



San Joaquin Valley College Board of Governors Meeting September 13, 2018	
MEETING CALLED TO ORDER BY	John Swiger, Chair
ATTENDEES	John Swiger, Chair and Community-at-Large Member Donn Ritter, Community-at-Large Member Jill Sozinho, Community-at-Large Member Sue Delong, Community-at-Large Member Marlea Lyon, Community-at-Large Member (via phone) Mike Perry, Affiliate Member (Board of Directors) Mark Perry, Affiliate Member (Board of Directors) Nick Gomez, Affiliate Member (College President) Russ Lebo, Affiliate Member (Chief Financial Officer)
ABSENT	
GUESTS AND PRESENTERS	Carole Brown, Vice President of Instruction and Student Success Sumer Avila, Provost Lizzy Frances, Director of Student Services Anthony Romo, Vice President of Admissions & Graduate Placement Pat Fox, Director of eLearning Curriculum, Instruction, & Student Success
RECORDER	Crystal VanderTuig
QUORUM PRESENT	Yes

- I. **CALL TO ORDER:** Meeting was called to order by John Swiger at 4:34 p.m.
- II. **BOARD RECOGNITIONS/INTRODUCTIONS:** John welcomed Donn Ritter, Russ Lebo, and Nick Gomez to the Board of Governors.

- A. Introduction of Lizzy Frances:** Carole Brown introduced Lizzy Frances - the new Director of Student Services, to the Board. Carole explained that Lizzy is replacing Alyssa Perry who is now the Campus President of the newest SJVC campus in Atascadero. Lizzy brings over 15 years of experience in higher education, most notably from Heald College where she earned Employee of the Year award and was part of the Presidents Circle. Carole informed the Board that Lizzy's focus is on strategies to improve retention and analysis of Student Services through the Student Service Unit Program Review process.
- B. Student Service Unit Outcomes Program Review Update:** Lizzy gave an overview of the recent effort taken to review, evaluate, and modify the process for evaluating student services. She explained that the modified process better aligns with both WASC Junior and WASC Senior expectations for the evaluation and continuous improvement of student services. Lizzy then presented a Learning Outcome graphic that depicts the levels and types of outcomes for academic and student affairs (attached). She further explained that Student Service Unit Outcomes (SSUOs) have been identified for the following four student service areas: Learning Resource Center, MyFoundationsLab (math and English remediation), Career Services, and Personal Services.

Lizzy reported that she is currently supporting the Learning Resource Center in the evaluation process, which will be completed by the end of the month. Lizzy informed the Board that she will provide updates on the student Services Unit Outcome program reviews to the Academic Oversight Committee at the end of October and will present the results to the full board in November.

III. INSTITUTIONAL PERFORMANCE STANDARDS

- A. Course Completion and Graduation:** Carole informed the Board that - as part of our institutional self-evaluation process, the Senior Management Team have been reviewing the institutional set standards. She reported that the team is identifying revisions to both the definitions and measures which will be presented to the Board for review and approval in November. Carole then asked the Board to identify the areas for which we have ISS. She then explained that in addition to the ISS, external bodies have different expectations, definitions, and thresholds for student achievement. She then went on to explain that she will be reporting on course completion and graduation at the institutional level. Carole further explained that we have performance areas that are covered by both ISS and strategic goals and achievement targets. She gave an overview of the difference between the ISS and our strategic goals.
 - i. Course Completion:** Our year-to-date performance is 90% year-to-date against the standard of 85%. Online has a strategic target of 80% and is currently at 79% with year-over-year improvement from 76>79% (three point gain). Ground is currently at 93% against a strategic target of 90%. a year-to-

date. All campuses are at or above the 90% threshold with the exception of Hesperia (89%). Carole reported that there are five strategic initiatives in place to improve course completion and graduation rates: Business Administration redesign; Medical Assisting remediation; Technology Enhanced courses; Faculty Introductory course; and Remediation Online. This is in addition to general improvements to processes that are intended to close the achievement gap. She gave the following examples: professional development, improvements to New Faculty Orientation, maximizing and calibrating the eObservation process, First Module activities, and Student Service Unit Program Reviews.

- ii. **Graduation:** Carole reminded the Board that our ISS for graduation is set at 65%. She reported that the 2018 graduation rate is at 63%, which is up year-over-year from 58%. Carole informed the Board that the online core programs are between a 35-36% graduation rate against a strategic goal of 50%. The ground core programs are between 63-67% graduation rate with underperformance in the Business Administration program. However, the new program is scheduled to launch this month and improved student outcomes are anticipated.

Carole reported that a radical change in student service is proving to be an improvement within the online modality. Early indicators are affirming the change; however, it is too early to make a determination. At this time, the focus remains on lead indicators to improve graduation such as first module retention. We are currently at 73% with the last two modules exceeding the 80% strategic achievement target. The presentation ended with information that recent Institutional Research findings continue to affirm the first module focus and outreach efforts and has revealed additional information such as Grade Point Average to guide work and improvements.

