websites, data, networks, and computers secure and reliable requires constant vigilance and upgrades.

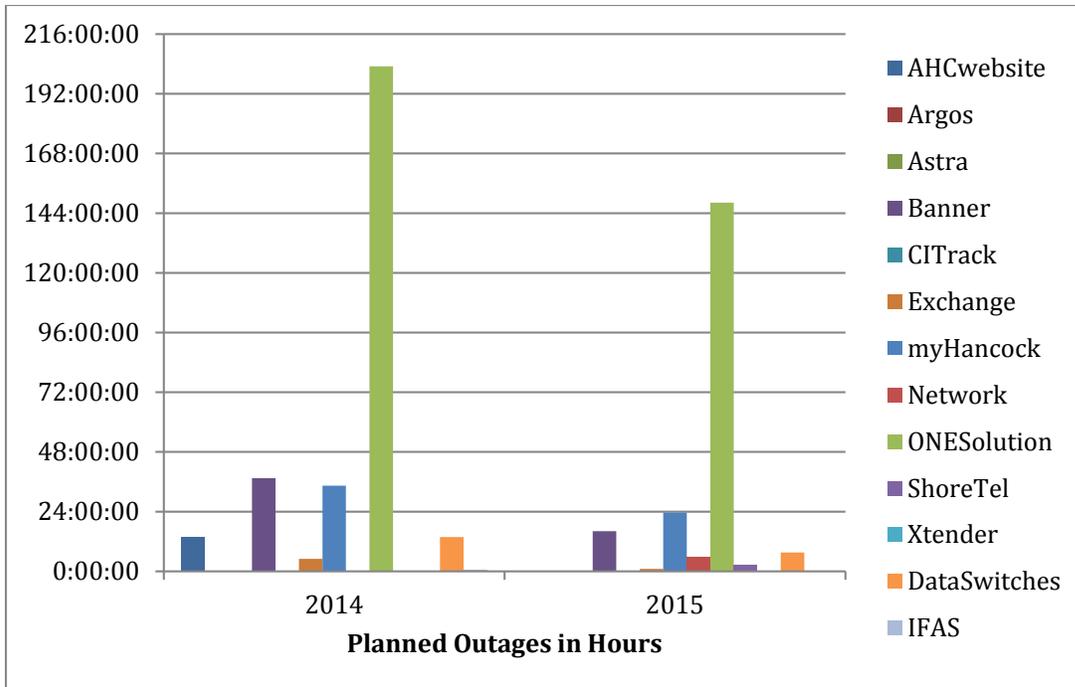
**Operations**

Reliability for systems managed onsite by IT services meets industry standards. Critical institutional systems such as the Banner student information system, the myHancock portal, and the public website are monitored by IT staff 24/7. Almost all servers are now virtual which protects against physical hardware failures. Data storage is a combination of network area storage (NAS) and storage area network (SAN). This prevents any single point of failure and enables quick configuration changes to meet changing needs. The Hewlett Packard intelligent management center (IMC) was purchased to monitor the 200 network devices which include the switches and Tsunamis point to point wireless devices. (III.C.3.3). The IMC sends email notifications when certain conditions are outside the normal parameters. The Aruba Airwave product is used by AHC IT Services to support the wireless network (III.C.3.4). One feature of this product is the ability to see devices and diagnose connection issues. It also provides a wireless coverage map so weak areas are identified (III.C.3.5).

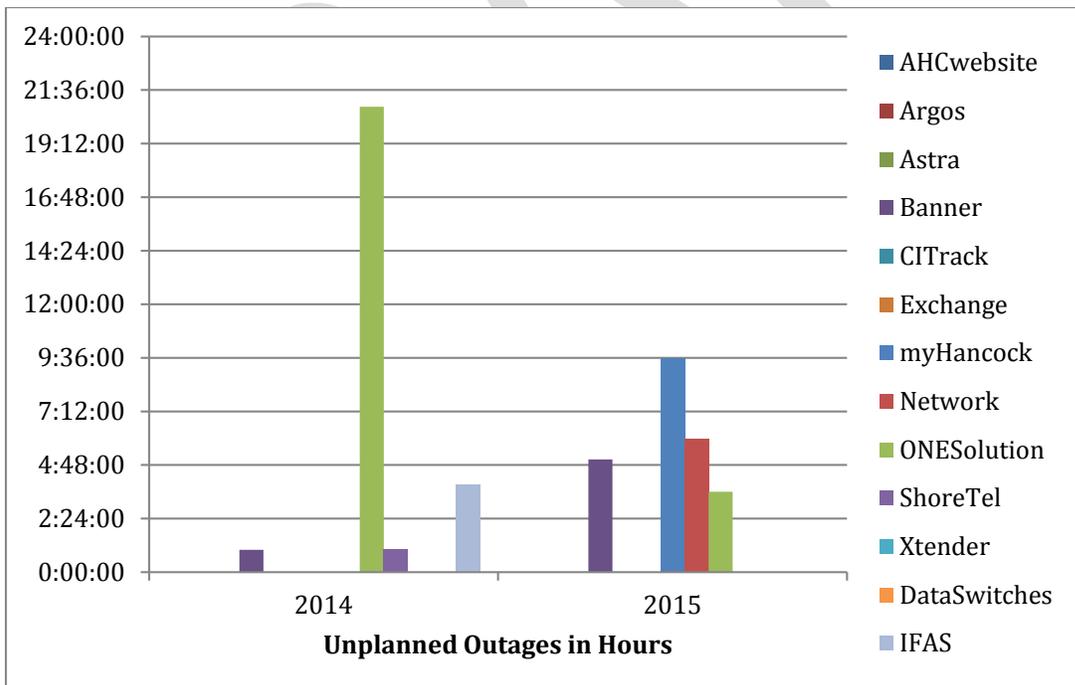
All mission-critical systems that support programs and services are protected by a variety of measures including firewalls and anti-virus and SPAM filters. A very old Cisco PIX firewall was replaced in July 2009 by the Palo Alto firewall with URL filtering and threat prevention subscription service. Because of the critical nature of this device in the AHC network, a second Palo Alto device was added in March 2012 (III.C.3.14). The firewall has a report that is used to track threats to the AHC network that have been blocked by the firewall (III.C.3.6). Sophos is used on all district desktops, laptops, and lab computers for antivirus protection. When the “Crypto Wall” (ransomware) malware spread throughout the internet, only three out of the two thousand AHC computers were infected. IT services emailed notification to all employees with guidelines on how to keep their computers safe against this threat (III.C.3.7). The Sophos company emailed instructions to IT Services on how to make the antivirus configuration safer (III.C.3.8). Palo Alto provided an update to the firewall within an hour.

Microsoft Windows and Office product updates for AHC computers are controlled through a server managed by IT services. This enables non-compatible changes or bad patches from being installed, while needed changes can be distributed quickly. Before normal business start time on the last Thursday of each month, IT services staff install updates on all servers. This keeps critical systems up to date with the latest security changes.

Planned updates are scheduled for times with the least impact to students and employees. The Banner student system requires updates three to four times a year to incorporate regulation changes and patches. The myHancock portal is shutdown along with Banner during these updates to prevent access. The ONESolution HR/Finance system is only updated once a year and takes multiple days. This system is only used by staff inside the AHC firewall.



Unplanned outages occur very infrequently and are given the highest attention so they can be quickly corrected.



### Disaster Recovery

A new network core switch with built-in redundancy was installed in June 2015. This new switch also has an easier interface that is used to create and manage

multiple virtual subnets to keep network traffic separated for increased security and performance.

The ShoreTel phone system was designed and implemented as a system-wide N+1 redundant system. If the network between the Santa Maria (SM) Campus and the Lompoc Valley Center (LVC) is unavailable, the system has been configured to use phone lines directly connected to LVC.

For disaster recovery and in case of catastrophic failures, all critical data is backed up. Disk to disk copies are made daily from the Santa Maria (SM) data center to the LVC server room. Disk to tape backup is still used for a few of the older servers. A full backup to tape is made twice a year with the tapes transported to LVC for offsite storage.

Physical security measures in place include two secure, climate-controlled environments for switches, servers and other network infrastructure located on the Santa Maria (SM) Campus and at the Lompoc Valley Center (LVC). Power to the main data center on the Santa Maria Campus is protected by large uninterruptible power supplies (UPS). If there is a loss of electrical power, a backup diesel generator automatically starts-up and provides power.

### **Security**

Other measures include security cables as well as locked cabinets and carts in all open lab spaces and classrooms with computer and audio visual equipment. AHC campus police also add security by patrolling regularly, especially in the evenings and on weekends.

Off site and cloud-based service contracts are examined for security and reliability. For example, the Blackboard learning management system is hosted securely in Reston, Virginia with a redundant system in case of emergency. The Blackboard hosting service agreement includes a specified 24/7 accessibility with a 99.7% targeted uptime (III.C.3.9). There has been almost no down time during the span of Blackboard hosting contracts, despite a few severe weather issues in the east. AHC also has a test Blackboard system, so there is no danger of interfering with live instruction while faculty or staff pilot new content.

As a result of these efforts, AHC servers and online systems have not had a major security breach. Overall, technology resources that support programs and services at AHC have excellent access, safety and security.

All employees are given a network logon account, an email account, and a myHancock portal account when they start working at AHC. The password associated with these accounts is controlled through an account policy and must meet complexity requirements (III.C.3.10). The portal account is role based (student, employee-faculty, employee-classified staff, etc.). Through the portal authentication and single-sign on capability associated with a role, employees can also access

additional services such as faculty rosters. Access to all sensitive data and personally identifiable information (PII) is restricted. Request forms and explicit management approval is required for access. For example, access to Banner forms is controlled by the Internet Native Banner (INB) User Authorization Form (III.C.3.11). Access to reports is controlled by the myHancock Report Access Request Form (III.C.3.12). Access from outside the firewall to a server or desktop is tightly controlled through a VPN/Remote Access User Agreement (III.C.3.13). When an employee separates from AHC, human resources inactivates their HR record which triggers a workflow notification to IT services to disable all their accounts and special access. The signed forms are maintained in notebooks in the IT services office area (III.C.3.15).

### III.C

#### **4. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.**

#### **Evidence of Meeting the Standard**

Technology assistance and training is provided to faculty, staff, students, and administrators through various means to meet their needs. The technology used at AHC continues to evolve and the training is updated to reflect these changes. All student services and technical services departments contribute to the training material.

- III.C.4.1 AHC *Technology Master Plan 2014-2020 Goal 3*
- III.C.4.2 Astra Room report for A-401 August 2014 – June 2015 for training
- III.C.4.3 Professional Development Available Courses
- III.C.4.4 ONESolution Professional Development Website for instructors
- III.C.4.5 myHancock Doc/Forms library
- III.C.4.6 ONESolution Training Guides
- III.C.4.7 ShoreTel phone training classes
- III.C.4.8 IFAS training classes
- III.C.4.9 Distance Learning webpage
- III.C.4.10 Helpdesk system for employees
- III.C.4.11 Blackboard support for faculty and students on myHancock
- III.C.4.12 Blackboard online help
- III.C.4.13 Blackboard Learning Videos
- III.C.4.14 Student Help Desk web page
- III.C.4.15 Student password reset for myHancock portal
- III.C.4.16 Student Portal How-Tos
- III.C.4.17 Student Online Orientation
- III.C.4.18 Technology Council fall 2013 employee survey
- III.C.4.19 Professional Development Survey Dec 2015 CSEA
- III.C.4.20 Professional Development Survey Dec 2015 Faculty

## **Analysis and Evaluation**

### **Technology instruction and support is discussed in the following topics:**

- **Professional Development**
- **Support**
- **Feedback**

The importance of effective technology training and support for all constituencies District-wide is evident in that it is Goal 3 of the AHC *Technology Master Plan* (TMP) (III.C.4.1).

As part of the District's professional development, technology training is offered regularly for faculty and staff. Much of the training is in person, but webinars and other online training methods are also available. Many sessions occur in the state-of-the-art teacher learning center (TLC) or the technology training room (III.C.4.2) which opened in 2014 in the new administration and student services complex. Training ranges from learning management system basics and effective online pedagogy to how to use the district purchasing system. A Professional Development (PD) web site was made available in 2015 for all employees. It offers the ability to browse for courses, register for a course, evaluate a course, and print a certificate of completion (III.C.4.3). The PD site also enables employees conducting the professional development course to define the course, print a roster, assign a completion for the attendees, and conduct an evaluation (III.C.4.4). The evaluation results enable the participants to suggest improvements, as well as ideas for future training.

User guidelines and forms are posted by the responsible AHC department on the Doc/Forms Library in the myHancock portal (III.C.4.5). ONESolution training guides are maintained online in that system (III.C.4.6). Training classes are held when new technology is initially introduced, such as the ShoreTel phones (III.C.4.7) when 450 employees were trained in 62 classes and the IFAS training when 150 employees were trained in 52 classes (III.C.4.8). Training for new employees is provided by the functional area where that employee is assigned. The IT services helpdesk provides training on user accounts, email, and the portal during new employee orientation.

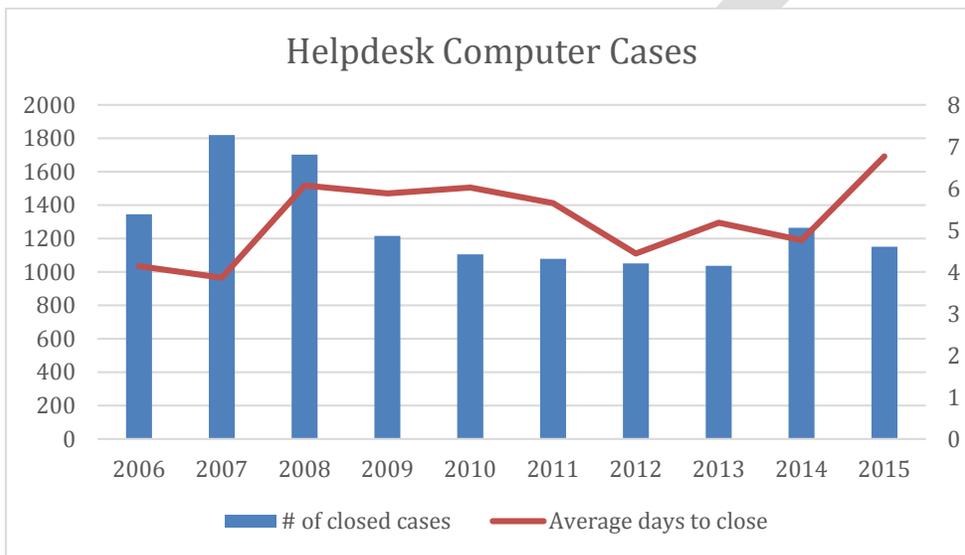
When a new technology service or application is introduced, the vendor supplying the product is requested to provide training to AHC functional users as well as the IT services staff in a train the trainer approach

Training for faculty in the use of classroom technology is conducted by the multimedia services staff, primarily by the coordinator of instructional technology. Two technicians and a faculty academic specialist provide training and support to faculty for distance learning and the Learning Management System (LMS) (III.C.4.9).

## **Support**

Support for computers, network, phones, and software is provided district-wide to faculty, staff, and administrators at all sites through a centralized help desk and work

order system managed by the IT services department (III.C.1.10). The support is available via telephone, email and the work order system on the myHancock portal. The helpdesk has a 24/7 emergency line for assistance during off hour. The response time for the general computer services helpdesk cases have remain fairly consistent between 5 and 6 days for the past several years. One additional technician was hired in 2012 to support the VoIP phone system and computer services cases. Although the first tablet computers were purchased by AHC in 2012, the popularity of tablets grew significantly in 2015. The increased number of devices has had some affected on the support response times, but not significantly. Problems resolved by the helpdesk technician directly are not tracked in the system.



Support for data projectors and smart podiums are provided at all sites by the multimedia services group. Support for the library catalog, tutorial scheduling system, library web page, and video streaming is provided by the academic resources specialist. This support is part of the academic learning resources department.

Support for distance learning and the learning management system is provided separately by two technicians and a faculty academic specialist, who can be reached via phone or email. An extensive list of helpful resources for both faculty and students is available online. The myHancock portal has links to the Blackboard Online Support and Videos website and links to Blackboard Quick Start guides (III.C.4.11). For students, this information is accessible from the HOW TOs and FAQs channel under the Student tab. For faculty, this information is accessible from the Getting Started channel under the Faculty tab. Within Blackboard, there is On Demand Learning Center with additional videos (III.C.4.12 and III.C.4.13). The public distance learning page on the AHC website has additional helpful information (III.C.4.9).

On the Santa Maria Campus students receive in person support from the kiosk in the student services building staffed by student assistants. At the Lompoc Valley Center location, students receive in person support at the main counter in building 1. An email

address and phone number are posted on the website for the students to use for assistance (III.C.4.14).

Student queries are tracked in order to assist information technology (IT) services and the technology committees in assessing services and making improvements. One example is the process for a student to obtain a new password. This was identified this as a major difficulty for students when the portal was introduced in 2010. As a result, IT services wrote a new program for students to change their password by supplying some personal information (III.C.4.15). If the password reset does not work for the student because of mismatches on name, birth date, and/or social security number, the student can use the “Still having problems logging in?” link to send an email to Admissions & Records for further assistance.

To help students with other questions a new program is being implemented in 2016 that provides the ability to enter free form questions in a search window. The program returns prepared answers based upon key words with links to more information. The program tracks the frequency of questions and displays responses to the top ten. To further assist AHC students with the technology, processes, and services, several How-to Videos and written guidelines have been created and posted on the portal. When Office 365 was available free for all AHC students, instructions on how to obtain this program were added to the student How-To channel on the portal and announced through email and posters around the college (III.C.4.16). The online student orientation covers how to be successful at AHC and includes the various technology related steps such as financial aid and admissions (III.C.4.17).

### **Feedback**

In fall 2013, 132 respondents from all AHC constituencies participated in a technology survey and rated how important training on AHC systems would be during the following six years. Results indicated they rated training in the middle of the scale between “not needed” and “essential,” and rated technology training for students almost identically (III.C.4.18 question 5). However, in a separate question about barriers to using technology, the most frequent answer (62.1%) was training (III.C.4.18 question 12). This improved with the opening of the training room in Bldg. A in 2014; complete with laptops, a Smart Podium, ShoreTel phones and other equipment.

The 2015 Professional Development survey of CSEA identified the importance of technology training on the Banner student system, the ONESolution HR/Finance system, and the Outlook email system for new employees (III.C.4. responses 3.7, 3.13. and 3.15). As shown in the 2015 Professional Development survey of the faculty, the technology training interest area was in the learning management systems with the upcoming Canvas being the of the most interest (III.C.4.20 responses 5.9 and 5.10).

## **III.C**

**5. The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.**

**Evidence of Meeting the Standard**

AHC has implemented many policies and procedures to ensure the reliable, equitable, safe, and appropriate use of technology in the teaching and learning processes.

- III.C.5.1 Board Policy 3720 Computer and Network Use (undergoing revision spring 2016)
- III.C.5.2 Technology Council 8/28/2015 Notes on BP 3720
- III.C.5.3 Wireless Networks
- III.C.5.4 Research and Assignments only sign
- III.C.5.5 Allan Hancock College Catalog 2014-15, Guidelines for Student Conduct
- III.C.5.6 myHancock Blackboard Sign-In (need to get)
- III.C.5.7 Blackboard direct sign-in
- III.C.5.8 Sample English Syllabi
- III.C.5.9 *AHC Technology Master Plan 2014-2020 Goal 10*
- III.C.5.10 Board Policy 4030 Academic Freedom and Responsibility
- III.C.5.11 Firewall Blocked website
- III.C.5.12 Social Media Guidelines
- III.C.5.13 Board Policy 5500 – Standards of Student Conduct
- III.C.5.14 Board Policy 3730 - Privacy Protection (FERPA)
- III.C.5.15 Board Policy 5040 - Student Records, Directory Information, and Privacy
- III.C.3.16 BP3310/AP3310 Retention and Destruction of Records

**Analysis and Evaluation**

**Policies and procedures on the use of technology is discussed in the following topics:**

- **Policy**
- **Academic Freedom**

**Policy**

Board Policy and Administrative Procedure 3720 governs computer and network use throughout the institution (III.C.5.1). This policy was updated in 2016 based upon the Community College League of California's (CCLC's) recommendations with input of the constituents through the Technology Council (III.C.5.2).

In order to protect information and technology resources, AHC has enacted many safeguards including access control, data handling guidelines, password policies, and other security measures (III.C.5).

AHC is also committed to compliance with other state and federal statutes and initiatives such as:

- Family Education Rights and privacy Act (FERPA)

- Payment Card Industry (PCI)
- Health Insurance Portability and Accountability Act (HIPAA)
- Communications Assistance for Law Enforcement Act (CALEA)

The wireless network has been segregated into multiple virtual network to control access to resources by device type (III.C.5).

Individual labs and classrooms have specific student-use guidelines that are posted and available to students; while these may differ due to discipline needs, the common theme is that AHC computers and equipment are to be used for educational purposes. For example, the library has a simple notice posted next to each computer: “Research and College Assignments Only” (III.C.5.4).

In addition to technology-specific policies, use of technology is included in the general AHC Student Code of Conduct published in the AHC catalog. For example, academic honesty and tampering with district property (III.C.5.5) are discussed. In terms of academic honesty, online instructors use a variety of procedures to authenticate students. Rosters are loaded from Blackboard into Banner (so initial verification occurs through Banner) and a separate Blackboard log-in process is required either through the myHancock portal single sign-on (III.C.5.6) or directly on the Blackboard site (III.C.5.7). Online students may be required to attend exams on campus (as is the case in the math department). Most English teachers, both onsite and online, require that papers are submitted through the Turnitin plagiarism-detection software (III.C.5.8).

### **Academic Freedom**

Academic freedom is extremely important at AHC and is incorporated in the TMP as Goal 10 (III.C.5.9). Board Policy 4030 on Academic Freedom and Responsibility outlines the College philosophy (III.C.5.10). If technology safeguards, such as firewalls or spam filters, conflict with legitimate academic research by instructors or students, the situation is resolved in favor of academic freedom by the IT services director. For example, the firewall subscription service protects the network and computers from malware and general categories selected by IT services such as gambling. If a website that is blocked by this subscription service is needed for academic instructional or research purposes, it is unblocked by ITS when deemed safe and upon request (III.C.5.11).

