



## Certification of Continued Institutional Compliance with Commission Policies



**“LMC’s Nursing Program is not just a place to learn; it is a place to connect with individuals who share the same passion of touching people’s lives. That is, and will forever be, the greatest lesson I’ve learned from LMC’s nursing faculty and staff.”**

**- Marc Ajero**  
*Registered Nursing student*



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### Policy on Distance Education and Correspondence Education

The College offers distance education, as defined in the Commission policy, primarily through the internet. This approach to distance learning is characterized by the same expectations for quality, integrity, accountability, effectiveness, and focus on student learning outcomes that apply to more traditional modes of instruction. Board Policy 4014 (CP-1) is designed “to ensure the integrity of distance and correspondence education offerings and comply with federal regulations and ACCJC policies.”

**Development, implementation, and evaluation of all courses and programs, including those offered via distance education or correspondence education, must take place within the institution’s total educational mission.**

College policies are in place to ensure that all courses and programs taught through distance education, as well as the programs and services that support these courses and programs, are aligned with the total educational mission of the institution (ER-5, ER-6). All courses and programs at LMC must demonstrate how they meet the mission of the College as part of the approval process. Courses offered through distance education are intended to broaden access for students.

**Institutions are expected to control development, implementation, and evaluation of all courses and programs offered in their names, including those offered via distance education or correspondence education.**

All courses and programs at the College -- face-to-face or distance education -- follow the same curriculum development, implementation, and evaluation procedures. The student learning outcomes and the course outline of record are the same for the course, whether the course is taught face-to-face or in a distance education modality. In addition to completing the common Course Outline of Record (COOR) form (CP-2), distance education courses require the completion of an Online Supplement form (CP-3). All online supplements and COORs for courses that can be taught via distance education are reviewed and endorsed first by the Distance Education Committee, prior to review and approval by the Curriculum Committee. The Curriculum Committee votes separately to approve the Online Supplement, as required by state regulation. Both committees ensure that the student learning outcomes can be met in the distance education modality, and that effective and substantive instructor-student interaction can be accomplished in a distance education modality (CP-4, ER-24).

**Institutions are expected to have clearly defined and appropriate student learning outcomes for all courses and programs, including those delivered through distance education or correspondence education.**

The student learning outcomes (SLOs) and the course outline of record are the same for the course, whether the course is taught face-to-face or in a distance education modality. In addition to completing the common Course Outline of Record form (CP-2), distance education courses require the completion of an Online Supplement form (CP-3). The same SLO assessment process is applied to both face-to-face and distance education offerings (ER-57).

**Institutions are expected to provide the resources and structure needed to accomplish these outcomes and to demonstrate that their students achieve these outcomes through application of appropriate assessment.**

The College provides adequate technological, financial, and human resources through established structures to ensure that the stipulated outcomes are achieved. The three colleges in the District provide distance education through a common Learning Management System, Desire 2 Learn, which is maintained by the District Office in collaboration with the College's Instructional Technology and Services (IT&S) Department. The College's Distance Education Committee is co-chaired by two faculty, who are provided reassigned time for their distance education leadership, to coordinate professional development and support the development of distance education curriculum, programs, and services. The vice president of instruction and student services serves on the Distance Education Committee and oversees all aspects of distance education compliance (CP-4, CP-5).

**Institutions are expected to provide the Commission advance notice of intent to initiate a new delivery mode, such as distance education or correspondence education, through the substantive change process.**

The College will provide the Commission with advance notice of the intent to initiate a new delivery mode, such as distance education, through the substantive change process.

**Institutions are expected to provide the Commission advance notice of intent to offer a program, degree or certificate in which 50% of more of the courses are via distance education or correspondence education, through the substance change process.**

Los Medanos College reviews certificates and degrees to determine whether 50 percent or more could be offered through distance education and notifies the Commission of the intent through the substantive change process. Since the *2008 Self Evaluation Report*, the College has submitted and received approval for one substantive change proposal for distance education for ten programs (two associate degrees and eight certificates of achievement) in which more than 50 percent of the courses may be offered through distance education (CP-6, INT-8).

**Institutions which offer distance education or correspondence education must have processes in place through which the institution establishes that the student who registers in a distance education or correspondence education course or program is the same person who participates every time and completes the course or program and receives the academic credit.**

Faculty are required to use the College’s current Learning Management System – Desire 2 Learn – as the home page for all online courses. The College has processes in place to establish that the student who registers in a distance education course or program is the same person who participates in the course or program and receives the academic credit. The institution verifies the student’s identity by requiring a secure log-in through a unique student ID and password as part of the distance education learning management system. The District and colleges work to ensure that each student’s password is protected against public disclosure. The District makes available to each student, at the time of registration, a statement of the process to ensure student privacy. Policies that ensure the protection of student privacy are published in the College Catalog (CP-1, CP-7).

