Certification of Continued Institutional Compliance with Commission Policies

During the self

The Chancellor is the chief representative of the institution to the Commission and is the primary recipient of Commission communications. She responds as appropriate and directs staff to take action as needed.

Evidence that CCSF Complies with the Commission Policy on Transfer of Credit

The Academic Policies section of the Catalog describes the policies and procedures for consideration of transfer of credit, as does the Transfer Center website, the Office of Admissions and Records/Registration websited the Course Equivalen form. 21 22 23 24

The College makes decisions about whether to accept transfer of credit from other institutions to CCSF in two ways:

" General units applied toward graduation. Students submit official transcripts and a completed Request for Transcrippllege 25.9 (i)2x41 (l)14 (e T)-13 310 (s)-11 (c)4 (r)-27 (i) 61ju

Distance Learning Courses," articulates the policies and procedures for defining distance education<sup>28</sup> The Curriculum Committee must approve any revisions to this document. The College's Distance Learning Coordinator helped establish a Regular and Effective Contact Policy to support regular and substantive interaction in the distance education environment.

CCSF provides equivalent quality in distance learning. The development and implementation of distance learning supports CCSF's total educational mission. Before a class is offered online, the faculty member interested in developing the class for distance learning must complete an application. The Distance Learning Advisory Committee reviews applications and selects those for development with one of the teria being how offering the course via distance learning meets the College's mission Applicants also complete Exhibit O from the AFT 2121 Contract. After a course is selected, the Educational Technology Department works closely with the faculty member in the development of the course. The faculty member is required to complete the hybrid online course, Introduction to Online Teaching and Learning (IOTL) with

Curriculum User Manual Additionally, the Educational Technology Department Chair/Distance Learning Coordinator regularly remifadsulty via email and at department meetings to make certain that student learning outcomes are clearly visible in their online classes.

Compliance with Elements 5 and 6The Office of Instruction regularly calculates and updates a summary and detailed report of the list of programs, degree or certificate, in which 50 percent or more of the courses are available via distance leafthfig ased on this summary, the College submits Substantive Change Proposals when warranted.

CCSF submitted a Substantive Change Proposal for Change in the Mode of Delivery in February 2014. However, since the College had received a "Show Cause" sanction by the Commission in July 2012, the Commission did not accept this Substantive Change Proposal given Commission policy thatestricts institutions on sanction from submitting a Substantive Change Proposal. Thus, the College has not been eligible to submit substantive change proposals since 2012. In January 2015, the Commission approved the College's application for "Restoration Status." ACCJC has communicated to CCSF's ALO that the College is still ineligible to submit a Substantive Change Proposal while in Restoration Status.

Compliance with Element 7. CCSF has processes in place to insure that the student who registers for an online class is the student who participates and completes the class. Board Policy

- "It ensures that faculty who teach online receive the appropriate preparation to do so and faculty have access to ongoing professional development. The College maintains all control over distance education offerings as it does not partner with an externialep of distance education. The Distance Education Learning Coordinator reviews regularly the materials and regular effective contact for courses that are in progress to confirm they continue to meet requirements (pountive, but to help identify antik any issues in order to meet compliance requirements). (Elements 1 and 2)
- "Distance learning courses must meet the same requirements as all CCSF courses. Each distance learning course has an approved addenda that sits atop the Curriculum Committee approved Course Outline of Record and explains how the requirements of the base course will be achieved in the online environment. Since the base Course Outline of Record applies to all versions of a course regardless of mode, the same Student Learning Outcomesare assessed and all expectations on students (to achieve) and instructors (to assess and report) are identical. Student Learning Outcomes must be on all syllabi, and chairs and deans check these. (Elements 3 and 4)
- "To demonstrate due diligence, CCSF sitted a Substantive Change Proposal for Change in Mode of Delivery in February 2014, which, given the Show Cause sanction ienntt t t tyltr(Elements59 ( 36and 4))]TJ EMC /LBody <</M4ID 10 >>BDC /C2\_0 1 Tf 05.1-

Evidence that CCSF Complies with the Commission Policy on Representation of Accredited Status

Evidence that CCSF Complies with the Commission Policy on Student and Public Complaints against Institutions

CCSF has clear policies and procedures for handling student complaints, and the current policies and procedures are accessible to students in the College Cantallonline.

CCSF's Student Development Division maintains a website that contains active links to the various types of grievances that students and community members are able the thing that students can quickly access current policy information and complaint procedures and identify the resources they need to resolve their complaints. This site also contains cross links for those wanting to file complaints with CCSF's accreditor, or with the California Community College Chancellor's Office.