## Standard III.D Financial Resources

### Planning

- 1. Financial resources are sufficient to support and sustain student learning programs and services and improve institutional effectiveness. The distribution of resources supports the development, maintenance, allocation and reallocation, and enhancement of programs and services. The institution plans and manages its financial affairs with integrity and in a manner that ensures financial stability. (ER 18)**

*Eligibility Requirement 18: Financial Resources*

*The institution documents a funding base, financial resources, and plans for financial development adequate to support student learning programs and services, to improve institutional effectiveness, and to assure financial stability. (Standard III.D.1)*

### Evidence of Meeting the Standard

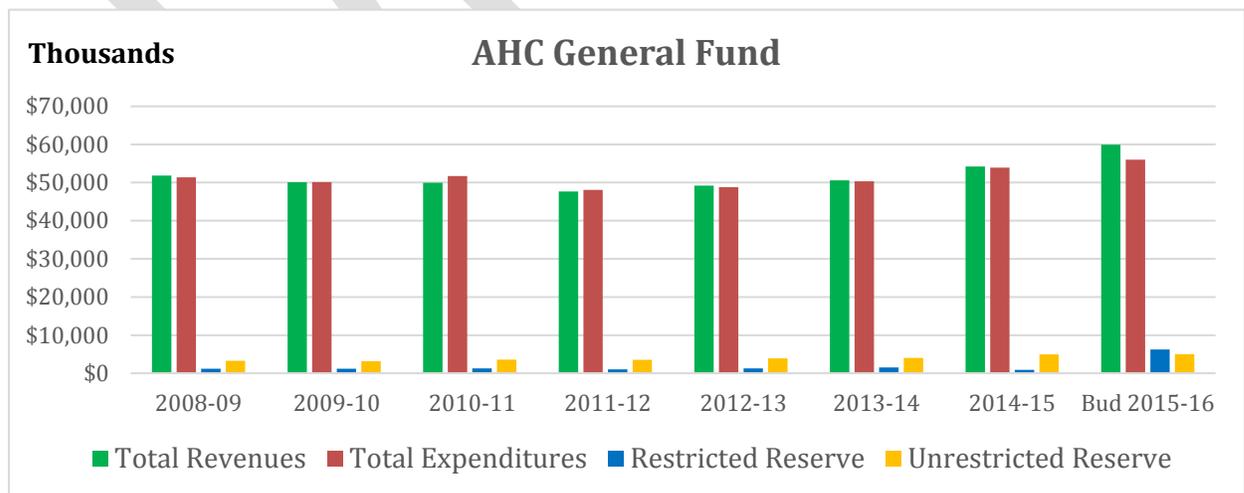
Allan Hancock College (AHC) takes appropriate steps to provide sufficient financial resources for support of student learning programs and institutional effectiveness through collaborative administrative oversight and an engaged, supportive Board of Trustees. AHC strives to constantly improve collaborative, transparent planning processes. The AHC Strategic Plan 2014-2020 provides a framework of directives and goals for development and management of institutional resources. These goals are achieved with the structure provided by the Councils, Committees and Pathways to Decision manual (CCPD) and the financial planning guiding principles used in the budget development process. Planning processes include academic and administrative program review, faculty and staff prioritization, and instructional equipment allocation. Financial integrity and stability are assured by adherence to the guiding principles of budget development, with AHC Board of Trustee review and direction, compliance with the Chancellor's office fiscal reporting requirements and annual independent audits of District operations.

- III.D.1-1 Budget Development Guiding Principles updated January 2016.
- III.D.1-X1 Budget Reduction Actions
- III.D.1-2 Budget Brainstorming Session
- III.D.1-3 Budget Reduction Options document dated March 31, 2011 and June 1, 2011.
- III.D.1-4 Agenda for Special Board Meeting, June 16, 2011 and Budget Update Workshop Presentation
- III.D.1-5 Purchasing Cut-off e-mail from Elizabeth Miller dated March 12, 2012
- III.D.1-6 2011-12 Budget Reduction Options Document dated August 22, 2011
- III.D.1-7 Fulltime Equivalent Students, Comparison of Actual to Funded, 2014-15 Budget Book, page 76
- III.D.1-8 Faculty Prioritization Ranking, Fall 2013 (add Fall 2014, Fall 2015)
- III.D.1-9 College Council Agenda, February 3, 2014
- III.D.1-10 Annual Planning and Budget Development Process dated April 1, 2013

- III.D.1-X2 Faculty Hiring Table
- III.D.1-11 Classified or Management Position Request Form (add current)
- III.D.1-12 Prioritization of Classified and Administrative Positions for 2013-14 updated September 18, 2013 and (add 2014-15).
- III.D.1-13 Recommended Classified and Administrative Positions for 2013-14 updated  
October 2, 2013 (add 2014-2015)
- III.D.1-14 District Scheduled Maintenance 5 Year Plan 2014-15 through 2018-19 and Program Resource (add updates 2015-2016 with Program Review summary)
- III.D.1-15 E-mail from Felix Hernandez dated August 14, 2014 (add 2015-2016)
- III.D.1-16 Budget Council Agendas for meetings held on August 25, 2014 and September 3, 2014 (add 2015-2016)
- III.D.1-17 2014-15 Physical Plant and Instructional Support Block Grants, Certification for Expenditures, signed September 3, 2014. (add 2015-2016)
- III.D.1-18 Strategic Plan 2014-2020 Institutional Resources goals Page 17.
- III.D.1.19 Mandate Funds Reserve (add plan)

**Analysis and Evaluation**

The adopted budget for the AHC Unrestricted General Fund for the 2015-16 fiscal year is \$55.2 million in total expenditures and other outgo. The chart below shows the actual revenues, expenditures and ending fund balances for 7 years; FY 2008-09 through FY 2014-15 plus the adopted budget for FY 2015-16. In FY 2014-15 AHC ended the year with a General Fund Unrestricted balance of \$ 4.96 million, or 9.2 percent of expenditures and is planning an 8.9 percent unrestricted reserve in the budget year FY 2015-16. It should be noted that the FY 2015-16 budget includes \$5.3 million of funds received for unfunded mandates that are reserved for contingencies to assure funding stability due to increased expense and soft enrollment experienced in FY 2014-15 and expected in FY 2016-17 (III.D.1.19).



As a result of the significant cuts to community college funding in the 2008 economic crisis, revenue declined in FY 2008-09 through FY 2011-12. The total reduction equaled \$4.2 million or 8 percent over this period. To ensure solvency, the District reduced expenditure budgets. The budget reduction activities followed the Budget Development Guiding Principles developed by the Budget Council (and vetted through the CCPD governance process). More detail on the collaborative institutional actions taken to maintain stability during this period are provided in (III.D.1-X1).

The academic and administrative Program Review Process is used to identify full-time faculty needs (III.D.1-8). The Faculty Prioritization process is coordinated through Academic Affairs in collaboration with Student Services, shared with College Council and Academic Senate. (III.D.1-9). The Annual Planning and Budget Development Process document (III.D.1-10) identifies how this is incorporated into the District planning process. After several years of reducing the District's overall workforce, AHC has been able to include new full-time faculty hires for the past four years and is planning to hire 15 faculty in FY 2016-2017, if sufficient funding is available (III.D.1-X2).

When classified positions become vacant, positions are reviewed to determine if they are still needed to support current programs and other critical District services. New position needs are identified through the Program Review Process. Managers submit a request identifying requested positions and provide supporting documentation (III.D.1-11). Requested positions are summarized on an overall list (III.D.1-12) and prioritized institutionally for inclusion in the subsequent year's budget (III.D.1-13), subject to available funding.

The Program Review Process is also used to identify instructional equipment needs, enabling departments to acquire equipment when funding becomes available. In 2014-15 and 2015-16 the state provided resources for scheduled maintenance and instructional equipment. AHC used the on the planning process to identify and allocate needs (III.D.1-14). The offices of the Vice President, Academic Affairs and the Vice President, Facilities and Operations made a recommendation for the division of resources based on their planning documents (III.D.1-15). The recommendation was shared with the College Council and Academic Senate (III.D.1-16) prior to submission to the State Chancellor's Office (III.D.1-17)

### **III.D**

- 2. The institution's mission and goals are the foundation for financial planning, and financial planning is integrated with and supports all institutional planning. The institution has policies and procedures to ensure sound financial practices and financial stability. Appropriate financial information is disseminated throughout the institution in a timely manner.**

#### **Evidence of Meeting the Standard**

Allan Hancock College uses the Strategic Plan 2014-20, the Education Master Plan and the Facilities Master plan for guidance in financial planning. The Strategic Plan outlines the Mission and Goals. The CCPD and The Program Review Process provide mechanisms for communication of current program and service needs and anticipated funding needs. Each fall the District reviews its mission and goals as part of the annual strategic and fiscal planning process.

- III.D.2-1 Annual Planning Retreat Agendas, 2013-14 and 2014-15 (need update)
- III.D.2-2 Remove
- III.D.2-3 Annual Planning and Budget Development Process dated April 1, 2013
- III.D.2-4 College Council Agenda and Notes for April 1, 2013 meeting
- III.D.2-5 FY 2014-15 Budget Book, pages 71-73
- III.D.2-6 Remove
- III.D.2-7 Adopted Budget 2010 and 2011 printout for object codes 2300 and 2400 as of June 30, 2011 Remove.
- III.D.2-8 All Staff Day Agenda, Fall 2013, Intentional & Deliberate Actions,
- III.D.2-9 Strategic Plan 2014-2020, pages 16-17, Strategic Directions
- III.D.2-10 November 2014, Planning Retreat Presentation
- III.D.2-11 July 22, 2014 Board Agenda Item 12.E. page 132, 12.F. page 133, 12.G. page 134, 12.H. page 135
- III.D.2-12 Budget Development Memo dated February 27, 2015 and 2015-16 Budget Development Guide
- III.D.2-13 Budget for Student Success and Support Plan 2014 -2105(add)
- III.D.2-14 Budget for Student Equity Plan 2014-2015 (add)
- III.D.2-15 December 9, 2014 Board Agenda Item 15.H. page 120(Remove)
- III.D.2-16 Budget Development Guiding Principles
- III.D.2-17 Minutes of the August 11, 2011 Board Meeting
- III.D.2-18 Board minutes, agenda item 3.E., February 2, 2012, and agenda item 11.A. February 21, 2012
- III.D.2-19 FY 2014-15 and FY 2015-16 Income and Expenditure Assumptions, Planning Retreat Fall 2014 and 2015, Fiscal Environment/Fiscal Handout
- III.D.2-20 Monthly financial reports, including 311 Q (Copy of most recent Board Book pages)

### **Analysis and Evaluation**

Institutional planning is coordinated by the College Council and the Institutional Effectiveness Council. Representatives of Budget Council also serve on College Council, providing integration of financial planning and overall institutional planning. Each council meets at least once monthly and jointly at specified times or as needed. The Annual Planning Retreat brings representatives of District constituencies, Board Members and District leadership together to review the Mission and Vision, share financial information and review progress on strategic directions and goals (III.D.2-1).

As a follow-up to the FY 2012 planning retreat, a task force was formed to enhance the planning and budget development process. The resulting flowchart and a numerical list of

planning and budget development processes (III.D.2-3) were reviewed by Budget Council and proposed to College Council. College Council approved the revised process on 4/1/2013 (III.D.2-4). The updated process was shared at the fall 2013 planning retreat. A timeline integrating all planning activities, including financial planning, is included in the FY 2014-15 Budget Book, pages 71-73 (III.D.2-5).

The AHC Fall 2013 All Staff meeting engaged attendees in concentrated discussion on the strategic direction of fostering student learning and success and how employees from all departments of the institution can support student learning and success. Break-out sessions brainstormed ways to further this strategic direction (III.D.2-8).

In FY 2013-14, the District took steps to better align strategic planning and master plans. The updated Strategic Plan, reflecting new directions and goals, was the primary outcome of the November 2013 planning retreat along with identifying Student Learning & Success as the priority direction (III.D.2-9). This activity was followed by creation of new integrated Educational, Facility and Technology Plans (III.D.2-10). Each plan was developed through its related council, presented to College Council and the Board of Trustees (III.D.2-11). With increased state funding, A Student Success and Support Plan and a Student Equity Plan were completed in FY 2014-2015 and FY 2015-2016. They greatly enhanced the District's student support and outreach initiatives. Budgets for the plans are included in (III.D.2-13) and (III.D.2-14).

The District's annual budget development process requires that requests for augmentations in funding must be linked to institutional objectives identified in the strategic plan (III.D.2-12) and supported by Program Review.

The Guiding Principles for Budget Development indicate that "a general fund contingency, as approved by the board of trustees, shall be maintained." (III.D.2-16) The Chancellor's Office has stated that the minimum prudent unrestricted reserve should be no less than 5 percent. AHC and the Board of Trustees have taken action to exceed this goal. See section III.D.9 for actions taken and financial details.

Financial information is developed through the Budget Council for budget development purposes. Income and Expenditure Assumptions (III.D.2-19) are shared with College Council, the Administrative Team, President's Cabinet and presented at the annual planning retreat. Financial information on all funds is provided on a regular basis to the Board of Trustees and all constituencies at monthly Board meetings and through the My Hancock on-line portal (III.D.2-20).

### **III.D**

**3. The institution clearly defines and follows its guidelines and processes for financial planning and budget development, with all constituencies having appropriate opportunities to participate in the development of institutional plans and budgets.**

### **Evidence of Meeting the Standard**

Allan Hancock College clearly defines and follows its guidelines and processes for financial planning and budget development. The development of financial plans and budgets involves administrators, faculty, staff, and students and is central to the college commitment to shared governance.

- III.D.3-1 Councils and Committees, Pathways to Decisions, Part II: Planning & Resource Allocation pages 15-22.
- III.D.3-2 Budget Development Income and Expenditure Assumptions (add 2015-2016)
- III.D.3-3 Allan Hancock College 2015 Planning Retreat Agenda (add)
- III.D.3-X8 Planning Retreat Financial Update PowerPoint
- III.D.3-4 Budget Development Guide, 2015-16 (Add update)
- III.D.3-5 Budget Augmentation Request forms
- III.D.3-X1 January Board Budget Update Page FY 2015-2016
- III.D.3-X5 Tentative Budget Board Adoption Page FY 2015-16 (add)
- III.D.3-X6 July Board Update on Impact of May Revise
- III.D.3.X2 July Board Budget Workshop FY 2015-2016
- III.D.3-X3 August Board Budget Workshop FY 2015-2016
- III.D.3-X4 September Budget Board Adoption Page FY 2015-2016 (add)
- III.D.3-X7 September Board Budget Power Point for FY 2015-2016

### **Analysis and Evaluation**

AHC's planning and budget development process and calendar are published in the CCPD manual (III.D.3-1). The budget development calendar identifies operational and legal timeframes for district budget development, including tentative budget adoption prior to July 1 and final budget adoption by September 15 every year. The calendar also includes planning and budget development activities for each month.

The annual budget development process is initiated with projected income and expenditure assumptions reviewed by the Budget Council in conjunction with the office of the Associate Superintendent/Vice-president Finance and Administration. The Budget Council, comprised of representatives of all college constituencies, analyzes changes from the prior year, anticipated new revenue, and related expenditures for the budget year. The Budget Council develops scenarios of optimistic, most likely, and pessimistic outcomes (III.D.3-2). These assumptions provide a preliminary budget document that is reviewed by the President's Cabinet, the Administrative Team, and College Council. Budget information is then widely shared and discussed at the annual planning retreat (III.D.3-3) (III.D.3-X8).

Each spring semester the Administrative Services Department provides a Budget Development Guide to budget-level managers (III.D.3-4). The guide's cover memo provides an overview of the Budget Council's initial projections for unrestricted revenue and expenditures based on anticipated receipts of COLA, growth funding, and any new

funding that might be available. The guide contains instructions for projecting departmental expenditures, including guidelines for growth and FTES goals that affect full or part-time faculty and classified salaries. Included in the guide is a listing of the District's current strategic directions and goals. This information provides a framework for completion of the enclosed budget augmentation requests (III.D.3-5). Throughout the budget process the Board of Trustees is included. When the State budget is released in January, the Board of trustees is updated on the anticipated impact to AHC (III.D.3-X1). The Tentative Budget is adopted by the Board in June, and an update to the result of the Governor's May revise is provided at the July Board meeting (III.D.3-X6). A Budget Workshop was held with the Board of Trustees in July 2015 (III.D.3.X2). In August 2015 (III.D.3-X3) AHC had an additional Board Budget Workshop and the final budget was provided for Board of Trustee approval at the September 8, 2015 Board meeting (III.D.3-X4)

### **III.D**

#### **Fiscal Responsibility and Stability**

**4. Institutional planning reflects a realistic assessment of financial resource availability, development of financial resources, partnerships, and expenditure requirements.**

#### **Evidence of Meeting the Standard**

Allan Hancock College (AHC) has budget processes in place including budget scenarios and council reviews that ensure a realistic approach to resource development and expenditures. These processes have enabled the College to remain fiscally stable, even in the recent recession years.

- III.D.4-1 Income and Expenditure Assumptions, FY 2015-16
- III.D.4-4 Departmental Budget Guide FY 2014-2015
- III.D.4-5 Adopted Budget 2015-2015
- III.D.4-9 Board of Trustees Agenda Item 12.A, September 9, 2014
- (III.4.4-X1) Table of Grant Partnerships
- (III.4.4-X2) (AHC Foundation table of funders for STEM, viticulture, athletics, etc.).

#### **Analysis and Evaluation**

Allan Hancock College's institutional planning reflects a realistic assessment of financial resources. The budget council (BC) annually develops income and expenditure assumptions for the subsequent budget year in order to project expenditures and funding availability.(III.D.4-1) Assumptions are presented using three scenarios: pessimistic, most likely, and optimistic. Income assumptions primarily depend on the ability to project full-time equivalent students (FTES) and levels of state funding for cost of living adjustments (COLA) and categorical programs. Expenditure assumptions begin with a rollover budget and are based on staffing obligations, ongoing program needs, and prioritized expenditure plans. Changes to fixed costs, such as step/column increases,

statutory payroll changes, negotiated payroll changes, software licensing changes, etc. are added to the base budget. The BC routinely monitors projections to ensure achievement of budget goals.

Several steps ensure that individuals involved in institutional planning receive accurate information about available funds. Once developed, the assumptions are shared with the President's Cabinet, College Council, and the Enrollment Management Committee.

Upon the January release of the governor's proposed state budget, the BC reviews the proposal and updates the assumptions document if needed. The assumptions document becomes the basis for departmental budget development (III.D.4-4) and the resulting tentative budget. With adoption of the state budget the District budget is finalized, ensuring a balanced budget that reflects agreed upon assumptions. An annual budget book (III.D.4-5) is prepared and distributed to members of the BC, College Council, the Administrative team, and the Board of Trustees.

Other revenue sources for AHC include state and federal Grants that provide an opportunity to enhance financial resources and build community partnerships. When considering a grant opportunity, the college takes into careful consideration the feasibility and sustainability of the project, its impact on existing resources, (for example, facilities, staff, equipment), and its relationship to District mission and goals. The college administers approximately 34 (check current number) discretionary grants that are funded with federal, state, and foundation dollars. Several grants involve partnerships with other educational institutions in the region (III.4.4-X) Partners may contribute in-kind resources to ensure the success and long-term viability of the grant project. To meet audit requirements, these resources are carefully tracked, documented and reported.

AHC receives significant fundraising support from The AHC Foundation, a nonprofit public benefit corporation (501(c) (3), formed in 1977 for the purpose of providing benefits to the educational programs and services of AHC. The AHC Foundation manages 132 endowed funds valued at \$ 20.2 million of June 30, 2015. The AHC Foundation is very active in forging partnerships with individuals and businesses in the community to support AHC programs through fundraising activities and program specific donations (III.4.4-X2)

### **III.D**

**5. To assure the financial integrity of the institution and responsible use of its financial resources, the internal control structure has appropriate control mechanisms and widely disseminates dependable and timely information for sound financial decision making. The institution regularly evaluates its financial management practices and uses the results to improve internal control systems.**

#### **Evidence of Meeting the Standard**

Allan Hancock College has internal controls in place, which include access and approval authority based on the employee security profile in the ONESolution financial system. State and Federal funding is applied to the appropriate unrestricted or restricted accounts according to guidelines provided by the Budget and Accounting Manual (BAM), the Chancellor's Office and the Federal Office of Management and Budget (OMB). Financial information for all funds is provided to the Board of Trustees each month as part of the regular AHC Board of Trustees meeting. As discussed in Sections III.D.7 and III.D.8, AHC regularly engages an independent audit firm to conduct annual audits, seeks external recommendations for review of controls when appropriate, and incorporates recommendations that improve operations and internal controls in a timely manner.

- III.D.5-1 Purchasing and Contract Guide, Board Policy and Administrative Procedure 6330, Purchasing & Receiving. Update the policy
- III.D.5-2 Board Policy and Administrative Procedure 7400, Travel
- III.D.5-3 Travel Policies and Procedures
- III.D.5-4 District forms: Travel Request, Travel Expense and Reimbursement
- III.D.5-5 AHC ONESolution User Guides, Purchasing and Workflow
- III.D.5-6 ONESolution training from Carol Moore to IFAS users dated May 6, 2014 and May 13, 2014
- III.D.5-7 Budget Book, Adopted Budget 2014-15,
- III.D.5-8 Thinking Out Loud newsletters, August 23, 2013, November 22, 2013, February 20, 2014, March 4, 2015, January 22, 2015
- III.D.5-9 Grapevine newsletters, February 6, 2013, May 22, 2013, July 5, 2013,
- III.D.5-10 Board Policy and Administrative Procedure 3255, Program Review
- III.D.5-X1 Department Chairs meeting Power Point (add)

### **Analysis and Evaluation**

AHC implemented ONESolution, an integrated financial and human resources software system in 2013. As described in section III.D.8, existing and recommended internal controls were documented and incorporated into the security and authorization control function in the software (III.D.8-X1). Integral to internal control in ONESolution is the workflow process. Administrative Services has oversight over assigned authorization level of expenditures and access to functionality in ONESolution, and works with Information Services to ensure that internal control is maintained through access and authorities granted in workflow (III.D.8-X1). As personnel and organizational structures change, changes in signature authority are approved by the President and Cabinet, as needed.

AHC maintains policies and procedures related to purchasing, travel, and reimbursements (III.D.5-1, III.D.5-2, III.D.5-3, and III.D.5-4). Purchase requisitions are reviewed for compliance with District procedures and State or Federal funding requirements, including those for grants, categorical programs and discretionary accounts. Purchase requests are blocked by the system if sufficient resources are not available and budgets must be reallocated through a similar on-line approval process.

Financial information is readily available to all campus constituencies. Monthly financial statements and the quarterly financial status report (311Q) are provided to the Board of Trustees; quarterly statements are provided to the Auxiliary Programs Corporation Board and to the Allan Hancock College Foundation Board. All departments have online access to financial information. Training workshops on how to access this information are provided as part of staff development activities and on an as-needed basis, for new employees. Beginning in May 2014 group classes were held weekly to train all financial system users on new ONESolution software just prior to going live in June, 2014 (III.D.5-5). Training staff monitor new hires monthly to determine if training is needed, and sessions are scheduled accordingly (III.D.5-6).

During budget development, ongoing state budget updates are reviewed in the Budget Council and subsequently shared with college council, the administrative team, the AHC Board of Trustees, and other interested constituencies. An annual budget book is developed and presented as part of the September budget adoption Board of Trustees meeting (III.D.5-7). Budget books are available online and in hard copy upon request to members of the Budget Council, College Council, Administrative Team, and to the President of each of the campus constituencies. The District budget document and the California Community Colleges Annual Financial and Budget Report (CCFS-311) are available in the administration building prior to budget adoption. Following adoption, copies of the adopted budget and line-item printouts are available in the campus library as well as in the Office of Administrative Services.