LMC complies with the Policy on Distance Education and Correspondence Education.

**Policy on Institutional Compliance with Title IV**

The College offers both federal and state Financial Aid programs and is in compliance with federal regulations, per Title IV of the Higher Education Act (HEA). The College demonstrates diligence in keeping loan default rates at an acceptably low level and complies with program responsibilities as defined by the U.S. Department of Education.

Board Policy 3023 states that “all financial aid programs will adhere to guidelines, procedures and standards issues by the funding agency and will incorporate federal, state and other regulatory requirements” (CP-8, CP-9).

Los Medanos College monitors the institutional Cohort Default Rate (CDR) annually and provides comprehensive financial aid information and advising to student borrowers (CP-10). An external audit of student loan default rates affirms institutional compliance with federal requirements. As required, the College maintains three-year CDRs below 30 percent to avoid losing eligibility as a Title IV grant institution (CP-11). For the last three years, the LMC student loan default rates have been acceptable:

- 2011: 17.3% Draft Rate (3 year)
- 2010: 19 % (3 year)
- 2009: 26.6% (3 year)
- 2008: 13.3% (2 year)

The College is able to maintain a low default rate as a result of providing one-to-one financial aid advising to prospective new borrowers offered throughout the year and

especially prior to start of every semester. At these one-to-one appointments, students learn about their rights and responsibilities as a student loan borrower, the consequences of not repaying, encouraging successful repayments, and options available to them if they are having difficulty in making payments. LMC complies with federal requirements by requiring students to complete an online entrance counseling exam and master promissory note. Students are also directed to log into the National Student Loan Database System (NSLDS) at [www.nsls.gov](http://www.nsls.gov) to review their loan history, servicer information, and calculate their anticipated loan repayment amount.

Per federal requirements, LMC student borrowers who graduate, withdraw, or drop below half-time are also provided exit counseling as a delinquency and default aversion measure. At this time, students learn about loan repayment obligations, the consequences of not repaying, encouraging successful repayments, and how to address delinquent repayments if it occurs.

The LMC Financial Aid Office actively manages the student loan portfolio by reviewing delinquent and default borrower reports accessible through various loan servicers and reaches out to delinquent and defaulted borrowers as an intervention measure. Former borrowers are contacted and encouraged to contact their loan servicer to find out information on how to resolve their delinquency or default loan status. These students are also encouraged to contact the Financial Aid Office should they need assistance in getting connected with the appropriate loan servicer. Los Medanos College complies with the Commission Policy on Title IV.

### **Policy on Institutional Advertising, Student Recruitment, and Representation of Accredited Status**

The College makes available to students and prospective students clear and accurate information about itself in all College publications and electronic resources. The College exhibits integrity and responsibility in advertising, student recruitment, and representation of its accredited status.

#### **Advertising, Publications, Promotional Literature**

Educational programs and services are the primary emphasis of all advertisements, publications, promotional literature, and recruitment activities, including those presented in electronic formats. All statements are clear, factually accurate, and current.

The College Catalog is readily available in print and electronic formats, and accurately depicts all the required elements in the Commission policy (ER-2). Supporting documentation is kept on file in the Office of Instruction. The Marketing Office collaborates closely with the Office of Instruction and other offices in the College to ensure accuracy of content.

<b>Required Information</b>	<b>Catalog</b>	<b>Schedule</b>	<b>Website</b>
Official name, address, telephone, website	X	X	X
Mission statement, purposes, and objectives; entrance requirements and procedures	X	X	X
Information on programs and courses, with required sequences and frequency of course offerings explicitly stated	X		X
Degree, certificate, and program completion requirements, including length of time required to obtain a degree or certificate	X		X
Faculty with degrees held and conferring institution	X		
Facilities available	X	X	X
Rules and regulations for conduct	X	X	X
Institution's academic freedom statement	X		X
Tuition, fees, and other program costs	X	X	X
Financial Aid opportunities and requirements	X	X	X
Refund policy and procedures	X	X	X
Transfer of credit policies	X	X	X
Nondiscrimination policy	X	X	X
Other locations for policies	X	X	X
Governing Board members	X	X	X
Accredited status	X	X	X

Publications describing career opportunities provide clear and accurate information, including information on national and/or state legal requirements for eligibility of licensure or entry into an occupation or program for which education and training are offered. The College lists occupational programs in the College Catalog with licensure information and/or unique requirements, where applicable, such as the Registered Nursing and the Vocational Nursing programs. Gainful employment information is included for all occupational programs with certificates of achievement on the College website (CP-12).