- B. Graduate Placement:** Anthony Romo presented the final graduate placement rates by program and campus for the second quarter of 2018 as well as those projected for the third quarter. Questions were asked and answered about campuses and programs that did not meet standard as well as those that saw an increase in student achievement. For example, Anthony discussed the increase in graduate placement at the Delano Campus. He attributes the increase to the Graduate Readiness initiative and the effectiveness of the Campus President's oversight of this area.

Anthony also addressed the decrease in Dental Hygiene placement rates. He explained that the decrease is attributed to the definitions that we are held accountable to by the Bureau of Private Post-Secondary Education (BPPE). The definitions do not include part-time placements in the calculation unless the

student signs an acknowledgement at the time of enrollment that he/she intends to secure part-time employment.

Anthony informed the Board that the Modesto and Ontario campuses are areas of focus. He reported that there has been notable improvement at the Hesperia Campus, which he attributes to the recalibration of processes as well as Carole and Ash Carter's time, attention, and coaching of campus employees.

Anthony explained that the third quarter projections for Cordova are lower due to the per diem and part-time employment exclusions from the placement definition. He ended with reporting that since the implementation of the revised BPPE placement definitions and calculations, the highest institutional placement rates we have achieved was 70%, however, we have always met our placement standard (65%).

IV. TEACHING/LEARNING

A. Gamification: Pat Fox presented on recent improvements to create a more cohesive and engaging online educational experience through gamification. She reported that gamification was first rolled out to prepare students for the transition to the new LMS platform and was met with such a positive response from students that it was incorporated into other areas as well. Pat reviewed several key areas that have been enhanced through gamification such as the Coaches Corner and the Clinical Dept. She informed the Board that her team is developing a Game Center, which will launch in 2019. Student remediation is included in the preliminary plans for the Game Center.

V. ACCREDITATION

A. WASC Junior: Crystal reviewed the milestones in the timeline for the ACCJC self-evaluation process. She reviewed a few new additions including the presentations she and Sumer are giving at the campuses and the eCourse that is being developed to prepare college employees for the visit. Crystal informed the Board that the final draft of the Self-Evaluation Report will be distributed for review at the November meeting and that a vote will be solicited at the end of December. She further informed the Board that Dr. Brian King has been selected to serve as the Team Chair. Dr. King is involved in various aspects of ACCJC committee work and is the Chancellor of the Los Rios Community College District.

B. WASC Senior: Sumer reviewed the milestones in the timeline for the WSCUC Seeking Accreditation Visit 1 Report and visit. She informed the Board that we have requested a spring 2020 site visit and that our WSCUC liaison, Moe Maloney, has indicated the appropriateness of this timeline. Sumer informed the Board of the next steps in the process, including the submission of the Letter of Intent in early 2019 and the SAV 1 Report in fall 2019. Questions were asked about the

evaluation process and the Title IV implications if Candidacy status is awarded (versus Initial Accreditation).

VI. INFORMATIONAL UPDATES: No updates were given.

VII. AD HOC

VIII. BOARD BUSINESS

A. Minutes from the 7/17/2018 Board of Governors meeting were reviewed.

Donn moved to approve the minutes with the noted correction to fill in the missing information on the actions taken to improve VTNE pass rates (Agenda Item IIIB) of the July 17, 2018 BoG meeting. Jill seconded. All in favor.

B. Academic Committee Report: The committee informed the Board of its recent meeting with Annette Austerman, Director of Curriculum & Assessment, and Crystal VanderTuig, Director of Institutional Relations. John reminded the Board that the College has been holding Program Review Learning Outcome Workshops for instructional programs. Jill reported on the curricular pieces that are being addressed in the workshops. John informed the Board that the committee would resume its review of program review reports in 2019.

C. Institutional Performance Standards: Addressed in Agenda Item III.

D. Ad Hoc

- i. Mike gave an update on Ember Education Group (referred to as “Ember”). He informed the Board of his recent trip to Chicago to meet with 40+ Carrington employees who perform the back office financial aid, admissions, and human resource functions. He advised the Board that Ember is currently recruiting for four Vice President level positions as well as other types of positions. Mike explained that he and the other Ember Vice Presidents are engaged with the necessary transition planning.
- ii. Nick reported on the recent SJVC/Carrington College Summit. He informed the Board that key stakeholders from both institutions met and engaged in dialogue about best practices and challenges related to their shared areas of operation.

Nick also reported on current recruitments for SJVC positions, including Directors of Human Resources and Purchasing & Facilities, and two regional Vice Presidents of Operations as well as other positions to support accreditation and academics. Lastly, Nick reported on the Senior Management’s upcoming campus tour. The intent is to visit every SJVC campus, introduce the new management team, and provide opportunity for campus constituents to engage with the team.

There being no further business, the meeting adjourned at 6:02 p.m.