

QUALITY CHECKUP REPORT

SAN JUAN COLLEGE

Farmington, New Mexico

January 31-February 2, 2007

Quality Checkup team members:

Dr. George Johnston
Parkland College

Jane Rada, Retired
Western Technical College

Background on Quality Checkups conducted by the Academic Quality Improvement Program

The Higher Learning Commission's Academic Quality Improvement Program (AQIP) conducts Quality Checkup site visits to each institution during the fifth or sixth year in every seven-year cycle of AQIP participation. These visits are conducted by trained, experienced AQIP Reviewers to determine whether the institution continues to meet The Higher Learning Commission's *Criteria for Accreditation*, and whether it is using quality management principles and building a culture of continuous improvement as participation in the Academic Quality Improvement Program (AQIP) requires. The goals of an AQIP Quality Checkup are to:

1. Affirm the accuracy of the organization's online Systems Portfolio and verify information included in the portfolio that the last Systems Appraisal has identified as needing clarification or verification (System Portfolio Clarification and Verification);
2. Review with organizational leaders actions taken to capitalize on the strategic issues and opportunities for improvement identified by the last Systems Appraisal (Systems Appraisal Follow Up);
3. Alert the organization to areas that need its attention prior to Reaffirmation of Accreditation, and reassure it concerning areas that have been covered adequately (Accreditation Issues Follow Up);
4. Verify federal compliance issues such as default rates, complaints, USDE interactions and program reviews, etc. (Federal Compliance Review); and
5. Assure continuing organizational quality improvement commitment through presentations, meetings, or sessions that clarify AQIP and Commission accreditation work (Organizational Quality Commitment).

The AQIP peer reviewer(s) or staff trained for this role prepare for the visit by reviewing relevant organizational and AQIP file materials, particularly the organization's last *Systems Appraisal Feedback Report* and the Commission's internal *Organizational Profile*, which summarizes information reported by the institution in its *Annual Institutional Data Update*. The report provided to AQIP by the institution is also shared with the evaluator(s). Up-to-date, complete information about Quality Checkup preparation, procedures, and related information in the *Quality Checkup Visit Guide* available for download from the AQIP website at www.AQIP.org.

Copies of the Quality Checkup report are provided to the institution's CEO and AQIP liaison. Additionally, a copy is retained by the Commission for the institution's permanent file, and will

be part of the materials reviewed by the AQIP Review Panel during the institution's Reaffirmation of Accreditation.

Clarification and verification of contents of the institution's *Systems Portfolio*

In the team's judgment, San Juan College (SJC) presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Review of specific accreditation issues identified by the institution's last Systems Appraisal

No specific accreditation issues were identified in the February 2004 AQIP Feedback Report.

Review of the institution's approach to capitalizing on recommendations identified by its last Systems Appraisal in the *Strategic Issues Analysis*.

In the team's judgment, SJC presented satisfactory evidence through its documentation of the San Juan Quality Journey Summary that it met this goal of the Quality Checkup.

SJC's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations. Specifically, SJC identified and prioritized its responses to the feedback provided in the February 2004 Feedback Report.

Review of organizational commitment to continuing systematic quality improvement

In the team's judgment SJC presented satisfactory evidence that it continues to provide a commitment to continuous quality improvement.

For example,

- Category 1 - Helping Students Learn - SJC demonstrates a commitment to assessment of student learning at multiple levels including CSLOs at the institutional level, multiple sections of courses, individual courses, and programs.

- Category 2 - Accomplishing Other Distinctive Objectives - SJC has particularly strong ties to the community at multiple levels including performing arts center and fitness center.
- Category 3 - Understanding Students' and Other Stakeholders' Needs - SJC has and continues to use and develop multiple approaches to identify student and stakeholder needs. For example, SJC has developed and improved processes for working with program advisory committees.
- Category 4 - Valuing People - One of SJC's strategic goals for 2006-2011 is Value People; SJC also has an increased emphasis on technology training.
- Category 5 - Leading and Communicating - SJC has developed the President's Leadership Academy and a Leadership Reading Series to promote leadership development.
- Category 6 - Supporting Institutional Operations - SJC has developed an evaluation and documentation of Student Support Services designed to demonstrate the link between Student Learning and Student Services. In addition, there is an overall organizational focus on improving and documenting processes.
- Category 7 - Measuring Effectiveness - SJC has fully implemented Datatel financial, student, and human resource systems to support the measurement of effectiveness and hired a Vice President of Institutional Research and Planning to assist in making the use of results more transparent and meaningful to the users.
- Category 8 - Planning for Continuous Improvement - SJC implemented a strategic planning process that identifies four strategic directions for 2006-2011: Value Educational Access and Student Success, Value Information and Market Realities, Value Partnerships, and Value People.
- Category 9 - Building Collaborative Relationships - SJC excels in effective development of community partnerships including rapid response to new and emerging needs.

USDE issues related to default rate (renewal of eligibility, program audits, or other USDE actions)

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and

performance were acceptable and comply with Commission and AQIP's expectations.

Other Title IV compliance issues

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy 1.C.7, Credits, Program Length, and Tuition

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy IV.B.2, Advertising and Recruitment Materials

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy III.A.1, Professional Accreditation, and III.A.3, Requirements of Organizations Holding Dual Institutional Accreditation

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy IV.B.4, Organizational Records of Student Complaints

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Other USDE compliance-related issues

None noted.

Other AQIP issues

None noted

General Comments

- **SJC demonstrates a unique spirit that permeates all aspects of the organization that was evident in conversations with students, faculty, and staff.**
- **SJC also demonstrates across the organization a focus on alignment of its core values, strategic planning, budget, and evaluation.**
- **The newly identified Action Plans are aligned to the strategic directions.**
- **SJC appears to be an emerging leader among comprehensive community colleges.**