### **Student Recruitment for Admissions**

Student recruitment is guided and conducted by well-qualified professionals whose credentials, purposes and position with the institution are clearly specified. These professionals accurately represent the College and its programs. The College does not use any independent contractors for recruiting purposes.

Awards of privately-endowed restricted funds, grants or scholarships are made only on the basis of specific criteria related to merit or financial need.

**Representation of ACCJC Accredited Status**

The College's accredited status is affirmed in the College Catalog and other official publications and is stated accurately and fully, identifying the accrediting body in the manner required by ACCJC (CP-13, ER-2, ER-19, ER-62).

Los Medanos College complies with the Policy on Institutional Advertising, Student Recruitment, and Representation of Accredited Status.

**Policy on Institutional Degrees and Credits**

Los Medanos College conforms to all generally accepted standards and practices when awarding degrees and credits. The institution requires academic study of sufficient content, breadth, and length; levels of rigor appropriate to the programs and/or degrees offered; statements of expected student learning outcomes relevant to the disciplines; and assessment results which provide sufficient evidence that students are achieving key institutional and program learning outcomes.

All courses are reviewed for content, depth, breadth, length, levels of rigor, student learning outcomes, and assessment instruments by the Curriculum Committee. The articulation officer submits approved courses for articulation to the CSUs and UCs for transfer of credit.

As an accredited institution, the College conforms to the commonly accepted minimum program length of 60 degree-applicable credit hours for an associate degree. The College has in place written policies and procedures for determining a credit hour that generally meet commonly accepted academic expectations and it applies the policies and procedures consistently across courses and programs. The College applies the Carnegie Unit formula to determine credit hours based on Title 5, section 55002.4, and the California Community Colleges Chancellor's Office *Program and Course Approval Handbook* (PCAH). The Curriculum Committee applies the Carnegie Unit formula for lecture, lab, and activity components of a course when approving courses (CP-2). The College also adheres to the "out-of-class" work standard of two hours for each in-class lecture hour.

The institution implements the clock-to-credit conversion formula found in Commission policy for example for the clinical components of the Registered Nursing and Vocational Nursing courses.

The College Catalog includes a description of the relationship between units and college credit. (ER-2). Board policies and procedures are congruent with ACCJC policy requirements in this area (CP-14, CP-15, CP-16, CP-17, CP-18).

Los Medanos College complies with the Policy on Institutional Degrees and Credits.



## Policy on Institutional Integrity and Ethics

The College exhibits integrity and subscribes to high ethical standards. The institution ensures that no false, erroneous or misleading statements or misrepresentations are made about it. Overall, the College demonstrates high ethical standards in the management of its affairs and all of its activities dealing with students, faculty, staff, the Governing Board, external agencies and organizations, including the Commission, and the general public.

### **1. An accredited institution will uphold and protect the integrity of its practices.**

Los Medanos College upholds and protects the integrity of its practices through its mission, values, College procedures, Contra Costa Community College District Board policies, and compliance with the California Education Code and California Code of Regulations, Title 5.

### **2. An institution applying for eligibility, candidacy or extension of candidacy, accreditation or reaffirmation of accreditation, or responding to Commission requests for information or reporting requirements, such as the annual reports, provides the Commission with information that is readily available, current, complete, and accurate, including reports of other accrediting agencies, licensing and auditing agencies. This includes any information on matters that may affect an institution's integrity.**

Los Medanos College complies with all Commission reporting requirements accurately and in a timely manner.

### **3. The institution assures the clarity, accuracy and availability of information provided to all persons or organizations and related to its mission statement; its educational programs; its admissions requirements; its student services; its tuition and other fees and costs; its financial aid programs; its policies related to transcripts, transfer of credit and refunds of tuition and fees. The institution reports accurately to the public its accredited status.**

Los Medanos College publishes information related to its mission statement, educational programs, admissions requirements, student services, tuition and other fees and costs, financial aid programs, transcript policies, transfer of credit and refund of tuition and fees clearly and accurately in the College Catalog, the class schedule, and on the College website. Los Medanos College reports its accredited status accurately in the College Catalog, the Schedule of Classes, and on the College website. The College assures that the information is clear, accurate, current, and complete (ER-2, ER-19, ER-59).

