

District Recommendation 6

In order to meet the Standards, the team recommends that the District clearly delineate and communicate the operational responsibilities and functions of the District from those of the Colleges and consistently adheres to this delineation in practice; and regularly assesses and evaluates the District role and delineation and governance decision-making structures and processes to assure their integrity and effectiveness in assisting the Colleges in meeting educational goals. (IV.B.3)

Accreditation Standards:

Standard IV: Leadership and Governance

B. Board and Administration Organization

The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. Governance roles are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.

IV.B..3 In addition to the leadership of individuals and constituencies, institutions recognize the designated responsibilities of the governing board for setting policies and of the chief administrator for the effective operation of the institution. Multi-college districts/ systems clearly define the organizational roles of the district/system and the colleges.

In multi-college districts or systems, the district/system provides primary leadership in setting and communicating expectations of educational excellence and integrity throughout the district/system and assures support for the effective operation of the colleges. It establishes clearly defined roles of authority and responsibility between the colleges and the district/system and acts as the liaison between the colleges and the governing board.

Action:	Timeline:
1. Evaluated function charts of District Service Center Units and functions they perform for Colleges, based on information from District Program Reviews provided by Service Center leads.	April – September 2017
2. Meet with all College Presidents to assess and to obtain feedback for Delineation of Functions and make revisions, as needed.	April-May 2017

3. Develop District Service Centers Customer Satisfaction Survey to evaluate service provided by District	May – June 2017
4. Administer District Service Centers Customer Satisfaction Survey to evaluate service provided by District.	September 2017
5. Obtain initial feedback for interactive function chart and updates, as needed.	June, July, August-September 2017
6. Flex Session on District Services and Delineation of Functions	August 2017
7. Initiate dialogue and draft ideas to assemble a District Service Centers Manual	May - September 2017
8. Analyze results of Customer Satisfaction survey and compare with results of previous survey done in 2015.	October 2017
9. Revise Organization charts for District Service Centers.	June, July, August, September 2017
10. Distribute and assess (for feedback) District Service Centers Manual	September – November 2017
11. Analyze results of Customer Satisfaction Survey and distribute.	October 2017
12. Finalize revised Function Matrix and Interactive Charts and post on PCCD web	October- November 2017
13. Discuss function charts, org charts, and other documents at DEC, VP/Deans, Cabinet, Academic Senate, and college governance groups	October, November, December 2017
14. Finalize Manual Documents and post on Accreditation website	December 2017
15. Determine next steps to address issues Identified in Customer Satisfaction Survey and to continue to improve District Service to the Colleges, to include a clear understanding of Delineation of Functions	January – February 2018
16. Determine Plan for systematic and sustainable plan for assessing Delineations of Functions	December 2017 - February 2018

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District Recommendation 6 Team:

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