



**ACCREDITING
COMMISSION
for COMMUNITY and
JUNIOR COLLEGES**

*Western Association
of Schools and Colleges*

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January 14, 2015

Dr. Arthur Q. Tyler, Chancellor
City College of San Francisco
50 Phelan Avenue, Box E200
San Francisco, CA 94112

Dear Chancellor Tyler:

The Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges (ACCJC), at its meeting on January 7-9, 2015, reviewed the Institutional Self Evaluation Report for Restoration Status and the Report of the External Evaluation Team that visited City College of San Francisco (CCSF, or the College) November 16-19, 2014. In addition, the Commission reviewed the supplemental material provided by CCSF in a letter dated December 23, 2014, and considered the oral presentation provided by representatives of CCSF at the Commission meeting on January 8, 2015.

The Commission took action to **grant Restoration Status** to CCSF and to require the College to submit a comprehensive **Institutional Self Evaluation Report** by **October 15, 2016** demonstrating compliance with all Eligibility Requirements and Accreditation Standards as revised and adopted in June 2014, and Commission policies.

Restoration Status is granted if, in the judgment of the Commission, the institution fully meets all Eligibility Requirements and has demonstrated either its compliance with all of the Accreditation Standards and Commission policies or the ability to fully meet all Accreditation Standards and Commission policies within the two-year restoration period. The Commission found that while CCSF is noncompliant with a number of Accreditation Standards, it has demonstrated the ability to fully meet them during the restoration period.

As was stated in the July 3, 2013 action letter to CCSF, notifying the College of the Commission's action to terminate the accreditation of CCSF: "The Commission action to terminate accreditation is not yet final.... [pending the outcome of administrative remedies]". The restoration process is one such remedy. Thus, if the College demonstrates compliance with the Eligibility Requirements, Accreditation Standards, and Commission policies at the completion of the restoration period, then the Commission's action to terminate the accreditation of CCSF will be set aside without having become a final action, and the College will move from Restoration Status to reaffirmation of accreditation.

The October 2016 Self Evaluation Report should demonstrate that the institution meets or exceeds the Eligibility Requirements, Accreditation Standards, and Commission policies. The report will be followed by an External Evaluation Team visit. The External Evaluation Team will conduct an evaluation to determine whether, in its view, the College meets or exceeds these requirements. The institutional and team reports will be considered by the Commission in accordance with the process for reaffirmation of accreditation contained in the Policy on Commission Actions on Institutions, section on Restoration Status.

NEED TO RESOLVE DEFICIENCIES, AND TO ACHIEVE AND MAINTAIN COMPLIANCE:

The Accreditation Standards provide indicators of academic quality and institutional effectiveness throughout the institution. Deficiencies in institutional practice that lead to noncompliance with any standards will impact quality at an institution, and ultimately the educational environment and experiences of students. An institution on Restoration Status must demonstrate by completion of the restoration period, that it meets or exceeds the Eligibility Requirements, Accreditation Standards, and Commission policies.

The External Evaluation Team Report (Team Report) noted a number of significant areas of deficiency in CCSF policy, procedure, and practice that the team regarded as noncompliant with standards, but for which compliance could be achieved within the restoration period. The team also noted areas of policy, procedure, and practice which reflected minimal compliance with Accreditation Standards, as they were in early stages of implementation or were not yet fully implemented college-wide. The Accreditation Standards require that these policies, procedures, and practices continue to be fully implemented and integrated into college-wide practice. CCSF should use the Team Report and advice provided by this action letter for guidance, as the College undertakes necessary actions to come into full compliance and demonstrate sustained compliance with the Eligibility Requirements and Accreditation Standards (as revised and adopted in June 2014), and Commission policies.

The Commission, in its review, has determined CCSF is noncompliant with the following 32 Accreditation Standards,¹ and that it has demonstrated the ability to fully meet them during the restoration period:

Accreditation Standards I.B; I.B.3; II.A.2; II.A.2.b; II.A.2.c; II.A.2.e; II.A.2.h; II.A.3.b; II.A.3.c; II.A.5; II.A.6; II.A.6.b; II.A.6.c; II.B; II.B.1; II.B.2; II.B.3; II.B.3.a; II.B.3.c; II.B.3.f; II.B.4; II.C; II.C.1; II.C.1.c; III.D.1; III.D.1.b; III.D.2.b; III.D.3.c; III.D.4; IV.A.1; IV.A.3; IV.A.5.

¹ Member institutions completing comprehensive reviews through Fall 2015 are utilizing the Eligibility Requirements and Accreditation Standards adopted in 2002 (last revised in 2013). Comprehensive reviews beginning in 2016 will utilize the Eligibility Requirements and Accreditation Standards as revised and adopted in 2014. To aid institutions in this transition, the 2014 standards have been cross-walked back to the 2002 standards. Glossary terms and annotations to related policies and federal regulations have also been provided for the 2014 standards. These resources are available on the ACCJC website.