Students can also find information in the College Catalog on how to file complaints against other students, against classified staff members, against faculty members and against admiffstrators. Students are encouraged to mediate situations by requesting advocacy prior to filing a formal grievance, and the student services website provides guidelines to students on how to request advocacy. Faculty, administrators, and students also serve on a Student Grade and File Review Board that reviews individual student grievances over course grades and file contents. Information on how to appeal a grade is available in the College Catalog and on the Website. CCSF provides matriculation services for incoming students to determine placement in Math and/or English. Information is available in the College Catalog and online for students who feel they have experienced discrimination in the matriculation process and wish to file a grievance. Students and community members can also access information about how tevilia comparison on the Unlawful Discrimination and Harassment Policy can be found in the College Catalog and online. The Board Policy on Sexual Harassment also information to students on how to file a grievance.

CCSF provides information to the public on how to file a complaint with ACCJC or any of its programmatic accreditors or licensors. Information on CCSF's accredited status, as well as how to file a complaint against the College with the ACCJC is available on the main Accreditation

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webpage<sup>7,8</sup> Detailed information on programmatic accreditors including their contact information is available on a separate (but linked) web page.

The student complaintles for the previous six years (since the last comprehensive evaluation) are available; the files demonstrate accurate implementation of the complaint policies and procedures. These files are maintained by Student Services and can be accessed if requested by speaking with the Vice Chancellor of Student Development.

Analysis of the College's Compliance with the Commission Policy on Student and Public Complaints against Institutions

CCSF complies with this policy by listing complaint policies and informations Catalog and maintaining websites within both the Accreditation webpages and Student Services webpages that provide detailed information for students and community members on filing grievances.

CCSF provides a listing and contact information for all sprogrammatic accreditors, one link from the main Accreditation page, to allow students and community members to easily contact any of CCSF's programmatic accreditors.

CCSF maintains student complaint files for a minimum of six years as requires files are housed in the office of the Vice Chancellor of Student Development.

Commission Policy on Institutional Advertising, Student Recruitment, and Representation of Accredited Status

All accredited institutions, or individuals acting on their behalust exhibit integrity and responsibility in advertising, student recruitment, and representation of accredited status. Responsible selfegulation requires rigorous attention to principles of good practice.

Evidence that CCSF Complies with the Commissin Policy on Institutional Advertising, Student Recruitment, and Representation of Accredited Status

Advertising, Publications, Promotional Literature. Educational programs and services are the focus of advertisements, publications, and promotional literathat the College puts forth. The primary source of information about educational programs and services is the CCSF College Catalog. The annual, academic year Catalog is clear, concise, and well organized. The College updates the Catalog annually tointain information currenc. CCSF publishes information required by this Commission Policy in its Catalog:

<sup>78</sup> Screenshot of Main CCSF Accreditation Webpage (\$egec\( e \))ite

<sup>79</sup> Screenshot of Programmatic Accreditation W/schurzesollege Website

<sup>80</sup> CCSF College Catalog

<sup>81</sup> Screenshot showing that the Catalog is updated annually

A second form of recruitment is done through advertising in international dedn publications that reach Asian, African, European, and Latin American countries. One publication is Study in the United States which contains CCSF school information in Mandarin, Vietnamese, Portuguese, Spanish, and English. CCSF also maintains a listing in the International Student

by the institutions or by related entities except as otherwise required by law or other Commission policies.

If an institution is part of a district/system withared facilities or processes (e.g., library) or centralized information (e.g., strategic plan), the institution may use documents prepared by the district/system in its report to the Commission.

The accredited institution's obligation to report any changes in control, legal status or ownership through its substantive change process also applies to related entities.

Changes and Plans Arising out of the Self Evaluation Process Related to

Plans Arising Out of	the Self Evaluation	ProRelated to Comp	oliance with Commis	sion Policies
Goal	Associated Action(s)	Person Responsible/ accountable to complete action	Expected Completion	Expected Outcome
Adopt a Board Policy and Administrative Procedures on award of credit (Commission Policy on Institu Degrees and Credits; Standa II.A.4.; Standard II.A.9.)	approval process tional		ir BP 6.03 and AP 6.0 were recommended by the Academic Senate on May 25, 2016 but need to be reviewed by PGS information only in Fall 2016 and then adopted by the Board (BP 6.03) and Chancellor (AP 6.0	dpractice related to the award of credit. Adopted BPand AR6.03 on the award of credit