Communications related to financial condition and budget are shared with all campus staff and constituencies through various documents such as the president's *Thinking Out Loud* newsletter, (III.D.5-8) and budget updates from the California Community College League and the California Community Colleges Chancellor's Office. The Superintendent/President provides the Board of Trustees with regular updates weekly and updates are provide to various constituencies upon request (III.D.5-X1)

The District maintains a website link on its home page for Measure I Bond information including updates on bond projects, information on the Citizens' Oversight Committee, quarterly and annual financial reports, and the history and rationale of the bond.

As discussed in Sections III.D.7 and III.D.8, AHC regularly engages an independent audit firm to conduct annual audits, seeks external recommendations for review of controls when appropriate, and incorporates recommendations that improve operations and internal controls in a timely manner.

### **III.D**

**6. Financial documents, including the budget, have a high degree of credibility and accuracy, and reflect appropriate allocation and use of financial resources to support student learning programs and services.**

AHC Financial documents and the budget have a high degree of credibility and accuracy as a result of the collaborative budget development process, internal controls afforded by the ONESolution financial system, compliance with state and federal financial guidelines and a history of positive external audit results. The AHC Strategic Plan, the Program Review and resource allocation processes, and institutional support of and compliance with the Student Success and Support and Student Equity Plan and other categorical funding resources ensure that financial resources are used to support student learning programs and services.

### **Evidence of Meeting the Standard**

- III.D.2-3 Annual Planning and Budget Development Process dated April 1, 2013
- III.D.2-12 Budget Development Memo dated February 27, 2015 and 2015-16 Budget Development Guide
- III.D.6-1 Categorical Funding versus Budget in FY 2015-2016 add
- III.D.6-2 FON Obligation November 2014 and November 2015 add

### **Analysis and Evaluation**

As described in section III.D.5, AHC has internal controls in place, which include access and approval authority based on the security profile in the ONESolution financial system. State and Federal funding is applied to the appropriate unrestricted or restricted accounts according to the Budget and Accounting Manual (BAM), the Chancellor's Office and the Federal Office of Management and Budget (OMB). Financial information for all funds is provided to the Board of Trustees each month as part of the regular AHC Board of Trustees meeting. As discussed in Sections III.D.7 and III.D.8, AHC regularly engages an independent audit firm to conduct annual audits, seeks external recommendations for review of controls when appropriate, and incorporates recommendations that improve operations and internal controls in a timely manner.

Several steps are taken ensure that individuals involved in institutional planning receive accurate information about available funds, including real time access on the ONESolution financial system.

During the budget development process the development assumptions are shared with the President's Cabinet, College Council, and the Enrollment Management Committee. The budget and background information are shared at the annual planning retreat to provide a basic foundation and understanding of resource availability (III.D.4-3).

The AHC Strategic Plan 2014-2020, Program Review, resource allocation processes, and institutional support of and compliance with the Student Success and Support, Student Equity Plan and other categorical funding resources ensure resources are applied appropriately. Examples of the Student Success and Support and Student Equity budgets are included in (III.D.2-13) and (III.D.2-14). A breakdown of categorical funding actual expenditures to budget for FY 2015-2016 is provided in (III.D.6-1)

Other indicators of student support and student learning include annual AHC reports on the Faculty Obligation Number, AHC has met or exceeded the FON requirements in FY 2014-2015 and FY 2015-2016 (III.D.6-2) as in previous years.

### **III.D**

#### **7. Institutional responses to external audit findings are comprehensive, timely, and communicated appropriately.**

##### **Evidence of Meeting the Standard**

AHC contracts with an external audit firm to provide audits of the District, The AHC Auxiliary Corporation, The AHC Foundation, The Viticulture and Enology Foundation and the Measure I Bond Fund III.D.7-1, (III.D.7-2). Vavrinek, Trine, Day & Co. LLP are currently engaged to perform these audits. In the most recent audit for the year ending June 30, 2015, the District and related entities received unmodified opinions, indicating that our financials are stated fairly in all material respects.

III.D.7-X1	Audit Report Opinion Pages, Year Ended June 30, 2015
III.D.7-1	Board Agenda Item XX.A. Pages XX
III.D.7-2	Board Policy 6400 and Administrative Procedure 6400
III.D.7-X1	VTD June 30, 2015 District Audit, Page 88)
III.D.7-X3	PR Screen Shot with SAM check
III.D.7-3	Board Agenda Item 13.A. February 17, 2015
III.D.7-X2	VTD District Audit, June 30, 2015, Page 90
III.D.7-X3	Positive Attendance Power Point Training

##### **Analysis and Evaluation**

The District audit report, including identification of any control weaknesses, including the College's proposed plans to correct the weaknesses, is presented to the AHC Board of Trustees for review and acceptance (III.D.7-3). Audit results for the AHC Foundation, The Viticulture and Enology Foundation are reported to their respective Boards and the Measure I Bond Fund result is presented to the Measure I Bond Fund Oversight Committee. The audits are presented to the Boards at the first Board meeting after the conclusion of the audit.

The District Audit for June 30, 2015, did identify one significant deficiency in that the District was not in compliance with the Federal Awards OMB Circular A-133 Systems and Awards Management (SAM) requirement for validation of vendors receiving more than \$ 25,000 in disbursements. The District responded to this deficiency immediately and all purchase orders now require verification of the SAM.GOV check prior to approval. (III.D.7-X page 88), (III.7.X1 screen shot). The audit report also noted that a significant deficiency related to recording of positive attendance from the prior year ended June 30, 2014 had also been corrected (III.7-X2 page 90). This deficiency was

corrected through the Academic Affairs department with a training program on how to calculate and report positive attendance (III.7-X3 PP)

AHC has a track record of accurate financial reporting, as demonstrated by unmodified opinions (III.D.7-X1) Copies of District audit reports are provided to the Board of Trustees, the President's Cabinet members, the leadership of constituency groups, and a copy is on file in the library at the Santa Maria campus and at the Lompoc Valley Center. Separate Audit reports are provided to Foundation Boards and the Bond Measure I Citizens Oversight Committee. As demonstrated above, AHC responds quickly to resolve any findings or deficiencies in compliance or internal control.

### **III.D**

#### **8. The institution's financial and internal control systems are evaluated and assessed for validity and effectiveness, and the results of this assessment are used for improvement.**

As described in III.D.7, above, AHC annually engages an external audit firm to provide financial and compliance audits of the District, the AHC Auxiliary Corporation, the AHC Foundation, the Viticulture and Enology Foundation and the Measure I Bond Fund. AHC also engages external auditors to assess specific operational and internal controls as needed. The external audit process and results provide opportunities for improvements in internal control systems and processes. The recent implementation of ONESolution, the institution's financial management software has contributed to improvement of internal controls through review of system access and authorization levels defined in the workflow process.

#### **Evidence of Meeting the Standard**

- III.D.8-1 Board Policy 3255 and Administrative Procedure 3255
- III.D.8-2 Draft report on Allan Hancock College Bookstore Procedures
- III.D.8-3 Full-Time Faculty Gross Salary Payments and Process, draft report dated July 2, 2014
- III.D.8-5 ONESolution Steering Committee, CCPD page 61
- III.D.8-6 Measure I General Obligation Bonds Financial Statements, Year Ended June 30, 2013 and June 30, 2014
- (III.D.8-X1) Revision to AHC Bookstore Internal Controls

#### **Analysis and Evaluation**

In fiscal years 2009-10 through 2014-15, the audits of the District have resulted in unqualified opinions, attesting to the District's financials being presented fairly, in all material aspects. Measure I Bond financial audits also have received positive audit opinions (III.D.8-6). As explained in III.D.7, and District audit findings have been corrected in a timely manner.

Internal control narratives are reviewed and updated by the District and Auxiliary financial departments in preparation for the audit each year. These narratives allow the auditors to look for deficiencies in our internal controls, establish testing criteria and recommend improvements if necessary. For fiscal years 2009-10 through 2014-15, District and Auxiliary audits have not resulted in any material findings related to internal controls.

In December 2011, AHC engaged an independent audit firm to conduct a review of internal controls in the AHC Bookstore (III.D.8-2). The results of the review were used to enhance the internal controls in the Bookstore (III.D.8-X1).

As a result of concerns expressed by AHC full-time faculty, AHC engaged an external auditor in July 2014 to review the accuracy and validity of gross salary payments to full-time faculty members for the Fall 2012, Spring 2013, and Summer 2013 Semesters. The outcome of the review was provided to representatives of the full-time faculty, and recommendations included in the report were used to improve procedures (III.D.8-3).

In 2013, AHC implemented ONESolution, an integrated financial and human resources software system. A steering committee comprised of finance, human resources and information systems personnel (III.D.8-5) guided the implementation process. As part of the implementation process, existing and recommended internal controls were documented and incorporated into the security and authorization control function in the software. (III.D.8-X). Integral to internal control in ONESolution is the workflow process. Administrative Services has oversight over assigned authorization level of expenditures and access to functionality in ONESolution, and works with Information Services to ensure that internal control is maintained through access and authorities granted in workflow (III.D.8-X). As personnel and organizational structures change, changes in signature authority are approved by the President and Cabinet, as needed.

Through processes and activities noted above, AHC regularly conducts a self-assessment of operations, seeks external recommendations when appropriate, and incorporates recommendations that improve operations and internal control.

### **III.D**

#### **9. The institution has sufficient cash flow and reserves to maintain stability, support strategies for appropriate risk management, and, when necessary, implement contingency plans to meet financial emergencies and unforeseen occurrences.**

AHC has sufficient cash flow and reserves to ensure stability and risk management support in place to guard against unforeseen claims against the District. The District is able to meet financial emergencies or unforeseen challenges due to strong financial reserves.

## **Evidence of Meeting the Standard**

- III.D.9-1 Budget Book, FY 2014-15
- III.D.9-2 Board Agenda Item 10.B., First Quarter Financial Status Report, November 18, 2014, Board Agenda Item 11.B., Fourth Quarter Financial Status Report, August 11, 2015,
- III.D.9-3 Monthly District Financial Reports, Information Board Item (usually last)
- III.D.9-4 Cash - Balances by Fund, October 23, 2014, May 31, 2015, July 30, 2015,
- III.D.9-5 Cash flow memos dated October 9, 2013, November 11, 2014, and January 26, 2016
- III.D.9-6 Board Agenda Item 12.C. October 21, 2014
- III.D.9-7 Restated Joint Powers Agreement of Santa Barbara County Schools Self-Insurance Program for Employees (“SIPE”), effective July 1, 2013,
- III.D.9-8 SWACC, Memorandum of Coverage
- III.D.9-9 Audit Report, Year Ended June 30, 2015 Page 44 and 45
- III.D.9-10 Measure I Bond Construction and Technology, Cash Flow Projection, June 30, 2015, September 30, 2014 and June 30, 2013
- III.D.9-11 Measure I Citizens’ Oversight Committee Meeting, Quarterly Financial Report, November 4, 2014, August 4, 2015
- III.D.9-12 Minutes of the November 4, 2014 Meeting of the Citizens’ Oversight Committee, Bond Measure I
- III.D.9-13 Allan Hancock College Foundation, Endowment Funding Policy, November 10, 2011
- III.D.9-14 Investment Committee Agenda Item 7.B., Endowment Funding 2014-15, September 23, 2014; Minutes of the September 23, 2014 Investment Committee Meeting,
- III.D.9-15 Budget Book, 2012-2013 (Remove)
- III.D.9-16 Standard & Poor’s Summary: Allan Hancock Joint Community College District, California; General Obligation, November 13, 2013
- III.D.9-17 Moody’s Investors Service report, November 12, 2013
- III.D.9-18 Standard & Poor’s Summary: Allan Hancock Joint Community College District, California; General Obligation, September 23, 2014
- III.D.9-19 Moody’s Investors Service report, September 23, 2014
- III.D.9-X Mandate Funds Reserve

## **Analysis and Evaluation**

State apportionment provides approximately 92 percent of AHC unrestricted revenue (III.D.9-1, page 7). The remaining revenue sources are from the state lottery, interest, and non-resident tuition. AHC is dependent on the timely receipt of state apportionment. When apportionment is deferred, AHC has contingency plans to manage cash shortfalls. Routine monthly and quarterly financial reports track revenue and expenditures and ensure compliance with the annual budget (III.D.9-2, III.D.9-3).

The Vice President, Finance and Administration and the Director, Business Services routinely review available cash balances. Weekly reports from the County Treasury office provide current cash balances maintained at the Treasury (III.D.9-4). Funds maintained in local banks are reconciled and balances are monitored on a regular basis.

In the event cash balances in the general fund-unrestricted are lower than necessary to meet payroll and vendor obligations, the District implements the cash flow plan that is reviewed and updated annually (III.D.9-5). Detailed cash flow projections are completed when it appears likely that cash reserves are inadequate to meet current needs.

AHC has managed past deficits using two methods of short-term financing: Inter-fund borrowing, and Tax Revenue and Anticipation Notes (TRANs). Inter-fund borrowing is limited to funds holding liquid assets available for short-term lending. The District maintains funds outside of the General fund that are available for inter-fund borrowing on a temporary basis. These funds, and their year-end balances from fiscal year 2012-13 through the projected year-end fiscal year 2015-16 are listed below:

**Allan Hancock College  
Alternate Sources of Liquidity**

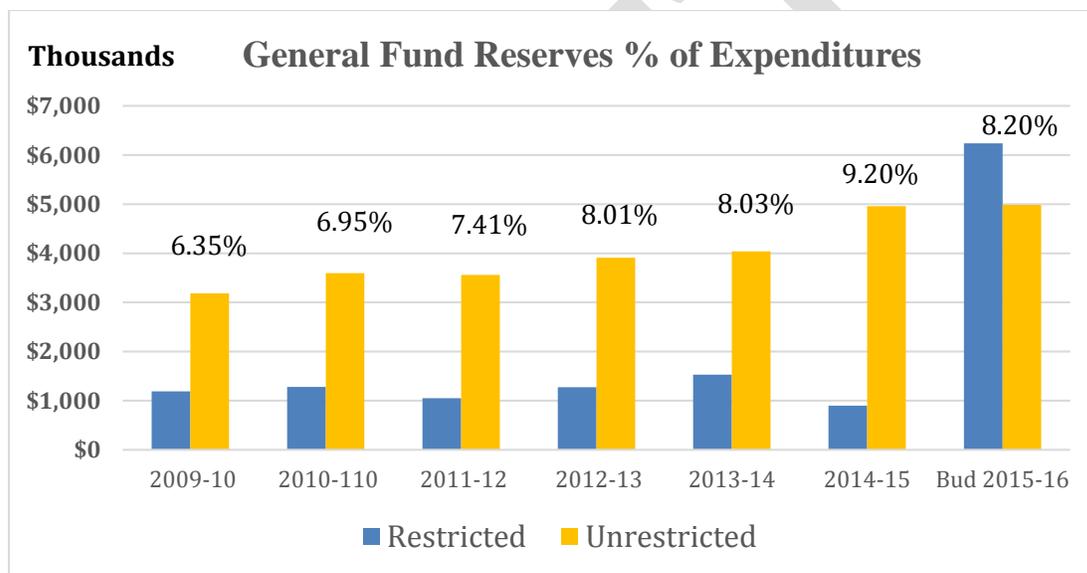
<b>Reserves by Fund Type</b>	<b>Fund balance as of 6/30/13</b>	<b>Fund balance as of 6/30/14</b>	<b>Fund balance as of 6/30/15</b>	<b>Projected Fund balance as of 6/30/16</b>
Capital Outlay Project Fund	4,378,668	4,814,019	6,108,901	5,003,689
Post-Employment Benefits Fund	5,343,847	6,312,694	307,023	753,023
Bookstore Fund	1,430,351	1,439,661	1,461,894	1,432,159
Property/Liability Self Insurance Fund	1,074,451	1,082,919	1,183,669	924,669
Dental Self Insurance Fund	959,500	1,148,663	1,270,333	1,272,334
Restricted General Fund	6,729,788	6,830,989	7,441,514	8,199,078
AHC Foundation	18,027,830	23,142,237	22,924,001	25,858,743
	<b>\$ 37,944,435</b>	<b>\$ 44,771,182</b>	<b>\$ 40,697,335</b>	<b>\$ 43,443,695</b>

The last TRAN issued by the College was a mid-year issuance in the amount of \$2,145 million in April 2010. The TRAN was repaid in February 2011. Following an analysis of the costs associated with a TRAN issuance and the eligibility calculation, AHC chose not to issue a TRAN in FY 2011- 2012 as cash balances for the upcoming year and the District's eligibility would have been limited to approximately \$1 million.

As part of the cash flow contingency plan the District requests authorization annually from the Board of Trustees to borrow up to 60 percent of the District's equity in the SIPE workers' compensation JPA if needed for cash flow purposes (III.D.9-6, page 131). This arrangement is outlined in the SIPE Joint Powers Agreement (III.D.9-7, Item 19). At the time of peak state deferrals, the unrestricted general fund borrowed from the Capital Outlay Fund and the Health Exams Fund. The funds were repaid on a timely basis.

The California Community College Chancellor's Office recommends maintaining a minimum prudent fund balance of five percent. In August 2011, For the FY 2011-12

fiscal year, the AHC Board of Trustees directed the District to develop a budget with a minimum 6.5 percent reserve to ensure that reserves did not fall below 5 percent during the budget year (III.D.2-17). The general fund expenditure budget was reduced during this year as a result of anticipated base apportionment funding reductions. At a Special Board Meeting on February 2, 2012 the Board of Trustees reiterated the importance of maintaining the current reserve dollars, in absolute dollar terms, recognizing that the reserve percentage might need to be increased to better reflect needed reserves (III.D.2-18). The Board of Trustees directed administration to develop a plan for the District to achieve a 10 percent reserve level within a realistic timeframe (III.D.2-18). In compliance with this recommendation, the Budget Council established a guiding principle that the adopted budget should include a reserve as directed by the AHC Board of Trustees. The general fund unrestricted reserve has gradually increased towards the District's 10 percent goal as evidenced in the table below:



In fiscal year FY 2015-16, AHC will receive a total of \$ 5.3 million in mandate claims with no restrictions or match requirements. As mentioned in III.D.1, The Board of Trustees has directed the District to reserve these funds to ensure funding stability as AHC attempts to increase enrollment, maintain mid-size college status and mitigate increasing operational expenditures and deferred maintenance (III.D.1-19). Quarterly Financial Status Reports (CCFS-311Q) demonstrate that the general fund quarterly ending cash balance exceeds the Chancellor's prudent minimum reserve level and is sufficient to meet the AHC's obligations, as well as unforeseen emergencies.

To minimize exposure to loss due to theft, damage, or destruction of assets; errors and omissions; natural disasters; and injuries to employees, AHC participates in three Joint Powers of Authority (JPAs): Bay Area Community College District (BACCD); The Statewide Association of Community Colleges (SWACC) (III.D.9-8); and the Self Insurance Program for Employees (SIPE) (III.D.9.7). The settled claims as of the June 30, 2015 audit have not exceeded the JPA coverages for the prior three years. (III.D.9-9).

Allan Hancock College has successfully maintained stability and has successfully addressed financial emergencies and unforeseen circumstances. State deferrals in apportionment funding to community colleges in FY 2012-13 were \$961 million statewide, and AHC experienced \$5.5 million in deferred state apportionment payments. Subsequent inter-year deferrals of \$300 million statewide impacted AHC cash flow by \$970,000 for FY 2013-2014. All deferrals have been eliminated as of the FY 2015 -2016 budget year.

With voter approval of Bond Measure I in June 2006, the District issued its first bond series in September 2006. The College developed a process to project and monitor cash flow needs for both construction and technology programs. The report is prepared with direction from the V. P. Facilities and Operations and is provided to the V.P. Finance and Administration on a quarterly basis (III.D.9-10). The report aids in identifying timing for additional bond series based on construction progress and program expenditure requirements. Quarterly reports are also provided to the Citizens' Oversight Committee (COC) (III.D.9-11).

AHC's cash management planning has provided stability and necessary cash flow to meet these obligations with reliance on only short-term inter-fund borrowing. AHC reserves have remained strong, and the unrestricted portion of the unrestricted general fund reserves have grown in a steady and controlled fashion. (See General Reserves Table above)

The report issued by Standard & Poor's relative to a new bond series (III.D.9-16) advises the District that its credit rating was increased to a Long Term Rating of AA/Stable. The report indicates that the rating reflects their view of the District's "strong financial management assessment due to prudent financial planning and consistently managing to very strong general fund reserves." The agency notes that in their view, "the District has demonstrated its ability to manage a decline in state funding." Moody's, in their report (III.D.9-17) also noted that their reaffirmation of the college's Aa2 rating was partially based on strong financial position and management, stable cash position, and the ability to manage unfunded FTES. These ratings were reaffirmed by both agencies when the district issued General Obligation Refunding Bonds in November 2014 (III.D.9-18, III.D.9-19) citing strong financial management, strong reserves, and proactive management of OPEB liability as part of the rationale for the rating.

### **III.D**

**10. The institution practices effective oversight of finances, including management of financial aid, grants, externally funded programs, contractual relationships, auxiliary organizations or foundations, and institutional investments and assets.**

#### **Evidence of Meeting the Standard**

AHC practices effective oversight of finances. The District's financial organization provides financial processing, budget development, reporting and internal control review

for District operations including financial aid, grants, externally funded programs, contractual relationships and institutional investments and assets. The financial oversight extends to District auxiliary organizations and the AHC Foundation. Each entity has a Board of Directors that meets regularly to review operational activities, financial performance and applicable funding and investment activities.

- III.D.10-1 Auxiliary Operations Organization Chart, March 2015, page\_\_\_\_\_
- III.D.10-2 September 8, 2015 Board Agenda Item 14.I.
- III.D.10-3 Board Policy 3280 and Administrative Procedure 3280, Grant-funded Programs
- III.D.10-4 February 17, 2015 Board Agenda Item 11.C.
- III.D.10-5 Rabobank Contract for Deposit of Monies
- III.D.10-6 Annual Audit Report, June 30, 2014
- III.D.10-7 AHC ONESolution User Guide-Purchasing, dated November 18, 2014
- III.D.10-8 Articles of Incorporation of the AHC Auxiliary Programs Corporation
- III.D.10-9 Bylaws of the AHC Auxiliary Programs Corporation
- III.D.10-10 Master Agreement By and Between the District and the AHC Auxiliary Programs Corporation
- III.D.10-11 AHC Foundation Bylaws and Articles of Incorporation
- III.D.10-12 AHC Foundation Investment Policy dated October 7, 2014
- III.D.10-13 Investment Committee Meeting Agenda and Minutes, April 9, 2013
- III.D.10-14 Investment Committee Meeting Agenda and Minutes, June 24, 2014
- III.D.10-15 AHC Viticulture and Enology Foundation Special Board Meeting Agenda and Minutes, March 10, 2014
- III.D.10-16 Bylaws of Allan Hancock College Viticulture and Enology Foundation
- III.D.10-17 Articles of Incorporation, Allan Hancock College Viticulture and Enology Foundation
- III.D.10-18 Master Operating Agreement By and Between AHJCCD and AHC Viticulture and Enology Foundation
- III.D.10-19 CCFS-311, Annual Financial and Budget Report, Actual 2014-15, Budget 2015-16
- III.D.10-20 Santa Barbara County Treasurer, Investment Policy Statement, July 2012
- III.D.10-21 Agenda of the Santa Barbara County Treasury Oversight Committee, July 27, 2015
- III.D.10-22 AHC Foundation Investment Committee Special Meeting Minutes of May 28, 2013, Review of Financial Statements
- III.D.10-24 July 9, 2013 AHC Foundation Investment Committee Meeting Agenda, Item 8.D.
- III.D.10-25 AHC Board of Trustees Action Item 9.D. December 8, 2015

### **Analysis and Evaluation**

The AHC Department of Administrative Services and the Department of Business Services provide financial oversight for District operations including financial aid, grants, externally funded programs and contractual relationships. These offices also oversee the management of District assets and investments.