- 4. The institution has policies to ensure academic honesty, policies to assure integrity in the hiring processes, and policies and procedures to prevent conflict of interest throughout the organization, including governing board decision-making and contracting, and policies that provide due process protections. Such policies are reviewed regularly and are widely available to institutional staff, students, governing board members and the public. The institution is able to provide evidence that it upholds its policies.**

Los Medanos College and the Contra Costa Community College District have policies and procedures to ensure academic honesty including CCCCDCD *Student Services Procedure 3027*, *Student Code of Conduct (CP-19)*, and *LMC Student Code of Conduct (CP-20)*.

Policies to ensure integrity in the hiring process include CCCCDCD HR Procedure 1010.02, *Uniform Employment Selection Guide (CP-21, ER-37)*.

Policies and procedures to prevent conflict of interest throughout the organization including the governing board decision-making and contracting include CCCCDCD Board Policy 1020, *Conflict of Interest (ER-12)*; CCCCDCD Administrative Procedure 1020.1, *Conflict of Interest (ER-13)*; CCCCDCD Business Procedure 11.24, *Code of Ethics for Purchasing (CP-22)*; and CCCCDCD Board Policy 1010, *Code of Ethics of the Governing Board (ER-11)*.

Policies and procedures to ensure that employees and students receive due process protections include CCCCDCD Human Resources Procedure 2070.01, *Academic Employee Discipline/Dismissal (CP-23)*; CCCCDCD Human Resources Procedure 3210.01, *Guidelines for Classified Disciplinary Action (CP-24)*; CCCCDCD Human Resources Procedure 3210.02, *Hearing Procedures for Suspension or Dismissal of Classified Employees (CP-25)*; CCCCDCD Student Service Procedure 3027, *Student Code of Conduct (CP-19)*.

The District Administrative Procedure 1001.01, *Process to Introduce New or Revise Existing Governing Board Policy (CP-26)*, provides the process for revisions and additions to policies and procedures and regular review of policies through the shared governance process. All policies and procedures are widely available online.

- 5. The institution demonstrates integrity and honesty in interactions with students and prospective students in all academic, student support and administrative functions and services as well as statements and other information provided about its accredited status, its transfer of credit policies, and whether successful completion of its courses qualify students to receive, to apply, and/or to take licensure examinations or non-governmental certification.**

Los Medanos College demonstrates integrity and honesty in all interactions with students and prospective students. The College's accreditation status is posted on

the College's website, and included in printed Catalog and Schedule of Classes. Transfer-of-credit policies and information about licensure examinations are included in the College Catalog in print and electronically.

**6. The institution establishes and publicizes policies ensuring institutional integrity that contain clear statements of responsibility for assuring integrity and describe how violations of integrity are to be resolved.**

Los Medanos College publicizes policies ensuring institutional integrity in the College Catalog and through the *Student Code of Conduct* (CP-19). It is widely available online and in print to all students, staff, and faculty.

**7. The institution establishes a governance process and policies to receive and address complaints regarding questionable accounting practices, operational activity which is a violation of applicable law, rules, and regulations, or questionable activities which may indicate potential fraud, waste, and/or abuse. The process shall allow for the confidential and anonymous submission of complaints.**

The CCCCD District Board Policy 2055, *Whistleblower Protection* (CP-27), requires the Chancellor to establish procedures regarding the reporting and investigation of suspected unlawful activities by District employees and the protection from retaliation of those who make the report.

The District has implemented a confidential ethics hotline through a third-party provider, EthicsPoint. Students, employees or members of the public can make confidential reports by either calling or by going online. A link to this confidential site is on the home page of the District (CP-28), as well as the College (ER-59). Complaints submitted will produce a notification going to the District's executive vice chancellor of administrative services, the internal auditor at the District, and the College's director of business services. Each July, the chancellor apprises all employees via email about the hotline. The College makes available to all students information needed to file a complaint with either the institution or with external agencies.

**8. The institution, in its relationship with the Commission, cooperates in preparation for site visits, receives evaluation teams or Commission representatives in a spirit of collegiality, and complies with the Eligibility Requirements, Accreditation Standards, and Commission policies. The institution maintains an openness and commitment to external evaluation and assists peer evaluators in performing their duties.**

Los Medanos College holds accreditation as a high priority, and cooperates with the Commission to prepare for site visits, receive evaluation teams, and Commission representatives collegially. The College maintains a spirit of openness and commitment to external evaluation and in assists peer evaluators in

performing their duties. The College complies continuously with Eligibility Requirement, Accreditation Standards, and Commission Policies.

- 9. The institution makes complete, accurate and honest disclosure of information required by the Commission, and complies with Commission requests, directives, decisions and policies. The institution acknowledges that if it fails to do so, the Commission may act to impose sanction, or to deny or revoke candidacy or accreditation.**

Los Medanos College makes complete, accurate and honest disclosures of information as required by the Commission, and complies with all Commission requests, directives, decisions, and policies.

