June 27, 2014

Gonzalo Mendoza
Manager
Information Technology
East Los Angeles College
1301 Avenida Cesar Chavez
Monterey Park, CA 91754-6099

Dear Mr. Mendoza,

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:
None

Recommendations:
1) That the program update the technology in campus conference rooms, such as G1-301AB, so that all features can be readily utilized.
2) That the program improve their voice answering system so that callers are not placed on hold when no staff is available and provide a call back feature if left on hold for an excessive period of time.

3) That the program identify ways to ensure service delivery during all times that classes are in session and submit requests for augmentation for staffing as needed.

4) That the program incorporate feedback from faculty users when it implements its goal of annual evaluation of smart classrooms.

5) That the program develop a cycle of outreach to other departments and units to ensure that their needs are regularly being addressed.

6) That, as the college updates its website, the program ensure departments and other units are able to update their own website. In addition, the program should implement a process to ensure that webpages are up to date and will meet the needs with persons with disabilities.

7) That the program develop a cycle of outreach to other departments and units to ensure that their needs are regularly being addressed.

8) That the program, in collaboration with fiscal office and VP of Administrative Services, annually provide prioritized requests for utilizing any funding opportunities that arise.

9) That the program increase involvement in the Administrative Unit Outcome (AUO) process 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