The AHC Board of Trustees receives monthly financial reporting on District unrestricted and restricted, Auxiliary, AHC Foundation and special fund activity. This monthly review allows for discussion of progress against budgets, institutional plans or any anomalies in the financial statements. (III.D.10-2, pages 211-222). To meet state budget reporting requirements, the Administrative Services office prepares the CCFS-311, annual financial and budget report (III.D.10-19), which is submitted to the California Community Colleges Chancellor's Office

The Department of Business Services coordinates annual independent audits of the financial statements, internal controls, and compliance with federal and state guidelines for the District, Auxiliary, AHC Foundation and the Measure I Bond Funds. Results of the external audits are reviewed with the AHC Board of Trustees including recommendations or findings from the audit reports. The appropriate Administrative Manager for resolution before the end of the next fiscal year.

AHC's Financial Aid program has not required review by the U.S. Department of Education because of ongoing compliance. As noted in section III.D.15, below, AHC was notified by ACCJC that it was being assigned a category R (Referred) and would undergo a more comprehensive analysis of AHC's financial condition by the ACCJC's Financial Reviewers. One of the reasons cited for the review was "excessive Federal Student Loan default rates." Following the review it was determined that no additional action or reporting was required of AHC (III.D.15-4).

The Business Services and Institutional Grants Departments follow district policies and procedures for contract and grant applications. Grant applications require board review for submission and require approval to receive funding prior to acceptance (III.D.10-3). Grants Specialists in Business Services and the staff in Institutional Grants assist grant coordinators to develop and monitor grant budgets. The Grants Specialists check to ensure expenditures are in compliance with applicable grant regulations and within annual budgets prior to approving expenditures in the OneSolution purchasing system. Compliance reporting is provided to the appropriate state or federal agency as required by the grant guidelines.

Restricted funds originating from the state or federal government are managed by the Business Services Department. The Grants Specialists work with the various categorical, 3SP, and Student Equity program administrators to develop annual budgets. The grants specialists check to ensure expenditures are in compliance with applicable program regulations and within annual budgets prior to approving expenditures in the OneSolution purchasing system. Compliance reporting is provided to the appropriate state or federal agency as required. AHC has not been audited by state or federal auditors from FY 2009–2010 through FY 2014–2015.

The AHC Board of Trustees provides authorization to specific employees who may act as agents of the institution for contract approval. This authorization is updated by the AHC Board of Trustees annually (III.D.16-1). This authorization is in conformance with

Section 81655 of the California Education Code. See Section III .D.16 for an overview of AHC contract management.

The AHC Administrative Services Department and Auxiliary Accounting Services provide financial oversight for the AHC Auxiliary Programs Corporation, the AHC Viticulture and Enology Foundation and the AHC Foundation. These corporations were formed under the requirements of Title 5. Each corporation has approved articles of incorporation, bylaws and operating agreements with the District (III.D.10-8, III.D.10-9, and III.D.10-10). The AHC President and V.P. Finance and Administration as well as AHC Board of Trustees members sit on the Boards, in rotation, as determined at the annual Organizational meeting (III.D.10.-25)

The Auxiliary Programs Corporation includes the Associated Student Body Government (ASBG), athletics, student clubs, the AHC Bookstore, and the Pacific Conservatory of the Performing Arts (PCPA) (III.D.10-1). The Auxiliary Programs Corporation Board meets quarterly to review auxiliary operations and financial statements. The Board is comprised of AHC's Superintendent/President, the V.P. Finance and Administration, one academic administrator appointed by the Superintendent/President, one regular faculty member nominated by the Academic Senate, and one student member nominated by ASBG (III.D.10-9, page 2, Section 4).

The AHC Viticulture and Enology Foundation incorporated in FY 2013-14. The organizational meeting was held on March 10, 2014 (III.D.10-15). The Board is comprised of the AHC Superintendent/President, V.P. Finance and Administration, Dean of the Life and Physical Sciences Program, Coordinator of the Agricultural Business Program, and an at-large director appointed by the AHC Board of Trustees (III.D.10-16, page 3 Section 3). The foundation's purpose is to support the college's educational and cultural programs in the areas of Agribusiness, Viticulture and Enology, as well as to operate certain facilities related to such programs (III.D.10.17 and III.D.10-18). The Board meets quarterly to review operations and financial status.

AHC receives significant fundraising support from The AHC Foundation, a nonprofit public benefit corporation (501(c) (3), formed in 1977 for the purpose of providing benefits to the educational programs and services of AHC.

The AHC Foundation Board meets quarterly. A trustee of the AHC Board, the Superintendent/President, V.P. Finance and Administration, a Faculty member and a Student representative sit on the AHC Foundation Board of Directors to provide continuity with district activities (III.D.10-11). The Auxiliary Accounting Services office manages financial processing and reporting on operating and investment activities for the AHC Foundation.

The AHC Foundation Investment Committee oversees foundation investments, to comply with the AHC Foundation Investment Policy (III.D.10-12). The investment policy is reviewed regularly (III.D.10-13, Item 7.D), (III.D.10-14, Item 7.D.) and updates it as

necessary. The AHC Executive Committee oversees development and performance of the foundation's annual budget. The Investment and Executive Committees meet regularly; financial reports, investments, and outstanding issues are discussed at these meetings.

The majority of the district's cash is maintained in the Santa Barbara County Treasury, which follows all government code requirements (III.D.10-20). The district has a long history of having a representative serve on the Santa Barbara County Treasurer's Office Oversight Committee and receives regular reports related to the Treasury Office's investment activity (III.D.10-21).

District investments are either in the county treasury (accounts related to governmental programs) or in accounts approved by the Board of Trustees (clearing and revolving cash accounts). Funds from trust, fiduciary and auxiliary operations are deposited in separate bank accounts. The Board of Trustees annually reviews and approves all district bank accounts to ensure they meet either FDIC insurance thresholds or are fully collateralized by the holding bank (III.D.10-4, pages 85-87). Agreements are kept on file (III.D.10-5).

Allan Hancock College is in compliance with this standard. Audit reports indicate that the district practices effective oversight of financial operations, including auxiliary enterprises, and of their investments. District responses to external audit findings are comprehensive, timely, and communicated appropriately.

### **III.D**

#### **Liabilities**

**11. The level of financial resources provides a reasonable expectation of both short-term and long-term financial solvency. When making short-range financial plans, the institution considers its long-range financial priorities to assure financial stability. The institution clearly identifies, plans, and allocates resources for payment of liabilities and future obligations.**

To ensure short and long term financial solvency, AHC has established institutional goals for maintaining adequate financial reserves. The Budget Council addresses short-term and long-range financial priorities and provides recommendations to the institution for funding of liabilities and future obligations during the budget development process. The development process is interactive with various Councils, Cabinet and the Board of Trustees and is transparent to AHC constituencies. Institutional obligations are clearly identified in the annual Budget Book, in Cabinet meetings, and at the monthly Board of Trustee meetings. External audits of the District and related component organizations are performed annually.

#### **Evidence of Meeting the Standard**

- III.D.11-1 Guiding Principles for FTES Management, Revised November 7, 2014,
- III.D.11-2 Budget Development Guiding Principles
- III.D.11-3 Technology Maintenance/Licenses Outlook 2010-2017
- III.D.11-4 FY 2015-16 Budget Development Income and Expenditure Assumptions
- III.D.11-5 Operational Cost Framework October 2013
- III.D.11-X Board Presentation Framework Update
- III.D.11-X Agenda for Plan update
- III.D.11-6 FY 2014-15 Budget Development Income and Expenditure Assumptions
- III.D.11-7 Board Agenda Item 13.D. dated January 20, 2015, pages 119-121

### **Analysis and Evaluation**

General apportionment is the primary funding source for the general fund. The projection and management of FTES is crucial to determining financial resources available to the district. The Budget Council looks at district FTES funding caps, FTES thresholds by college size and projects FTES funding needs as part of the income and expenditure development process.

The Enrollment Management Committee assesses the AHC's ability to achieve these proposed funding goals based on student demand and program capacity. These enrollment goals are shared with the Academic Affairs department to ensure they are consistent with program reviews and the Educational Master Plan. Facilities Council is also consulted to evaluate facilities and maintenance needs, capacity utilization and impacts of Bond Measure I

The Enrollment Management Committee follows established "Guiding Principles for "FTES Management", and they are reviewed for currency annually. These provide a framework for FTES assessment (III.D.11-1). Growth projections have proven to be realistic in the FY 2009 through 2014 fiscal years though AHC has experienced a decline in enrollment in FY 2014-2015 and missed the mid-size college target of 9,645 FTES.

The Budget Council follows the "Guiding Principles for Budget Development" to provide guidance for budget development (III.D.11-2). One guideline is a provision that states the allocation of resources shall "meet the legal, contractual and accreditation obligations of the college". In January 2016, the guiding principles were amended to include a provision to fund for future increases in CalPERS and CalSTRS as the first budget priority in budget development (III.D.11-2).

Other short and longer term funding obligations such as lease agreements, technology license fees and maintenance agreements (III.D.11-3), institutionalization of grant funded staff positions, retiree health benefits are reviewed and incorporated during budget development as needed (III.D.11-4).

Passage of Bond Measure I in 2006 allowed AHC to make significant improvements to existing buildings and build new, more efficient buildings. The Budget Council takes

changes to utility and insurance expenses into consideration when developing the annual budget assumptions document.

One of the major Bond Measure I construction projects is the new Public Safety Training Complex, located at the Lompoc Valley Center. AHC developed the Operational Cost Framework” to estimate the cost of operating and maintaining the new facility (III.D.11-5) The report projected three fiscal years beginning in FY 2012-13, the last fiscal year Public Safety programs operated from the South Campus facilities in Santa Maria. Identified cost increases were included in the budget assumption document for 2014-15 (III.D.11-6).

The Board of Trustees received an updated financial review of the Public Safety Complex operations through mid-year FY 2014-15 in April 2015 (III.D.11-X) and an updated plan and budget is in progress (III.D.11-X). Revenues and expenditures derived from this plan will be included in the FY 2016-2017 budget.

AHC’s Budget Council reviews the projections and includes changes to projected costs for the budget year on the budget assumptions document (III.D.11-4), (III.D.11-6). The budget assumptions document provides the basis for development of the tentative and final budget in September. The budget development assumptions and budgets for the twenty-one AHC funds are compiled into the Budget Book annually.

AHC complies with the standard as stability is a consideration in short and long term planning. Clarity on these efforts is reflected in the annual financial audit, the budget book, and on-going communication with the Board of Trustees, Cabinet and through the Council and Committee structure.

### **III.D**

**12. The institution plans for and allocates appropriate resources for the payment of liabilities and future obligations, including Other Post-Employment Benefits (OPEB), compensated absences, and other employee related obligations. The actuarial plan to determine Other Post-Employment Benefits (OPEB) is current and prepared as required by appropriate accounting standards.**

#### **Evidence of Meeting the Standard**

AHC plans for and allocates resources for payment of future liabilities each year in the budgeting process. The OPEB actuarial plan is current and is used to determine current and future liabilities of the District.

- III.D.12-1 District Annual Audit Report, June 30, 2015, page 36 and 38
- III.D.12-2 Actuarial Report dated December 5, 2015, page 8 and 9
- III.D.12-3 Adopted Budget, 2015-16 pages 15 and 16
- III.D.12-4 Compensated Absences FY 2015

- III.D.12-5 CSEA Collective Bargaining Agreement, Article 14, Vacation
- III.D.12-6 District Journal Entry dated June 30, 2014
- III.D.12-7 Board Agenda Item 12.A. dated September 9, 2014, page 90,
- III.D.12-8 2015-16 Income and Expenditure Assumptions
- III.D.12-9 Board Agenda Item 13.K. dated October 21, 2014, pages 182-183
- III.D.12-10 Board Agenda Item 12.C. dated November 18, 2014, page 147
- III.D.12-11 Board Agenda Item 15.C. dated December 9, 2014, page 104, Evidence
- III.D.12-12 Board Agenda Item 13.D. dated January 20, 2015, pages 119-121
- III.D.12-X Retirement Board of Authority Trust Documents

### **Analysis and Evaluation**

AHC's FY 2014-2015 District audit report (III.D.12-1) reflects total long-term liabilities in the amount of \$ 183,085,627. Of this total, \$145,288,506 is due to general obligation bonds issued through June 30, 2015, including 9,738,543 related to unamortized bond premiums. Repayment of these voter-approved bonds is an obligation of the taxpayers within the district boundaries. \$36,622,243 relates to pension liabilities for CalPERS and CalSTRS pension liabilities resulting from implementation of newly enacted GASB Statements No. 68 and 71 for the fiscal year ended June 30, 2015. The OPEB obligation for the year is zero as a result of funding the OPEB trust and \$1,174,878 is related to compensated absences.

In 2004, the Governmental Accounting Standards Board (GASB) issued statement 45, "Accounting and Financial Reporting by Employers for Post-Employment Benefits Other Than Pensions," which requires public agencies to report their costs and obligations pertaining to health and other benefits of current and future retired employees. Under this statement, these benefits must be recognized as a current cost during the working years of an employee. Further, each agency is to identify and disclose the benefits as an expense and, to the extent not pre-funded, as a liability on its financial statements. The effective date of the GASB 45 requirements was phased in over three years based on the district's annual revenues. The implementation year for Allan Hancock College was 2008-09.

GASB 45 requires that the District has actuarial studies performed on a regular cycle. During fiscal year 2004-05, Total Compensation Systems, Inc. (TCS) analyzed liabilities associated with Allan Hancock College's current retiree health program as of July 1, 2004. Following a review of that report, the Budget Council (BC) recommended that the future service liability be funded by implementing a benefit rate applied to applicable salaries effective July 1, 2006. The BC also recommended that past service liability reserves be established and funded by allocating mandated cost claim reimbursements from the state when received. This funding arrangement was established as part of the annual budgeting process (III.D.12-3).

A recommendation for establishing an irrevocable trust for OPEB liabilities was presented to the board of trustees in 2014-15. Over the course of four meetings, information about the FUTURIS Trust Program was provided and the Board approved adopted a resolution to create the trust. (III.D.12-9, III.D.12-10, III.D.12-11, and

III.D.12-12). AHC established the irrevocable trust and a Retirement Board of Authority for oversight of OPEB assets in March, 2015 (III.D.12-X.) OPEB reserves in the amount \$ 7,214,824 were transferred to the trust in June 2015.

As of July 1, 2015 the Actuarial Present Value of Total Projected Benefits (APVTPB) is \$8,919,977 (III.D.12-2). The past service and future service liabilities are separately identified. The Past Service Liability (Actuarial Accrued Liability) is estimated to be \$7,946,307 and the Future Service Liability (Normal Cost) is calculated to be \$ 973,670 and is yet to be earned by active employees for service from July 1, 2015 through retirement.

AHC will continue reserving the Annual Required Contribution (ARC) of \$ 201,037, as calculated in the July 1, 2015 Actuarial Report (III.D.12-2). This funding will continue to come from a defined percentage of applicable salaries in compliance with established practice. The anticipated 6% earnings of the trust will allow AHC to reallocate \$ 245,000 that had been dedicated to funding the OPEB reserve. The BC is proposing this funding be applied towards a reserve for projected increases in CalPERS and CalSTRS rates employer contributions.

AHC reviews outstanding vacation accruals annually. The total value of compensated absences as of June 30, 2015 is \$1,174,878 (III.D.12-4). This amount is reflected in the annual audit report (III.D.12-1, page 38). The liability for classified employees with vacation day balances in excess of one year are also recognized, in compliance with the CSEA Collective Bargaining Agreement (III.D.12-5). The total liability as of June 30, 2015 was \$ 76,881 (III.D.12-6).

### **III.D**

**13. On an annual basis, the institution assesses and allocates resources for the repayment of any locally incurred debt instruments that can affect the financial condition of the institution.**

#### **Evidence of Meeting the Standard**

AHC does not carry any locally incurred debt

#### **Analysis and Evaluation**

### **III.D**

**14. All financial resources, including short- and long-term debt instruments (such as bonds and Certificates of Participation) auxiliary activities, fund-raising efforts, and grants, are used with integrity in a manner consistent with the intended purpose of the funding source.**

### **Evidence of Meeting the Standard**

AHC's Board of Trustees, the President, the Vice-President Finance and Administration and the AHC Business Services Department provide effective financial oversight to ensure that financial resources are used with integrity and for their intended purpose.

- III.D.14-1 Citizens' Oversight Committee Meeting February 3, 2015
- III.D.14-2 2014 Annual Report to the Board of Trustees, Bond Measure I Citizens' Oversight Committee
- III.D.14 Bond Measure I Financial Audit June 30, 2015
- III.D.14 Allan Hancock College Foundation Audit June 30, 2015
- III.D.14 Allan Hancock College District Audit June 30, 2015
- III.D.14 PCPA Financial Audit June 30, 2015
- III.D.14 BP/AP 3280 "Grant Funded Programs"
- III.D.14 Auxiliary Programs Quarterly Meeting
- III.D.14 Viticulture and Enology Quarterly Meeting

### **Analysis and Evaluation**

AHC has established Board policy and procedure, internal controls and engages annual external audits to ensure that expenditures of the institution, including Auxiliary organizations, comply with federal and state guidelines and are used for their intended purpose.

AHC does not have short term debt and is winding down Bond Measure I, approved by taxpayers in June 2006. This successful Bond measure provided \$ 180 million for upgrades to AHC facilities and technology. A Citizens' Oversight Committee (COC) was formed and meets on a quarterly basis. A Quarterly Financial Report (III.D.14-1) is provided to the committee as well as copies of the annual financial and performance audit reports for the bond program (III.D.14.X) The COC directs the preparation of and approves the annual report that is presented by the committee chairperson to the AHC Board of Trustees (III.D.14-2).

Effective January 2015, COC meetings will be held twice a year. With most of the construction authorized by Bond Measure I completed and only \$34 million of the authorized \$180 million yet to be issued for construction of the Fine Arts facility, the committee felt that quarterly meetings were more than needed at this time (III.D.9-12, Item 7). As indicated on Pages 15 and 16 of the Bond Measure I Financial Audit, June 30, 2015, there are no current or prior financial audit findings. Bonds funds have been used for their intended purpose.

AHC programs funded through a grant external to the General Fund are defined as "grant funded programs" and follow guidelines provided by Board Policy 3280 and administrative procedure 3280. Business Services/Grants Specialists/Budget Collaboration with Grants Department/Budget approval/Budget Control. Through the online approval process for all purchase requisitions, AHC assures that each expenditure

is reviewed and approved by the appropriate personnel. Business Services provides oversight of all expenditures and grant reports to ensure that the expenditures meet district guidelines, are allowable, and meet grant (or other funding) purposes.

Annual external audits of grant funded programs have not identified any material weaknesses in grant funded programs (See II.D.7).

The AHC Department of Finance and Administration Services provides operational oversight of the AHC Auxiliary Corporation and the AHC Viticulture and Enology Foundation. The AHC Auxiliary Corporation includes the AHC Bookstore, Athletics and the Pacific Conservatory Theatre (PCPA).

The AHC Auxiliary Corporation financials are included in the District Audit; PCPA and AHC Viticulture and Enology Foundation each have their own annual audit.

The AHC Foundation manages 132 endowed funds valued at \$ 20,155,106 as of June 30, 2015. These funds include both donor restricted and Board restricted endowments. As indicated in the Note 10, Page 13-15 of the AHC Foundation Audit June 30, 2015. These funds are managed within the guidelines of the Uniform Prudent Management of Institutional Funds Act (UPMIFA), to provide assurance that they meet the donor's intended use (III.D.14-X) The AHC Foundation Investment Committee oversees AHC Foundation investments, to comply with the AHC Foundation Investment Policy (III.D.10-12). The investment policy is reviewed regularly (III.D.10-13, Item 7.D., III.D.10-14, Item 7.D.) updates as necessary.

### **III.D**

**15. The institution monitors and manages student loan default rates, revenue streams, and assets to ensure compliance with federal requirements, including Title IV of the Higher Education Act, and comes into compliance when the federal government identifies deficiencies.**

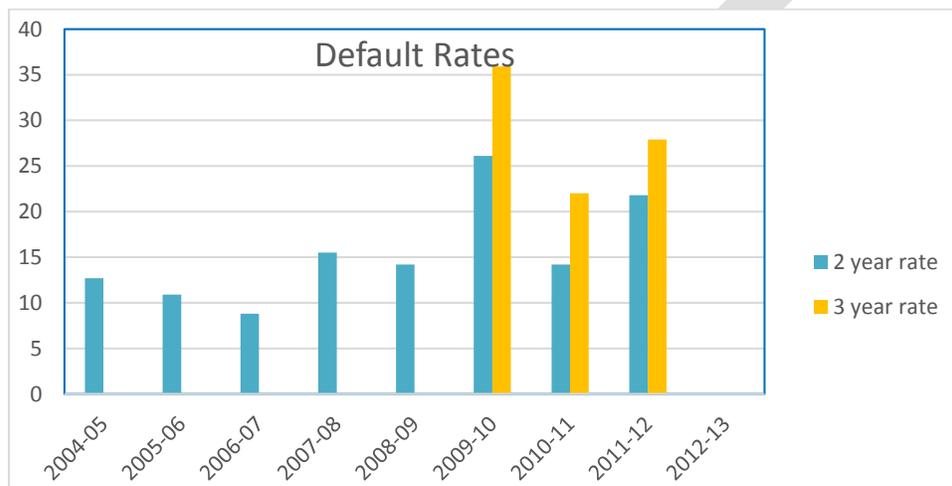
#### **Evidence of Meeting the Standard**

- III.D.15-1 Cohort Default Rate Notification Letters dated September 2013
- III.D.15-2 Cohort Default Rate Notification Letters dated September 2014
- III.D.15-3 School Default Rates, 3-Year, FY 2011, 2010, 2009
- III.D.15-4 Letter dated August 31, 2012 from ACCJC
- III.D.15-5 2014-2015 Request for Federal Direct Student Loan
- III.D.15-6 Grace Counseling Outreach, Inceptia flyer
- III.D.15-7 Allan Hancock College Catalog, 2014-15, page 24

#### **Analysis and Evaluation**

AHC receives annual notification from the United States Department of Education regarding the District Cohort Default Rate. In September 2013 the department notified the district that its two year FY 2011 default rate was 21.8 and that its three year rate was 22. The college was further notified that the FY 2011 two year cohort default rate would be the last two year rate released. Starting 2014, the district would only receive a three year rate (III.D.15-1). In September 2014, AHC was notified that its three year 2011 cohort default rate was 27.9 (III.D.15-2).