Los Medanos College complies with the Commission Policy on Institutional Integrity and Ethics.

**Policy on Contractual Relationships with Non-Regionally Accredited Organizations**

The College contracts with a non-regionally accredited organization -- the Contra Costa Office of the Sheriff -- for the delivery of instruction in the Law Enforcement Academy through an Instructional Service Agreement.

The contracts are governed by Business Procedure 2.02, *Instructional Service Agreements (ISA)* (CP-29). The procedure complies with the Commission policy on contract stipulations and State Chancellor's Office regulations, which are based on the Education Code and Title 5. The contracts are developed/reviewed by College and District personnel and approved by the Governing Board (CP-30). The College must submit a compliance report to the District Office Finance Department for both the initial contract and the annual contract renewal, which addresses the 16 required contract provisions.

The College ISA has been approved by the Commission through the Substantive Change process (CP-31, INT-9).

The College is responsible for the quality and academic integrity of the performance of necessary control functions for the ISA educational offerings.

Los Medanos College complies with the Commission Policy on Contractual Relationships with Non-Regionally Accredited Organizations

**Compliance with Commission Policies – Evidence List**

CP-1	Board Policy 4014, <i>Distance and Correspondence Education</i>
CP-2	Course Outline of Record Form
CP-3	Online Supplement to Course Outline of Record
CP-4	Distance Education Committee Webpage Screenshot
CP-5	Distance Education Webpage Screenshot of D2L
CP-6	LMC Distance Education Substantive Change ACCJC Approval Letter
CP-7	Board Policy 3013, <i>Student Information</i>
CP-8	Board Policy 3023, <i>Financial Aid</i>
CP-9	Student Services Procedure 3023, <i>Financial Aid</i>
CP-10	Cohort Default Rate Effects Guide
CP-11	LMC Cohort Default Rate History List
CP-12	Gainful Employment Webpage Screenshot
CP-13	LMC Accreditation Webpage Screenshot
CP-14	Board Policy 3006, <i>Awards Issued by the Contra Costa Community College District</i>
CP-15	Board Policy 4001, <i>Standards of Scholarship</i>
CP-16	Student Services Procedure 3006, <i>Awards Issued by the Contra Costa Community College District</i>
CP-17	Curriculum and Instruction Procedure 4001, <i>Standards of Scholarship</i>
CP-18	Curriculum and Instruction Procedure 4004, <i>Awards Issued by the Contra Costa Community College District</i>
CP-19	Student Services Procedure 3027, <i>Student Code of Conduct</i>
CP-20	Student Code of Conduct Webpage Screenshot
CP-21	Human Resources Procedure 1010.02, <i>Uniform Employment Selection Guide</i>
CP-22	Business Procedure 11.24, <i>Code of Ethics for Purchasing</i>
CP-23	Human Resources Procedure 2070.01, <i>Academic Employee Discipline/Dismissal</i>
CP-24	Human Resources Procedure 3210.01, <i>Guidelines for Classified Disciplinary Action</i>
CP-25	Human Resources Procedure 3210.02, <i>Hearing Procedures for Suspension or Dismissal of Classified Employees</i>
CP-26	Administrative Procedure 1001.01, <i>Process to Intro New or Revise Existing GB Policies</i>
CP-27	Board Policy 2055, <i>Whistleblower Protection</i>
CP-28	CCCCD Office Website Homepage Screenshot
CP-29	Business Procedure 2.02, <i>Instructional Service Agreements (ISA)</i>
CP-30	Governing Board Approval ISA Contract 2013-2014
CP-31	LMC Fire and Police Academies Substantive Change ACCJC Approval Letter
ER-2	2014-2015 College Catalog
ER-5	LMC Mission Statement College Catalog

ER-6	LMC Mission Statement, Vision and Values Webpage Screenshot
ER-11	Board Policy 1010, <i>Code of Ethics of the Governing Board</i>
ER-12	Board Policy 1020, <i>Conflict of Interest</i>
ER-13	Administrative Policy 1020.01, <i>Conflict of Interest</i>
ER-19	Spring 2014 Schedule of Classes
ER-24	Curriculum Committee Forms and Handbook Webpage Screenshot
ER-37	<i>Uniform Employment Selection Guide</i>
ER-57	<i>Student Learning Outcomes: A New Model of Assessment spring 2012</i>
ER-59	LMC Website Homepage Screenshot
ER-62	LMC About Us Webpage Screenshot
INT-8	LMC Distance Education Substantive Change Proposal
INT-9	LMC Fire and Police Academies Substantive Change Proposal

*listed in alpha-numeric order*