In its action on CCSF, the Commission also agreed to convey the following information to the College:

- In his remarks before the Commission during the January 2015 Commission meeting, Chancellor Arthur Q. Tyler indicated that CCSF plans to use state funding allocated to centers to provide appropriate student support services, library resources, and learning support services to students in programs at all of the College's centers. The College should ensure that information about CCSF's centers be consistent and accurate. Information about programs and services available at the centers should also be current and accessible. There are inconsistencies among CCSF's Self Evaluation Report, the CCSF website, and the California Community Colleges Chancellor's Office database about the number and locations of centers of CCSF.
- The Team Report identified practices in compliance with Eligibility Requirements 14 (Student Services) and 16 (Information and Learning Resources). However, CCSF is reminded that in order to meet standards, its student support services, library, and learning support services must be provided at all centers in order to appropriately serve the students in programs located at those centers.
- Many CCSF plans, processes, systems, and practices described in the Team Report are new or in the early stages of implementation. The College is reminded that to meet the standards, these plans, processes, systems, and practices must be implemented, integrated across the institution, and evaluated with results and changes noted as evidence of institutional effectiveness and quality improvement.
- It is suggested that CCSF undertake a global assessment of all the College plans being created, to ensure that unnecessary duplication and redundancy are removed, and to focus the college on the decisions, actions, and changes needed to meet the Accreditation Standards.
- While the team cited the unusual circumstances related to compliance with standards in IV.B arising from the Special Trustee, the Commission reminds CCSF that an institution must be in compliance with the Eligibility Requirements, Accreditation Standards, and Commission policies at all times.
- In their remarks to the Commission during the January 2015 Commission meeting, CCSF representatives confirmed the ability of the College to come into compliance with all Accreditation Standards during the restoration period. The Team Report concluded the same, but noted concerns about whether CCSF will initiate changes promptly, and then sustain and mature its practices, as necessary to demonstrate that it meets the standards within the time provided during the restoration period. The College will submit its comprehensive Self Evaluation Report by October 15, 2016, and will then be visited by an External Evaluation Team. The Commission will review the CCSF comprehensive evaluation at its meeting in January 2017. It is critical that the College as a whole embrace the challenges of completing the necessary reforms in the restoration period.

ADDITIONAL INFORMATION:

CCSF conducted an educational quality and institutional effectiveness review as part of its Self Evaluation for Restoration Status. The Commission suggests that the plans for improvement of the institution which came out of the self evaluation process be integrated into the College's regular planning and governance processes in order to become part of the continuing improvement of the College.

The Team Report provides details of the team's findings with regard to each Eligibility Requirement and Accreditation Standard and should be read carefully and used to understand the team's findings. Upon a review of the Team Report sent to the College, the CCSF Institutional Self Evaluation Report, and upon considering the supplemental information provided by the College, the following changes or corrections have been made to the Team Report:²

1. The chart on pages 6 and 7 of the report will be modified by adding the following:

<u>Standard</u>	<u>Suggested Actions</u>
II.A.2.e	Ensure consistency across the institution in reviewing all courses and programs, and in using data and analysis from the review in institutional planning and resource allocation.
II.B	Implement the assessment of student support service needs at the Ocean campus and centers, and adopt identified improvements.
II.B.2	Ensure the catalog is updated regularly and on time, and that all required information is included in the catalog.
2. Page 157, the first sentence of the last paragraph, concerning Standard IVA.1, is changed to read as follows:

“The College should engage in clarifying and strengthening structures and processes to ensure representative and consistent student participation in the PCG.”

These changes have been noted on a separate page for inclusion with the Team Report, which is enclosed. Copies of the enclosed Team Report, with this added page, may now be duplicated and posted.

The Commission requires that the College give the Institutional Self Evaluation Report, the External Evaluation Team Report, and this letter appropriate dissemination to College staff and to those who were signatories of the College Self Evaluation Report. This group should include the campus leadership, the Special Trustee and the elected Board of Trustees.

The Commission also requires that CCSF's Institutional Self Evaluation Report, the External Evaluation Team Report, and this Commission action letter be made available to students and the

² The team co-chairs concur with the Team Report changes.

public by placing a copy on the CCSF website. *Please note that in response to public interest in disclosure, the Commission now requires institutions to post accreditation information on a page no more than one click from the institution's home page.*

The guidance and suggestions contained in the External Evaluation Team Report represent the best advice of the peer evaluation team at the time of the visit but may not describe all that is necessary for CCSF to come into compliance. The College's own self evaluation and responsive action is a vital part of a successful voluntary peer evaluation process. Institutions are expected to take all action necessary to continuously comply with Eligibility Requirements, Accreditation Standards, and Commission policies. The Commission wishes to remind you that while an institution may concur or disagree with any part of the Report, CCSF is expected to use the External Evaluation Report to improve educational programs and services and to resolve issues identified by the Commission.

Professional self-regulation is the most effective means of assuring integrity, effectiveness, and educational quality. On behalf of the Commission, I wish to express continuing support for the City College of San Francisco as it progresses toward compliance with standards during the restoration period.

Sincerely,

A handwritten signature in cursive script, reading "Barbara A. Beno".

Barbara A. Beno, Ph.D.

BAB/cms

cc: Dr. Robert Agrella, Special Trustee
Ms. Gohar Momjian, Accreditation Liaison Officer