The following chart reflects the district default rates from 2004-05 through 2011-12 (2012-13 was not yet available)



It is important to note that with an enrollment of 17,967 in 2011, 18,747 in 2010 and 19,201 in 2009, Allan Hancock College had a total of 86, 77, and 64 students respectively in repayment with only 24, 17, and 23 then in default. Minor changes to the number of students in repayment vs. default have a significant impact on the default rate (III.D.15-3).

In a letter dated August 31, 2012, AHC was notified by the Accrediting Commission for Community and Junior Colleges (ACCJC) that it was being assigned a category R (Referred) and would undergo a more comprehensive analysis of their financial condition by the ACCJC's Financial Reviewers. One of the reasons cited for the review was "excessive Federal Student Loan default rates." Following the review it was determined that no additional action or reporting was required of AHC (III.D.15-4).

At the time students apply for a Federal Direct Student Loan they are counseled on the process and the repayment obligation (III.D.15-5). They are provided information related to restrictions on the loan program and contact information for Inceptia, a counseling outreach program designed to assist students during their grace period (III.D.15-6). The college catalog notifies students that they are entitled to a six-month grace period before repayment begins (III.D.15-7).

### III.D

#### Contractual Agreements

**16. Contractual agreements with external entities are consistent with the mission and goals of the institution, governed by institutional policies, and contain appropriate provisions to maintain the integrity of the institution and the quality of its programs, services, and operations.**

#### Evidence of Meeting the Standard

AHC enters into contractual agreements with various outside agencies to support the mission and goals of the institution. These agreements are governed by institutional policies and include provisions to maintain institutional integrity and quality support of educational and institutional program, service and operational requirements.

- III.D.16-1 Board Agenda Item 15.B. dated December 9, 2014
- III.D.16-2 Chancellor's Office Memo dated January 5, 2015 re Change in Contract Bid Threshold for Inflation
- III.D.16-3 Independent Contractor Agreement
- III.D.16-4 Guidelines for Independent Contractor Agreement
- III.D.16-5 Service Agreement (Company or Corporation)
- III.D.16-6 Purchasing and Contract Guide
- III.D.16-7 Board Policy 6330, Purchasing and Receiving
- III.D.16-8 Creating a Purchase Request in IFAS

#### Analysis and Evaluation

AHC maintains contractual relationships for a wide range of products and services to support the educational, operational and facility needs of the institution. These contracts may include joint powers agreements, consultant services, lease agreements, construction contracts, facility-use agreements, instructional service agreements and the purchase of goods and services.

The AHC Board of Trustees provides authorization to specific employees who may act as agents of the institution for contract approval. This authorization is updated by the AHC Board of Trustees annually (III.D.16-1). This authorization is in conformance with Section 81655 of the California Education Code.

Policies and procedures defining requirements for bid thresholds are in place (III.D.16-2). Contract templates and instructions for independent contractors and service agreements are available to departments online (III.D.16-3, III.D.16-4, and III.D.16-5). Purchasing and contracting guidelines are provided by the Business Services Department "Purchasing and Contracting Guide" and Board Policy 6330 (III.D.16-6, III.D.16-7). Instructional Service Agreements, Contract Education and Concurrent Enrollment

Agreements are approved by the Vice-President Finance and Administrative Services. AHC's ONESolution purchasing software allows the establishment of access and authorization to system functions by user ensure. This functionality provides assurance internal control and authorization/approval levels adhere to policy.

AHC requires that all contracts entered into by its authorized agents comply with standard contract provisions including nondiscrimination statements, hold-harmless clauses and termination clauses when appropriate. Training staff monitor new hires to determine if training is needed, and sessions are scheduled accordingly. Purchasing guidelines are posted online as well as instructions on creating purchase requests in the ONESolution software (III.D.16-8).

DRAFT

## **Standard IV: Leadership and Governance**

The institution recognizes and uses the contributions of leadership throughout the organization for promoting student success, sustaining academic quality, integrity, fiscal stability, and continuous improvement of the institution. Governance roles are defined in policy and are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief executive officer. Through established governance structures, processes and practices, the governing board, administrators, faculty, staff, and students work together for the good of the institution. In multi-college districts or systems, the roles within the district/system are clearly delineated. The multi-college district or system has policies for allocation of resources to adequately support and sustain the colleges.

### **IV.A: Decision-Making Roles and Processes**

**1. Institutional leaders create and encourage innovation leading to institutional excellence. They support administrators, faculty, staff, and students, no matter what their official titles, in taking initiative for improving the practices, programs, and services in which they are involved. When ideas for improvement have policy or significant institution-wide implications, systematic participative processes are used to assure effective planning and implementation.**

#### **Evidence of Meeting the Standard**

Allan Hancock College (AHC) institutional leaders support administrators, faculty, staff, and students in taking initiative to improve practices, programs, and services in which they are involved. AHC board policies and administrative procedures, as well as shared governance council notes and reports, are evidence of this practice.

- IV.A.1-1 Councils and Committees Pathways to Decisions Manual (CCPD)  
([http://dfl.hancockcollege.edu/Presidents\\_Office/docs/CCPD%20Councils%20and%20Committees%20Manual.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/CCPD%20Councils%20and%20Committees%20Manual.pdf))
- IV.A.1-2 Strategic Direction – Governance (page 17 of the AHC Strategic Plan)  
[http://dfl.hancockcollege.edu/Planning/docs/Strategic%20Plan%20\(2014-2020\).pdf](http://dfl.hancockcollege.edu/Planning/docs/Strategic%20Plan%20(2014-2020).pdf)
- IV.A.1-3 Board Policy/Administrative Procedure 2510 – Shared Governance  
([http://dfl.hancockcollege.edu/Board\\_Policies/docs/Shared%20Governance%20%5B2510%5D.pdf](http://dfl.hancockcollege.edu/Board_Policies/docs/Shared%20Governance%20%5B2510%5D.pdf))
- IV.A.1-4 College Council Notes of 2/2/15  
([http://dfl.hancockcollege.edu/College\\_Council/docs/2015-02-02%20College%20Council%20Notes.pdf](http://dfl.hancockcollege.edu/College_Council/docs/2015-02-02%20College%20Council%20Notes.pdf))
- IV.A.1-5 Academic Senate Minutes of 10/14/14  
([http://hancockcollege.edu/academic\\_senate/docs/Agenda%20item%2004b%20-%202014%2010%2014%20minutes.pdf](http://hancockcollege.edu/academic_senate/docs/Agenda%20item%2004b%20-%202014%2010%2014%20minutes.pdf))
- IV.A.1-6 Superintendent/President All Staff Presentation 8/15/14  
([http://dfl.hancockcollege.edu/Presidents\\_Office/docs/All%20Staff%20Day%202014%20Fall.pdf](http://dfl.hancockcollege.edu/Presidents_Office/docs/All%20Staff%20Day%202014%20Fall.pdf))
- IV.A.1-7 Institutional Effectiveness Council

Report of Accomplishments, Challenges, Institutional Improvement Needs, Actions needed 2013-2014 (<http://research.hancockcollege.edu/accomplishments%202013-2014/Annual%20Report%20of%20Accomplishments%202013-2014.pdf>)

IV.A.1-8 Leadership Academy 2015 Agenda (Kelly Underwood has a copy)

IV.A.1-9 Leadership Academy Presentation at All Staff Day, Spring 2016 (Andrew Masuda has a copy).

### **Analysis and Evaluation**

Allan Hancock College (AHC) institutional leaders support administrators, faculty, staff, and students in taking initiative to improve practices, programs, and services in which they are involved. AHC board policies and administrative procedures, as well as shared governance council notes and reports, are evidence of this practice.

As stated in the Councils and Committees Pathways to Decisions Manual (CCPD) (IV.A.1-1), Allan Hancock College (AHC) is dedicated to open, honest, and effective decision making. All campus constituencies participate in shared governance and their decisions reflect the College's core values and mission, as well as improve policies and programs. The District's Strategic Plan (IV.A.1-2) specifies a key strategic direction involving shared governance – calling for informed leadership, shared governance, and communication committed to meeting the needs of the college and community. The plan identifies three goals: 1) to sustain a college-wide culture that values qualitative and quantitative data in the decision-making process, 2) to sustain a planning framework that values input from all constituencies and the Board of Trustees, and 3) to refine a committee/process improvement initiative, across campus, to improve coordination, communication, and effectiveness. The committee/process is defined in the CCPD and is based on a consensus model. The consensus model requires that (INSERT EXACT QUOTE FROM CCPD AND PROVIDE EVIDENCE CITATION).

The CCPD process is designed to facilitate council and committee decision making by clarifying the path decisions take or process they follow. To ensure effective collaboration, the CCPD reinforces that each campus constituency is responsible for its role in decision making. All councils have membership from eight constituencies: Administration, Academic Senate, Full-time Faculty Association, Part-Time Faculty Association, CSEA, supervisor/confidential, management, and students (via the Associated Student Body Government). Evidence of systematic participative processes assuring effective planning and implementation is inherent throughout the CCPD and is reflected in council and committee meeting notes housed on the AHC portal.

Administrators and faculty serve as institutional leaders in the shared governance process by co-chairing all councils. The CCPD process is also led by the AHC Board of Trustees through Board Policy (BP) and Administrative Procedure (AP) 2510 – “Shared Governance” (IV.A.1-3) which states that “Allan Hancock College is strongly committed to the concept and the practice of shared governance as a process for institutional decision making. Shared governance is the meaningful involvement of those affected by decisions in the decision making process in a climate of mutual trust and respect.” Council membership from all constituencies is extremely important as well.

The College Council (CC) is a key entity in implementing the College's shared governance process. The CCPD states: "The College Council serves as the shared governance entity that integrates strategic planning and resource allocation." This council makes recommendations for significant institution-wide policies and practices. All recommended changes to board policies and related administrative procedures are reviewed by the council and are sent to the superintendent/president before being addressed by the Board of Trustees. One example of this is in the CC notes of 2/2/15 (IV.A.1-4) -- consensus was reached on the modification of BP/AP 4020 ("Curriculum Development") and the related recommendation to the board. This policy had already been reviewed and consensus reached by the Student Learning Council. It had also been reviewed and approved by Academic Senate at its 10/14/14 meeting (IV.A.1-5).

The superintendent/president actively demonstrates innovative institutional leadership. At the beginning of every semester, college personnel gather together on All-Staff Day. A portion of the day is devoted to a presentation by the superintendent/president and other leaders on issues of importance to all college constituencies. All-Staff Days include break-out sessions led by faculty and administrators. Participants are randomly assigned to breakout groups to allow for interaction between faculty disciplines and staff divisions. Breakout sessions over the past three years have included a discussion of how to operationalize the six factors of student success (from the January 2013 RP Group report *Student Support (Re)Defined*) (IV.A.1-6), an input gathering session on the strategic plan, and campus wide conversations on the college's accreditation self-evaluations. Input from the break-out sessions are presented in College Council, and Council co-chairs share the results in their individual Councils.

The Institutional Effectiveness Council (IEC) is an example of the systematic participative processes that ensure effectiveness. Annually, the IEC surveys all councils on their accomplishments, challenges, institutional improvement needs, and actions needed. In 2013-2014, IEC identified issues and recommendations for improvement (IV.A.1-7) which were then discussed at College Council and then redirected back to Councils for discussion and implementation.

Beginning in the summer of 2015, the President implemented a Leadership Academy (IV.A.1-8). The Academy brought together faculty, staff and administrators for three days of instruction from statewide leaders, including system chancellor Brice Harris, Contra Costa chancellor Helen Benjamin, several college presidents and leaders from state offices. The Academy graduates were tasked with developing a project for presentation at the Spring 2016 All Staff Day. The *I Pledge to Change the Odds* campaign has been a great success and has added continues the emphasis on student success and the college's commitment to be an agent of change in northern Santa Barbara County (IV.A.1-9).

NOHEMY TO INSERT PARAGRAPH ABOUT PROCESS TO DEVELOP CONCURRENT ENROLLMENT, DROP FOR NONPAYMENT, and/or CALENDAR DATES.

#### IV.A

**2. The institution establishes and implements policy and procedures authorizing administrator, faculty, and staff participation in decision-making processes. The policy**

**makes provisions for student participation and consideration of student views in those matters in which students have a direct and reasonable interest. Policy specifies the manner in which individuals bring forward ideas and work together on appropriate policy, planning, and special-purpose committees.**

### **Evidence of Meeting the Standard**

AHC encourages administrator, faculty, and staff participation in decision-making processes and student participation in all matters in which students have a direct and reasonable interest. AHC board policies and administrative procedures, the Councils and Committees Pathways to Decision Making (CCPD) manual, Associated Student Body Government (ASBG) documents, and shared governance council notes and reports are evidence of this participation.

- IV.A.2-1 Student Activities /Leadership 2013-2014 Program Review  
[http://research.hancockcollege.edu/student\\_learning\\_outcomes/documents/Leadership\\_and\\_Student%20Activities\\_6YR\\_2013-14.pdf](http://research.hancockcollege.edu/student_learning_outcomes/documents/Leadership_and_Student%20Activities_6YR_2013-14.pdf)
- IV.A.2-2 Accrediting Commission for Community and Junior Colleges letter dated 6/60/10  
[http://hancockcollege.edu/public\\_affairs/documents/LtrOfReaffirmation,Jun2010.pdf](http://hancockcollege.edu/public_affairs/documents/LtrOfReaffirmation,Jun2010.pdf)
- IV.A.2-3 Campus wide Committee List  
<http://hancockcollege.edu/asbg/documents/Councils%20and%20Committees%20fall%20term%202014.pdf>
- IV.A.2-4 ASBG By Laws  
<http://www.hancockcollege.edu/ASBG/docs/BY%20LAWS%20final%20revisions%20August%202012.pdf>
- IV.A.2-5 Leadership 111 Course Outline of Record  
[http://dfl.hancockcollege.edu/Academic\\_Planning\\_And\\_Policy/docs/Course%20Outline%20-%20LDER111.pdf](http://dfl.hancockcollege.edu/Academic_Planning_And_Policy/docs/Course%20Outline%20-%20LDER111.pdf)
- IV.A.2-6 Leadership 112 Course Outline of Record  
[http://dfl.hancockcollege.edu/Academic\\_Planning\\_And\\_Policy/docs/Course%20Outline%20-%20LDER112%20.pdf](http://dfl.hancockcollege.edu/Academic_Planning_And_Policy/docs/Course%20Outline%20-%20LDER112%20.pdf)
- IV.A.2-7 AHC Board of Trustee Agendas and Minutes  
<http://www.hancockcollege.edu/board/minutes-agendas.php>
- IV.A.2-8 Board Policy 3420 Staff/Diversity Equal Employment Opportunity  
[http://dfl.hancockcollege.edu/Board\\_Policies/docs/Staff%20Diversity-Equal%20Employment%20Opportunity%20%5b3420%5d.pdf](http://dfl.hancockcollege.edu/Board_Policies/docs/Staff%20Diversity-Equal%20Employment%20Opportunity%20%5b3420%5d.pdf)
- IV.A.2-9 Annual Planning Retreats  
(<http://research.hancockcollege.edu/planning.html>)
- IV.A.2-10 Notes from College Council meeting on 9/22/14  
[http://dfl.hancockcollege.edu/College\\_Council/docs/2014-09-22%20College%20Council%20Notes.pdf](http://dfl.hancockcollege.edu/College_Council/docs/2014-09-22%20College%20Council%20Notes.pdf)
- IV.A.2-11 Associated Student Body Constitution
- IV.A.2-x1 Shared Governance Policy
- IV.A.2-x2 CCPD – specific page describing participation.
- IV.A.2-x3 ASBG Policies (5400, 5410, 5420)
- IV.A.2-x4 Decision making flow chart from Carmen

## **Analysis and Evaluation**

*Reorganize paragraphs so that they follow the order of the questions in the standard.*

AHC encourages administrator, faculty, and staff participation in decision-making processes and student participation in all matters in which students have a direct and reasonable interest. AHC board policies and administrative procedures, the Councils and Committees Pathways to Decision Making (CCPD) manual, Associated Student Body Government (ASBG) documents, and shared governance council notes and reports are evidence of this participation.

Most recommendations come through the council process – any individual or constituency can raise an issue for consideration at the council level. Councils may act or assign suggestions to committees for further study. Administrators and faculty have additional pathways (IV.A.2-x4) based on their enhanced responsibilities for educational quality. Administrators may submit requests through the president’s cabinet and faculty members may bring forward initiatives through academic senate.

Participation on the part of faculty is managed through the academic senate. In addition to 10+1 items that require formal faculty input, the academic senate participates through membership on task forces, councils and committees. Faculty also participate individually as leaders of seminars, the student success summit and in drafting planning documents.

Administrators have dual participation in the decision making process – they are accountable to draft and propose recommendations and then are responsible to manage and implement final decisions. Administrators meet with cabinet formally on a monthly basis and in smaller, informal groups based on issues facing the institution. The president, along with cabinet, holds monthly meetings to focus on student support and learning, institutional advancement and institutional effectiveness. These meetings include faculty, staff, administrators and students and focus on exchanging information across all constituencies.

Staff members are a key component to the decision making process. There are two staff categories – classified (CSEA bargaining unit members) and confidential/supervisory (those who handle sensitive information). Both staff groups participate in councils and committees and often provide staffing for task forces.

Students are involved at many levels of decision making within Allan Hancock College and at regional and state student organization meetings, as appropriate, to promote and encourage student success. As written in their mission statement (highlighted in the Student Activities/Leadership 2013-2014 Program Review), the Associated Student Body Government (ASBG) strives to represent the needs, interests and perspectives of students and also provides students with opportunities to engage in learning and leadership, governing processes and parliamentary procedure (IV.A.2-1).

The District was commended by the Accrediting Commission for Community and Junior Colleges on June 30, 2010 for the active participation from all constituent groups including students (IV.A.2-2). Students continue to actively participate on district committees (IV.A.2-3). ASBG officers are on specific councils or committees according to their position and ASBG by-

laws (IV.A.2-4) or are appointed by the ASBG advisor based on their availability. Students participating on campus committees are also enrolled in Leadership 111 “Principles and Practices of Student Government” (IV.A.2-5) or Leadership 112 “Practices and Application of Leadership Applications” (IV.A.2-6). These classes provide an opportunity for students to enhance and apply leadership skills while participating in the decision-making process at the College. Leadership classes have weekly meetings that utilize *Roberts Rules of Order*. The student representatives give weekly reports on the meetings they attend and gather feedback from the class, as needed, to report back to the committees and councils. Minutes of each weekly meeting are recorded and distributed for approval.

An elected student trustee serves as the “6<sup>th</sup> member” of the AHC Board of Trustees. The student trustee informs the board of student views and issues and can either concur with Board decisions or present a reason for not concurring. The Board also welcomes input from students during public comment, and an ASBG representative (usually the president or another officer) gives a student update to the board during the “Association Reports” segment of the regular monthly [board meetings](#) (IV.A.2-7).

Students actively participate in hiring faculty, administrators, and staff by serving as selection committee members. According to Board Policy 3420 “Staff/Diversity Equal Employment Opportunity” (IV.A.2-8), the advisor and ASBG select and appoint students to serve on hiring committees. In addition, students participate in the annual planning retreat (IV.A.2-9).

Students played a key role the creation of the College’s Veteran Success Center. College Council addressed creation of a Veterans’ Center in the existing staff lounge in the Student Center (IV.A.2-10). ASBG student representatives provided input in support of the Veterans’ Center and requested that the staff lounge be restored by transforming an open space to an enclosed room, thus making room for both needs.

Student participation and student views are integrated into the institutional planning process through involvement on committees, councils and strategic planning meetings. Board policies, leadership courses, the ASB constitution (IV.A.2-11) and by-laws (IV.A.2-4) provide procedures to integrate student involvement and participation as part of the shared governance process.

## IV.A

**3. Administrators and faculty, through policy and procedures, have a substantive and clearly defined role in institutional governance and exercise a substantial voice in institutional policies, planning, and budget that relate to their areas of responsibility and expertise.**

### **Evidence of Meeting the Standard**

Allan Hancock College administrators and faculty have a substantive and clearly defined role in institutional governance and exercise a substantial voice in institutional policies, planning, and budget. AHC board policies and administrative procedures, the *Councils and Committees*:

*Pathways to Decisions* (CCPD), and shared governance council notes and reports are evidence of this involvement.

- IV.A.3-1 CCPD  
([http://dfh.hancockcollege.edu/Presidents\\_Office/docs/CCPD%20Councils%20and%200Committees%20Manual.pdf](http://dfh.hancockcollege.edu/Presidents_Office/docs/CCPD%20Councils%20and%200Committees%20Manual.pdf))
- IV.A.3-2 Facilities Council notes of 5/2/13  
[http://dfh.hancockcollege.edu/Facilities\\_Council/docs/2013-05-02%20Facilities%20Council%20Minutes.pdf](http://dfh.hancockcollege.edu/Facilities_Council/docs/2013-05-02%20Facilities%20Council%20Minutes.pdf)
- IV.A.3-3 College Council notes of 6/17/13
- IV.A.3-4 Board of Trustee minutes of 7/16/13  
<http://dfh.hancockcollege.edu/Board/docs/2013-07-16%20Board%20Book.pdf>
- IV.A.3-5 Board of Trustee minutes of 8/20/13  
<http://dfh.hancockcollege.edu/Board/docs/2013-08-20%20Board%20Book.pdf>
- IV.A.3-6 Board of Trustee minutes of 9/10/13  
<http://dfh.hancockcollege.edu/Board/docs/2013-09-10%20Board%20Book.pdf>
- IV.A.3-7 [Planning Retreat Materials from 2011 - 2014](#)
- IV.A.3-8 [Program Review Matrix](#)
- IV.A.3-9 Budget Council notes of 9/3/14  
[http://dfh.hancockcollege.edu/Budget\\_Council/docs/2014-09-03%20Budget%20Council%20Notes.doc](http://dfh.hancockcollege.edu/Budget_Council/docs/2014-09-03%20Budget%20Council%20Notes.doc)
- IV.A.3-10 CC notes of 9/8/14  
[http://dfh.hancockcollege.edu/College\\_Council/docs/2014-09-08%20College%20Council%20Notes.pdf](http://dfh.hancockcollege.edu/College_Council/docs/2014-09-08%20College%20Council%20Notes.pdf)
- IV.A.3-11 BOT minutes of 9/9/14  
<http://dfh.hancockcollege.edu/Board/docs/2014-09-09%20Board%20Book.pdf>
- IV.A.3-x1 Add policies regarding administrator and faculty roles.
- IV.A.3-x2 Add flowchart for decision making process.

