

**Presentation to the
Accrediting Commission for
Community and Junior Colleges:
An Update of the Fall 2010 Follow-Up Report**

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Introduction

In responding to all the Commission's Recommendations, Crafton Hills College has aimed for excellence—not merely compliance—on every front, and our efforts have entailed changes in campus culture that are substantive, ongoing, and sustainable. So we are pleased that the evaluation team composed of President Kathryn G. Lehner and Dr. Chris Myers, in their Fall 2010 Accreditation Follow-Up Visit Report, recognized the “tremendous amount of work” that we have completed as we seek to become an exemplar of best practices in numerous areas. As representatives of the College, we also appreciate the opportunity to offer the following brief updates on our accomplishments since completion of the Follow-Up Report. (Supporting documentary evidence is provided on the accompanying CD.)

Recommendation 1: Integrated Planning, Quantitative Effectiveness Measures, and Long-Term Resource Allocation

- Educational Master Plan (EMP) Point Persons submitted reports on their progress in implementing EMP objectives to the Educational Master Planning Committee (EMPC), and the Vice President for Instruction conducted Q&A sessions with the Academic Senate, Classified Senate, and Student Senate on those reports.
- Drawing on those reports, the EMPC has now completed a midyear formative evaluation of progress on all EMP goals and objectives. Based on that evaluation, it added a few action items, but concluded that progress to date is satisfactory.
- The EMPC has added measures of Student Satisfaction and Employee Satisfaction to the set of institutional Quantitative Effectiveness Indicators (QEIs), and is evaluating other measures on the list of candidates for possible inclusion (see EMP, Table 7.2). The Spring 2011 update of data for the QEIs is on schedule.
- An update on funded priorities and objective completions from the 2009-10 integrated Planning and Program Review cycle was distributed campus-wide on November 12, and the Vice President for Instruction conducted Q&A sessions with the Academic Senate, Classified Senate, and Student Senate on that report as well. A report on further progress will be presented at the campus-wide In-Service Day on January 14, 2011.
- The 2010-11 integrated Planning and Program Review process is on schedule. Based in part on input from the field, the Planning and Program Review Committee has begun discussion of incremental improvements for 2011-12, including consolidating some of the program review questions, streamlining annual planning, and clarifying the role of deans and directors in the process.
- See Recommendation 10 below on the CHC Long-Range Financial Plan and Forecast.

Recommendation 2: Data Reliability, Access, and Training

- The Office of Research and Planning continues to supply the data needs of the College's major planning processes (e.g., the QEI updates for the EMP); produce essential cyclical reports (e.g., unit-level planning and program review data) in accord with the research calendar; provide training on outcomes assessment, data usage, and other topics relevant to planning and decision-making; respond to a wide variety of ad hoc data requests as needed; and validate the accuracy and integrity of the data that underlie all its reports.
- The College has received another five-year Title V grant that will add another research assistant to the Office's staff beginning in 2011-12.

Recommendation 6: Participation in Decision-Making and Planning Processes

- All shared-governance College-wide committees report their progress twice yearly to the Crafton Council, the central collegial consultation body of the College, and the Council makes recommendations to improve alignment among them. The Council considered progress reports from seven committees at its December meeting, and concluded that progress to date was satisfactory; it also provided guidance on Spring 2011 actions to three committees.
- To enhance executive-level communication among all Areas of the College, the office of the Vice President of Student Services is scheduled to move to the central administration building in Spring 2011.

Recommendation 7: District-Level Program Review, Strategic Plan, Technology Plan, and Human Resources Plan

- District Program Review
 - The nine District units that completed their initial program reviews last year are on schedule to assess their progress and identify any necessary improvements in Spring 2011.
 - The District Police Department began its full program review process in Fall 2010, and is on schedule to complete it in Spring 2011.
 - KVCR and the Economic Development and Corporate Training divisions have also begun the program review process. The questionnaires to use in the process are scheduled to be completed in January 2011.
- District Strategic Plan (DSP)
 - The District Strategic Planning Committee (DSPC) received and discussed the first quarterly progress reports from DSP Point Persons at its December meeting. Implementation of the DSP is on schedule, and the Committee concluded that progress to date is satisfactory.
 - The DSPC modified eight DSP Objectives in order to integrate KVCR and the Economic Development and Corporate Training division into the DSP. A subcommittee is developing additional recommendations for coordinating the work of both entities more fully with the work of the colleges and with other District operations.
 - The directors of research from the two colleges, serving as a Research Subcommittee, are completing the annual update of the DSP research sections.
 - DSPC discussions of enhancements to DSP content are on schedule, and the DSPC will make its recommendations to the Chancellor in May 2011.
- District Technology Strategic Plan (DTSP)
 - As planned, the Distributed Education and Technology Services (DETS) Executive Committee focused its work in Fall 2010 on developing concrete measures of progress on the supporting strategies under every DTSP goal, and updated the DTSP accordingly.
 - The survey on the effectiveness of DETS services was distributed on schedule to all District and College personnel in Fall 2010, and results are now being analyzed by the CHC Office of Research and Planning. Those results will be central to the Spring evaluation of the DTSP by the DETS Executive Committee.
- District Human Resources Plan
 - Review and revision of the Staffing Plan is on schedule for Spring 2011.

Recommendation 8: Program Review and Distributed Education

- See Recommendation 1 above for an update on the integrated Planning and Program Review process.
- The Distributed Education program has fully implemented the improvements described in the Follow-Up Report. As soon as Fall 2010 grades and online course evaluations are available, the Office of Research and Planning will provide the Educational Technology Committee (ETC) with updated reports on retention and success rates in Distributed Education courses compared to those in corresponding face-to-face courses, and with course evaluation results. The ETC will evaluate the data and, if the evaluation indicates the need for further improvements, make recommendations aimed at ensuring the overall effectiveness of the DE program.

Recommendation 10: Long-Term Fiscal Plans and Financial Information

- The District-wide Budget Committee has met regularly to discuss the ramifications of the ongoing budget crisis in Sacramento, and the President's Cabinet is monitoring the CHC Long-Range Financial Plan and Forecast in light of each new development. The Plan and Forecast will be updated in January based on the new Governor's budget, and disseminated campus-wide.
- The Interim Vice President of Administrative Services has scheduled the annual training for employees on the basics of budgeting for March 24, 2011.

Commission Recommendation 1: District Resource Allocation Process

- The District-wide Budget Committee has begun consideration of potential improvements in the District resource allocation model, and, with input from the colleges, will complete its evaluation by April 2011. Based on that evaluation, it will recommend any necessary modifications for implementation in the 2011-12 fiscal year.