June 27, 2014

Joyce Garcia
Bookstore
East Los Angeles College
1301 Avenida Cesar Chavez
Monterey Park, CA 91754-6099

Dear Ms. Garcia,

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:
None

Commendations:
The Bookstore is acknowledged for incorporating book rentals into their services for students.

Recommendations:
1) It is recommended that the department become more integrated with campus community and solicit suggestions for expanding customer base and marketing.
2) It is recommended that the department increase their involvement in Administrative Services Outcomes as they are currently at the “development” level.

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

Sincerely,

Marvin Martinez
President
East Los Angeles College

cc: E. De Ocampo, Interim Vice President