### **Analysis and Evaluation**

As described in the *Councils and Committees: Pathways to Decisions* (CCPD) (IV.A.3-1), faculty and administrators have a substantive and clearly defined role in institutional governance. Councils are co-chaired by an administrator and a faculty member (appointed by Academic Senate) – agendas are set collaboratively and administrators take a primary role in assuring that tasks are completed in a timely fashion.

College Council (CC) is the shared governance entity at Allan Hancock College that integrates strategic planning and resource allocation. One CC function is to review recommendations from all other councils and make recommendations to the president on policies, procedures, budget, and related college issues. A new board policy (BP) or recommended revision to a BP must be reviewed by CC and any other relevant councils (for example, Budget, Technology, Student Services) prior to submission to the Board of Trustees.

AHC shared governance councils have a key role in college decision making and have members from eight constituencies: senior administrators, managers, Academic Senate, fulltime faculty

association, part-time faculty association, classified employees, supervisory/confidential employees, and students appointed through the Associated Student Body Government. Administrators, managers, and faculty serve as institutional leaders in the shared governance process by co-chairing all councils.

The District's multi-level integrated-planning model is described in the CCPD. This model includes an annual planning retreat in November that is developed by administrators and faculty members. Planning retreat attendees include trustees, administrators, managers, faculty, staff, and students. At the 2014 planning retreat participants suggested ways to operationalize the recently completed Education Master Plan and the Strategic Plan (IV.A.3-7). Suggestions were sent to appropriate councils, and councils decided on actions to take. For example, the student learning council chose to work on accelerating students through summer-bridge programs after the retreat. Funding was provided by a federal STEM grant (for math) and the state Basic Skills Initiative (for English).

CCPD processes require that the annual Allan Hancock Joint Community College District budget is driven by program reviews submitted by faculty and administrators (IV.A.3-8). CCPD also requires that, prior to submission to the Board of Trustees, the budget is reviewed by the Budget Council and College Council, as well as other relevant councils. For example, on September 3, 2014, the Budget Council discussed the 2014-2015 budget and reached consensus to recommend it to College Council (IV.A.3-9). On September 8, 2014, College Council reviewed the budget and reached consensus to recommend that the superintendent/president take it to the Board of Trustees (IV.A.3-10). The BOT met on September 9, 2014 and adopted the 2014-2015 Allan Hancock Joint Community College District Budget (IV.A.3-11).

Shared governance at Allan Hancock College ensures that all constituencies participate in decision making. AHC administrators and faculty, through policy and procedures, have a substantive and clearly defined role in institutional governance and exercise a substantial voice in institutional policies, planning, and budget that relate to their areas of responsibility and expertise.

- **Insert shared governance graphic**

#### **IV.A**

**4. Faculty and academic administrators, through policy and procedures, and through well-defined structures, have responsibility for recommendations about curriculum and student learning programs and services.**

#### **Evidence of Meeting the Standard**

Through policy, procedures and well-defined structures, Allan Hancock College faculty and academic administrators have responsibility for recommendations about curriculum and student learning programs and services. Evidence of this responsibility is in AHC board policies and administrative procedures, the Councils and Committees: Pathways to Decisions (CCPD), Academic Senate minutes, and shared-governance Council notes and reports.

- IV.A.4-1 Board Policy 4020 Curriculum Development  
[http://df1.hancockcollege.edu/Board\\_Policies/docs/Curriculum%20Development%20%5B4020%5D.pdf](http://df1.hancockcollege.edu/Board_Policies/docs/Curriculum%20Development%20%5B4020%5D.pdf)
- IV.A.4-2 Councils and Committees: Pathways to Decisions (CCPD)  
[http://df1.hancockcollege.edu/Presidents\\_Office/docs/CCPD%20Councils%20and%200Committees%20Manual.pdf](http://df1.hancockcollege.edu/Presidents_Office/docs/CCPD%20Councils%20and%200Committees%20Manual.pdf)
- IV.A.4.3 Academic Senate minutes of 9/10/2013  
[http://www.hancockcollege.edu/academic\\_senate/documents/2013%2009%2010%20minutes.pdf](http://www.hancockcollege.edu/academic_senate/documents/2013%2009%2010%20minutes.pdf)
- IV.A.4-4 Academic Policy and Planning (AP&P) website  
<http://www.hancockcollege.edu/app/index.php>
- IV.A.4-5 AP&P minutes of 10/30/13  
<http://www.hancockcollege.edu/app/documents/10-30-2014%20APP%20Minutes%20FINAL.pdf>
- IV.A.4-6 Final Fall 2013 AP&P report (in Board report—date?)
- IV.A.4-7 Academic Senate minutes of 11/26/13  
[http://www.hancockcollege.edu/academic\\_senate/docs/2013%2011%2026%20minutes.pdf](http://www.hancockcollege.edu/academic_senate/docs/2013%2011%2026%20minutes.pdf)
- IV.A.4-8 Board of Trustees 12/10/13 Board Book  
<http://df1.hancockcollege.edu/Board/docs/2013-12-10%20Board%20Book.pdf>
- IV.A.4-9 Student Learning Council notes for 9/24/14  
[http://df1.hancockcollege.edu/Student\\_Learning\\_Council/docs/2014-09-24%20Student%20Learning%20Council%20Notes.pdf](http://df1.hancockcollege.edu/Student_Learning_Council/docs/2014-09-24%20Student%20Learning%20Council%20Notes.pdf)
- IV.A.4-10 SSC notes from 11/26/14  
[http://df1.hancockcollege.edu/Student\\_Services\\_Council/docs/2015-01-22%20Student%20Services%20Council%20Notes.pdf](http://df1.hancockcollege.edu/Student_Services_Council/docs/2015-01-22%20Student%20Services%20Council%20Notes.pdf)

### **Analysis and Evaluation**

Allan Hancock College Board Policy 4020, “Curriculum Development,” states: “Curriculum development is the responsibility of the faculty under the guidance and leadership of the Vice President, Academic Affairs” (IV.A.4-1). In addition, the policy states that “The chief agency for the coordination of curriculum changes is the Academic Policy and Planning Committee (AP&P), a standing committee of the Academic Senate (AS).” These responsibilities are reiterated in “Councils and Committees: Pathways to Decisions” (CCPD) (IV.A.4-2).

In its oversight of the curriculum committee (AP&P), the Academic Senate plays an integral role in curriculum development. The College recognizes AP&P as a very important committee and as the gatekeeper for curriculum and program development. The AP&P website (IV.A.4-4) is a resource for faculty developing and reviewing curriculum and programs. AP&P minutes for October 30, 2013 (IV.A.4-5) reflect the committee’s approval of the Final Fall 2013 AP&P Report to the AHC Board of Trustees (IV.A.4-6); November 26, 2013 Academic Senate minutes (IV.A.4-7) reflect their approval of this report. Finally, the December, 10, 2013 Board of Trustee minutes (IV.A.4-8) document the Board’s subsequent approval of the Fall 2013 AP&P Report (Add more current reports).

The Student Learning Council (SLC), co-chaired by a faculty member and the Vice President of Academic Affairs, advocates for student learning. SLC develops and recommends strategies to support, protect, and improve student learning programs, and seeks to advance and encourage teaching and learning innovation to meet changing student needs. For example, September 24, 2014 SLC meeting notes reflect discussions of concurrent enrollment and that led to the addition of a 2015 winter intersession (IV.A.4-9). These discussions were prompted by analysis of enrollment statistics and the desire to increase enrollments, as well as requests from local high school districts. The concurrent enrollment discussion highlighted topics such as a pilot program at Santa Ynez High School, related Ed Code provisions, and course rigor. SLC established a plan to discuss the topic further and focus on how concurrent enrollment might impact student learning. The calendar discussion identified a variety of faculty, staff, and student issues. The Council appointed members to research best practices for short-term courses and recommendations to aid in student success.

SLC also oversees the Basic Skills and Distance Learning committees, which have extensive faculty and administrator representation. Key functions of the Basic Skills committee are to identify and recommend instructional and student support strategies to improve student success in basic skills, to identify learning gaps and needs in basic skills instruction and student support services, and to recommend improvements for student success. The Distance Learning committee addresses issues, explores options, and recommends policies, procedures and tools to enhance the quality of student learning and services in delivering distance education at AHC.

The Student Services Council (SSC) advocates for effective student services. This Council is co-chaired by a faculty member appointed by the Academic Senate and the Vice President of Student Services. It develops and recommends strategies to support, protect, and improve student service programs, and seeks to advance and encourage innovation in a variety of services to meet students' changing needs. For example, SSC met on November 26, 2014 and the notes reflect discussion on the development of AHC's Student Equity Plan (IV.A.4-10). The plan's intention is to promote student success for all students, regardless of race, ethnicity, age, gender, disability, Veteran status, foster youth status, or economic circumstances. The Council reached consensus on the plan which was forwarded to Academic Senate, College Council and later to the Board of Trustees for approval prior to posting on the myHancock portal and on the public website institutional planning page.

Tenured and tenure-track faculty elect five faculty to the Academic Senate Executive committee (ASE). ASE members, who often attend statewide Academic Senate plenary sessions to stay current with student learning and services issues, appoint faculty co-chairs to all councils and appoint Academic Senate faculty representatives to all committees (including AP&P). This process includes appointments to the Student Services Council, the Student Learning Council, and other groups that make recommendations concerning student learning and services. ASE presents their appointments to the full Academic Senate for approval. For example, the Academic Senate minutes of September 10, 2013 (IV.A.4-3) document the approval of faculty assignments to Councils, College committees, and Academic Senate standing committees. ASE also recommends faculty for committees, work groups, or task forces that develop the College's Strategic Plan, Educational Master Plan, Facilities Master Plan, Technology Master Plan, Student Equity Plan, EEO Plan, and other plans.

## IV.A

**5. Through its system of board and institutional governance, the institution ensures the appropriate consideration of relevant perspectives; decision-making aligned with expertise and responsibility; and timely action on institutional plans, policies, curricular change, and other key considerations.**

### **Evidence of Meeting the Standard**

Allan Hancock College, through board of trustee and institutional governance, ensures appropriate consideration of relevant perspectives; aligns decision making with expertise and responsibility; and acts in a timely manner.

- IV.A.5-1 AHC Mission statement
- IV.A.5-2 AHC Strategic Plan, 2014-2020
- IV.A.5-3 CCPD Manual
- IV.A.5-4 Sample college council agendas
- IV.A.5.5 AHC Institutional Plans from public webpage; Presentation by Underwood and Walthers to ACCT (Kelly has a copy)
- IV.A.5-6 AHC Board of Trustee agendas and minutes
- IV.A.5-x1 Examples of AP&P board agenda items.

### **Analysis and Evaluation**

Institutional governance at Allan Hancock College starts with the mission statement and the College's strategic plan (IV.A.5-1, IV.A.5-2). Both are reviewed annually at the strategic planning retreat by a group of representatives (usually at least 70 attendees) from every college constituency. All other decision-making activity at the College takes these documents into consideration. For example, resource requests in program reviews and annual updates must link to the strategic plan, as do instructional equipment and CTEA funding requests .

The council and committees structure at Allan Hancock College is the system of shared governance that ultimately forwards recommendations to the governing board. This structure is outlined in the *Councils and Committees - Pathway to Decisions* manual (CCPD) (IV.A.5-3). All committees and councils ultimately report to college council where recommendations on action are provided to the superintendent/president to take to the board of trustees.

Councils serve as general recommending bodies and rely on input from faculty and staff in making recommendations. Relevant perspectives and expertise are often obtained in committees or subcommittees. For example, the web services committee reports to the technology council; the distance learning committee makes recommendations to the student learning council; and the diversity/EEO committee is a subgroup that assists the human resources council. Once recommendations are crafted at the council level, council chairpersons then take recommendations to college council for action.

In order to take timely action on plans and policies, the college council divides its agenda into information items and action items (IV.A.5-4) – items generally come to college council no more than two times – once for information, once for action. At the action stage, College Council may recommend approval to the superintendent/president, assert that consensus does not exist to support the recommendation or return the item to the originating council for further action. In 2014 the college embarked on an aggressive project to bring all major planning documents up to date. This required coordination from College Council to ensure that other councils were able to move forward with the educational master plan, technology master plan and facilities master plan while the Strategic Plan was being updated. At various points along the way College Council held meetings to ensure that all four plans were complementary and coordinated (IV.A.5-5). **INSERT graphic showing decision making flow – Carmen has a copy.**

The AHC Board of Trustees’ agendas are also divided into information and action items (IV.A.5-6). In addition to approving items coming up from councils such as the revision of relevant board policies, there are often presentations made at the start of the monthly board meetings to share the perspectives and expertise of various departments or individuals, such as faculty who present outcomes from sabbatical projects or counselors describing outreach efforts. Presentations to the board are also made by external experts advising the college, such as architects on construction projects.

Curricular changes are outside the shared-governance structure; they are the purview of the faculty through the Academic Senate curriculum committee (known as AP&P). AP&P keeps a calendar to inform faculty when curriculum proposals can be submitted for consideration, which keeps the process moving in a timely manner. Curricular changes based on faculty expertise move from AP&P through the Academic Senate to the board of trustees (IV.A.5-x1); changes are finalized in the CurricuNet system after approval from the local board of trustees, the Chancellor’s Office and, if necessary, ACCJC.

#### **IV.A**

##### **6. The processes for decision-making and the resulting decisions are documented and widely communicated across the institution.**

#### **Evidence of Meeting the Standard**

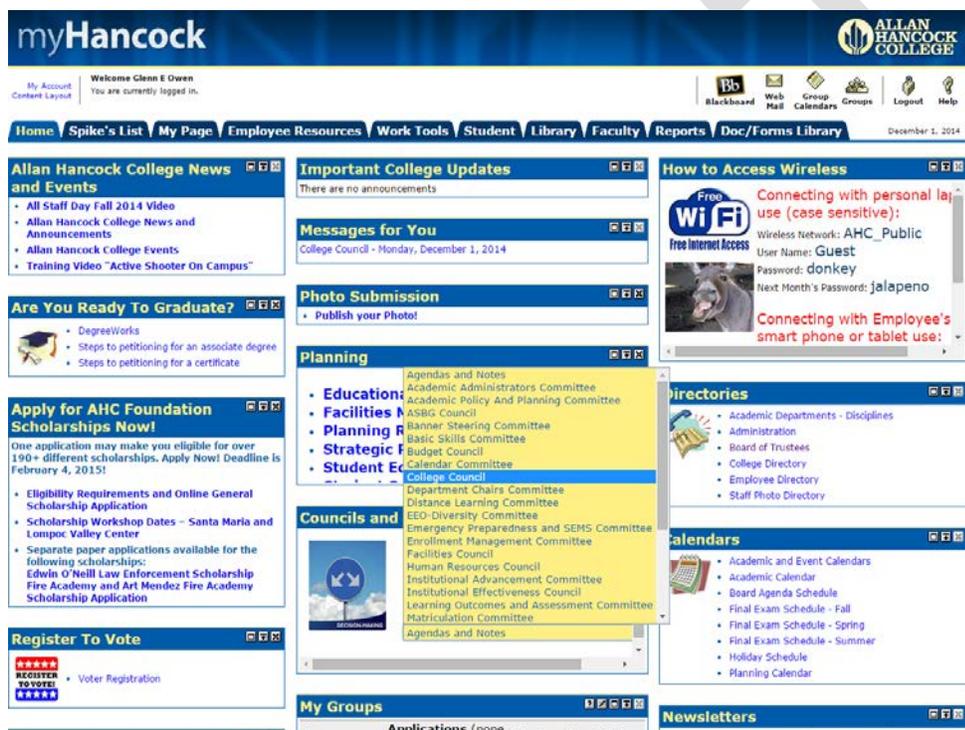
In a variety of ways, Allan Hancock College communicates decision-making processes and the resulting decisions across the institution. Many of these methods are technology based, including electronic newsletters, notices on the public website, and posting meeting notes on the myHancock portal.

- IV.A.6-1 Councils and Committees – Pathways to Decisions (CCPD) Manual
- IV.A.6-2 myHancock web site home page CCPD agendas and minutes
- IV.A.6-3 Institutional Effectiveness Council biannual survey responses
- IV.A.6-4 Board of Trustees Agendas and Minutes
- IV.A.6-5 *News 2 Know* past issues

- IV.A.6-6 *Thinking Out Loud* past issues
- IV.A.6-7 public affairs and publications media updates IV.A.6-x1 New Agenda Process – see Carmen for an example.
- IV.A.6-x2 Email from President to campus regarding Anthem negotiations
- IV.A.6-x3 Example of This week in LVC newsletter

## Analysis and Evaluation

The *Councils and Committees – Pathways to Decisions* manual (CCPD) is the primary source for describing how decisions are made at Allan Hancock College (IV.A.6-1). Decisions made through shared-governance committees and councils are documented in meeting notes, which are posted on the myHancock portal homepage, and as seen below, are accessible by all AHC students, faculty, and staff (IV.A.6-2).



College Council, as the official “final stop” for making recommendations to the superintendent/president, has expressed a desire to make the decision making process even more transparent. In response to internal surveys conducted by the Institutional Effectiveness Council (IV.A.6-3), College Council has made a point to ensure that constituent representatives attend all council meetings, that notes and agendas are more readily accessible and that decisions are shared back to the college community as a whole. More recently, agendas and notes have been moved to a part of the college website that does not require additional login. Agendas for each academic year are compiled into one large document so that an individual looking for a specific item does not have to open multiple files looking for the right agenda item (IV.A.6-x1).

The college community is aware that many decisions are finalized by the AHC Board of Trustees during their regular public meetings. Agendas and minutes from these meetings are easily

accessed through the public webpage (IV.A.6-4). To broaden understanding of pending issues, board agendas are discussed in advance in multiple venues including College Council, the monthly administrative team meeting, and the president's cabinet.

The College has several electronic newsletters, including the general newsletter *News to Know* and the superintendent/president's *Thinking Out Loud*. These newsletters are archived on the myHancock portal (IV.A.6-5, IV.A.6-6). The Lompoc campus weekly email news brief *This Week at LVC* (IV.A.6-x3) focuses on events and policies pertinent to that campus.

Important news and decisions are often communicated via all-staff emails; for example, when executive level positions are filled, all-staff notices are sent out. All-staff invitations may be sent for the grand opening of new facilities, or when there is an opportunity to participate in the strategic planning retreat. In the summer of 2014 the College was at risk of losing its major health care provider due to stalled negotiations with Anthem Blue Cross. Facing such an important issue, the college administration sent out information on an almost daily basis to keep faculty and staff aware of the status of their health care coverage (IV.A.6-x2).

In addition to internal communications, the District issues regular press releases and is often featured in the local media. A section on the college homepage includes press coverage and the public affairs and publications office regularly emails links to recent local media stories about AHC (IV.A.6-7).

#### IV.A –

**7. Leadership roles and the institution's governance and decision-making policies, procedures, and processes are regularly evaluated to assure their integrity and effectiveness. The institution widely communicates the results of these evaluations and uses them as the basis for improvement.**

#### **Evidence of Meeting the Standard**

The self-evaluation processes built into the College's council and committee structure provides a purposeful context for improvements in the College's governance structures and decision making to ensure integrity and institutional effectiveness through regular evaluation of these processes. Results of the evaluations are disseminated through the council structure in order to ensure wide scale communication and feedback.

IV.A.7-1 Council and Committees: *Pathways to Decisions*

IV.A. 7-2 Institutional Effectiveness Council functions

IV.A.7-3 CCPD Survey Results 2013

IV.A. 7-4 CCPD Survey Results 2015

IV.A.7-5 Annual Report of Accomplishments 2014

IV.A.7-6 Annual Report of Accomplishments 2015

IV.A. 7-7 IEC Memo to CC Regarding CCPD Survey 2013

IV.A. 7-8 IEC Memo to CC Regarding CCPD Survey 2015

IV. A 7-9 IEC Annual Report of Accomplishments 2015  
IV.A7-10 CCPD Task Force Memo to College Council 2015  
IV. A 7-11 Council Co-Chair Agenda and Notes 2015

### **Analysis and Evaluation**

In order to ensure systematic evaluation of governance and decision making policies and procedures, Allan Hancock College developed an inclusive and clearly articulated structure with the document, *Council and Committees: Pathways to Decisions* (IV.A.7-1). The document articulates the institutional decision making philosophy and processes as well as roles and responsibilities among each constituency group in the governance process. Along with the framework for governance and decision-making, the process includes evaluation components to assess the integrity and effectiveness of these processes.

The governance and decision-making processes are organized around college councils in which each constituency group has representation. There are eight councils, including College Council, which serves as the shared governance entity that integrates strategic planning and resource allocations. The other councils report to college council:

1. Budget Council
2. Facilities Council
3. Human Resources Council
4. Institutional Effectiveness Council
5. Student Learning Council
6. Student Services Council
7. Technology Council

Among many roles, one function of the Institutional Effectiveness Council (IEC) is to “develop and implement processes and procedures to evaluate the integrity and effectiveness of governance and decision-making structures and processes; widely communicate these results and recommend their use for institutional improvement” (IV.A.7-2).

The two primary mechanisms for evaluation of governance and decision-making are bi-annual surveys of all employees (IV.A 7-3, IV.A 7-4) and annual reports of accomplishments evaluated by each council (IV.A 7-5, IV.A 7-6). The surveys have evolved over time in terms of focus, but they ask about timeliness of decisions, accomplishing tasks, communication, continuous improvement, and campus climate. Results of the surveys are discussed at IEC first, with a written summary and recommendation sent to College Council (IV.7-7, IV.7-8). The 2013 survey results led to changes in council communication practices and improved efforts to facilitate attendance and constituency responsibilities to invite input. The IEC survey summary of 2015 (IV.A 7-8) showed improvement in responses regarding college climate, understanding of the CCPD process, and communication. The 2015 summary also made further recommendations for improvement. As a result of those recommendations, a meeting of Council co-chairs was convened to discuss improvements. Action items include annual training each year for council co-chairs regarding the governance and decision making process and easier to read documentation of council agendas and notes (I. A 7-11).

## **IV.B Chief Executive Officer**

- 1. The institutional chief executive officer (CEO) has primary responsibility for the quality of the institution. The CEO provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness.**

### **Evidence of Meeting the Standard**

The superintendent/president (CEO) of the Allan Hancock Joint Community College District provides effective leadership through the shared governance process and with delegated authority from the AHC Board of Trustees.

- IV.B.1-1 Board Policy 2430
- IV.B.1-2 All Staff Day agendas and materials
- IV.B.1-3 Planning Retreat agendas, handouts, summaries and materials
- IV.B.1-4 Strategic Plan
- IV.B.1-5 Facilities Master Plan
- IV.B.1-6 Educational Master Plan
- IV.B.1-7 Technology Master Plan
- IV.B.1-x1 Faculty Hiring Policy

### **Analysis and Evaluation**

“The Board of Trustees delegates to the Superintendent/President the executive responsibility for administering the policies adopted by the Board and executing all decisions of the Board requiring administrative action” (Board Policy 2430) (IV.B.1-1). As the College and District CEO, the superintendent/president holds primary responsibility for the institution.

