

Accreditation & Institutional Quality Committee (AIQ)

<https://committees.kccd.edu/bc/committee/accreditation>

Report for Academic Senate and College Council, November 16, 2015

College Council Resolution on 2015 Accreditation Task Force report—*see reverse*

Committees and Individuals identified in the Strategic Directions as being responsible for specific Initiatives turned in progress reports to AIQ November 12. AIQ is responsible for compiling the information and reporting on the results to College Council December 4 and again in May.

AIQ is responsible for Oversight and Accountability Initiative 4.15:

Measure end user satisfaction with college and district services annually.

Preparing for the survey on college services and district services provided to college:

- This fall: letting college know
- Spring: probably March—survey

Potential List of College Services:

1. Bookstore,
2. Safety (Parking, Security),
3. Helpdesk (ISIT Questions),
4. M & O (Work orders, Repairs, Cleanliness, and Maintenance),
5. Curriculum Review,
6. Assessment,
7. Campus HR,
8. Business Office,
9. A & R,
10. Marketing and Public Relations (Web, Graphic Design, Media Public Relations),
11. Print Shop,
12. Foundation,
13. Event Scheduling,
14. Mailroom,
15. Child Care,
16. Financial Aid,
17. Library

District Services: We can use the same questions on District Services provided to the college as we did with the 2014 Accreditation Survey so we can compare results.

We need to be very clear in the survey to distinguish between local services (e.g. local HR staff) vs. district services (DO HR staff). Similar examples were given with the Business Office and IT. One idea was to give a little explanation paragraph before the questions. For example on HR, explain that all of HR reports up through the district office but that the first 5 questions are based on interactions with the district office staff and the next 5 questions are based on interactions with the local campus HR.

Need a *Not Applicable* option on the survey for some of the services, if we don't interact with those areas.

For Fall and letting people know: we need to work with the various committees that send out surveys and let them know we are working on one big survey.