June 27, 2014

Gisela Herrera  
Writing Center  
East Los Angeles College  
1301 Avenida Cesar Chavez  
Monterey Park, CA 91754-6099

Dear Ms. Herrera,

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:

The program is at the level of “sustainability” in the work on Student Services Outcomes.

It would be beneficial for the program to elaborate further on its services, such as the OWL, in its program review documents.

Commendations:

Commendation for extensive outreach on campus through classroom visits.

Commendation for collaboration with FYC to create workshops for specific classes.

Commendation for its Online Writing Lab.
Recommendations:

1) That, in collaboration with other providers of tutoring services, the program participate in an assessment of the frequency, benefits, and costs of tutoring services offered on campus. This tutoring assessment report should be provided to Academic Senate and the Educational Planning Subcommittee in order to determine whether additional resources are needed for learning improvement.

2) That the program, in collaboration with appropriate campus units, develop and implement an accurate tracking system to regularly assess the utilization of Writing Center, including the workshops and their contribution to student success. In addition, the program should improve its understanding of federal privacy restrictions and work more collaboratively with English instructors to resolve data collection issues.

3) That the program develop and implement a specific plan of action to outreach to nontraditional students and to help the college close the equity gap.

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
    Dr. C. Kozeracki, Dean