The superintendent/president leads All Staff day (convocation) at the beginning of the fall and spring semesters, providing updates on the institutional mission and providing collaborative workshops to facilitate fulfillment of college goals (IV.B.1-2). Each fall the superintendent/president holds an annual two-day planning retreat to evaluate progress on overall goals and set priorities for the coming year (IV.B.1-3). The fall 2013 planning retreat kicked off a planning process that resulted in a new strategic plan (IV.B.1-4), a new facilities master plan (IV.B.1-5) and completion of the education and technology master plans (IV.B.1-6, IV.B.1-7). The superintendent/president co-chairs College Council, the primary shared governance body for recommendations on decisions affecting all areas of the College. He conducts second interviews with candidates for management positions and is the final signatory on all new hires before recommending them to the Board of Trustees. He reviews, signs off on and (in the case of ACCJC) submits mandated reports on the status of the District.

The superintendent/president initiates the budget process by conveying trustee goals to constituent groups. This provides guidance to the Budget Council as it develops options for the coming year. With the improved budget prospects from the state, two key events provide an example for this process.

1. With the FY 2016 budget, the legislature provided \$5.2 million in one-time funds to offset unfunded mandates during the Great Recession. The Board took great interest in this and set parameters that the funds should be used judiciously and not be expended for ongoing costs. The president conveyed this message and delegated responsibility to the Associate Superintendent/Vice President for Finance and Administration to work with the Budget Council to develop a plan to take back to the Board for approval.
2. The FY 2016 budget allocation also included funding for additional faculty members, based on compliance with the state Faculty Obligation Number (FON). Although the college exceeded the FON, an examination of faculty counts showed that additional instructional faculty were needed to fully meet educational needs of students. This was conveyed to the trustees, who supported the expansion of full time instructional faculty. Using the college's process for prioritizing faculty, the college embarked on an ambitious goal that will expand instructional faculty by almost 15 percent.

Recruiting faculty is a key component of the superintendent/president's ability to improve institutional effectiveness. The process for hiring faculty is clearly outlined in policy (IV.B.1-x1) and final level interviews have been expanded to include input from faculty department chairs, the academic senate and the associate superintendent/vice president for academic affairs. As is the case with the hiring of administrators, though, it is the CEO that has the ultimate responsibility to recommend new faculty to the Board of Trustees.

- His review of reports and data, including ACCJC, grants, reports to CCCCCO (for institutional effectiveness)
- Involvement in budget process (all editors/readers agreed there needs to be something added)

#### **IV.B**

**2. The CEO plans, oversees, and evaluates an administrative structure organized and staffed to reflect the institution's purposes, size, and complexity. The CEO delegates authority to administrators and others consistent with their responsibilities, as appropriate.**

#### **Evidence of Meeting the Standard**

The following documents are evidence that the CEO plans, oversees, and evaluates an administrative structure organized and staffed to reflect the institution's purposes, size, and complexity. The CEO delegates authority to administrators and others consistent with their responsibilities, as appropriate.

- IV.B.2-1 Board Policy 7260
- I.V.B.2-2 Administrative Job Descriptions, HR Webpage
- IV.B.2-3 Administrative Organization chart **from 2013 and Current**
- IV.B.2-4 Administrative Team Notes (Sample)
- IV.B.2-x1 Initial report from Binns Consulting and Compression planning follow up report (see Suzanne Valery)

#### **Analysis and Evaluation**

Allan Hancock College Board Policy 7260 assigns responsibility for creating and filling administrative positions to the superintendent/president and the Board of Trustees, with review through the shared governance process (IV.B.2-1). The College administrative structure is designed to align with the mission, vision and values of AHC, and be of appropriate size to support its planning goals and purposes.

As outlined in their job descriptions (IV.B.2-2), authority is delegated to all administrators and they are assessed through the evaluation process. As the organization chart shows, there are President's Cabinet-level senior administrators who are evaluated by the superintendent/president; cabinet members in turn evaluate managers in their areas (IV.B.2-3). Many administrators have program reviews and program review annual updates in their areas, which provide details on accomplished activities.

In a variety of settings, administrators meet regularly to confer and conduct their duties. The President's Cabinet meets as often as needed, usually several times each week. Deans meet weekly as a group, and other managers meet with appropriate councils and committees in their areas (for example, Student Services Council, Facilities Council, and so on). The entire administration team meets once a month before the regularly scheduled Board of Trustees meeting. Board agendas are always discussed in these regular administrative team meetings; other topics vary based on current projects and activities (IV.B.2-4).

Since 2013 the administrative structure has changed in response to needs, budget considerations, and increased efficiency. This includes the creation of three new senior positions: Associate Superintendent for Student Services, Vice President for Institutional Effectiveness and Executive Director of College Advancement. In each case, the positions were created from previously funded positions.

Among the first actions of the new superintendent/president included upgrading the position of Vice President of Student Services to the Associate Superintendent level. This position had been held vacant or filled by an acting VP for several years. The new position indicated the importance of the student services program and allowed for a more robust candidate pool in hiring a permanent leader for the area.

In consultation with the Academic Senate, the superintendent/president used a vacancy in a director position to create a Vice President for Institutional Effectiveness. The new position has an expanded role that includes assisting with program review, accreditation and tracking of progress on Institution-Set Standards and the goals as established through the Institutional Effectiveness Program Initiative.

With the retirement of directors in the public affairs and foundation programs, the superintendent/president proposed a new position titled Executive Director of College Advancement. This new position will oversee all aspects of fundraising and outreach, including grant development, community relations, endowments, and planned giving. The position was recommended through a constituent-driven process that took a holistic view of campus outreach efforts (IV.B.2-x1).

## IV.B

**3. Through established policies and procedures, the CEO guides institutional improvement of the teaching and learning environment by:**

- **establishing a collegial process that sets values, goals, and priorities;**
- **ensuring the college sets institutional performance standards for student achievement;**
- **ensuring that evaluation and planning rely on high quality research and analysis of external and internal conditions;**
- **ensuring that educational planning is integrated with resource planning and allocation to support student achievement and learning;**
- **ensuring that the allocation of resources supports and improves learning and achievement; and**
- **establishing procedures to evaluate overall institutional planning and implementation efforts to achieve the mission of the institution.**

### **Evidence of Meeting the Standard**

The following evidence documents how, through policies and procedures, the College CEO guides the institutional improvement of the teaching and learning environment.

- IV.B. 3-1 College Council Minutes, <http://myhancock.hancockcollege.edu/jsp/groupools/frame/FrameSet.jsp?tab=1&url=%2Fjsp%2Fgroupools%2Fhome%2FHomePage.jsp%3FgroupID%3D1155>
- IV.B.3-2 CCPD
- IV.B.3-3 Planning Retreat documents, <http://research.hancockcollege.edu/planning.html>
- IV.B.3-4 AHC Fact Book 2014-15  
[http://www.hancockcollege.edu/institutional\\_research\\_planning/fact\\_book/factbook-2014.php](http://www.hancockcollege.edu/institutional_research_planning/fact_book/factbook-2014.php)
- IV.B.3-5 Program Review Matrix, IRP Office
- IV.B.3-6 CCPD Definition of Consensus (page extract)
- IV.B.3.-7 IEC Notes

### **Analysis and Evaluation**

The superintendent/president guides institutional improvement at Allan Hancock College. As co-chair of the College Council, the CEO worked with a taskforce in spring 2015 to update and revise the *Council and Committees: Pathways to Decisions* (CCPD) manual, which outlines the collegial process for setting priorities and making decisions (IV.B.3-1, IV.B.3-2).

The superintendent/president also organizes and oversees the development of goals and priorities guided by the Strategic Plan and associated master plans, with annual review and prioritization taking place during the fall planning retreat. At the planning retreat, key data are shared to provide context for decision making. During the planning retreat, resource needs, primarily from

the program review process, are presented and discussed prior to being handed over to shared governance councils for action (IV.B.3-3).

Institution-set standards for student achievement are set by the Board, based on the recommendation of the CEO in consultation with Academic Senate and councils such as the Student Learning Council. AHC's standards were originally set in 2012 and revised in 2015 to more accurately reflect five years of data and analysis. The student achievement data are reviewed and revised if needed by shared governance councils annually each spring when preparing the annual ACCJC report.

A core component of the College's process for institutional improvement is dissemination of relevant data and analysis. The superintendent/president works closely with the Vice President for Institutional Effectiveness to ensure high-quality research is conducted. Data from Banner, the Tableau dashboard, internal reports to the CCCCCO, and the Santa Barbara County Economic Forecast are used in planning and decision making. The Office of Institutional Effectiveness prepares an annual *AHC Fact Book*, a compilation of data that are used for decision making (IV.B.3-4).

Resource allocation to support institutional improvement of the teaching and learning environment requires that faculty, instructional equipment, facility, and budget resource needs are identified. These needs are primarily identified through comprehensive program reviews and annual program review updates written by faculty and submitted for consideration through appropriate vice-presidents (IV.B.3-5).

Final decisions on expenditures are vetted through appropriate councils and sent to College Council for a final recommendation to the superintendent/president. College Council works on a consensus basis as defined in the shared governance document, the *College and Council Pathway to Decisions* (IV.B.3-6).

The superintendent/president serves as an ex-officio member of the Institutional Effectiveness Council (IEC). The IEC is charged with evaluating the planning and shared governance processes. AHC committees and councils annually report their achievements and challenges to IEC, where they are reviewed and compiled as a record of actions taken to improve learning and achievement. In addition, the IEC periodically surveys both the college community at large and council and committee members regarding their understanding and satisfaction with the planning and decision making process as outlined in the CCPD (IV.B.3-7).

## **IV.B**

**4. The CEO has the primary leadership role for accreditation, ensuring that the institution meets or exceeds Eligibility Requirements, Accreditation Standards, and Commission policies at all times. Faculty, staff, and administrative leaders of the institution also have responsibility for assuring compliance with accreditation requirements.**

The superintendent/president ensures that accreditation compliance and reporting are ongoing processes. By attending training sessions and staying up to date with Commission publications, the CEO and accreditation liaison officer (ALO) remain current on changes in eligibility requirements, accreditation standards, and Commission policies.

### **Evidence of Meeting the Standard**

- IV.B.4-1 ACCJC Reports  
[http://www.hancockcollege.edu/public\\_affairs/accreditation.php](http://www.hancockcollege.edu/public_affairs/accreditation.php)
  - IV.B.4-2 FA Contract, Article 18.11  
[http://dfl.hancockcollege.edu/Human\\_Resources/docs/Faculty%20Agreement.pdf](http://dfl.hancockcollege.edu/Human_Resources/docs/Faculty%20Agreement.pdf)
  - IV.B.4-3 CCPD description of the IEC functions
  - IV.B.4-4 *News 2 Know* Accreditation Updates
  - IV.B.4.x1 Agenda from regional ACCJC meeting
  - IV.B.4.x2 Example of accreditation standard at a council meeting (contact Nohemy or George)
  - IV.B.4.x3 Agenda for all staff day Fall 2015 and Spring 2016
- Additional: Accreditation presentations to AP&P, Deans, Dept Chairs, Trustees (Railey).  
Accreditation retreats for HR Council (Underwood) and Facilities Council (Felix).

### **Analysis and Evaluation**

The superintendent/president ensures that accreditation compliance and reporting are ongoing processes. By attending training sessions and staying up to date with Commission publications, the CEO and accreditation liaison officer (ALO) remain current on changes in eligibility requirements, accreditation standards, and Commission policies. An indication that the process is ongoing is that all AHC reports are submitted to the Commission in a timely manner (IV.B.4-1).

As part of an ongoing commitment to supporting accreditation, the District's ALO maintains a standing meeting with the superintendent/president to stay up to date on substantive changes, annual reports and the college's self-evaluation reports. In conjunction with ACCJC, the District hosted a regional training session on the new standards that was attended by representatives from several districts (IV.B.4.x1). Faculty and staff are encouraged to participate in site visits. Over the past two years, AHC representatives have participated in visits to at least ten different colleges.

Faculty, staff, and administrators play an integral role in ensuring that the college meets or exceeds standards at all times. Faculty are charged with maintaining curriculum standards and the district invests funds to support faculty in curriculum planning and accreditation reporting (IV.B.4-2). Faculty also take the lead on assessing student and service learning outcomes and developing improvement plans. The Board of Trustees is kept informed on accreditation issues by the superintendent/president, and they review and approve major reports such as the self-evaluation.

At appropriate council meetings (for example, Budget Council, Technology Council, Student Services Council) and as part of campus governance and decision-making, relevant accreditation standards, policies and requirements are discussed (IV.B.4.x2). The Institutional Effectiveness Council, in particular, has a primary responsibility for accreditation (IV.B.4-3).

The CEO ensures the campus community is aware of all accreditation activities and conveys a philosophy that accreditation is ongoing and includes all campus constituencies. Accreditation topics are frequently addressed at all-staff convocations and updates are provided regularly through several of the AHC newsletters (IV.B.4-4). Input on major ACCJC reports (for example, the mid-term report) is sought from all constituencies. Draft reports are posted on the AHC portal for a minimum of two months, and drafts are revised based on comments and corrections. Preparation for the self-evaluation included campus wide participation in focused breakout sessions as part of convocation in Fall 2015 and Spring 2016 (IV.B.4.x3).

## **IV.B**

### **5. The CEO assures the implementation of statutes, regulations, and governing board policies and assures that institutional practices are consistent with institutional mission and policies, including effective control of budget and expenditures.**

The superintendent/president of Allan Hancock College keeps abreast of changing federal and state statutes and regulations, and regularly communicates those to the board of trustees.

#### **Evidence of Meeting the Standard**

- IV.B.5-1 Sample college council meeting agendas and notes
- IV.B.5-2 Examples of mission statements in agenda
- IV.B.5-3 Monthly reports in board agenda books
- IV.B.5-4 Budget council meeting notes with budget projection sheets
- IV.B.5-5 College council meeting notes regarding OPEB
- IV.B.5-6 AHC Board of Trustees meeting notes regarding OPEB

#### **Analysis and Evaluation**

The superintendent/president of Allan Hancock College keeps abreast of changing federal and state statutes and regulations, and regularly communicates those to the board of trustees.

The superintendent/president's office provides leadership for updating of policies and works with faculty, staff and administrators to ensure best practices are implemented. One of the main processes for implementing changes to regulations and policies is to review them at the shared governance college council prior to board approval (if needed) (IV.B.5-1). College constituency leaders are responsible for communicating policy updates and changes to their respective groups.

To ensure policies are consistent with changing statutes, the District is currently reviewing and updating all board policies with a goal of aligning policies with standards established by the Community College League of California. In order to keep the College mission in the forefront at all times, the mission is widely published, including placement on the monthly board agenda. In addition, board agenda items provide a link to the college strategic plan (IV.B.5-2).

The superintendent/president and cabinet members provide monthly reports to the Board of Trustees (IV.B.5-3). Regular updates are provided to all constituencies through the shared governance budget council in regard to anticipated annual funding from the state, using a process that estimates pessimistic, optimistic and most likely scenarios (IV.B.5-4).

During the 2014-2015 year, the district evaluated options for creating an irrevocable trust for other post-employment benefits (OPEB). Prior to this, the district held OPEB funds in a locally restricted account. As the state's budget improved and new rules requiring the recognition of OPEB costs as a liability emerged, the superintendent/president and the CFO proposed establishing an irrevocable trust to ensure long term liabilities are funded (IV.B.5-5, IV.B.5-6).

## IV.B

### **6. The CEO works and communicates effectively with the communities served by the institution.**

#### **Evidence of Meeting the Standard**

- IV.B.6-1 Evidence of additional resources for LVC and Santa Ynez
- IV.B.6-2 Evidence of expanded services for LVC
- IV.B.6-3 AB 86 Evidence
- IV.B.6-4 Career pathways evidence
- IV.B.6-5 Superintendent/Principals roundtable meetings evidence
- IV.B.6-6 Sample media coverage featuring superintendent/president
- IV.B.6- Orfalea Grant: [http://santamariatimes.com/news/local/hancock-college-receives-almost-k-grant-for-children-s-center/article\\_d4a99fff-23f2-5d4b-98b0-6eb14d4e544f.html](http://santamariatimes.com/news/local/hancock-college-receives-almost-k-grant-for-children-s-center/article_d4a99fff-23f2-5d4b-98b0-6eb14d4e544f.html)
- IV.B.6- Chancellor visit to AHC: [http://santamariatimes.com/news/local/community-colleges-chancellor-lays-out-plan-for-student-success/article\\_f2a43558-21e8-5922-99a4-0ab9ae5571c2.html](http://santamariatimes.com/news/local/community-colleges-chancellor-lays-out-plan-for-student-success/article_f2a43558-21e8-5922-99a4-0ab9ae5571c2.html)
- IV.B.6- Return to classroom: [http://santamariatimes.com/news/local/hancock-college-president-heads-back-to-class/article\\_887661df-a17b-5ed0-b3bc-6408417445b6.html](http://santamariatimes.com/news/local/hancock-college-president-heads-back-to-class/article_887661df-a17b-5ed0-b3bc-6408417445b6.html)
- IV.B.6- Economy discussion at Lompoc Chamber meeting: [http://santamariatimes.com/news/local/hancock-college-working-to-help-students-move-beyond-campus/article\\_92770ce6-0e9a-5a29-b982-ceba69b4de59.html](http://santamariatimes.com/news/local/hancock-college-working-to-help-students-move-beyond-campus/article_92770ce6-0e9a-5a29-b982-ceba69b4de59.html) and [http://lompocrecord.com/news/opinion/editorial/learning-is-the-key-to-economy/article\\_fa3e7c2a-52d7-524f-817d-e2bb24504536.html](http://lompocrecord.com/news/opinion/editorial/learning-is-the-key-to-economy/article_fa3e7c2a-52d7-524f-817d-e2bb24504536.html)
- IV.B.6- Workforce and Literacy Initiative: <http://www.econalliance.org/workforce-and-literacy-initiative-seeks-to-improve-communities/>

IV.B.6- Op-Ed: The Nexus of Poverty, Education and Economic Development:  
<http://www.pacbiztimes.com/2014/06/20/oped-the-nexus-of-poverty-education-and-economic-development/> and <http://www.independent.com/news/2014/jun/30/nexus-poverty-education-and-economic-development/>

IV.B.6- Walthers Joins SMVCC Board of Directors:  
<http://santamariachambernews.com/2014/12/dr-kevin-walthers-and-jean-luc-garon-joins-chambers-board-of-directors/>

IV.B.6- Graduation, Spring 2015:  
[http://www.noozhawk.com/article/hundreds\\_graduates\\_from\\_allan\\_hancock\\_college](http://www.noozhawk.com/article/hundreds_graduates_from_allan_hancock_college)

IV.B.6- Law enforcement graduation, Fall 2015:  
[http://santamariatimes.com/news/local/hancock-academy-graduates-law-enforcement-cadets/article\\_7a568c8e-4b18-52b7-ad18-71d6824220e1.html](http://santamariatimes.com/news/local/hancock-academy-graduates-law-enforcement-cadets/article_7a568c8e-4b18-52b7-ad18-71d6824220e1.html)

IV.B.6- Fire Academy graduation, Fall 2015 :  
[http://santamariatimes.com/news/local/hancock-fire-academy-grads-demonstrate-skills-look-to-future/article\\_901d944e-efea-5393-a113-816805164bcb.html](http://santamariatimes.com/news/local/hancock-fire-academy-grads-demonstrate-skills-look-to-future/article_901d944e-efea-5393-a113-816805164bcb.html)

### **Analysis and Evaluation**

The superintendent/president is an active and recognized member of the community, serving on the board of directors for two chambers of commerce, the local hospital board and participating in Rotary International.

A particular focus of the superintendent/president is outreach to outlying parts of the large geographic service area. Additional resources have been provided to serve the communities of Lompoc and the Santa Ynez Valley (Los Olivos, Santa Ynez and Solvang)(IV.B.6-1). Increased services at the Lompoc Valley Center include additional counseling, more support for student equity programs (e.g., EOPS) and expanded hours for the LVC library (IV.B.6-2).

The superintendent/president is active in college areas such as serving as the lead agent for adult education planning, bringing together school districts, service organizations and local non-profits to streamline education for adult learners (IV.B.6-3). Under the superintendent/president's leadership, AHC is providing support for a District-wide consortium designed to develop career pathways that will support students beginning in high school until they have successfully completed a program for career readiness or transfer (IV.B.6-4).

In order to work closely and communicate with feeder high schools and other educational institutions, the superintendent/president hosts a periodic roundtable luncheon (IV.B.6-5). As the educational and cultural center of northern Santa Barbara County, AHC also releases frequent press releases, utilizes social media, and is well publicized in the local media (IV.B.6-6).

## **IV.C**

- 1. The institution has a governing board that has authority over and responsibility for policies to assure the academic quality, integrity, and effectiveness of the student learning programs and services and the financial stability of the institution. (ER 7)**

*Eligibility Requirement 7: The Institution has a functioning governing board responsible for the academic quality, institutional integrity, and financial stability of the Institution, and for ensuring that the Institution’s mission is achieved. The Board is ultimately responsible for ensuring that the financial resources of the Institution are used to provide a sound educational program. Its membership is sufficient in size and composition to fulfill all board responsibilities.*

*The governing board is an independent policy-making body capable of reflecting constituent and public interest in board activities and decisions. A majority of the board members have no employment, family, ownership or other personal financial interest in the institution. The board adheres to a conflict of interest policy that assures that those interests are disclosed and that they do not interfere with the impartiality of governing body members or outweigh the greater duty to secure and ensure the academic and fiscal integrity of the institution. (IV.C.1, IV.C.4, IV.C.11)*

### **Evidence of meeting the Standard**

- IV.C.1-1 Board Policy 2200 Board Duties and Responsibilities
- IV.C.1-2 Map of AHC District Trustee Area Boundaries  
<http://www.hancockcollege.edu/board/boundary-map.php>
- IV.C.1-3 Notes from the annual AHC Board retreat
- IV.C.1-4 Notes from strategic planning retreat
- IV.C.1-5 Sample board agenda/minutes that include mission statement and strategic plan reference
- IV.C.1-6 AHC Board of Trustees Webpage  
<http://www.hancockcollege.edu/board/index.php>
- IV.C.1-7 Agenda and sample content from the new BOT member orientation
- IV.C.1-8 Board Policy 2715 Code of Ethics
- IV.C.1-9 Board Policy 2710 Conflict of Interest

### **Analysis and Evaluation**

According to board policy 2200, “The Board of Trustees governs on behalf of the citizens of the District in accordance with the authority granted and duties defined in Education Code Section 70902” (IV.C.1-1). This quote describes a primary responsibility of the five-member elected Allan Hancock College Board of Trustees. There is also a student trustee appointed through the student government every year; though a non-voting member, the student trustee adds an important perspective, particularly on student learning programs and services.

