June 27, 2014

Mr. Al Rios
Dean of Community Services
East Los Angeles College
1301 Avenida Cesar Chavez
Monterey Park, CA 91754-6099

Dear Mr. Rios,

The College has completed its process its Comprehensive Program Review. We would like to thank you for all the work you have put into providing the College with detailed information on your programs through the Program Review Self-Evaluation. The following comments, commendations and recommendations are the culmination of a campus-wide validation process that included the Strategic Planning Committee, Educational Planning Subcommittee, Facilities Planning Subcommittee, Technology Planning Subcommittee, Enrollment Management Committee, Learning Assessment Committee, Program Review and Viability Committee and the ELAC Shared Governance Council.

The following comments, commendations and recommendations are provided for incorporation in your annual planning. Each recommendation will need to be addressed in your Annual Update Plan (AUP) due at the end of September 2014. To be clear, these recommendations serve as part of our process for continual quality improvement. Typically, recommendations require planning improvements that will be implemented over time. Through collegial dialog on the recommendations, each department should develop a strategy for addressing the recommendations. The program review AUP allows a department to report on its efforts and identify needed resources. The Office of Institutional Effectiveness and the Program Review and Viability Committee are available to assist departments through this process.

Comments:

It is recognized that the department overcame significant obstacles as it continued to offer services despite moving their location multiple times in the past few years. There are various campus committees that, at times, addresses issues of relevance to community services, such as Facilities Planning Subcommittee, Technology Planning Subcommittee and Shared Governance Council. The committee asks what other departments community services coordinates with. The department should identify new trends that impact their offering of courses for student success.

Commendations:

None
Recommendations:

1) It is recommended that the program continue to report on the technology and facilities needs in the annual update and work with supervising dean to get them met.

2) It is recommended that the program become more integrated with campus community, including attending campus committee meetings, and solicit suggestions for course offerings and outreach.

3) It is recommended that the program increase their involvement in Student Services Outcomes (SSO). They are currently at the “deficient” level, which means there is no SSOs for their department. In addition, the Learning Assessment Committee advises Community Services that models in other institutions and cities be investigated for appropriate outcomes.

4) It is recommended that the program investigate practices utilized at other colleges to ensure quality programming and that community needs are met.

Thank you again for your dedicated work on improving the College and your programs.

Sincerely,

Marvin Martinez
President
East Los Angeles College

cc: Dr. R. Moyer, Vice President