

## SERVICE OUTCOMES

Upon interaction with student and employee services, participants will be able to:

- Express opinions and feedback of services
- Retrieve information about services from a variety of sources
- Access resources easily
- Utilize services for personal success
- Confirm satisfaction of high quality and timely service

## ASSESSMENT STATEMENT

**Philosophy:** Assessment is an ongoing process that ensures the entire organization continually evaluates and reflects upon contributions to the development of a qualified career candidate.

**Purpose:** The assessment process is used to continually guide, analyze, and improve student learning, resource allocation and support services to align the organization with the **SJVC** mission statement.

**Principle:** Assessment is student focused, faculty- and staff-driven, outcome-based, and follows the six-step cycle of continuous quality improvement.

- Define and refine learning/service outcomes
- Plan and provide learning and service opportunities
- Assess outcomes using a variety of methods
- Collect and analyze assessment data results
- Make institutional improvements based on assessment data results
- Close the loop: re-evaluate

## GOVERNANCE AND ADMINISTRATION

**SJVC** operates under a shared governance structure comprised of the Board of Governors, Board of Directors, Senior Management, Executive Council, and Campus Leadership.

Joint responsibility, authority, and decision-making are accomplished through the collaboration of managers, faculty, staff, and students. All constituencies work together to plan and develop policies, regulations, and recommendations that guide the College. Broad participation from all segments of the College community is both encouraged and expected in the governance structure.

A listing of administrators and faculty is provided in **Section 9**.

## INSTITUTIONAL ACCREDITATION

### Institutional Accreditation

**SJVC** is accredited by The Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (ACCJC/WASC). The ACCJC is a regional accrediting commission recognized by the U.S. Department of Education.

ACCJC may be contacted at the following address:

10 Commercial Boulevard, Suite 204  
Novato, California 94949.  
(415) 506-0234

Additional information about accreditation, including the filing of complaints against member institutions, can be found at: [www.accjc.org](http://www.accjc.org).

Questions or requests to review documents pertaining to accreditation should be directed to:

Crystal G. VanderTuig, Accreditation Liaison Officer  
San Joaquin Valley College  
3828 West Caldwell Avenue, Visalia, CA 93277  
(559) 734-9000  
[Crystal.VanderTuig@sjvc.edu](mailto:Crystal.VanderTuig@sjvc.edu)