June 27, 2014

Jeremy Allred  
Dean of Admissions and Records  
East Los Angeles College  
1301 Avenida Cesar Chavez  
Monterey Park, CA 91754-6099

Dear Mr. Allred,

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:

Generally speaking, goals align with Ed Master Plan, notably the last two listed, are ideally suited for supporting the college strategic goals. However, the measurable outcomes for the 5th goal could more specifically explain how the goal will be accomplished. The program made efforts to communicate enrollment deadlines, but there remains a communication gap between admissions and faculty/students. The program satisfactorily addressed the increasingly young student population (Outreach) and Veterans, but no efforts are identified for other nontraditional groups, such as 36-50 and older students. There is a need more information about the purchase of software for student access to transcripts request. Recommended alternatives are examined.
Commendations:

Admissions is commended for rising to the level of “sustainability” through their excellent work on developing and assessing Student Service Outcomes and successfully implementing improvement activities based on those assessments.

Admissions is commended for the new, concerted effort by Admissions and Records to ensure timely submission of grades and rosters has resulted in a substantial reduction in delinquent submissions that is far beyond other colleges in the district.

Recommendations:

1) It is recommended that the program continue to bridge the communication gap between admissions staff and faculty regarding deadlines, due dates, and other similar requirements affecting student success, especially as it relates to the planning and implementation of the new SIS and SB 1456.

2) It is recommended that the program conduct a review on their day-to-day operations, including wait-times for students, and ensure that there are no equity gaps as it pertains to these services. Based on this evaluation, submit augmentation for resources if needed.

3) 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.

4) It is recommended that the program implement alternatives for promoting student sign-ups for rave mobile, such as a link during the online orientation.

5) It is recommended that the program investigate other options for students to obtain electronic transcripts.

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

Sincerely,

Marvin Martinez
President
East Los Angeles College

cc: O. Valeriano, Vice President