Board members are elected to four-year terms on a staggered schedule that provides continuity and experience. The board meets regularly once every month, usually on the second Tuesday of the month and holds additional special meetings as needed. One board member represents each of the five diverse communities within the 3,000 square mile district ((IV.C.1-2).

By reviewing the College mission at its annual board retreat and by attending various planning meeting (such as the District’s annual strategic planning retreat), the AHC Board ensures the College mission is achieved (IV.C.1-3, IV.C.1-4). The board ensures the college mission is widely available, including on the website and on each board agenda book. The board reviews the District budget and financial statement at every regular board meeting to verify adequate financial support for the educational programs (IV.C.1-5).

The board takes an active role, from a policy perspective, in the District’s academic quality, integrity, and financial stability. All board policies and administrative procedures are available on the public board webpage (IV.C.1-6). In 2014-15 the College undertook an ambitious project to update all board policies and revise language to conform to the Community College League of California templates .

All new AHC Board members undergo extensive training that includes an orientation process (IV.C.1-7). This training assists board members in understanding their role as an independent body representing the public interests, as well as the importance of disclosing any possible conflict of interest. Two board policies describe the integrity expected from all board members, the Board Code of Ethics (IV.C.1-8) and Conflict of Interest (IV.C.1-9).

## IV.C

**2. The governing board acts as a collective entity. Once the board reaches a decision, all board members act in support of the decision.**

### **Evidence of Meeting the Standard**

IV.C.2-1 Board Policy 2010 Board Membership

### **Analysis and Evaluation**

“Board members have authority only when acting as a board of trustees legally in session. The board will not be bound in any way by any statement or action on the part of any individual board member or employee, except when such statement or action is in pursuance of specific instructions by the board” (IV.C.2-1) .

The board works as a singular entity and members respect the bounds of their individual office. Members are encouraged to ask questions and pursue lines of inquiry during board meetings to ensure issues are fully vetted. On the rare occasion that a vote is not unanimous, board members support the decision as the will of the duly elected board.

## IV.C

**3. The governing board adheres to a clearly defined policy for selecting and evaluating the CEO of the college and/or the district/system.**

## **Evidence of Meeting the Standard**

- IV.C.3-1 Board Policy 2431 Superintendent/President Selection
- IV.C.3-2 Board Policy 2435 Evaluation of the Superintendent/President
- IV.C.3-x1 Minutes from 2014 and 2015 summer retreats.

## **Analysis and Evaluation**

In the event of a vacancy in the superintendent/president position, the board is committed to a fair and open process for selecting a new CEO (IV.C.3-1). In selecting a new CEO in 2013, the board solicited input from the campus community to develop ideal characteristics for interested candidates. The process was clearly defined so that internal constituents and external applicants were aware of the steps being taken.

Board policy states that the board “shall conduct an evaluation of the Superintendent/President at least annually and that “the criteria for evaluation shall be based on board policy, the Superintendent/President’s job description, and performance goals and objectives” (IC.C.3-2).

The evaluation process occurs annually, typically at the summer AHC Board of Trustees retreat (IV.C.3-x1).

## **IV.C**

**4. The governing board is an independent, policy-making body that reflects the public interest in the institution’s educational quality. It advocates for and defends the institution and protects it from undue influence or political pressure. (ER 7)**

*Eligibility Requirement 7: The Institution has a functioning governing board responsible for the academic quality, institutional integrity, and financial stability of the Institution, and for ensuring that the Institution’s mission is achieved. The Board is ultimately responsible for ensuring that the financial resources of the Institution are used to provide a sound educational program. Its membership is sufficient in size and composition to fulfill all board responsibilities.*

*The governing board is an independent policy-making body capable of reflecting constituent and public interest in board activities and decisions. A majority of the board members have no employment, family, ownership or other personal financial interest in the institution. The board adheres to a conflict of interest policy that assures that those interests are disclosed and that they do not interfere with the impartiality of governing body members or outweigh the greater duty to secure and ensure the academic and fiscal integrity of the institution. (IV.C.1, IV.C.4, IV.C.11)*

## **Evidence of Meeting the Standard**

The Allan Hancock College Board of Trustees acts in accordance with the board policy that outlines their duties and responsibilities.

- IV.C.4-1 Board Policy 2200 Board Duties and Responsibilities
- IV.C.4-2 Board Meeting minutes, 1/29/2008
- IV.C.4-3 Board Meeting minutes, 2/19/2008

### **Analysis and Evaluation**

The AHC Board of Trustees serves in the best interest of the institution and in accordance with board policy (IV.C.4-1). Board members are elected by district to reflect the constituent and public interest of a diverse community.

Woven into the fabric of the Board's commitment to institutional quality is the outcome of one of the community's most difficult issues. Following successful passage of a bond measure, the Board prepared to build a new public safety training complex to replace an inadequate facility located in Santa Maria. As the project launched, the city of Lompoc (20 miles to the south) offered more than 60 acres of land for the project if it would be built adjacent to the Lompoc Valley Center (LVC).

There was a great deal of community interest and input to the AHC Board of Trustees prior to the final project approval, which is documented in the board agendas and minutes. Public safety agencies located to the north, especially San Luis Obispo County, preferred that the College find a location in or near Santa Maria. City officials and many in the Santa Maria business community insisted that the project should be built in Santa Maria given that the existing program was already located within the city. Much of the public commentary occurred at a special [Board meeting](#) held January 29, 2008 (IV.C.4-2).

After hearing all viewpoints in public comment and considering options, the Board determined that the Lompoc site would provide the best location to ensure educational quality. The decision was finalized at the February 19, 2008 [Board meeting](#) (IV.C.4-3).

## **IV.C**

**5. The governing board establishes policies consistent with the college/district/system mission to ensure the quality, integrity, and improvement of student learning programs and services and the resources necessary to support them. The governing board has ultimate responsibility for educational quality, legal matters, and financial integrity and stability.**

### **Evidence of Meeting the Standard**

Board policies identify key roles of the Allan Hancock College Board of Trustees. The board is appropriately engaged in curriculum development and legal issues, as well as its fiduciary responsibilities.

- IV.C.5-1 Board Policy 2200 Board Duties and Responsibilities
- IV.C.5-2 Board Policy Directory Webpage
- IV.C.5-3 Sample board agendas showing monthly financial statements
- IV.C.5-4 Board Policy 6400 Audits
- IV.C.5- Additional – Board Minutes from Spring 2016 Board Item where Trustee Zacarias praises the AP&P process.

**Analysis and Evaluation**

The AHC Board of Trustees (BOT) takes seriously its role “to consider and pass upon the recommendations of the superintendent/president in all matters of policy pertaining to the welfare of the college” (IV.C.5-1). There are many board policies and corresponding administrative procedures in place to ensure the quality of student learning programs and student services. These include:

<b>Policy Topic</b>	<b>Policy Number</b>
Advisory Committees for Instructional Programs	4102
Athletics	5700
Counseling	5110
Curriculum Development	4020
Distance Education	4105
District Mission	1200
Grant Funded Programs	3280
Noncredit Education and Community Programs	4400
Program Review	3255
Program Vitality	4021
Selection of Library Materials	4040
Student Services	5100
Textbook Selection	4220

(IV.C.5-2)

The BOT ensures financial integrity and stability by approving the annual budget and the expenditure of all funds (IV.C.5-1), thereby allocating resources to support all the programs and services of the college. Each board agenda includes financial statements to allow the board to provide ongoing oversight of expenditures and budget integrity (IV.C.5-3). The Board rotates firms that prepare the annual audit and approves the audit report before it is sent to the Chancellor’s Office (IV.C.5-4).

A major responsibility of the BOT is to set “prudent, ethical and legal standards for college operations” (IV.C.5-1). The board assumes responsibility for all legal matters pertaining to the College, including employee discipline and contractual disputes. While these matters may be handled in closed session or special board meetings, the BOT reports on legal actions to the extent it can without violating confidentiality laws.

## IV.C

**6. The institution or the governing board publishes the board bylaws and policies specifying the board's size, duties, responsibilities, structure, and operating procedures.**

### **Evidence of Meeting the Standard**

Comprehensive information about the Allan Hancock College Board of Trustees is available on the public AHC website.

IV.C.6-1	AHC Board of Trustees webpage	
IV.C.6-x1	Annual Organization of the Board	2305
IV.C.6-x2	Board Duties and Responsibilities	2200
IV.C.6-x3	Board Elections	2100
IV.C.6-x4	Officers of the Board of Trustees	2210
IV.C.6-x5	Policies of the Board of Trustees	2410
IV.C.6-x6	Regular Meetings of the Board	2310
IV.C.6-x7	Vacancies on the Board	2110

### **Analysis and Evaluation**

Allan Hancock College maintains a public webpage that publishes biographies of the current board members; all board policies and related administrative procedures; the meeting schedule for the board; minutes and agendas, both current and an archive; and a map of the District showing the five trustee area boundaries (IV.C.6-1).

Among the board policies that describe the board's size, duties, responsibilities, structure and operating procedures are:

<b>Board Policy Topic</b>	<b>Policy Number</b>
Annual Organization of the Board	2305
Board Duties and Responsibilities	2200
Board Elections	2100
Officers of the Board of Trustees	2210
Policies of the Board of Trustees	2410
Regular Meetings of the Board	2310
Vacancies on the Board	2110

(IV.C.6-x1 to x7)

## IV.C

**7. The governing board acts in a manner consistent with its policies and bylaws. The board regularly assesses its policies and bylaws for their effectiveness in fulfilling the college/district/system mission and revises them as necessary.**

**Evidence of Meeting the Standard**

- IV.C.7-1 AHC Board of Trustee Orientation materials
- IV.C.7-2 Planning Retreat fall 2014—agenda and minutes
- IV.C.7-3 Sample Board agendas/minutes showing revised BPs (2014-15)
- IV.C.7-4 Board agenda/minutes showing review/approval of AHC mission statement
- IV.C.7-x1 August 2013 Retreat Agenda (include presentation from consultants)

**Analysis and Evaluation**

The new members of the Allan Hancock College Board of Trustees participate in an orientation that trains them regarding their responsibility to act as a unified body and represent the public interest, in accordance with board policies (IV.C.7-1). With the arrival of a new CEO, the Board used its 2013 summer retreat to establish expectations for both the Board and the CEO in regard to communication, participation and overall management (IV.C.7-x1).

Prior to 2014, the Board periodically reviewed and updated some board policies. During the 2014-2015 academic year, the AHC Board of Trustees undertook a complete and systematic review of all board policies (IV.C.7-2). Individual policies were updated to ensure compliance with current rules and regulations, and to conform to the recommended language from the Community College League of California (IV.C.7-3). The board reviews and approves the renewal of the college mission statement annually (IV.C.7-4).

**IV.C**

**8. To ensure the institution is accomplishing its goals for student success, the governing board regularly reviews key indicators of student learning and achievement and institutional plans for improving academic quality.**

**Evidence of Meeting the Standard**

The Allan Hancock College (AHC) governing board receives monthly reports on student learning and achievement at the regular board meetings. Some of the board members attend the annual strategic planning retreat and other planning events where student learning and achievement are discussed. All institutional plans are presented to the board for approval before they are adopted.

- IV.C.8-1 Sample Board Agendas, including August 2015 (DE Report) (ADD scorecard and IEPI)
- IV.C.8-2 Annual Planning Retreat Agendas and Minutes
- IV.C.8-3 Student Success Summit Agendas and Minutes

- IV.C.8-4 All Staff Day Agendas
- IV.C.8-5 Title V AIM Grant Abstract
- IV.C.8-6 Institutional Plans Web page

### **Analysis and Evaluation**

The AHC Board of Trustees (BOT) regularly receives information, presentations, and updates on key indicators of student learning and success. At the beginning of many BOT regular monthly meetings, there are one or more presentations on student accomplishments and achievements. There are additional reports to the Board monthly by each vice-president, providing additional information about academic affairs, student services, finance and campus construction. In addition to these, there are also periodic mandated reports presented as part of board meetings, including the annual distance learning report, California Community College Scorecard, and IEPI indicators (IV.C.8-1).

Board members appropriately participate in campus planning and summit events. BOT members attend the annual strategic planning retreat, where a great deal of data on student outcomes and achievement are reviewed and analyzed as part of the planning process (IV.C.8-2). Board members are invited (and frequently attend) other events focused on student achievement, such as the student success summit held each spring (IV.C.8-3).

Board members are in regular attendance at all-staff convocations that occur at the start of each spring and fall semester. Each all-staff is different, but some have focused almost entirely on student learning outcomes and assessment (IV.C.8-4).

The superintendent/president informs the board on grants and other awards that focus on improving academic quality, such as the US Dept. of Education Title V Hispanic Serving Institutions AIM Grant award in 2014 that focuses on improving outcomes for basic skills students (IV.C.8-5).

In addition to the Strategic Plan, major planning documents are presented to the board for review and/or approval. Recent plans presented to the Board include the Educational Master Plan, Technology Plan, Facilities Master Plan, SSSP Plan, Student Equity Plan, Cooperative Work Experience Plan, Concurrent Enrollment Plan and the EEO Plan. Plans are housed on the public website for ease of retrieval (IV.C.8-6).

## **IV.C**

**9. The governing board has an ongoing training program for board development, including new member orientation. It has a mechanism for providing for continuity of board membership and staggered terms of office.**

### **Evidence of Meeting the Standard**

The five member AHC Board of Trustees participates in ongoing training and development. An orientation is provided for new trustees both locally and at the state level. Continuity is achieved through staggered terms of office.

- IV.C.9-1 Minutes from retreats (2014, 2015)
- IV.C.9-2 Minutes from retreats (2013)
- IV.C.9-3 Agenda and sample content from new BOT member orientation
- IV.C.9-4 Agenda from Community College League of California annual meeting
- IV.C.9-5 Roster of statewide members of the California Community College Trustees (CCCT)

### **Analysis and Evaluation**

At the beginning of each fall term, the AHC Board of Trustees schedules a retreat focusing on college issues and goals as well as the role of trustees in managing the College (IV.C.9-1). The fall 2013 retreat included a session on roles and expectations between the board and the new superintendent/president who started in July 2013 (IV.C.9-2)

Newly elected board members are given an orientation to the AHC District coordinated through the superintendent/president's office (IV.C.9-3). Orientation content is primarily provided by AHC vice-presidents or cabinet-level administrators who oversee major areas such as academic affairs or administrative services.

Board members participate in various types of professional development including training offered by the Community College League of California (CCLC). In 2013 and 2014 board members attended the CCLC annual convention (IV.C.9-4). One board member has completed and the other four board members are actively pursuing the "Excellence in Trusteeship" designation and participate in the state-wide board of trustees' meetings. Board members serve statewide committees. One trustee is an elected member of the California Community College Trustees Board (IV.C.9-5) and another is an officer in the California Association of Latino Community College Trustees and Administrators.

Continuity of Board of Trustee membership is established through the election process. Elections occur every two years; three board members are elected in one cycle and two in the next. Each board member is elected for a four-year term.

## **IV.C**

**10. Board policies and/or bylaws clearly establish a process for board evaluation. The evaluation assesses the board's effectiveness in promoting and sustaining academic quality and institutional effectiveness. The governing board regularly evaluates its practices and performance, including full participation in board training, and makes public the results. The results are used to improve board performance, academic quality, and institutional effectiveness.**

## Evidence of Meeting the Standard

- IV.C.10-1 BP 2745 Board Self –Evaluation
- IV.C.10-2 Board of Trustees Self-Evaluation Form
- IV.C.10-3 Board of Trustees Evaluation-Community Survey Letter 2014
- IV.C.10-4 Board of Trustees Community Survey Response 2014
- IV.C.10-5 Board Agendas showing revision of Policies throughout 2015 (samples)
- IV.C.10-x1 Example of VP Board Reports showing link to strategic plan
- IV.C.10-x2 Example of Board Agenda Item showing link to strategic plan

## Analysis and Evaluation

The process for evaluating the AHC Board of Trustees is clearly stated in Board Policy 2745 (IV.C.10-1). The board conducts the self-evaluation process annually, rating their performance individually and then discussing the results as a group before finalizing their results (IV.C.10-2).

Prior to 2014, input on board performance by various groups including students and local educators from other institutions were not part of the process. In assessing their 2014 evaluation, the board sought to make the instrument more useful by creating a separate questionnaire for those in the community that may not interact with the college on a daily basis (IV.C.10-3). The survey was reviewed during the fall 2014 annual retreat (IV.C.10-4).

Evaluation results in 2014 indicated that board performance and institutional effectiveness could be enhanced through additional trustee training and by updating board policies. As a result, all board members have attended conferences geared toward trustee training and one has completed the “Effective Trustee Training” offered through the Community College League of California (CCLC). Board policies are being revised to reflect the uniform numbering system developed by the CCLC. The District maintains a schedule to track efforts to update and revise all board policies (IV.C.10-5). The Board invested in support for this project by engaging a consultant from the League’s policy and procedure service.

The 2015 Board evaluation found that Board members felt that they understood the college’s mission but wanted to see additional evidence of actions linked to the mission. As a result, staff developed an enhanced reporting tool for board agenda items and reports that clearly identifies how each action is tied to the college mission (IV.C.10-x1 and x2).

## IV.C

**11. The governing board upholds a code of ethics and conflict of interest policy and individual board members adhere to the code. The board has a clearly defined policy for dealing with behavior that violates its code, and implements it when necessary. A majority of board members have no employment, family, ownership or other personal financial interest in the institution. Board member interests are disclosed and do not interfere with the impartiality of the governing board members**

**or outweigh the greater duty to secure and ensure the academic and fiscal integrity of the institution.**

*Eligibility Requirement 7: The Institution has a functioning governing board responsible for the academic quality, institutional integrity, and financial stability of the Institution, and for ensuring that the Institution's mission is achieved. The Board is ultimately responsible for ensuring that the financial resources of the Institution are used to provide a sound educational program. Its membership is sufficient in size and composition to fulfill all board responsibilities.*

*The governing board is an independent policy-making body capable of reflecting constituent and public interest in board activities and decisions. A majority of the board members have no employment, family, ownership or other personal financial interest in the institution. The board adheres to a conflict of interest policy that assures that those interests are disclosed and that they do not interfere with the impartiality of governing body members or outweigh the greater duty to secure and ensure the academic and fiscal integrity of the institution. (IV.C.1, IV.C.4, IV.C.11)*

### **Evidence of Meeting the Standard**

Allan Hancock College (AHC) has board policies in place to ensure all board members maintain high standards of ethical conduct and disclose any possible conflicts of interest in business conducted by the board, including financial interest.

- IV.C.11-1 Board Policy 2715 Code of Ethics/Standards of Practice
- IV.C.11-2 Board Policy/Administrative Procedure 2710 Conflict of Interest
- IV.C.11-x1 Evidence of ethics training from CCLC meeting in Monterey.
- IV.C.11-x2 Evidence of Carmen attending training at CCLC meetings.

### **Analysis and Evaluation**

The AHC Board of Trustees adheres to the code of ethics and standards of practice as outlined in board policy 2715 (IV.C.11-1). The policy provides for investigation of claims of ethics violations – no claims have been lodged during the self-evaluation period.

Board members engage in training provided by the Community College League of California in regard to ethics, including training on Brown Act requirements (IV.C.11-x1). The Board also provides extensive training to the Board secretary to ensure continued compliance with open meeting requirements (IV.C.11-x2).

No board member maintains employment or has a financial interest in the institution. Board policy 2710 details the parameters for conflicts of interest, and the accompanying administrative policy outlines the procedures to be followed when there is a possible conflict of interest. To foster transparency, Board members disclose financial interests through the California Fair Political Practices Commission.

**IV.C.**

**12. The governing board delegates full responsibility and authority to the CEO to implement and administer board policies without board interference and holds the CEO accountable for the operation of the district/system or college, respectively.**

**Evidence of Meeting the Standard**

Two board policies at Allan Hancock College (AHC) describe the delegation of authority to the superintendent/president and the annual evaluation process where the CEO is held accountable for the efficient operation of the District.

- IV.C.12-1 Board Policy 2430 Delegation of Authority to the Superintendent/President
- IV.C.12-2 Board Policy 2435 Evaluation of the Superintendent/President
- IV.C.12-x1 Superintendent/President Evaluation Template
- IV.C.12-x2 Agenda and minutes from Board Retreat – Summer 2014 and 2015

**Analysis and Evaluation**

Full “executive responsibility” and authority for District operations at AHC is delegated to the superintendent/president through Board Policy (BP) 2430 (IV.C.12-1). The BP specifically allows the CEO to further delegate administrative duties, but also clearly states that he or she “will be specifically responsible to the Board for the execution of such delegated powers and duties.”

The superintendent is evaluated annually (IV.C.12-x2) and held accountable through an evaluation process mutually developed with the Board (IV.C.12-2 and IV.C.12-x1):

**IV.C**

**13. The governing board is informed about the Eligibility Requirements, the Accreditation Standards, Commission policies, accreditation processes, and the college’s accredited status, and supports through policy the college’s efforts to improve and excel. The board participates in evaluation of governing board roles and functions in the accreditation process.**

**Evidence of Meeting the Standard**

Allan Hancock College Board Members are aware of accreditation requirements and take an active role in review and approval of ACCJC reports and training.

- IV.C.13-1 Sample Board Policies with ACCJC cross-references
- IV.C.13-2 BP 3200 External Program Accreditation
- IV.C.13-3 Board of Trustees Self-Evaluation Form  
Board discussion of self-evaluation from summer retreats 2014 and 2015
- IV.C.13-4 Board Meeting Notes 6/16/15 Items 15.A2 and 16

- IV.C.13-x1 Annual Report to ACCJC
- IV.C.13-x2 Institutional Set Standards (from Board Agenda)
- IV.C.13-x3 IEPI Standards (Board Agenda)
- IV.C.13-x4 Presentation from Annual Retreat

### **Analysis and Evaluation**

The AHC Board of Trustees receives updates from the superintendent/president and the accreditation liaison officer (ALO) on all accreditation-related aspects of the College. The board reviews and approves reports sent to the Commission from the District (IV.C.13-x1).

Accreditation is woven into District policy with all WASC-ACCJC standards cross-referenced in board policy (IV.C.13-1). There is a separate board policy related to programs that have separate external accreditation (IV.C.13-2).

The board performs an annual self-evaluation that encompasses the role they perform in the accreditation process in various categories including quality and leadership (IV.C.13-3).

Reflecting the active role played by the AHC Board, AHC hosted a regional ACCJC training on the new standards that included attendees from four different community college districts. The AHC Board president attended the training to ensure he was informed of the changes in the standards and reported back to the Board the following month.

The trustees have taken action to approve Institutional Set Standards (IV.C.13-x2) and have also set aspirational goals as part of the Institutional Effectiveness Partnership Initiative (IV.C.13-x3). The board approved the initial standards and included the full IEPI program as part of its annual retreat (IV.C.13-4 and x4).

### **IV.D Multi-College Districts or Systems**

This does not apply to Allan Hancock College.